

Cloud Service Level Agreement

Availability promises belong to the operator of the named cloud service and must be measurable in a signed schedule.

01 / Service description

Identify the cloud operator, functions, hosting and processing locations, service window, measurement method, exclusions, maintenance and dependencies. VISIONCYBERX does not promise availability for a partner platform by publishing this framework.

02 / Continuity and incident support

An operative SLA should set the agreed performance targets, monitoring evidence, incident assistance, recovery and data-export arrangements. Service credits or remedies require an agreed formula and claim process.

03 / Regulated customers

For a financial entity and ICT service within DORA scope, the written contract may require the additional elements of Article 30, including location, subcontracting, access, audit and exit. Applicability must be assessed for the specific service and entity.

Document status

Original VISIONCYBERX working framework for review. This PDF is not an offer, a signed agreement or evidence of an implemented control. Confirm legal entity details, service scope, commercial terms, annexes and approval before use. A signed engagement document governs.

Official EU references

DORA, Article 30

GDPR, Article 32