

Abstract:

Nowadays, Cloud computing became one of the most important fields in computer paradigm researches, because it provides many advantages and benefits for all users whether the organizations or the individuals, by granting them the needed resources and services. Service level agreement (SLA) is an essential topic in terms of cloud computing, it is a contractual agreement signed between cloud user and cloud provider in order to manage and define the level of access for the resources and quality of services provided. Continues changes of technologies and requirements for both user and provider make updating SLA necessary, to ensure that services provided are meeting their needs among multiple QoS (Quality of Service) parameters. Intensive studies have been presented for building a flexible SLA. In our study, we proposed a dynamic model for updating cloud computing SLA overtime, in order to get a flexible, adaptive SLA and avoid costly violations.