

# Multi-level SLAs for Harmonized Management in the Future Internet

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Theilmann, W., and L. Baresi. 2009. "Multi-level SLAs for Harmonized Management in the Future Internet." in Tselentis et al. (eds.), *Towards the Future Internet - A European Research Perspective*. Lansdale, PA, USA: IOS Press. DOI: 10.3233/978-1-60750-007-0-183.

## Usage

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This source is considered a primary reference for the Properties of Services article.

## Annotation

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This paper aims to integrate management and governance issues at business, software, infrastructure, and network level, and introduces a multi-level SLA management approach to bridge these issues across different layers. It also provides insights on management and governance practices and requirements in various industrial domains.

**SEBoK v. 2.9, released 20 November 2023**

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This page was last edited on 18 November 2023, at 22:03.