

## **Contracting Services in the Service Oriented Architectures**

**Workshop 5a: 09:00 Thursday 20 October 2005**

### **Abstract**

The Service Oriented Architecture (SOA) is a major advancement in the development, deployment and interconnection of eBusiness and eGovernment systems. One of the current challenges in the area of Service Oriented Architectures is the notion of contracts between service consumers and service providers. An electronic contract, which is partly constituted by a Service Level Agreement (SLA), is the main support for billing the usage of services. The SLA describes what behavior is expected from the service, and the constraints on both the service provider and the service consumer.

### **Description**

Given the popularity and advancement of SOAs, the notion of contract and SLA needs to be refined, techniques to implement contracts and SLAs in Service Oriented Architecture needs to be improved, and a standard for defining contracts and SLAs needs to emerge.

The workshop is organized around five papers that describe different points of view and perspective on SLAs from academics and industrials. A plenary discussion will follow the presentations.

### **Objectives**

The workshop aims at bringing together expert from the grid, service oriented architectures, and security domains where SLA is a challenging problem, to discuss and work on the following questions:

- What should be covered by electronic contracts?
- What are the roles and limits of SLAs?
- What are the parties involved in trust for SLAs?
- Legal issues with SLAs?
- Which language is appropriate for describing SLAs?
- Which kinds of tools are needed to implement SLAs?

### **Target Audience**

The target audience consists of researchers and companies interested in advancing the research in the area in electronic contracts and service level agreements. At least three European projects are dealing with SLA, and this workshop is an opportunity to correlate the results from these different projects.

### **Programme**

*Chair: Olivier Nano, Microsoft, Germany*

#### **SLAs - A Key Commercial Tool**

*Bryce Mitchell, BT, United Kingdom*

The paper draws on experience of existing SLA providers such as Telecommunication and Application Providers and contrasts with the emerging standards from the Grid community to provide a suggested SLA schema that will be used within NextGRID and will help to build business relationships.

## **Ensuring QoS in a European Service Oriented Economy. How can ITIL Contribute?**

*Leire Bastida, European Software Institute, Spain*

This paper performs an initial validation of the IT infrastructure Library (ITIL) potential in the context of the new generation of eServices and proposes ways to adapt ITIL in order to continue to be an enabler for the emerging Service Oriented Economy.

## **SLA Monitoring: Shifting the Trust**

*Olivier Nano, Microsoft, Germany*

This paper proposes an approach to shift this trust by defining a non-ambiguous language to describe SLA contracts and an execution environment to perform the monitoring activity.

## **Improving SLAs - Towards Consumption Based Pricing**

*Peter Matthews, Computer Associates, United Kingdom*

## **Autonomous Quality of Service Management in Virtual Organisations**

*Bastian Koller, HLRS, Germany*