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(54) **METHOD AND APPARATUS FOR EVENT CORRELATION IN SERVICE LEVEL MANAGEMENT (SLM)**

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This patent is subject to a terminal disclaimer.

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G06F 15/173 (2006.01)
(52) **U.S. Cl.** **709/223**; 709/224; 714/47; 714/48
(58) **Field of Classification Search** 709/223, 709/231; 345/810; 370/222
See application file for complete search history.

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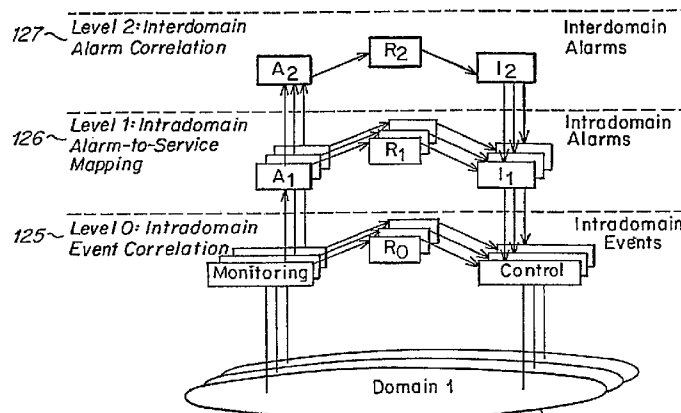
(57) **ABSTRACT**

Method and apparatus for service level management, wherein business processes are composed of services. A state of the service is defined by one or more service parameters, and the service parameters depend upon performance of network components that support the service, e.g., component parameters. The state of the service may depend, for example, on a collection of service parameter values for availability, reliability, security, integrity and response time. A service level agreement is a contract between a supplier and a customer that identifies services supported by a network, service parameters for the services, and service levels (e.g., acceptable levels) for each service parameter.

