

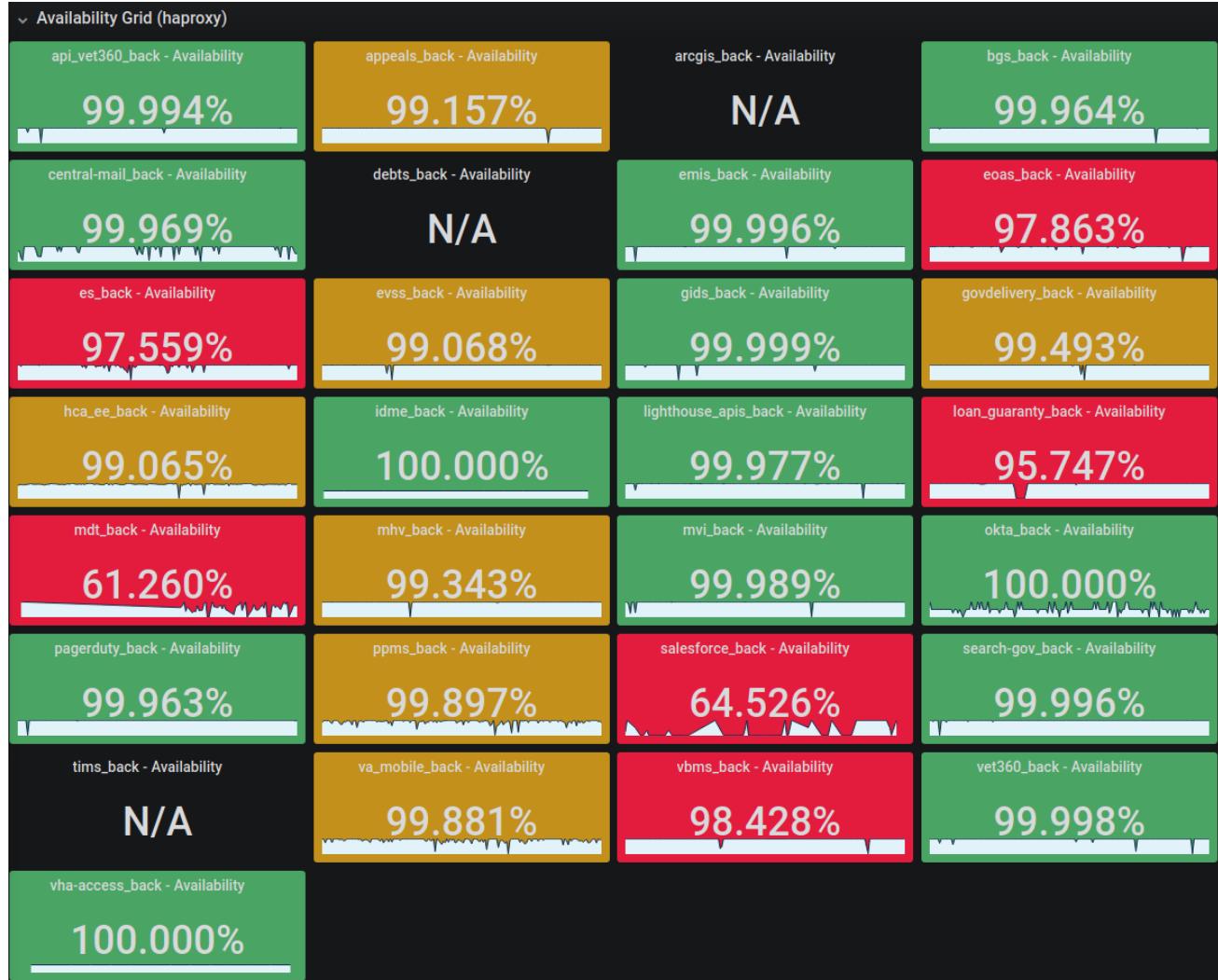
VSP External SLO Report

14-day period ending 2020-07-21

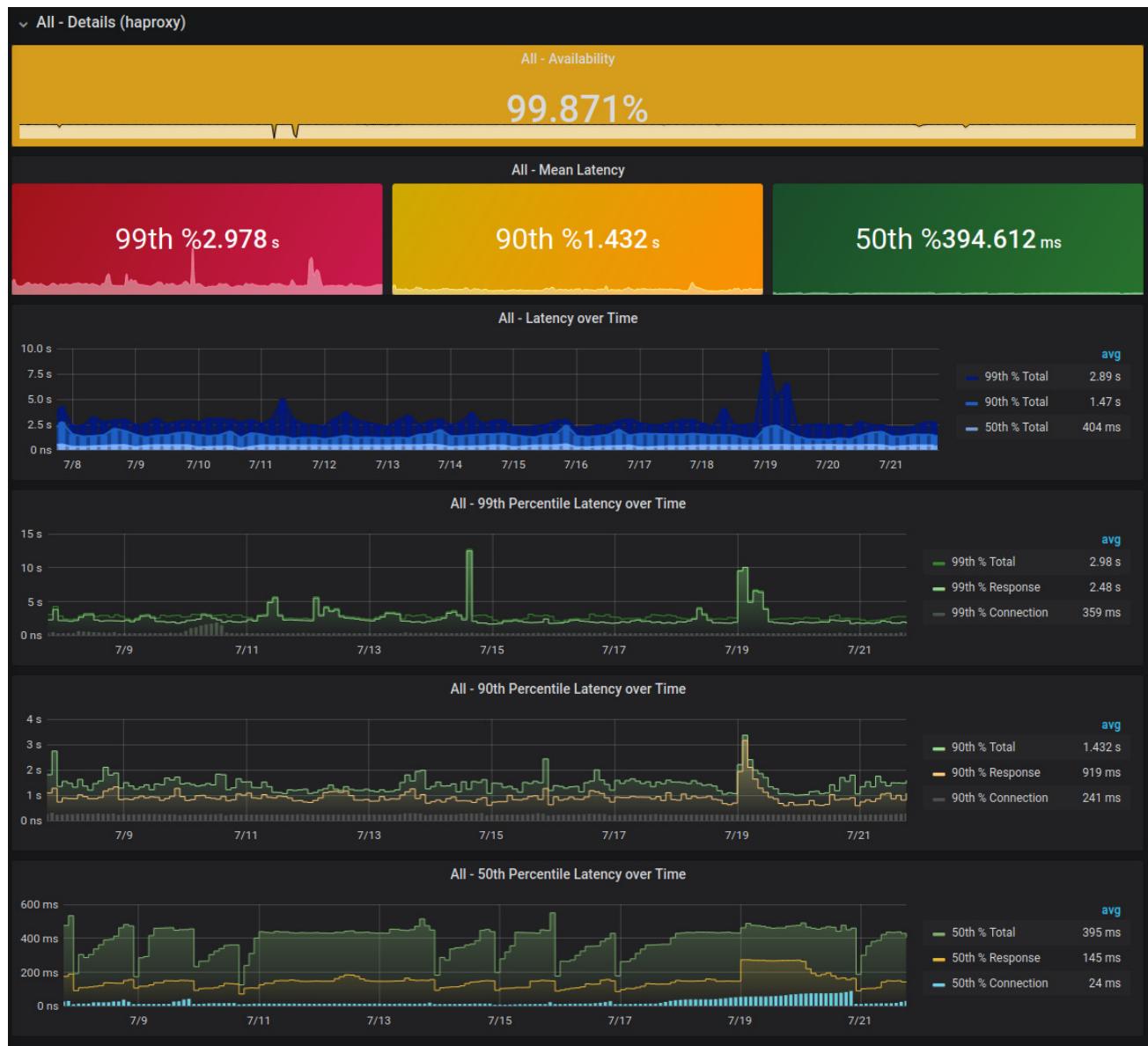
This document captures (reflective) SLO performance for VSP external service partners.

- [14d SLI Dashboard](#)
- [Product Documentation](#)

All Services - Availability (Uptime)



All Services - Overview

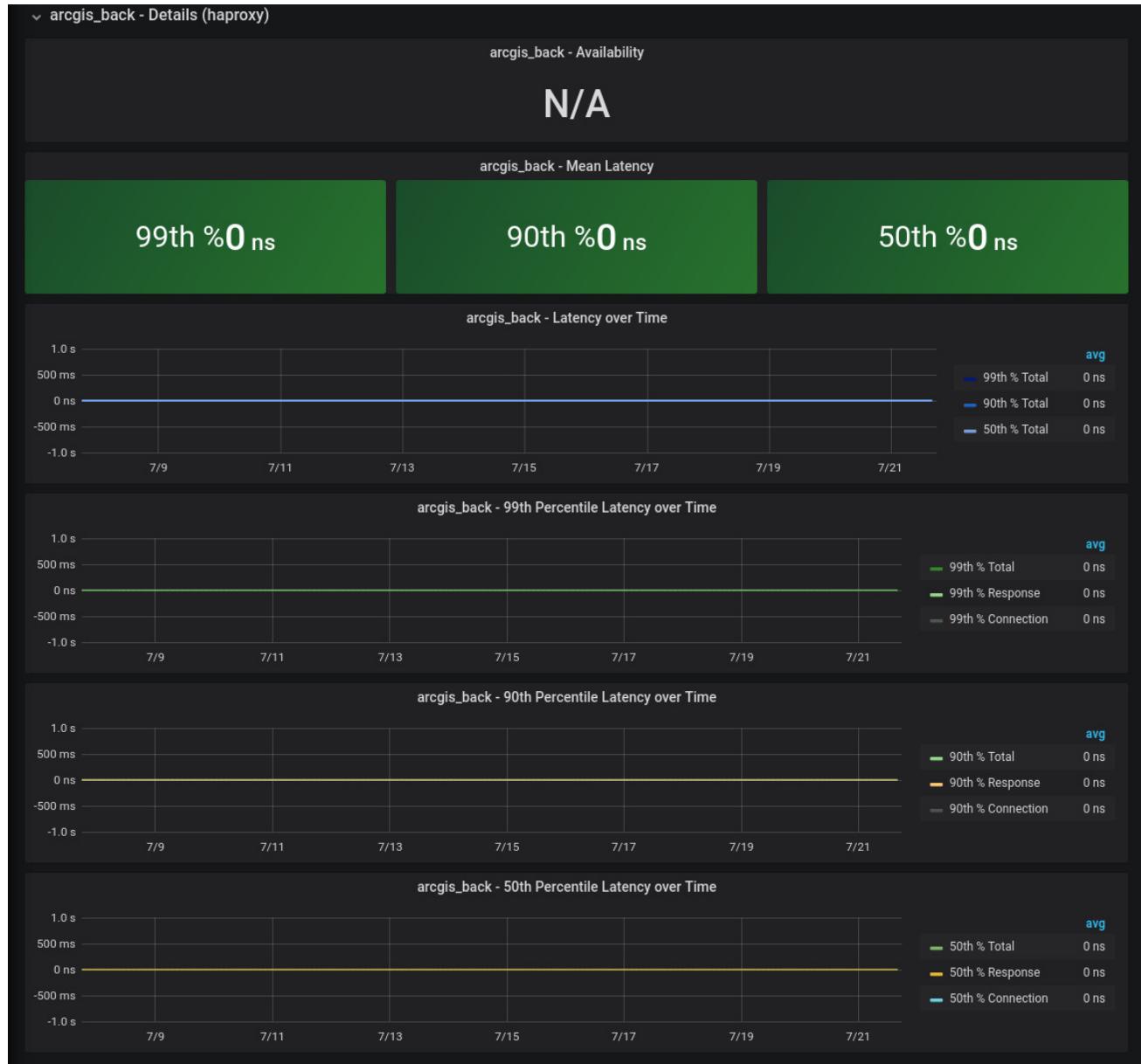


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ArcGIS SLO Document

This document describes the (reflective) SLOs for the ArcGIS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



