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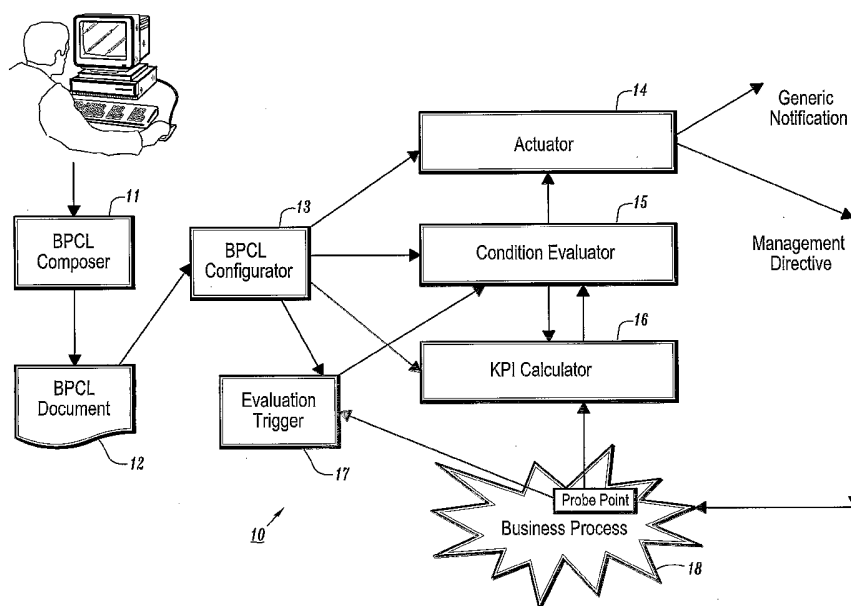
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[Continued on next page]

(54) Title: SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING BUSINESS LEVEL SERVICE LEVEL AGREEMENTS



(57) Abstract: Systems and methods are provided for monitoring and controlling business level SLAs (Service level Agreements) via probe points, KPIs (Key Performance Indicators) and business commitments. For example, a system (10) includes a BPCL Composer (11) for creating one or more BPCL documents (12) in XML format, which displays (via GUI) the relationship among probe points, KPIs and business process commitments. The system (10) includes run-time components such as BPCL configurator (13), an actuator (14), a condition evaluator (15), a KPI calculator (16) and an evaluation trigger (17).



— *before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments*

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US CL : 705/7

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/7

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
WEST, CAS ONLINE, DIALOG

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 6,556,659 A (BOWMAN-AMUAH) 29 April 2003 (29.04.2003).	1-38

☐ Further documents are listed in the continuation of Box C.

☐ See patent family annex.

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