23 Claims, 21 Drawing Sheets

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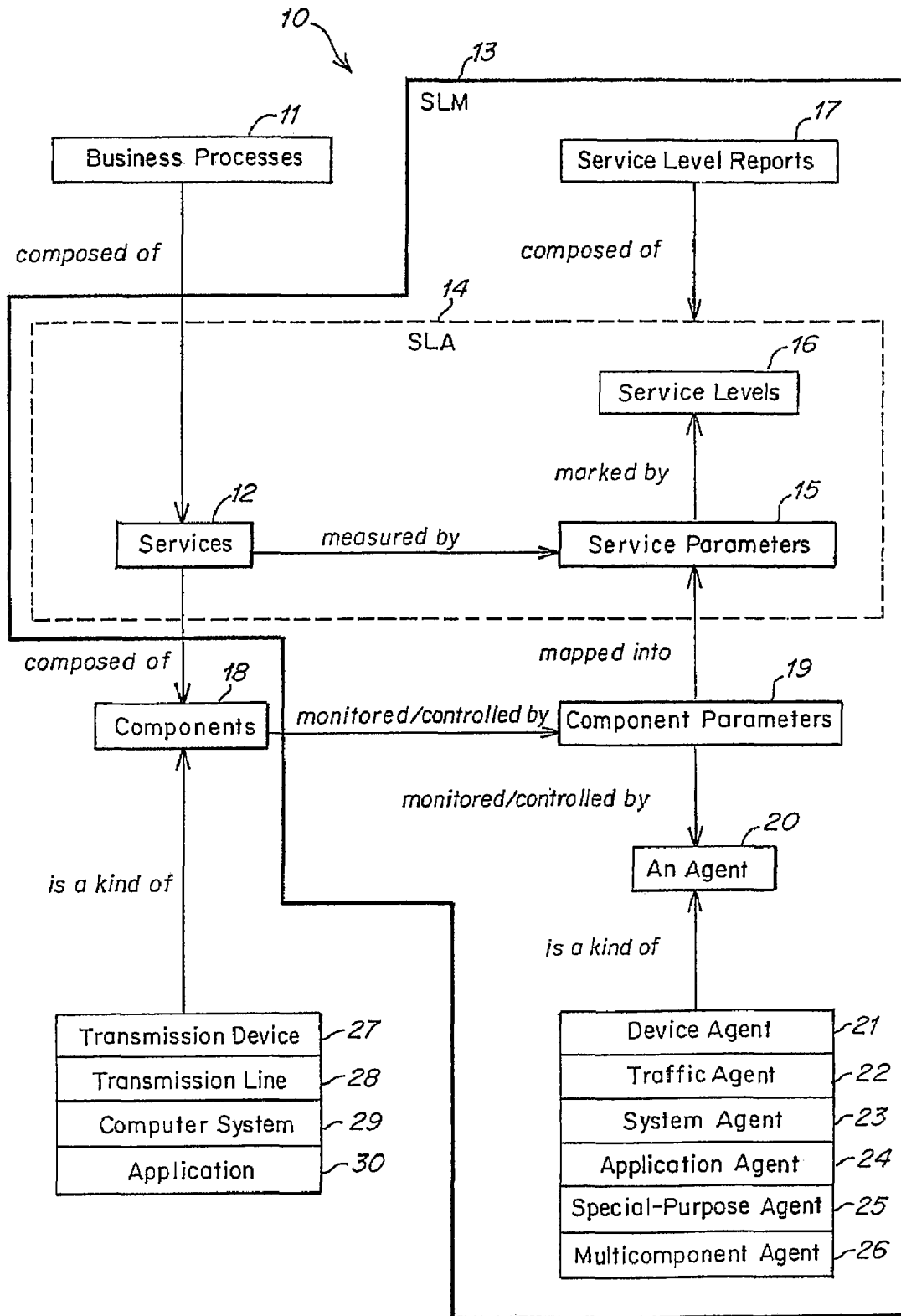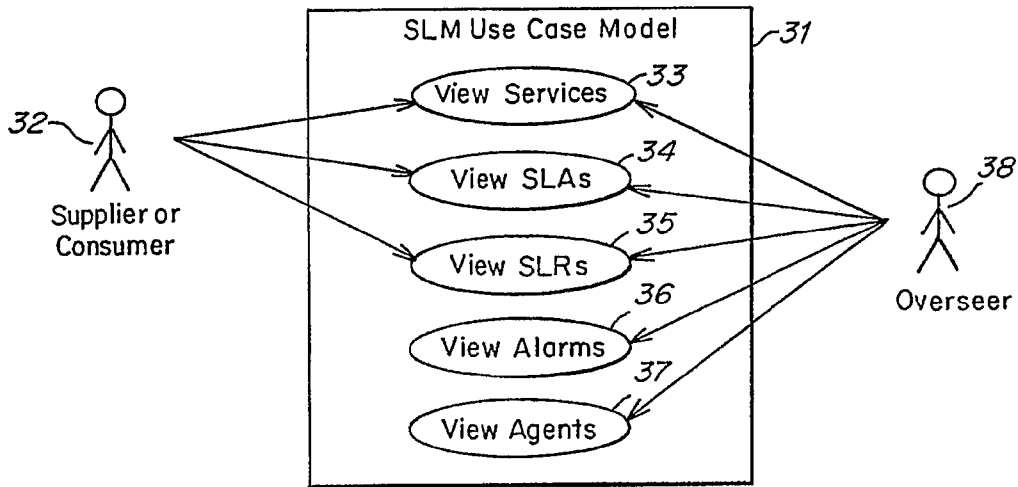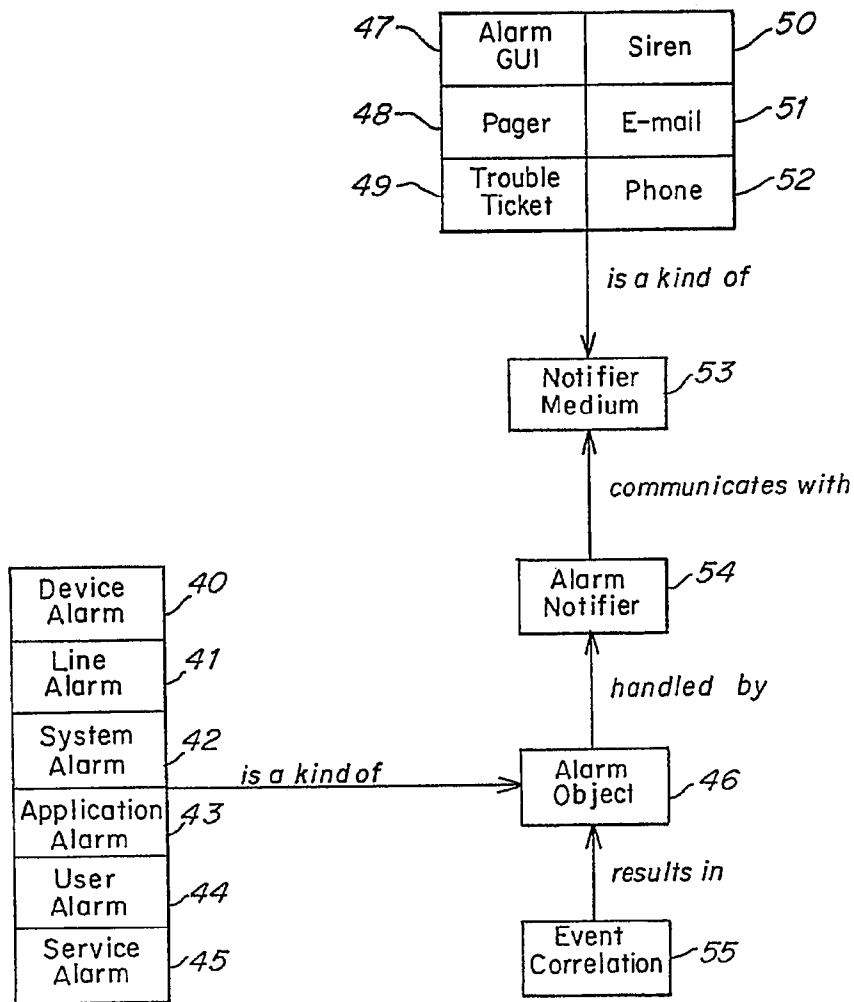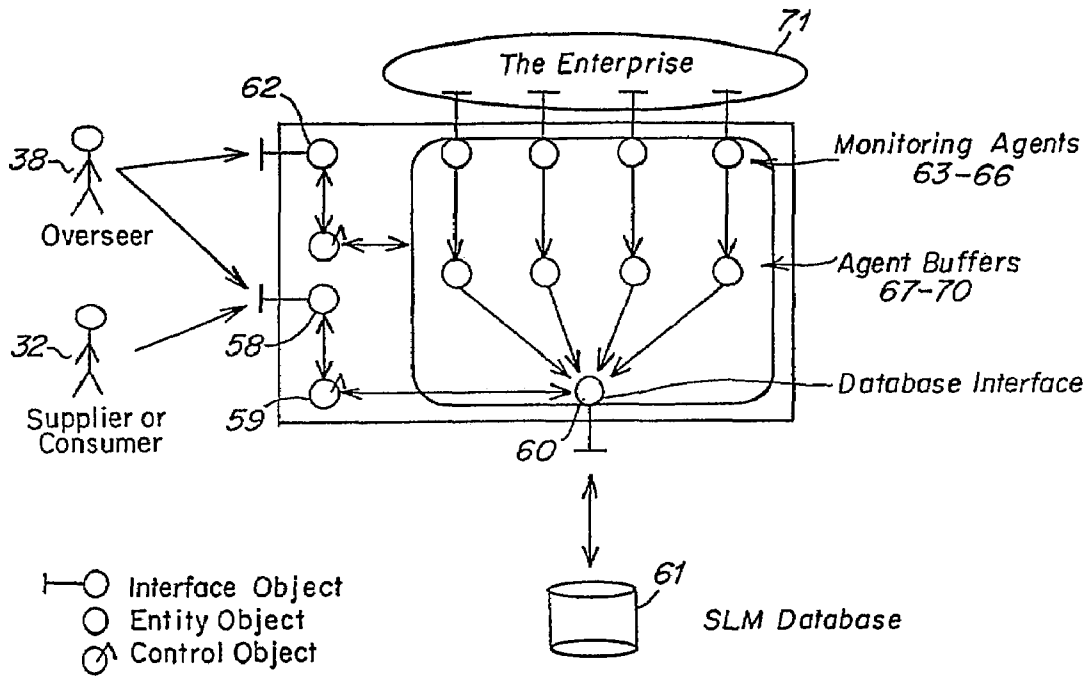