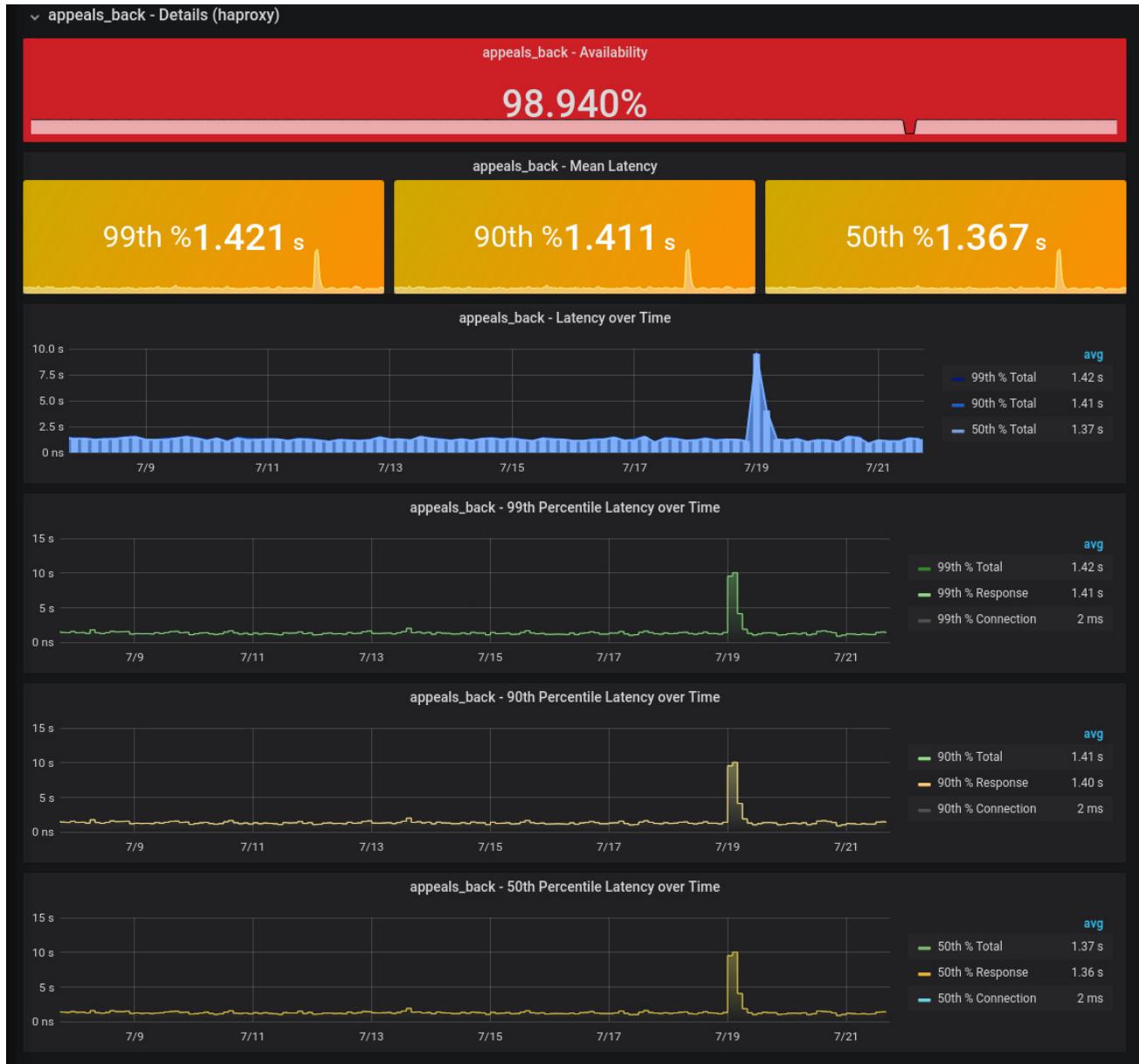
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Caseflow SLO Document

This document describes the (reflective) SLOs for the Caseflow external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



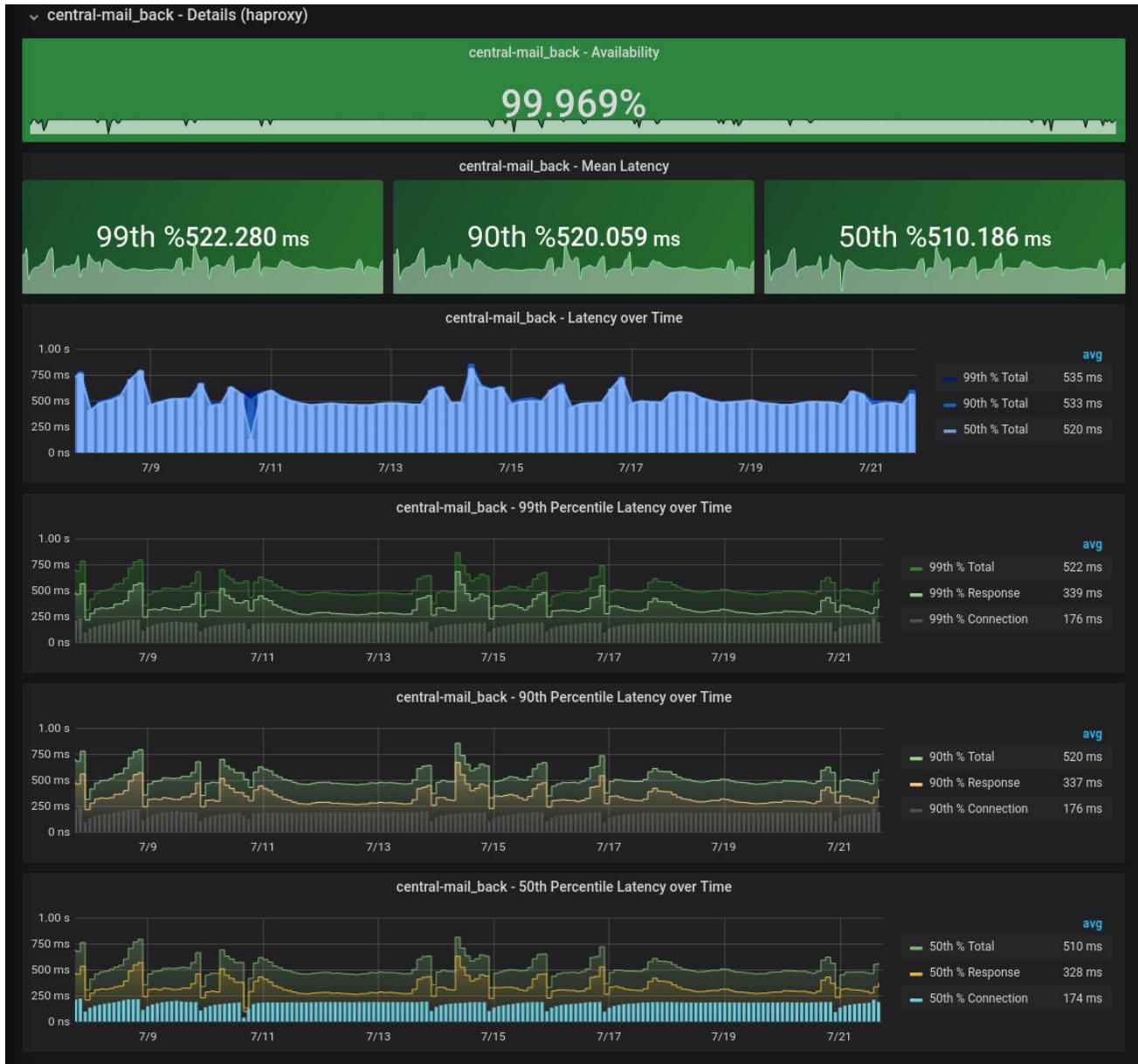
SLIs and SLOs

| Category | SLI | SLO |
|--------------|---|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 98.47% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 1300ms, 1300ms, 1300ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 1300ms• 90% of requests 1300ms• 99% of requests < 1300ms |

Central Mail SLO Document

This document describes the (reflective) SLOs for the Central Mail external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



