

# MAIN AREAS THAT THE IRMOS PLATFORM ADVANCE THE STATE OF THE ART IN SLAS

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## INTRODUCTION

The main areas that the IRMOS platform advances the state of the art in SLAs are: (i) requirements can be expressed in the language of the application domain, (ii) the user's needs are dynamically translated to infrastructure requirements in fine grained SLAs, (iii) evaluation and mitigations mechanisms are able to quickly detect SLA violations and take necessary actions at run-time. Thus, it is evident, that the proposed framework adds to the already known benefits of cloud computing the possibility to execute interactive and resource-demanding applications with guaranteed QoS, that existing commercial offerings lack. Therefore service providers will be able to accommodate emerging future Internet applications that involve a broad class of interactive and collaborative tools and environments, including concurrent design and visualization in the engineering sector, media production in the creative industries, and multi-user virtual environments in education and gaming. Many of these applications tend to use dedicated hardware in order to achieve the desired Quality of Service (QoS), greatly increasing the overall cost for maintaining the needed resources. This can be a major hindrance to small businesses and startup companies that want to make innovative solutions available easily. Adopting a QoS-enabled Cloud solution alleviates this problem by providing the option of pay per use without the need to own expensive equipment.

Still, open research issues to be further investigated in this context include

- How to formally specify QoS requirements at the SLA level in such a way that the offered and received QoS be verifiable by the interested parties (mainly the customer and the provider, but also the end user)? For example, what are a proper observation window and the exact conditions to observe, for claiming an SLA violation?
- How to solve disputes between the parties signing a T-SLA or A-SLA, for example in the cases in which the customer claims that the promised QoS level he/she is paying for was not delivered? By what ways can a provider certify its provided QoS levels and the customer on the other hand certify its received ones?

- considering the complexity of delivering precise QoS levels at the A-SLA level, and the will of the provider to only offer guarantees on a probabilistic basis [5], what is a reasonable business model and SLA model that allows for a temporary graceful degradation of the delivered QoS with an associated pay-back penalty from the provider to the customer, or discount in cases of a pay-per-use model?

These and further challenging issues are to be investigated in further research.

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