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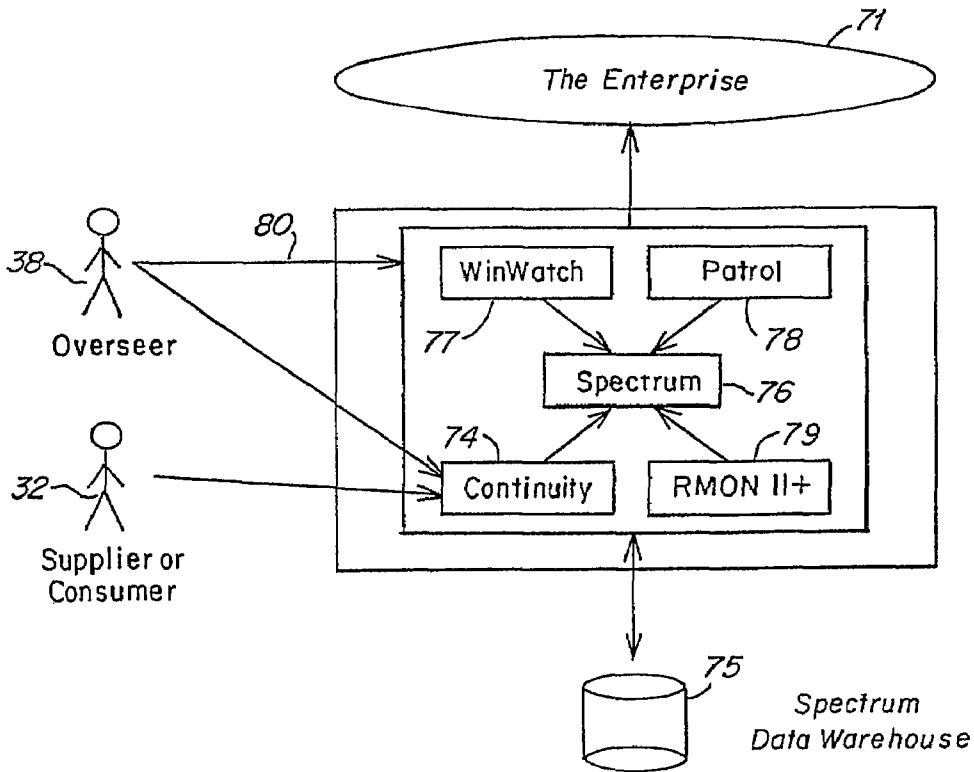
Fig. 1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

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