



**International  
Standard**

**ISO/IEC 19086-2**

**Cloud computing — Service level  
agreement (SLA) framework —**

**Part 2:  
Metric model**

**AMENDMENT 2**

*Informatique en nuage — Cadre de travail de l'accord du niveau  
de service —*

*Partie 2: Modèle métrique*

*AMENDEMENT 2*

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CH-1214 Vernier, Geneva  
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