Service level agreement API0

Service level agreement API manages:

- Service Level Agreement resource
- Service Level Agreement violation resource

Main attributes of Service Level Agreement are:

- Id: id of the Service level Agreement (SLA)
- Name: Name of the Service level Agreement (SLA)
- Description: Description of the Service level Agreement (SLA)
- Version: Version of the Service level Agreement (SLA)
- Validity Period: Period where the clauses of the SLA are in force
- Start time: Time where the clauses of the SLA are executed
- End time: Time where the clauses of the SLA are finished
- Template: SLA Template characteristics
    - Href: Reference of the Template
    - Name: Name of the template
    - Description: Description of the template
    - Related Party: Parties engaged in the SLA (SLA provider, SLA consumer, …) with Role and reference
- State: Service Level Agreement state
- Approved: Indicates if the service level agreement is approved or not (True or false)
- Rules: Common pattern or Template for the Service Level Specification
    - Id: Unique identifier of the metric
    - Metric: Reference of metric stored in the Service Provider "Metrics Library"
    - Unit: Unit of measure of metric
    - Reference Value: Reference value of metric
    - Operator: Operator used when calculating the rule
    - ToleranceAllowable variation of metric
    - Consequence: defines the action to be applied as a result of a threshold crossing

Main attributes of Service Level Agreement violation are:

- Id: The id of the SLA Violation)
- SLA: of the Service level Agreement description and reference
- Related Party: Parties engaged in the SLA (SLA provider, SLA consumer, …) with Role and reference
- Violation: A discrepancy identified by applying rules to Service Level Agreement related entities
    - Rule: Common pattern or Template for the Service Level Specification with description and reference
    - Unit: Unit of measure of metric
    - Reference Value: Reference value of metric
    - Operator: Operator used when calculating the rule
    - Actual Value: Actual value of the metric
    - Tolerance: Allowable variation of metric
    - Violation Average: TBD
    - Comment: Comment about violation
    - Consequence: defines the action to be applied as a result of a threshold crossing
    - Attachments: represents statistics, a dashboard or reporting data to be presented to the target parties with description and reference