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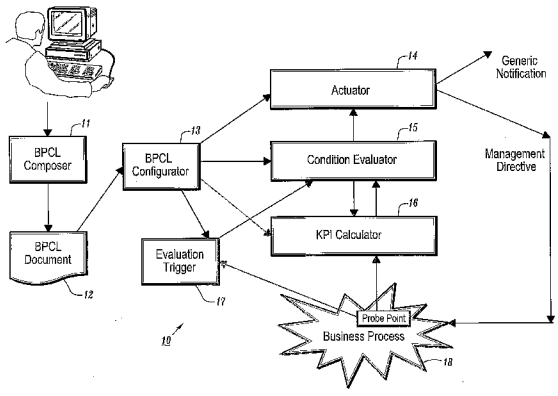
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(54) Title: SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING BUSINESS LEVEL SERVICE LEVEL AGREEMENTS



(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). The BPCL configurator (13) processes BPCL documents and other configuration files to configure the system components (14-17). The actuator (14) sends generic notifications or invokes management directives that may alter the execution of a running business process (18). The KPI calculator (16) determines KPI values and the condition evaluator (15) evaluates logical conditions. The evaluation trigger (17) determines a "trigger" (e.g., alarm-based or event-based triggers) to invoke the condition evaluator (15). During run-time, SLA monitoring occurs when probe points are activated during execution of the running business process (18). When a probe point is activated, KPI values are calculated and then (logical) conditions are evaluated. The result from the condition evaluation determines whether or not a SLA violation has occurred. If there is such a violation, either generic notification is sent to appropriate parties, or management directives are routed back to the business process to manipulate the execution of the business process.

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