



NextGRID SLA Provisioning Use Cases

Editors:	Justin Ferris	IT Innovation

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1	INTRODUCTION.....	3
2	USE CASES.....	3
3	REFERENCES.....	3

1 Introduction

The NextGRID SLA Provisioning Profile (hereafter, “the Profile”) is concerned with specification of Web service operations for provisioning and decommissioning services and resources for use under Service Level Agreement (SLA) [1]. In particular, the use cases and the Profile are concerned with the interactions between Business Management and Operational Management systems, within a service provider offering services and resources to customers under SLA.

This document describes use cases relating to SLA Provisioning that motivate the Profile.

2 Use cases

Figure 1 outlines the use cases relevant to the Profile.

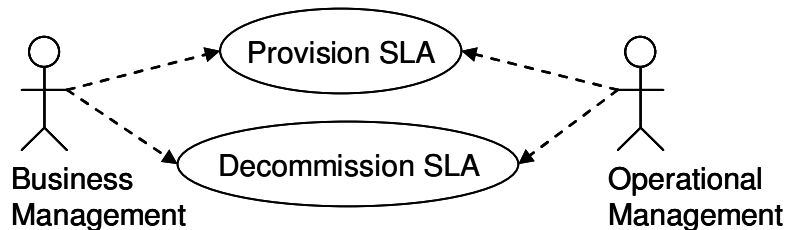


Figure 1 Use Cases

After SLA agreement, and before and during the active phase of an SLA, the service provider must provision services and resources for the customer. The Business Management system is responsible for managing the lifecycle of the SLA, and consequently triggers the provisioning and decommissioning of services and resources for an SLA (“Provision SLA” and “Decommission SLA”, respectively) at the appropriate times. The Operational Management system is responsible for lower-level resource management and management of services and resources to realise SLA terms profitably. Operational Management provisions or decommissions services and resources, as appropriate, in response to triggers from the Business Management system. Furthermore, when services and resources have been provisioned for an SLA, the Operational Management system informs Business Management of the EndpointReferences of the available resources (or alternatively, that it was not possible to provision resources). This enables Business Management to make this information available to the customer, so that they are able to address the services they are entitled to use under their SLA.

3 References

- [1] D. Snelling and M. Fisher and A. Basermann and F. Wray and P. Wieder and M. Surrige (eds.), NextGRID White Paper V5, NextGRID Project, July 25, 2005, http://www.nextgrid.org/download/publications/NextGRID_Architecture_White_Paper.pdf