



**International
Standard**

ISO/IEC 19086-1

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

Part 1:

Overview and concepts

AMENDMENT 1

*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

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CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
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