This talk gives a brief introduction into cloud computing and then focuses on the definition and management of SLAs (Service Level Agreements) throughout their life cycle. A framework and notation to define complex SLAs is proposed and illustrated by examples. For negotiating SLA properties between different stakeholders, a semi-automatic negotiation approach is introduced and evaluated. Finally, a monitoring framework for controlling SLAs and their fulfillment at runtime is presented together with selected performance results. The talk is concluded by an outlook towards future research challenges in the cloud computing domain.