

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

From SEBoK

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## Usage

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

## Annotation

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.

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