



**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

**First edition
2016-09-15**

**AMENDMENT 1
2025-07**



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