

**A TARGET VALUE (OR RANGE OF VALUES)  
FOR A SERVICE LEVEL THAT IS  
MEASURED BY AN SLI**

**Site Reliability Engineering: How Google Runs Production Systems**  
**Chapter 4 – Service Level Objectives**

**A CAREFULLY DEFINED QUANTITATIVE  
MEASURE OF SOME ASPECT OF THE  
LEVEL OF SERVICE THAT IS PROVIDED.**

**Site Reliability Engineering: How Google Runs Production Systems**  
**Chapter 4 – Service Level Objectives**