A7 - BizSLAM App – Business SLA Management

# Summary of the innovation

# SLA management of transport and logistics services significantly differs from SLA management of cloud or web services due to the important role that frame SLAs play in contracting. A frame SLA is a general agreement that constitutes a long-term contract between parties. The terms and conditions of the frame SLA become the governing terms and conditions for all specific SLAs established under such a frame SLA. Not considering the relationships between frame SLAs, specific SLAs and QoS monitoring information may lead to partial conclusions and decisions, thereby resulting in avoidable penalties. BizSLAM delivers a multi-level run-time SLA management approach for transport services that takes into account those relationships. BizSLAM is a cloud-based software component that automatically manages multi-level SLAs by extending SLA management solutions from service-oriented computing.

# Key features / capabilities

* SLA Operations: online access and search to SLA information provided via FIspace platform; SLA data stored in BizSLAM is a subset of legal contract agreed by transport and logistics partners
* SLA Analytics: real-time detection and signalling of SLA violations; differentiating between actual and potential violations at run-time

# Maturity level (TRL - Technology Readiness Level)

* TRL 3 – experimental proof of concept

# Availability

* Research paper
  + C. Cassales Marquezan, A. Metzger, R. Franklin, and K. Pohl, “Runtime management of multi-level SLAs for transport and logistics services (industry paper),” in Int’l Conference on Service Oriented Computing (ICSOC 2014), Paris, France, November 3-6, 2014, X. Franch, A. Ghose, and G. Lewis, Eds., 2014. <http://dx.doi.org/10.1007/978-3-662-45391-9_49>
  + A. Gutierrez, C. Cassales Marquezan, M. Resinas, A. Metzger, A. Ruiz-Cortés, and K. Pohl, “Extending WS-Agreement to support automated conformity check on transport & logistics service agreements,” in 11th Int’l Conference on Service-Oriented Computing (ICSOC), Berlin, Germany, December 2-5, ser. Lecture Notes in Computer Science, S. Basu, C. Pautasso, L. Zhang, and X. Fu, Eds., vol. 8274. Springer, 2013, pp. 567–574. <http://dx.doi.org/10.1007/978-3-642-45005-1_47>
* Deliverable (report)
  + FIspace Deliverable D400.9: “Initial Applications Third Release”

# Licensing

* Public domain (algorithms described in research papers)

# FIspace partner(s) that own innovation & contact points

* paluno, University of Duisburg-Essen; [andreas.metzger@paluno.uni-due.de](mailto:andreas.metzger@paluno.uni-due.de)