

SERVICE LEVEL OBJECTIVES

- ▶ Defining & reviewing of SLIs and SLOs
- ▶ Managing error budgets
- ▶ Risk management & decision making based on SLOs and error budget

**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