



PrestoPRIME

FP7-ICT-2007-3 231161

SLA: Quality of Service and Terms

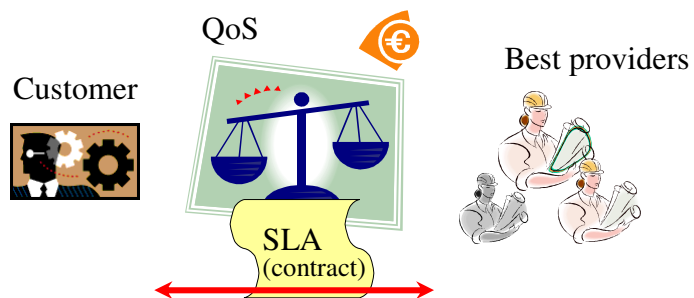
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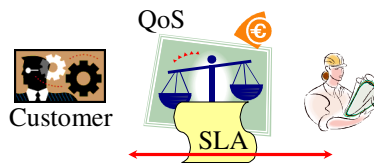


Service Level Agreement



- SLA is fundamental to safeguard customers and to promote a Service oriented Market

Service Level Agreement



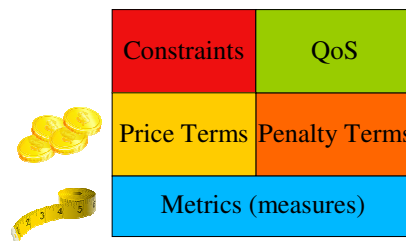
SLA is a part of the contract, it establishes:

- The agreed **quality of service (QoS)**
 - Capabilities and features
 - Times (e.g. to get back an item in max 1 hour)
 - Volumes (e.g. make storage available up to 10 PBytes)
 - Band (e.g. minimum guaranteed bandwidth is 1 Mbit/s)
 - ...
- Constraints, the customer has not to break agreed rules (e.g. not to exceed 100 search per day)

Service Level Agreement

- Price terms
 - Fixed price (e.g. an agreed fee for one year contract)
 - Variable price (e.g. pay something for each upload)
- Penalty terms (pay back when quality or rules are not respected)

SLA



PrestoPRIME SLA within PrestoPrime

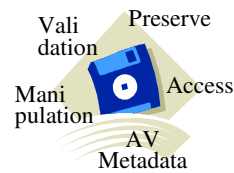
KEEPING
AUDIOVISUAL
CONTENT
ALIVE

PrestoPrime is interested in:

- Storage services
 - Big spaces (e.g. 30 GB/h for MXF)
 - Good performances
 - High reliability
- Preservation services, far more than storage including:
 - A preservation strategy (risk analysis)
 - AV identification and validation
 - Essence manipulation
 - Partial extraction (timeline)
 - Transcode, transwrap, demux



Data



Vali
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Preserve

Access

Mani
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AV
Metadata



SEVENTH FRAMEWORK
PROGRAMME

R. Borgotallo (RAI)

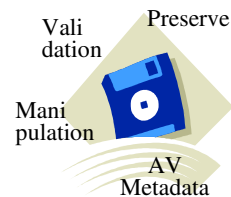
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PrestoPRIME SLA within PrestoPrime

KEEPING
AUDIOVISUAL
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- And moreover:
 - Metadata manipulation
 - Time-based Annotation
 - Automatic enrichment
 - Metadata translation and mapping
 - An advanced access (not just by ID)
- **The market is not mature with this kind of services**
(Even actual Storage services available on the market does not give enough guarantees, poor availability of preservation services !!)
- **To be credible is definitively necessary a well structured (standard?) SLA for these specific services**



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