

AI SLO/SLA Template / [REDACTED] SLO/SLA [REDACTED] AI

Template to define reliability and quality expectations

Disclaimer: This document is a practical template and does not constitute legal, compliance, or financial advice. | [REDACTED] / [REDACTED]

1) Service description / [REDACTED]

- What the service does / [REDACTED]

- Users / [REDACTED]

- Dependencies / [REDACTED]

2) SLOs / [REDACTED]

- Availability target (%): _____

- p95 latency (ms): _____

- Error rate (%): _____

- Data freshness (max delay): _____

3) Quality signals (AI-specific) / [REDACTED]

- Human review sampling: _____

- Regression test pass rate: _____

- RAG answer-grounding checks: _____

4) Incident process / [REDACTED]

- Severity levels, response times, communication plan

5) Change management / [REDACTED]

- Release process, rollback, post-release monitoring

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