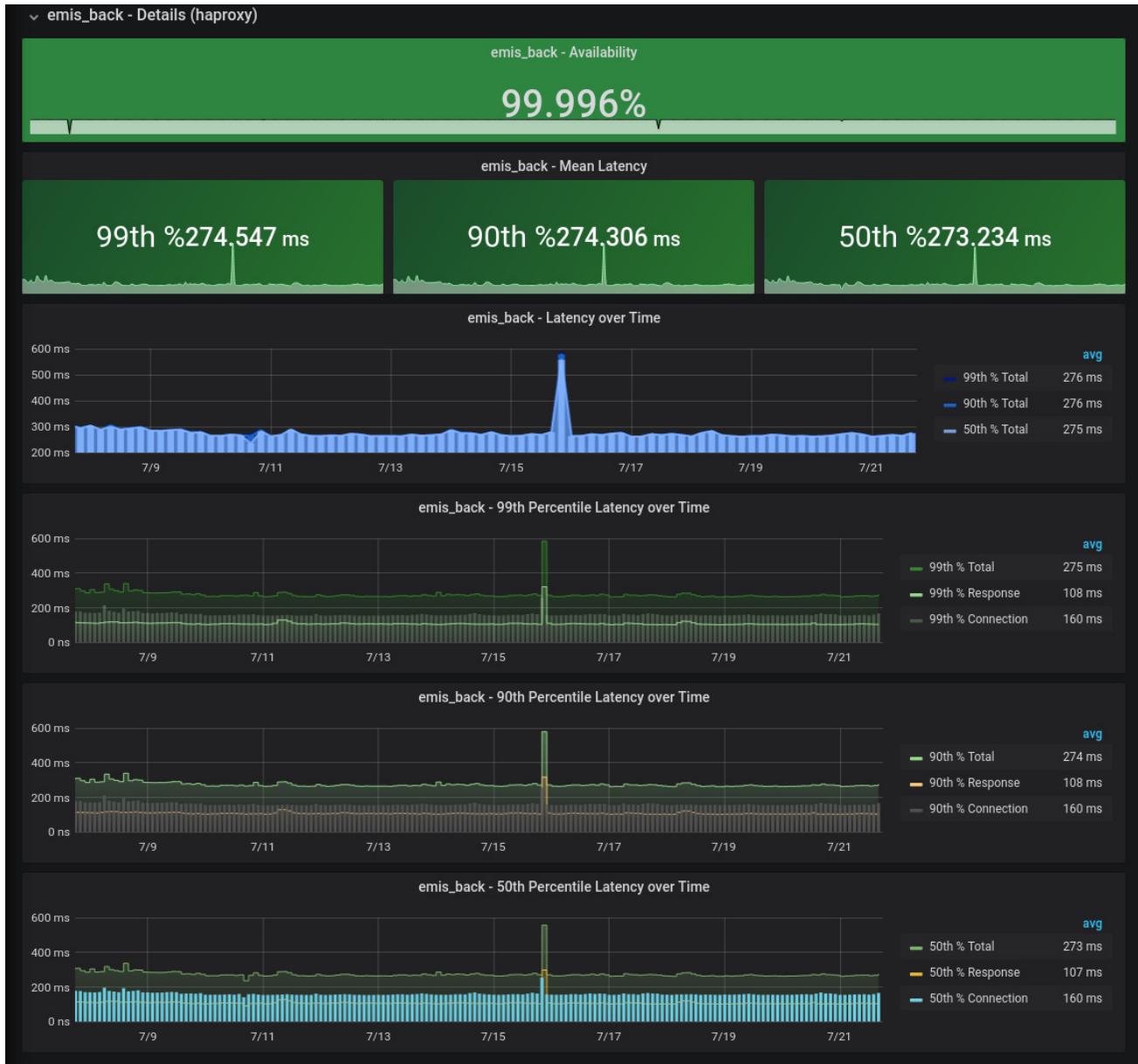
SLIs and SLOs

| Category | SLI | SLO |
|--------------|---|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.98% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 500ms, 500ms, 500ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 500ms• 90% of requests < 500ms• 99% of requests < 500ms |

EMIS SLO Document

This document describes the (reflective) SLOs for the EMIS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.95% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 300ms, 300ms, 300ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 300ms• 90% of requests < 300ms• 99% of requests < 300ms |

Eligibility Office Automation System SLO Document

This document describes the (reflective) SLOs for the EOAS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



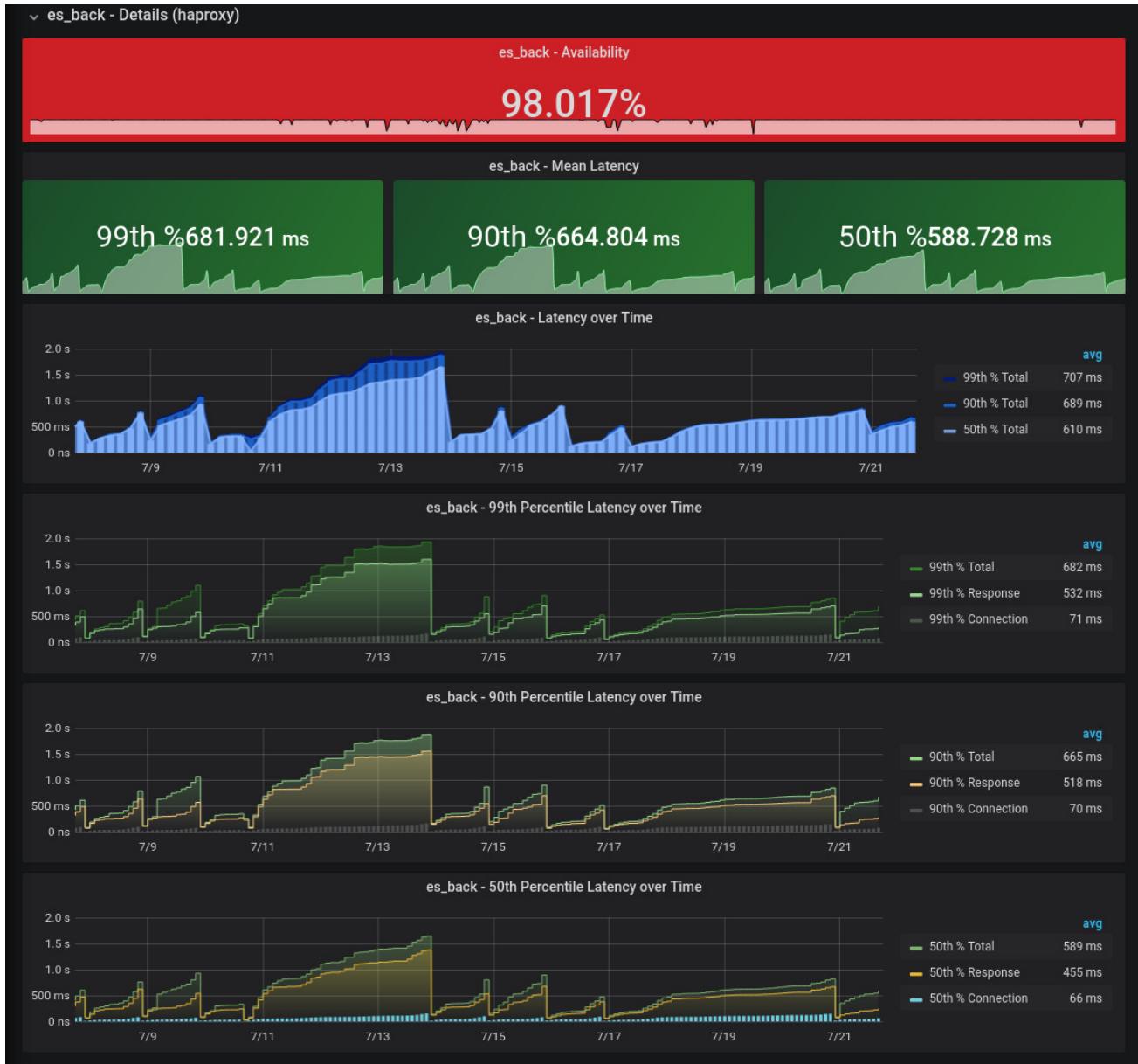
SLIs and SLOs

| Category | SLI | SLO |
|--------------|---|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.38% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 500ms, 500ms, 500ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 500ms• 90% of requests < 500ms• 99% of requests < 500ms |

Enrollment Service SLO Document

This document describes the (reflective) SLOs for the ES external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



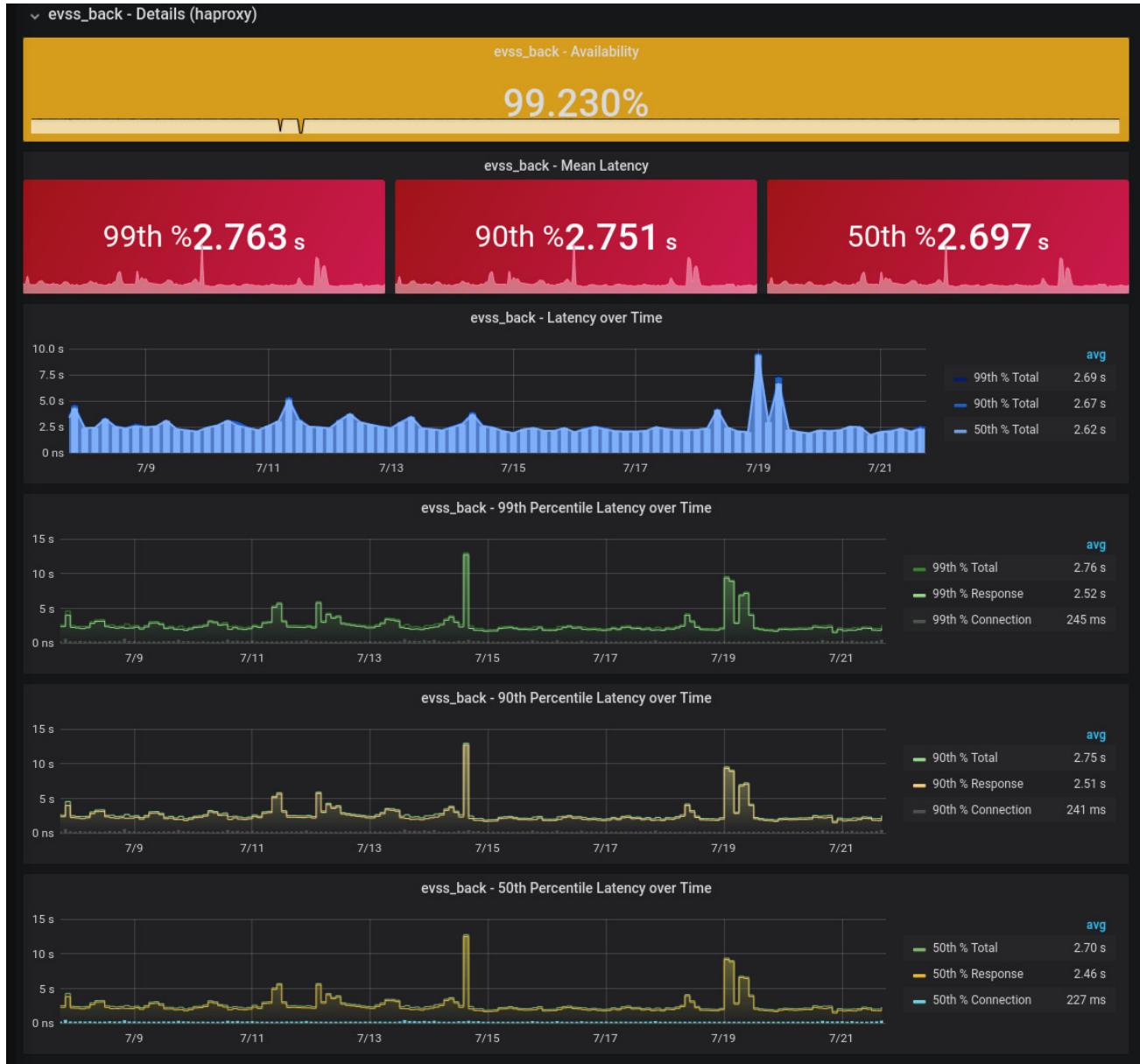
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 95.24% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 500ms, 500ms, 500ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 500ms• 90% of requests < 500ms• 99% of requests < 500ms |

Enterprise Veteran Self-Service Portal Platform SLO Document

This document describes the (reflective) SLOs for the EVSS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



