**AZURE SLAs and service lifecycles – Objective Domain**

* **Describe the purpose of an Azure Service Level Agreement(SLA)**
* **Identify actions that can impact an SLA(i.e.Availability Zones)**
* **Describe the service lifecycle in Azure(Public Preview and Generanl Availability)**

**Service Level Agreements(SLAs) – Contrato que a MS apresenta para garantir a disponibilidade dos recursos contratados na nuvem**

Service Level Agreements(SLAs) describes Microsoft’s commitments for uptime and connectivity.

* SLA are based on individual products and services. SLA baseado em produtos e serviços
* Detailed agreements on the service provided, and any exceptions to the SLA. Detalhes de contrato com serviço provido e algumas excecoes de SLA.
* Free and preview features/services do not offer SLAs. Featurares preview nao tem SLA

**SLAS for Azure products and services**

* Performance targets are expressed as uptime and connectivity guarantees.
* Performance-targets range from 99% to 99.999%
* If a service fails to meet the guarantees. A percentage of the monthly service fees can be credited.

|  |  |
| --- | --- |
| SLA | Downtime  Per month |
| 99% | 7h 18m 17s |
| 99.5% | 3h 39m 8s |
| 99.9% | 43m 48s |
| 99.95% | 21m 54s |
| 99.99% | 4m 22 s |
| 99.999% | 26s |

**Actions that affect SLAs**

**Lower your SLA – Diminui SLA**

* **Adding more services**
* **Choosing free or non-SLA services**

**Reaise your SLA – Aumenta SLA**

* **Availability Zones**
* **Redundant systems**

**Many factors can raise or lower your SLA. Design decisions based on business goals will drive your SLA goals.**

**Azure Preview Program**

With Azure peviews, users can test beta and other pre-release features, products, services, software, and regions to provide feedback. **Usuarios podem testar recursos em fase beta.**

* **Public Preview:** All Azure customers can evaluate the new features
* **Generally available(GA) :** after public preview is completed, all customers can use the feature, and region availability will vary.

**Monitoring service and feature updates**

* Azure updates provides information about the Azure products, services and features, in addition to product roadmaps and availability.
* View details about all Azure updates and their status.
* Browse and search for updates
* Subscribe to Azure update notifications by RSS.