

**Sudan University of Science &
Technology**

College of Post Graduate studies

**Developing the Service Metrics in Banking
Sector Using Web Service Level Agreement
(WSLA)**

**تطوير مقاييس الخدمة للقطاع المصرفي باستخدام
لغة إتفاقية مستوى الخدمة**

**A Thesis Submitted In Partial Fulfillment of the Requirements for
the Degree of Masters in Information Communication Technology
Policy and Regulations**

Prepared By:

Mohamed Osman Ibrahim Elamin

Supervisor:

Dr. Abdelgaffar Hamid Ahmed Ali

Dec -2013