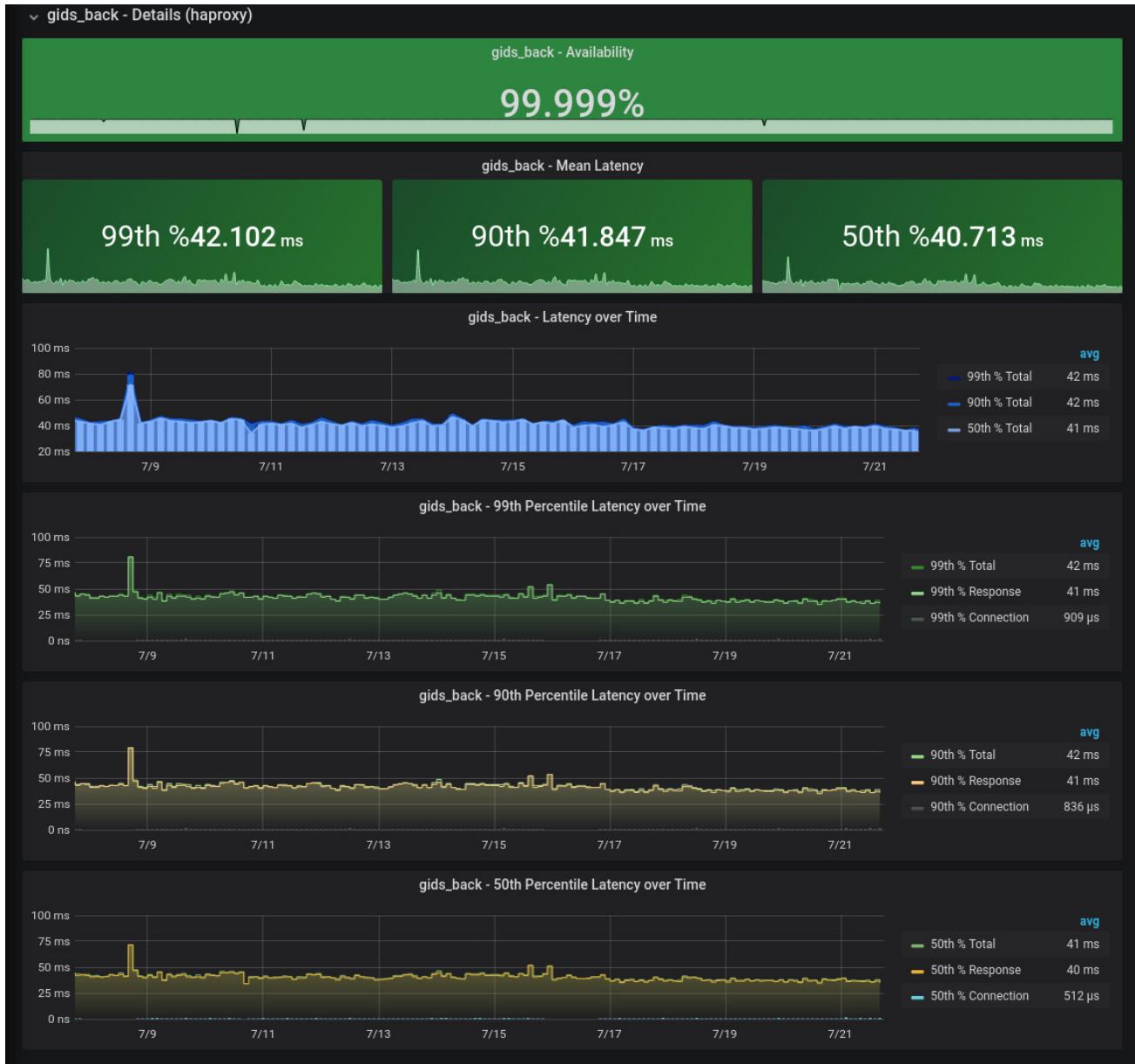
SLIs and SLOs

| Category | SLI | SLO |
|--------------|---|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 98.52% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 2500ms, 2500ms, 2500ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 2500ms• 90% of requests 2500ms• 99% of requests < 2500ms |

GIDS SLO Document

This document describes the (reflective) SLOs for the GIDS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



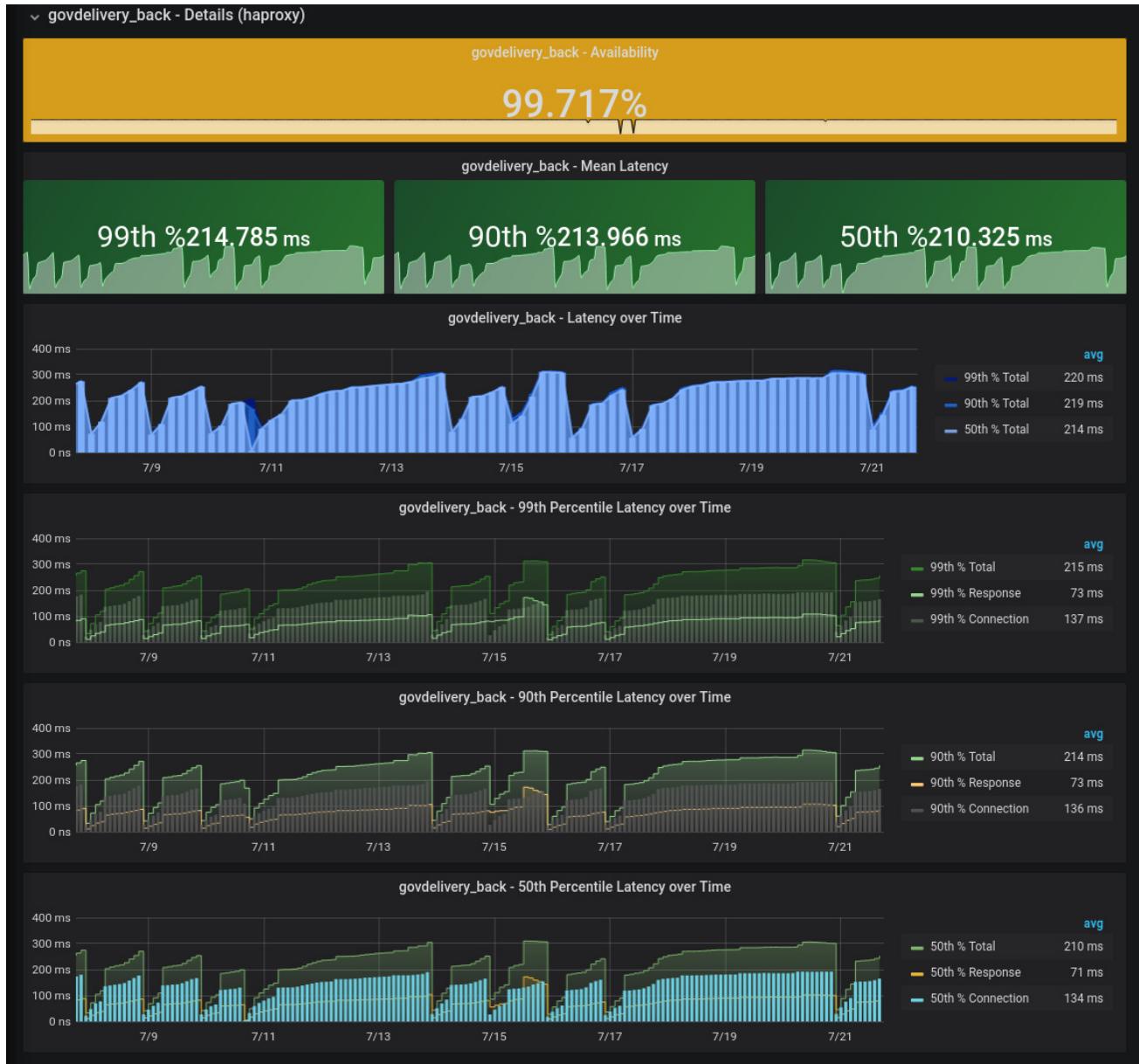
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.79% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 50ms, 50ms, 50ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 50ms• 90% of requests 50ms• 99% of requests < 50ms |

GovDelivery SLO Document

This document describes the (reflective) SLOs for the GovDelivery external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



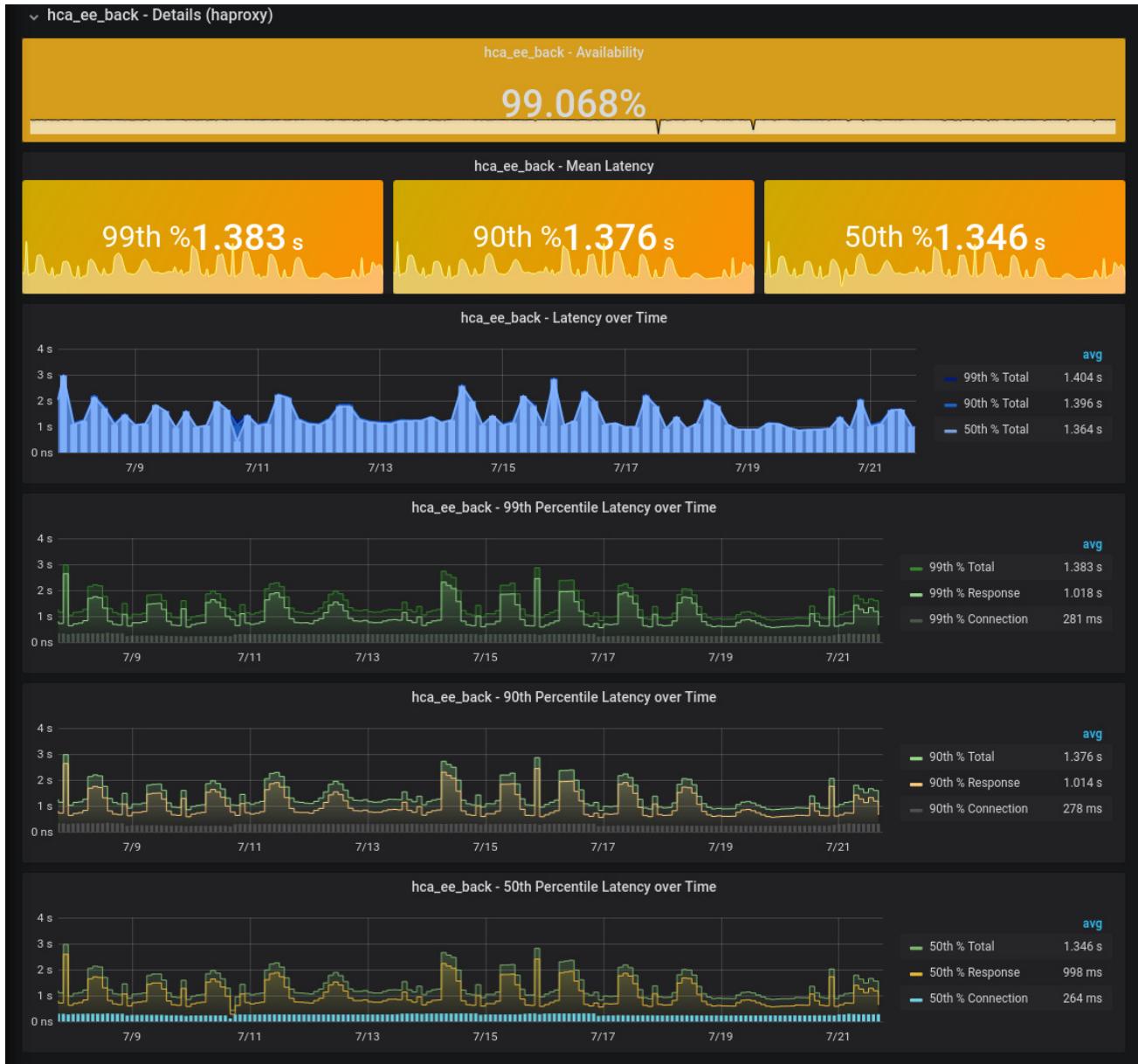
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.10% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 200ms, 200ms, 200ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 200ms• 90% of requests < 200ms• 99% of requests < 200ms |

