ID de Contribution: 7 Type: Non spécifié

Discussion - Answering open questions part.1

jeudi 20 janvier 2011 14:15 (1 heure)

We will try answering to the following questions:

- What are the entities that need to be involved in the definition of a SLA?
- What do SLAs apply on? What are the "fields" and units?
- Is SLA the right legal term/do we talk about agreements instead?