Availability and reliability

cloud.gov is a Platform as a Service with a FedRAMP Joint Authorization Board (JAB) at the Moderate impact level. It is qualified to host federal customer systems with FISMA Low and Moderate availability requirements.

As a GSA federal shared service that uses Interagency Agreements with our agency customers, cloud.gov does not have a formal contractual Service Level Agreement.

Instead, we offer this explanation of platform uptime to support you in evaluating whether cloud.gov meets your needs. We publish all of our service outage events and history for transparency, as noted below.

Division of responsibility

To estimate the availability of a system on cloud.gov, consider three factors:

1. **Your application:** Customers are responsible for the operations of their application code.
   a. Customers maximize the resiliency of their applications by following best practices in the cloud.gov documentation, such as running multiple application instances and using a CDN service for caching.
   b. cloud.gov can advise teams on implementation.
2. **cloud.gov:** The GSA cloud.gov team is responsible for the availability of the cloud.gov platform layer. See "Recent uptime" below.
   a. cloud.gov does not have any routine service disruptions for maintenance. Platform operating system patching is frequent and non-disruptive.
3. **AWS GovCloud:** cloud.gov runs within the AWS Infrastructure as a Service GovCloud region, which is FedRAMP JAB Authorized at the High impact level.
   a. AWS maintains its own Service Level Agreements.

CLOUD.GOV

Recent uptime

March 2018	99.999
February 2018	99.999
January 2018	99.120
December 2017	99.999
November 2017	99.999
October 2017	99.999
September 2017	99.991

Current status

The current status and any historical information about outages of the cloud.gov platform is available here: https://cloudgov.statuspage.io/

Learn more

For questions and to purchase cloud.gov, contact **cloud-gov-inquiries@gsa.gov**