HCA EE SLO Document

This document describes the (reflective) SLOs for the HCA EE external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



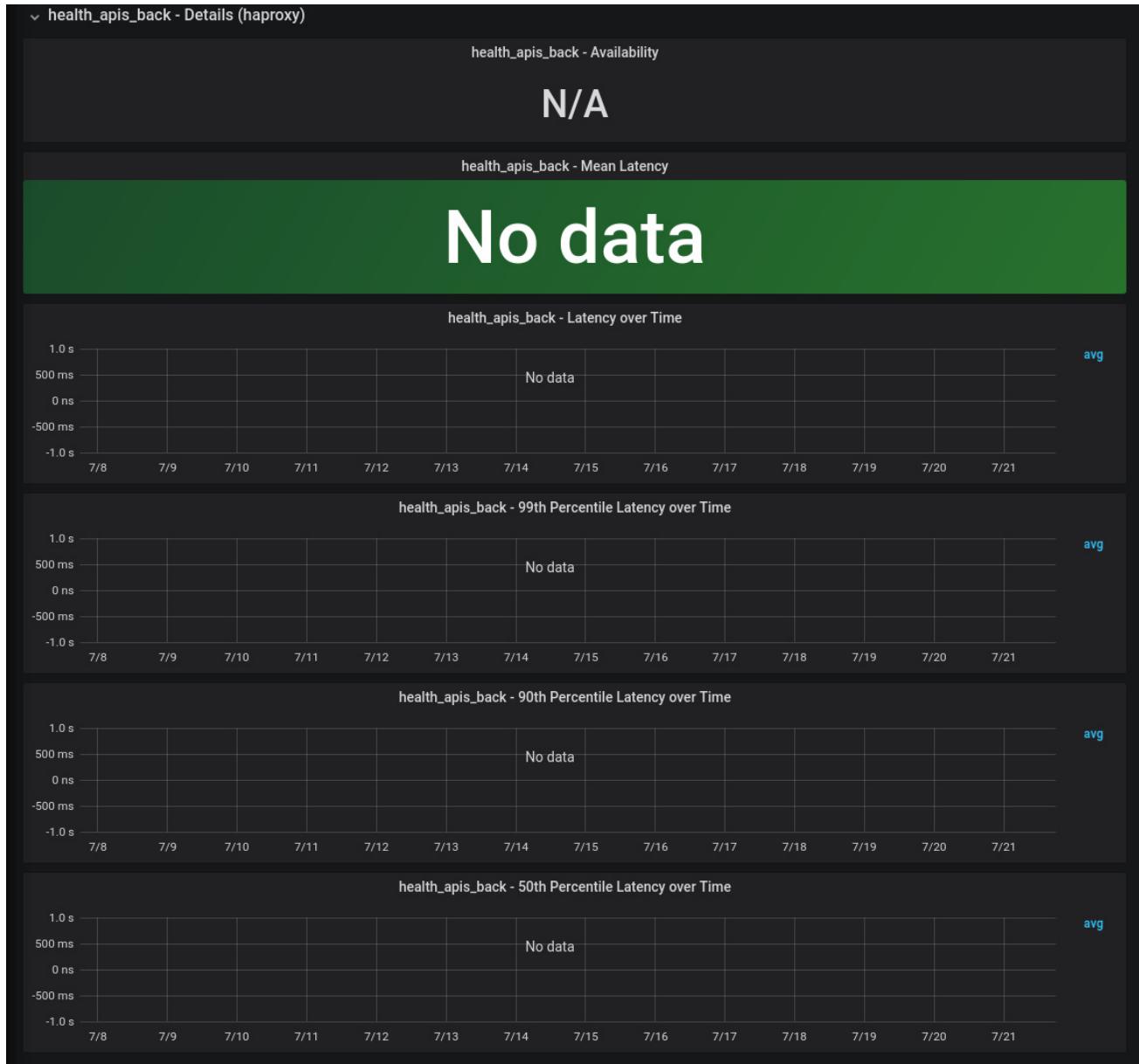
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Health APIS SLO Document

This document describes the (reflective) SLOs for the Health APIS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



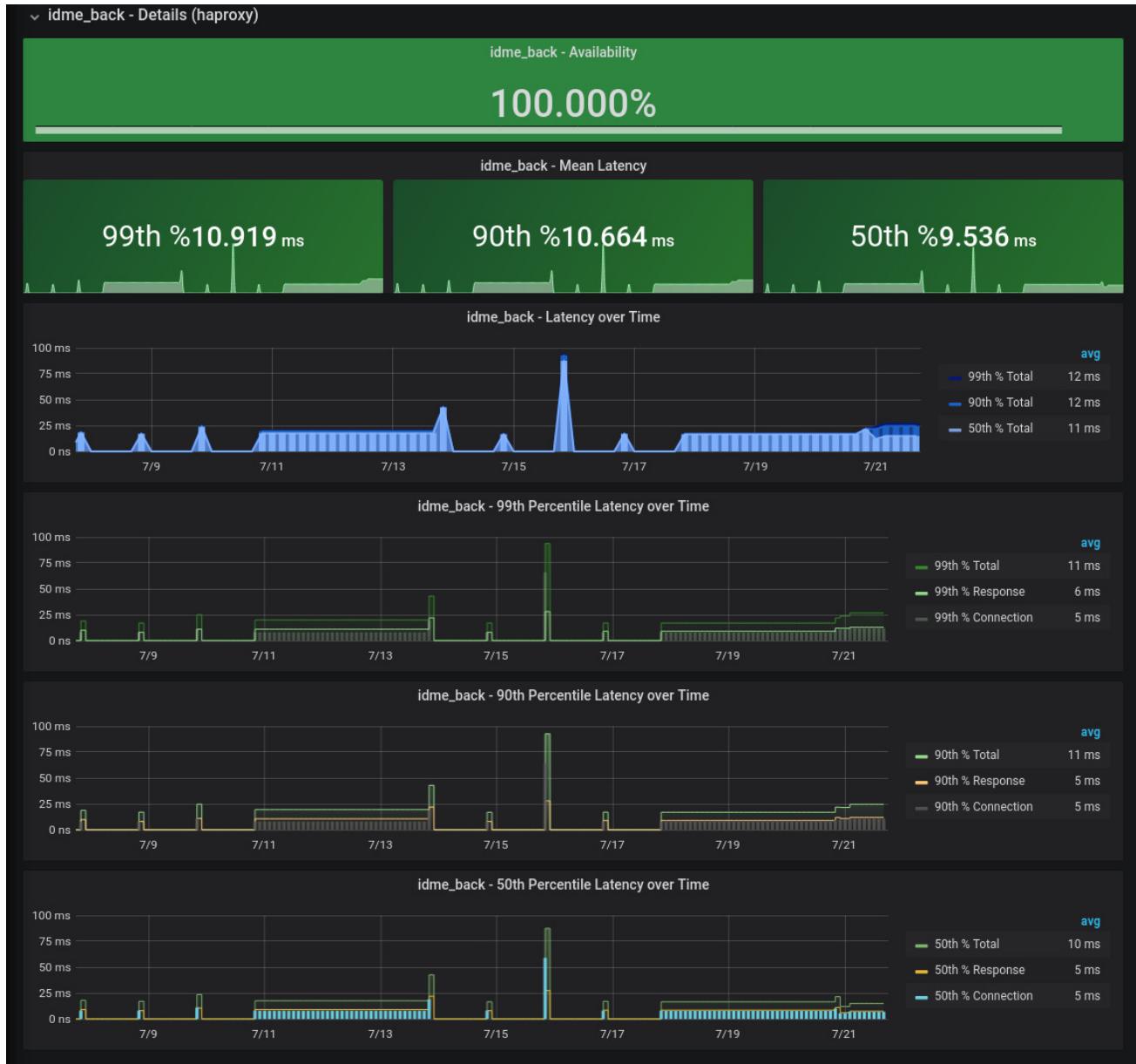
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

ID.me SLO Document

This document describes the (reflective) SLOs for the ID.me external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



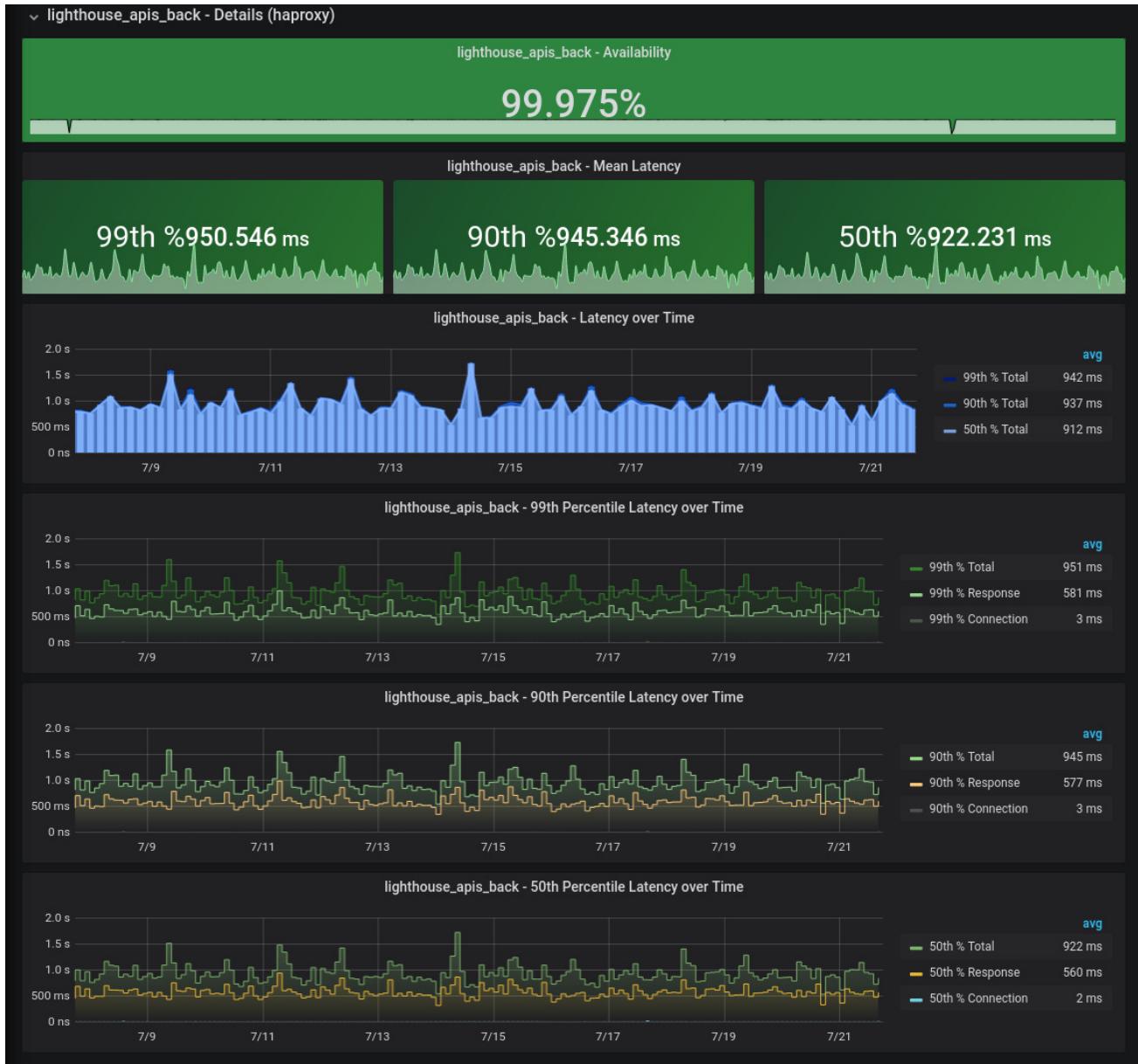
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Lighthouse APIs SLO Document

