Today’s application environments combine Cloud and on-premise infrastructure platforms and services from different providers enable the quick development and delivery of solutions to their intended users. The ability to use Cloud platforms to stand up applications in a short time frame, the wide availability of Web services, and the application of a continuous deployment model has led to very dynamic application environments. In those application environments, managing quality of service has become more important. The more external service vendors are involved the less control an application owner has and must rely on Service Level Agreements (SLAs). However, SLA management is becoming more difficult. Services from different vendors expose different instrumentation.

This talk will analyze the issues of defining service quality metrics, measuring them, and implementing them in a multi-layer Cloud environment from a service customer and a service provider’s point of view. Standard approaches to measure and manage service quality will be revisited and the novel rSLA language and service for quality management will be introduced.

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