

# XG USDL – WP3

2nd meeting for Work Package 3

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Ken Blackwell

Chief Architect & VP, Service Assurance

we can



# Scenario CA – CA's Assumptions

The Cloud will do for IT service procurement what ERP applications did for manufacturing supply chain; we call it Cloudsourcing

- Heavily automated
- Objective KPI based service measurements (SMI) for comparison
- Subjective community-based service rating

The Service Measurement Index (SMI) is a set of business-relevant Key Performance Indicators (KPI's) that provide a standardized method for measuring and comparing a business service regardless of whether that service is internally provided or sourced from an outside company. Designed to become a standard method to help organizations measure business services based on their specific business and technology requirements, the SMI enables individual preferences to be the basis for what defines a good service.

# Scenario CA – The Problem

Service A has:

- min/avg/max response time of 2ms/8ms/20ms
- cost of \$0.02 per transaction
- Service B has:
  - min/avg/max response of 4ms/10ms/30ms
  - Cost of \$0.05 per transaction

Which is better?

If A is a credit card processing service and B is a foreign exchange service, then “which is better?” is a nonsensical question.

We still need a way to functionally compare two services for SMI to be useful.

# Scenario CA – EMail Service Subscription

3) Subscriber requires SaaS-based email service:

- 2GB mailbox
- 50 processing rules
- Spam filter
- Anti-virus
- Foobar2 WS API integration to existing SaaS CRM

4) Subscriber canvases the market place to find possible services

5) Subscriber queries USDL definitions of services for functional comparison, narrows the list of candidates

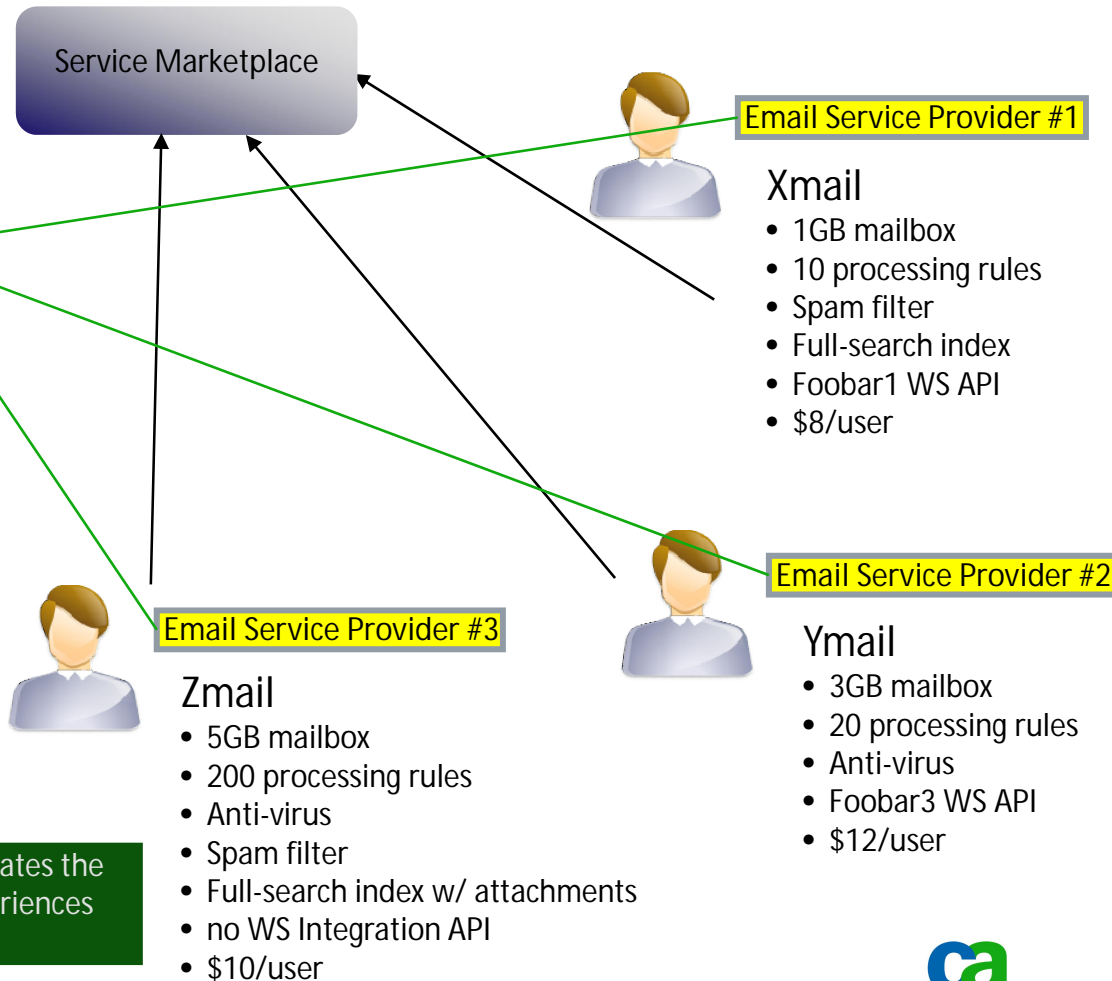
6) Subscriber queries SMI profile for services for quality comparison, narrowing the list of candidates further.

7) By considering both USDL intersection and SMI scores, subscriber can make an informed decision based on quality, functionality, transition cost, operating cost, ...

8) Subscriber picks a service...

2) The Subscriber Community rates the services based on their experiences (this is where SMI helps)

- 0) Providers offer services to the marketplace  
1) Providers offer USDL descriptions of their services through the marketplace



Thank you