This document describes the (reflective) SLOs for the Lighthouse APIs external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



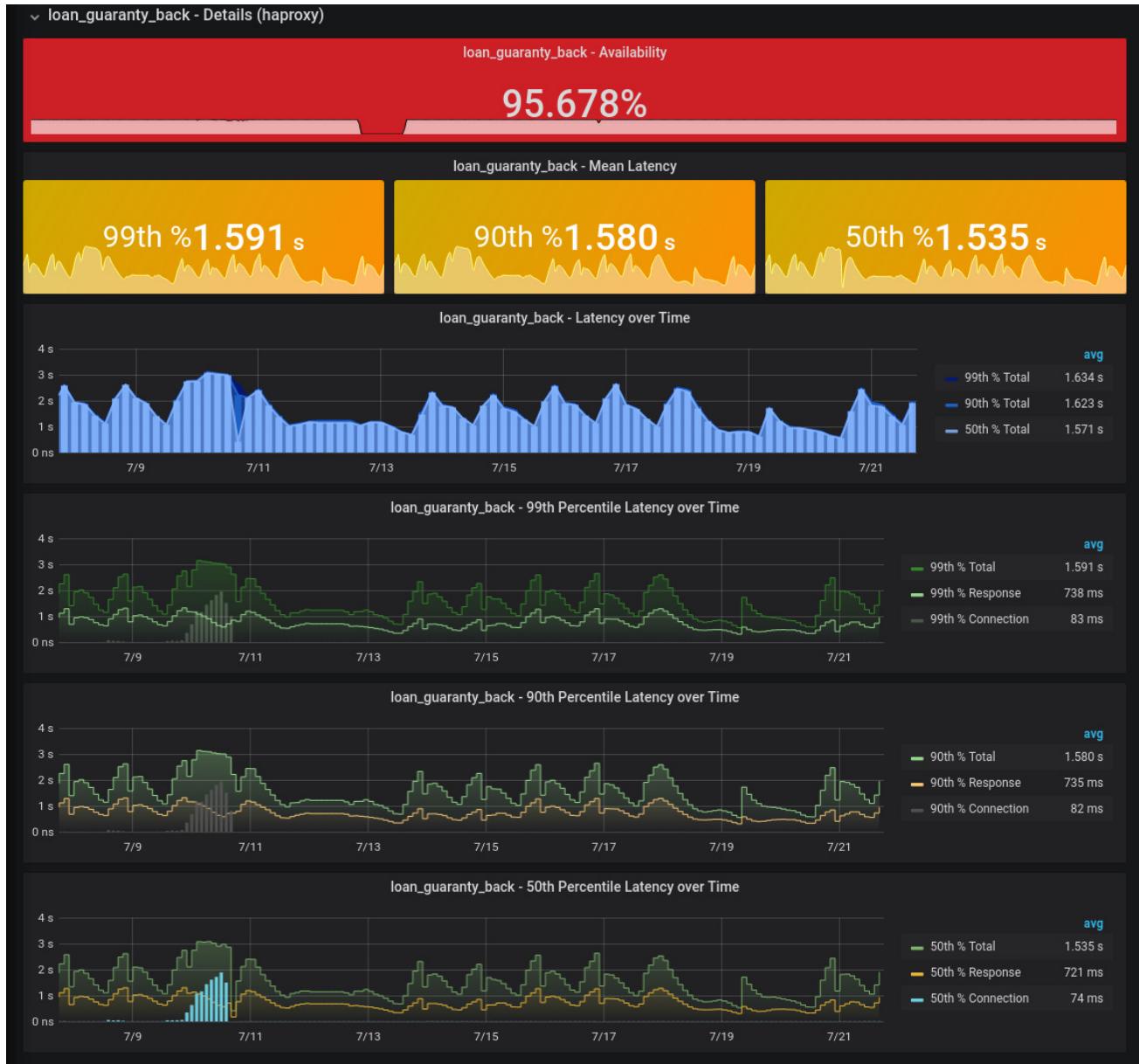
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Loan Guaranty SLO Document

This document describes the (reflective) SLOs for the Loan Guaranty external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



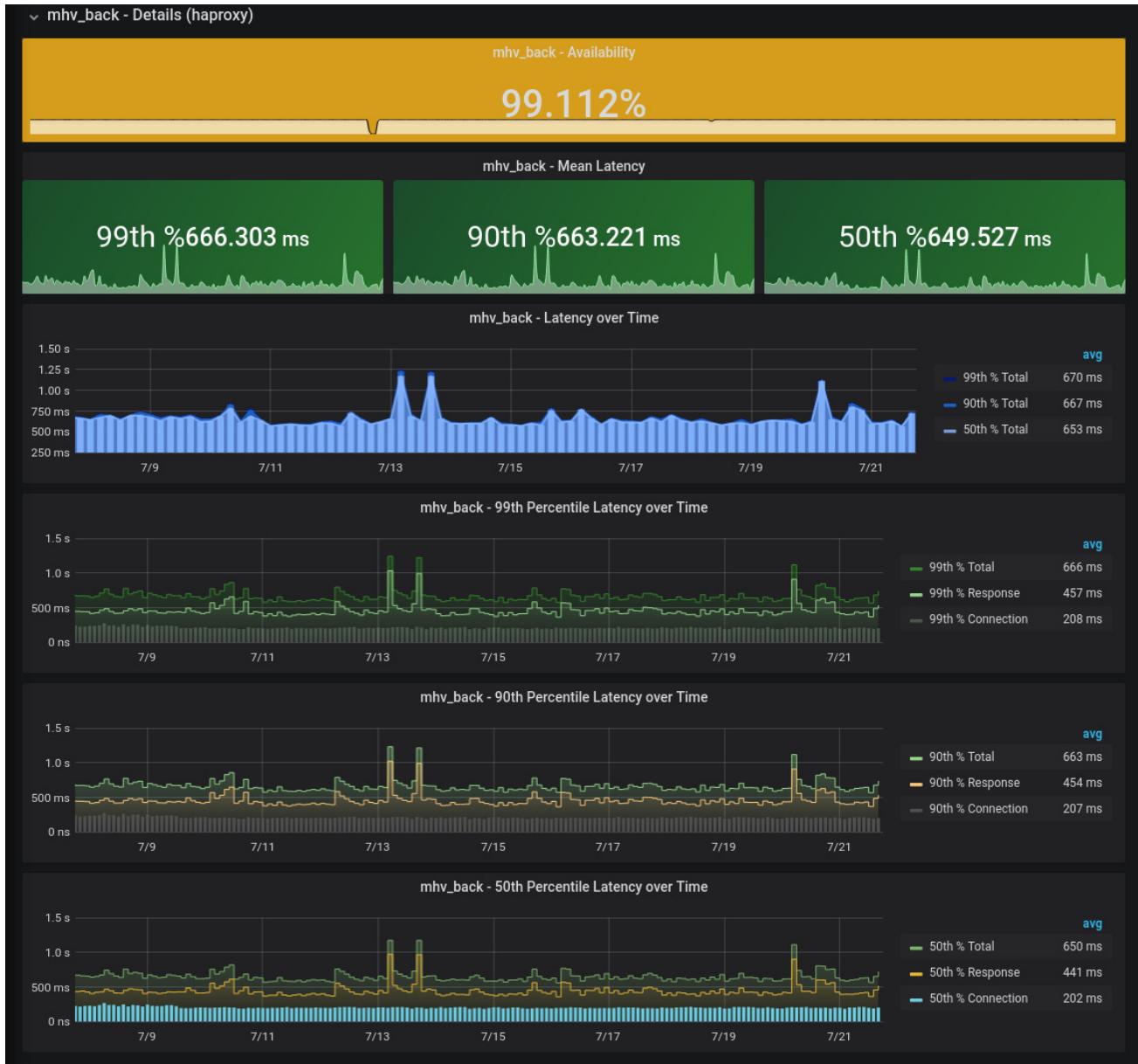
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

MyHealtheVet SLO Document

This document describes the (reflective) SLOs for the MHV external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



