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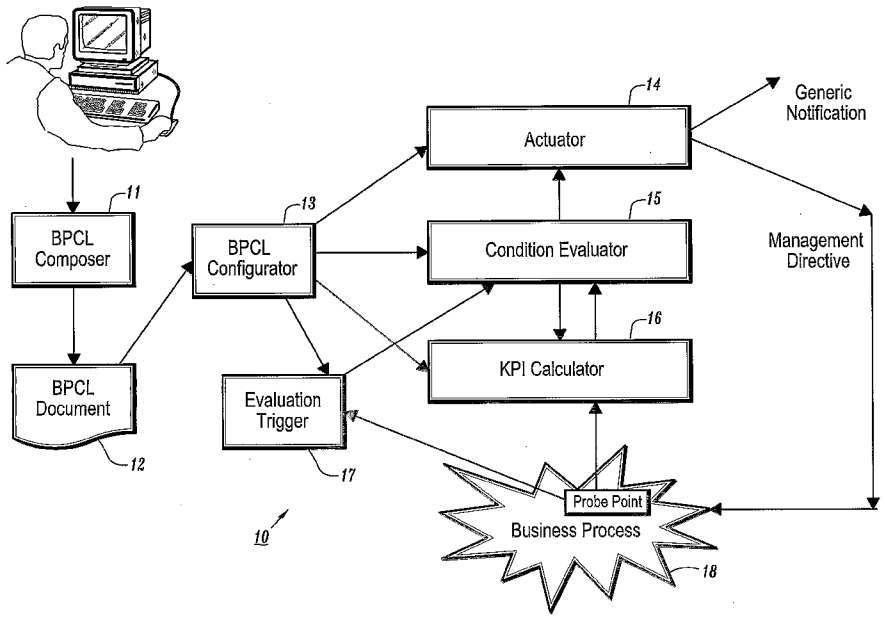
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(54) Title: SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING BUSINESS LEVEL SERVICE LEVEL AGREEMENTS



(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).

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