



**International
Standard**

ISO/IEC 19086-2

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

**Part 2:
Metric model**

AMENDMENT 2

*Informatique en nuage — Cadre de travail de l'accord du niveau
de service —*

Partie 2: Modèle métrique

AMENDEMENT 2

**First edition
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**AMENDMENT 2
2025-07**

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