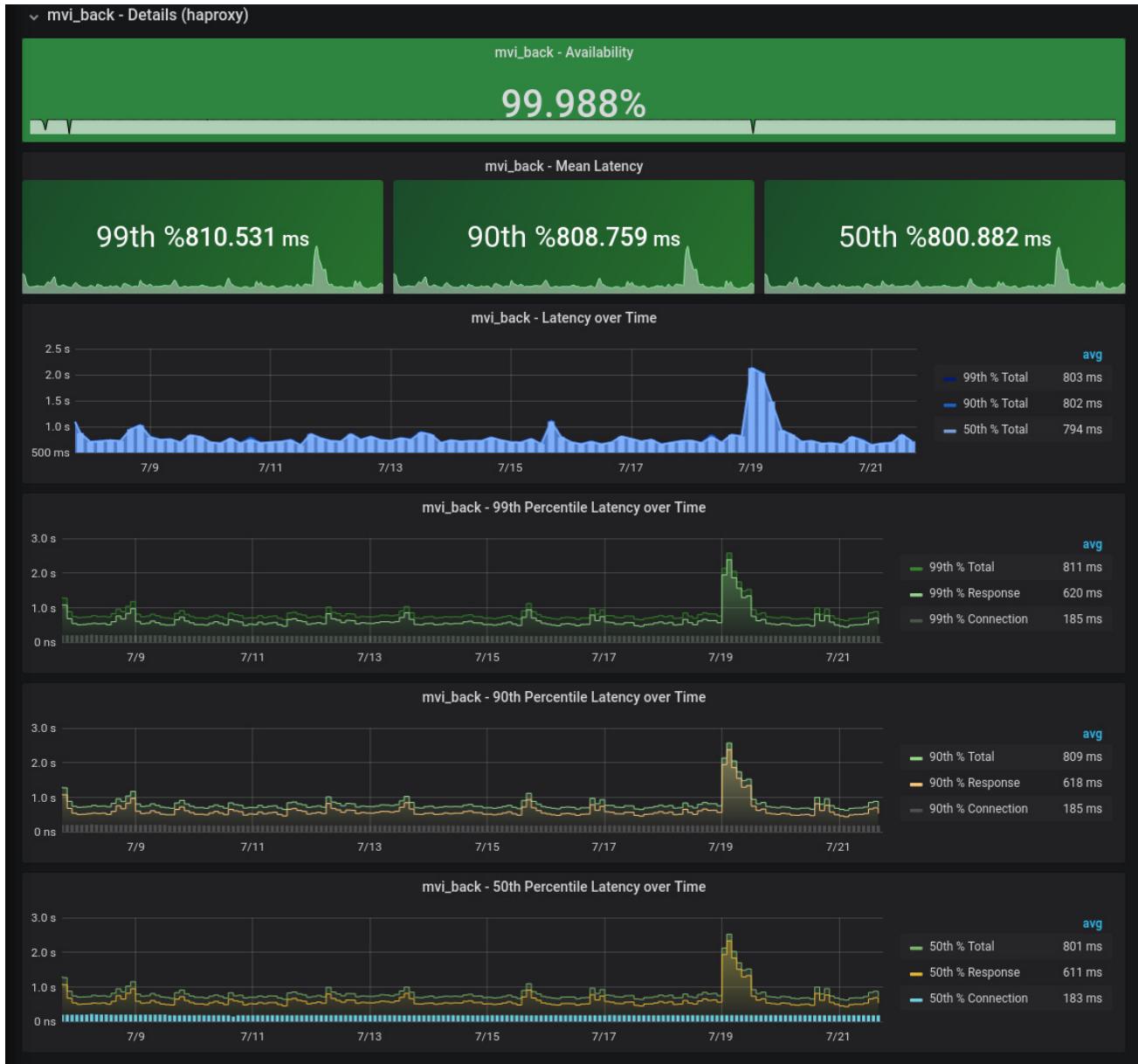
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Master Veteran Index SLO Document

This document describes the (reflective) SLOs for the MVI external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



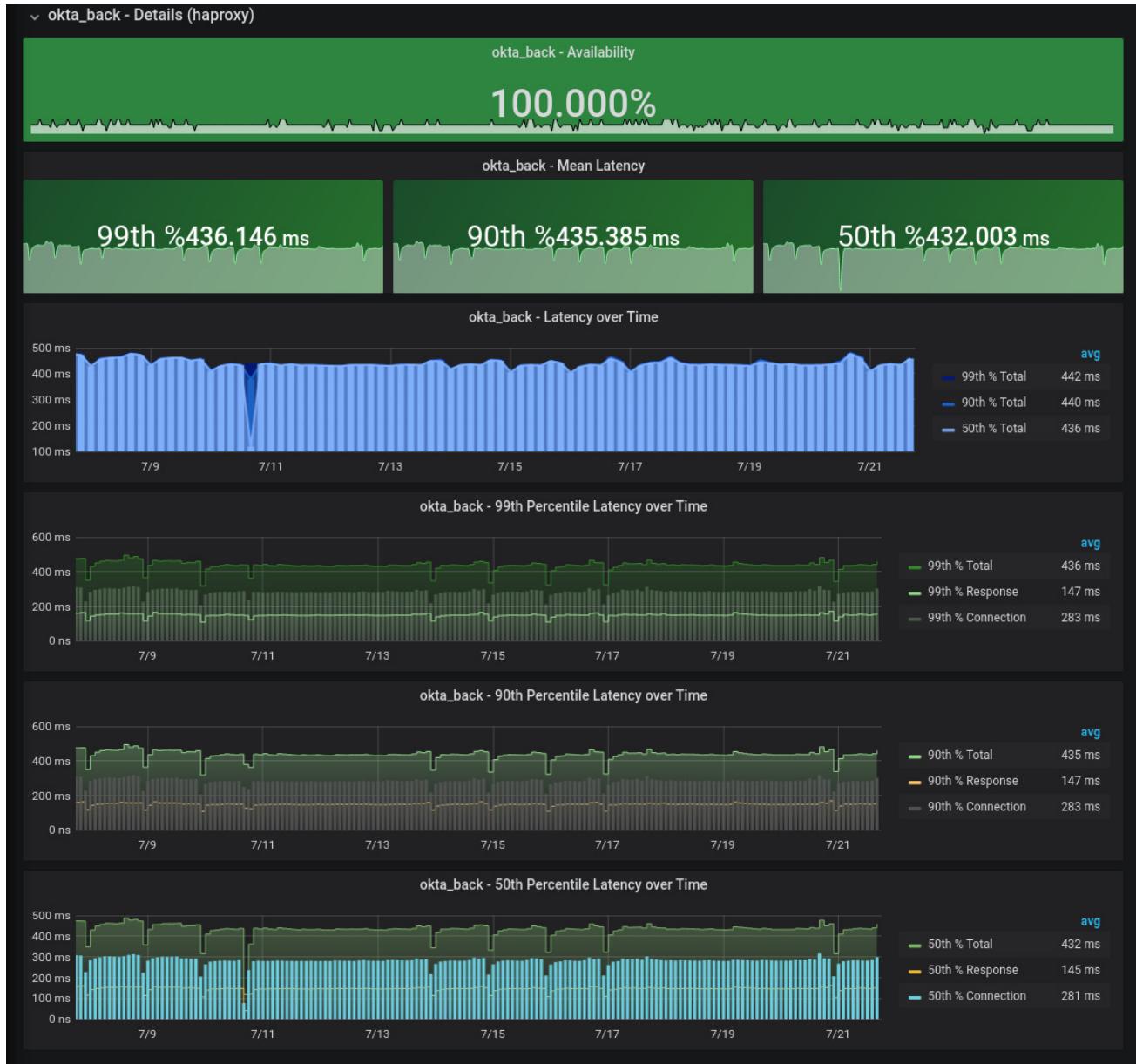
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

OKTA SLO Document

This document describes the (reflective) SLOs for the OKTA external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



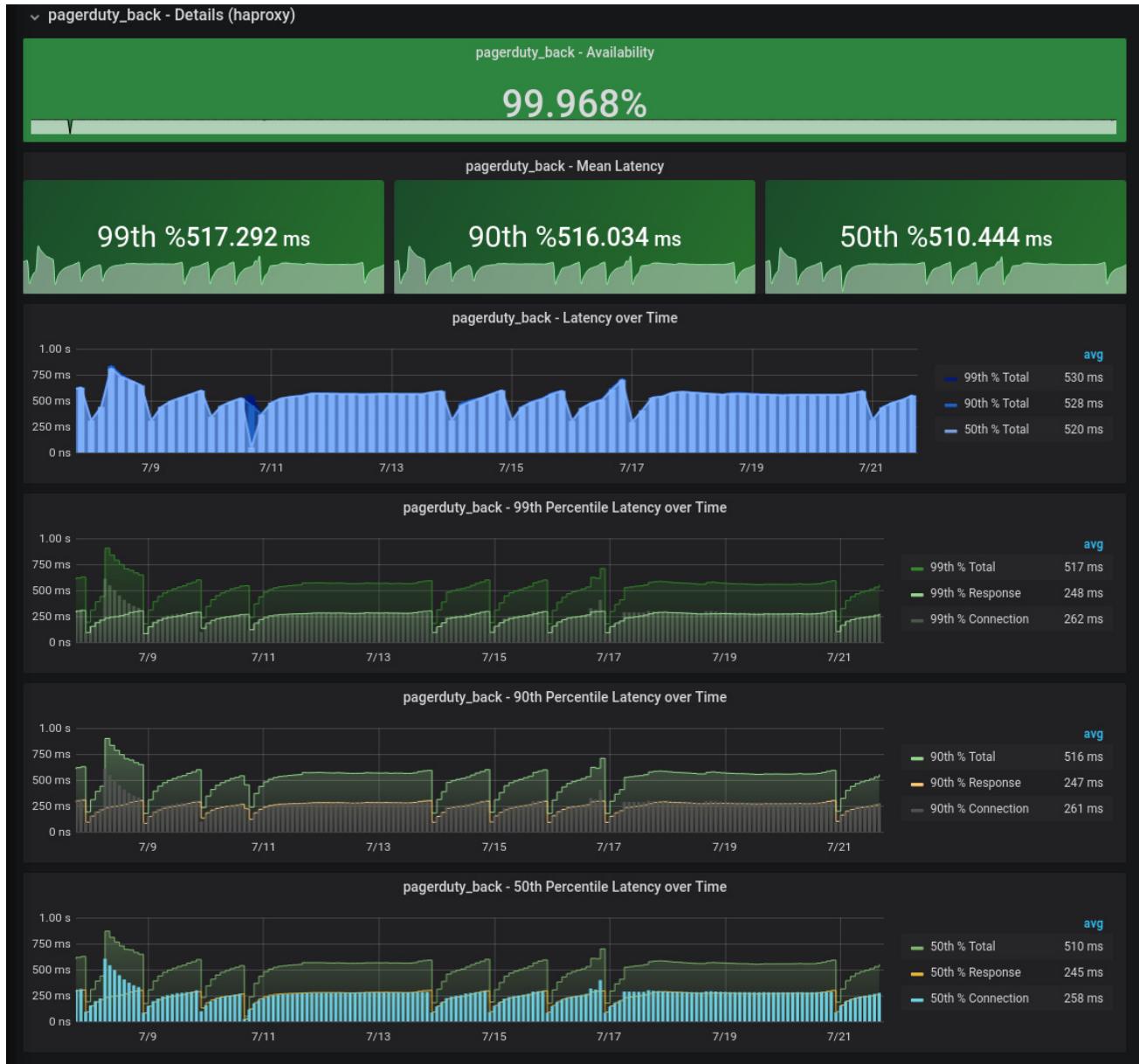
SLIs and SLOs

| Category | SLI | SLO |
|--------------|---|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Pagerduty SLO Document

This document describes the (reflective) SLOs for the Pagerduty external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



