Service level agreement lifecycle

You use the service level agreement (SLA) lifecycle to govern a service level agreement from being initially identified, through to being activated, and, eventually, terminated when it is no longer required.

A Service level agreement object can pass through the service level agreement lifecycle.

The following table describes the states of the service level agreement lifecycle, and, for each state, names the transition that moves a service level agreement forward to that state.

Transition	State	Description
(Initial state)	SLA identified	This state is entered as soon as a consumer, represented by a capability version, requests a dependency on a service version or other capability version that offers the service level definition (SLD) that they require.
Request SLA	SLA requested	The agreed endpoints relationship target has been selected together with details of the required SLA properties and policies. The provider of the selected SLD must approve the request, reject it or ask for it to be revised.
Approve SLA request	SLA inactive	The development team that want to consume the service can continue their development based on the consumption of this specific SLA, but they do not yet have authorization to access any endpoints.
Revise SLA request	SLA identified	As part of the negotiation of an SLA, the service provider requests a rework of the details of the SLA by the service consumer. This is done by moving the SLA back into the identified state, ready for a resubmission.
Activate SLA	SLA active	All the approved endpoints associated with the SLD, that are online, can be invoked using the terms of the SLA. There might be situations where the SLA is deactivated, in which case the SLA enters the SLA inactive state and any further interactions are blocked until it is reactivated.
Deactivate SLA	SLA inactive	For operational issues, the SLA is temporarily suspended by moving it back to the inactive state. Once the operational issues have been removed, the SLA can be reactivated.

Transition	State	Description
Terminate SLA	SLA terminated	No interactions from this SLA are permitted.

Diagram of the service level agreement lifecycle
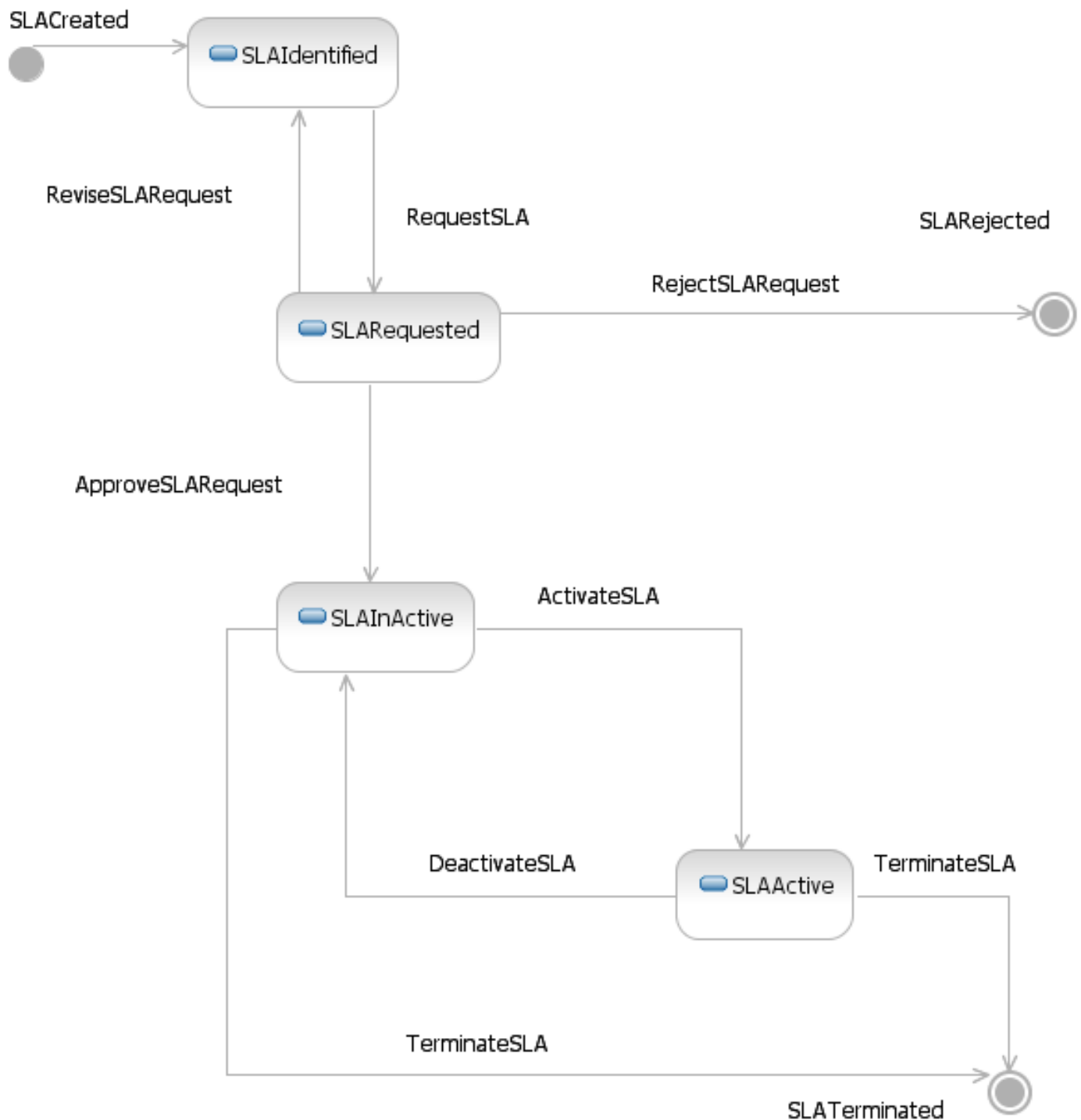
- Service level agreement lifecycle: state and transition URIs
  Each of the states and transitions in the deploy and manage phases of
  the service level definition lifecycle are identified by a URI.

Parent topic: