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Information technology — Cloud computing — Service level
agreement (SLA) framework —

Part 1:
Overview and concepts

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~~Technologies de l'information — Informatique en nuage — Cadre de travail de l'accord du niveau de service —~~

~~Partie 1: Aperçu général et concepts~~

~~AMENDEMENT 1~~

PROOF

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 38, *Cloud computing and distributed platforms*.

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