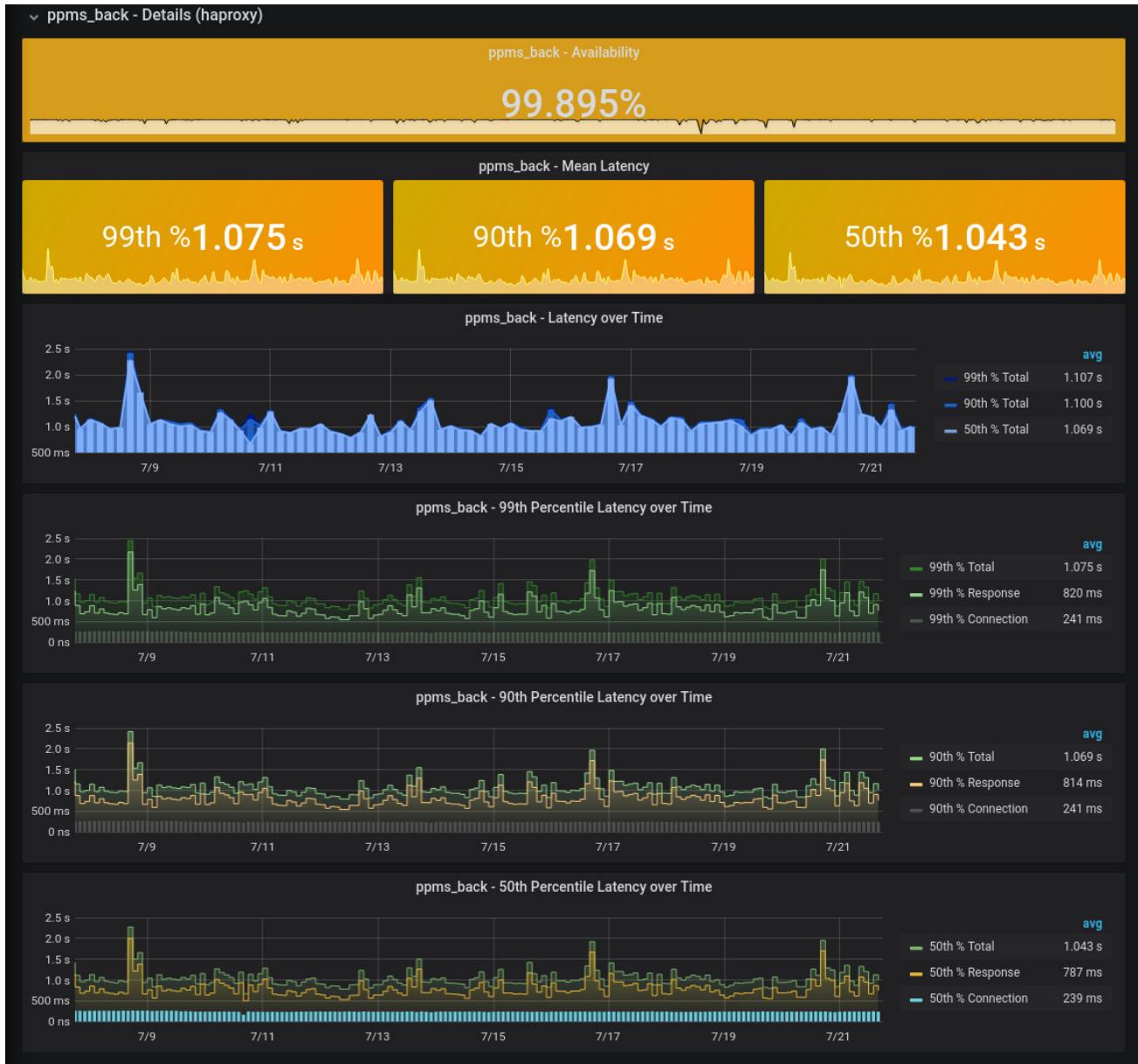
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

PPMS SLO Document

This document describes the (reflective) SLOs for the PPMS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



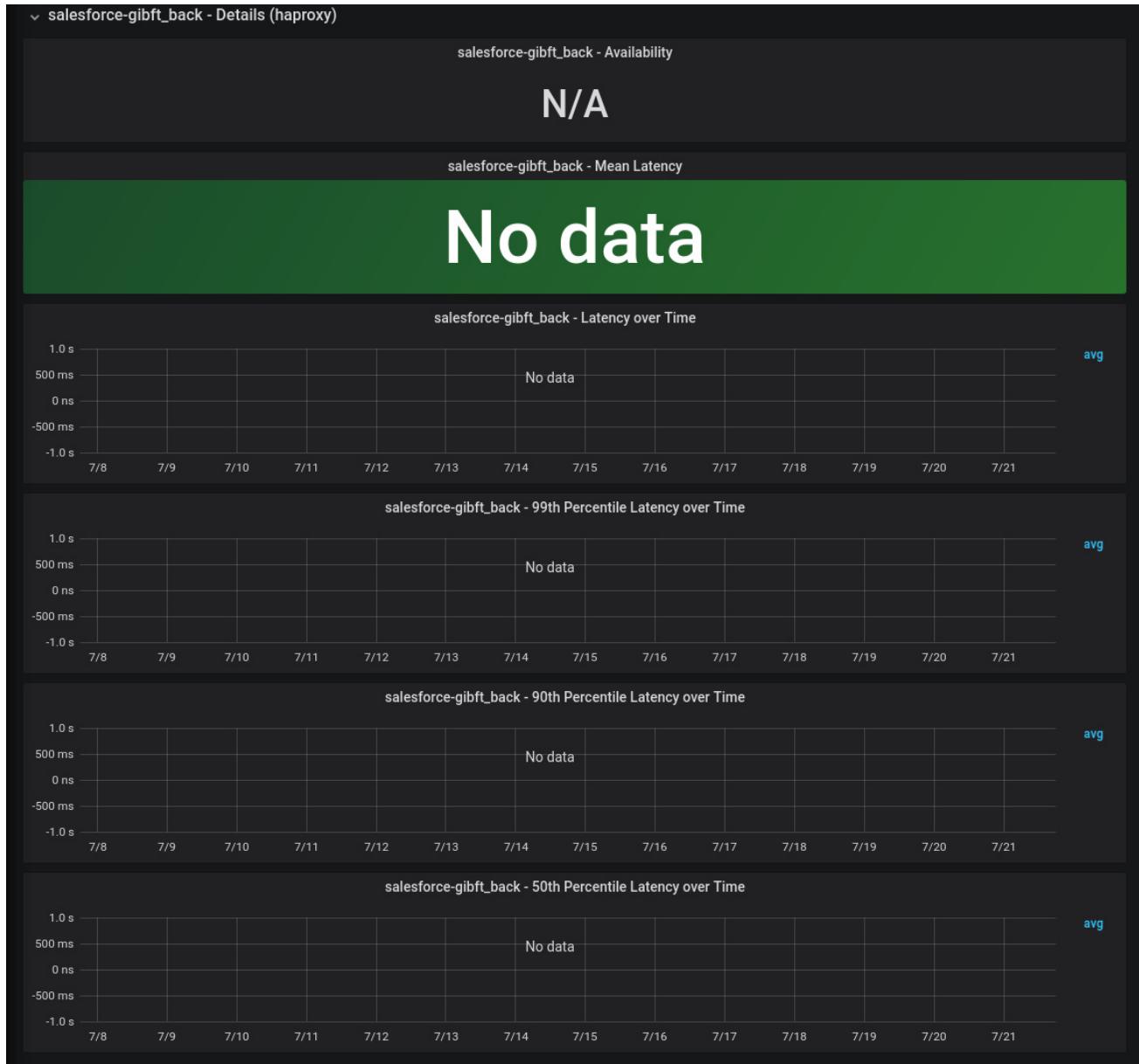
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Salesforce-GIBFT SLO Document

This document describes the (reflective) SLOs for the Salesforce-GIBFT external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



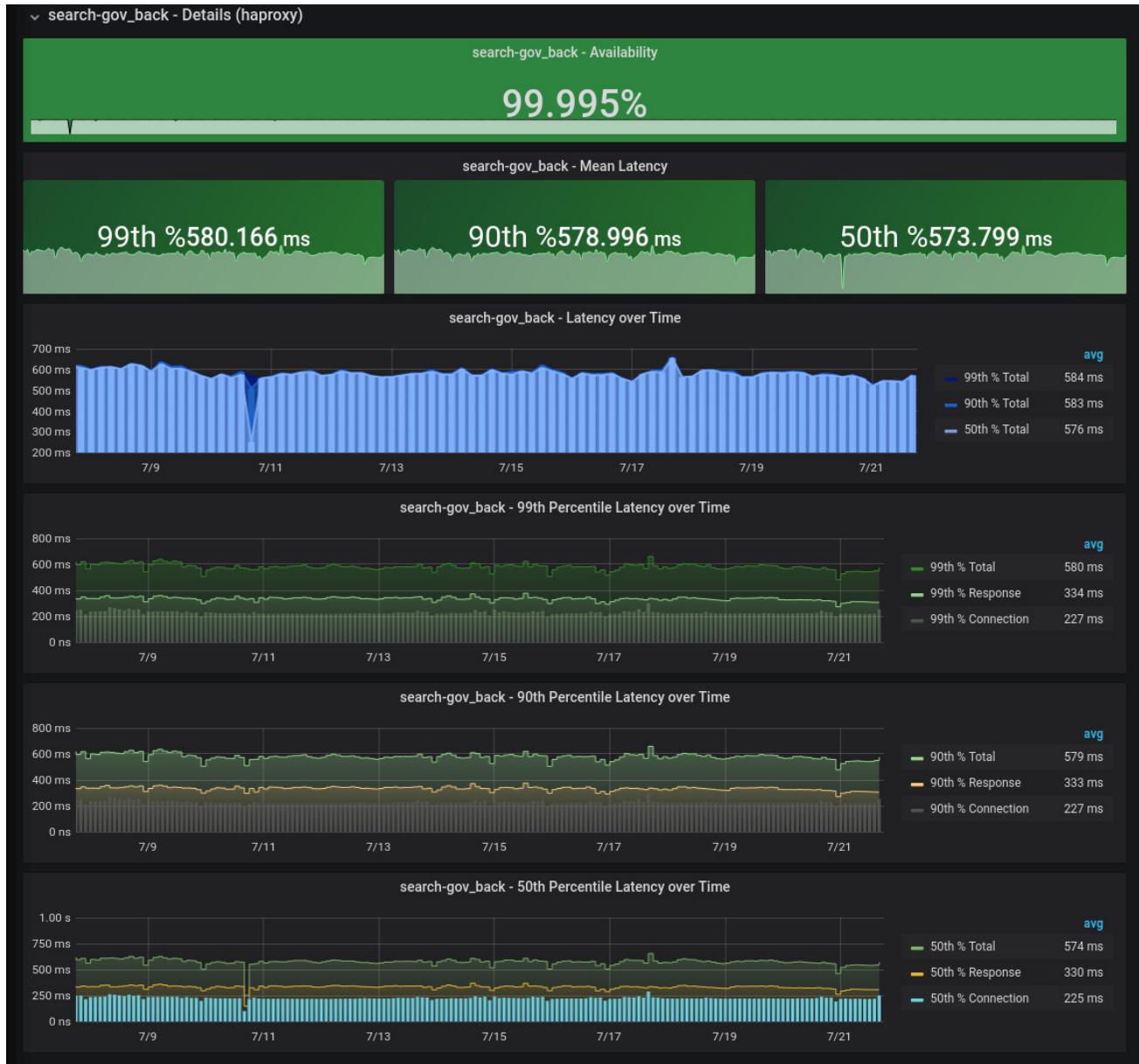
SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

Search.gov SLO Document

This document describes the (reflective) SLOs for the Search.gov external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the haproxy metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.29% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 550ms, 550ms, 550ms as measured by the haproxy metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 550ms• 90% of requests < 550ms• 99% of requests < 550ms |

The Image Management System SLO Document

This document describes the (reflective) SLOs for the TIMS external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



SLIs and SLOs

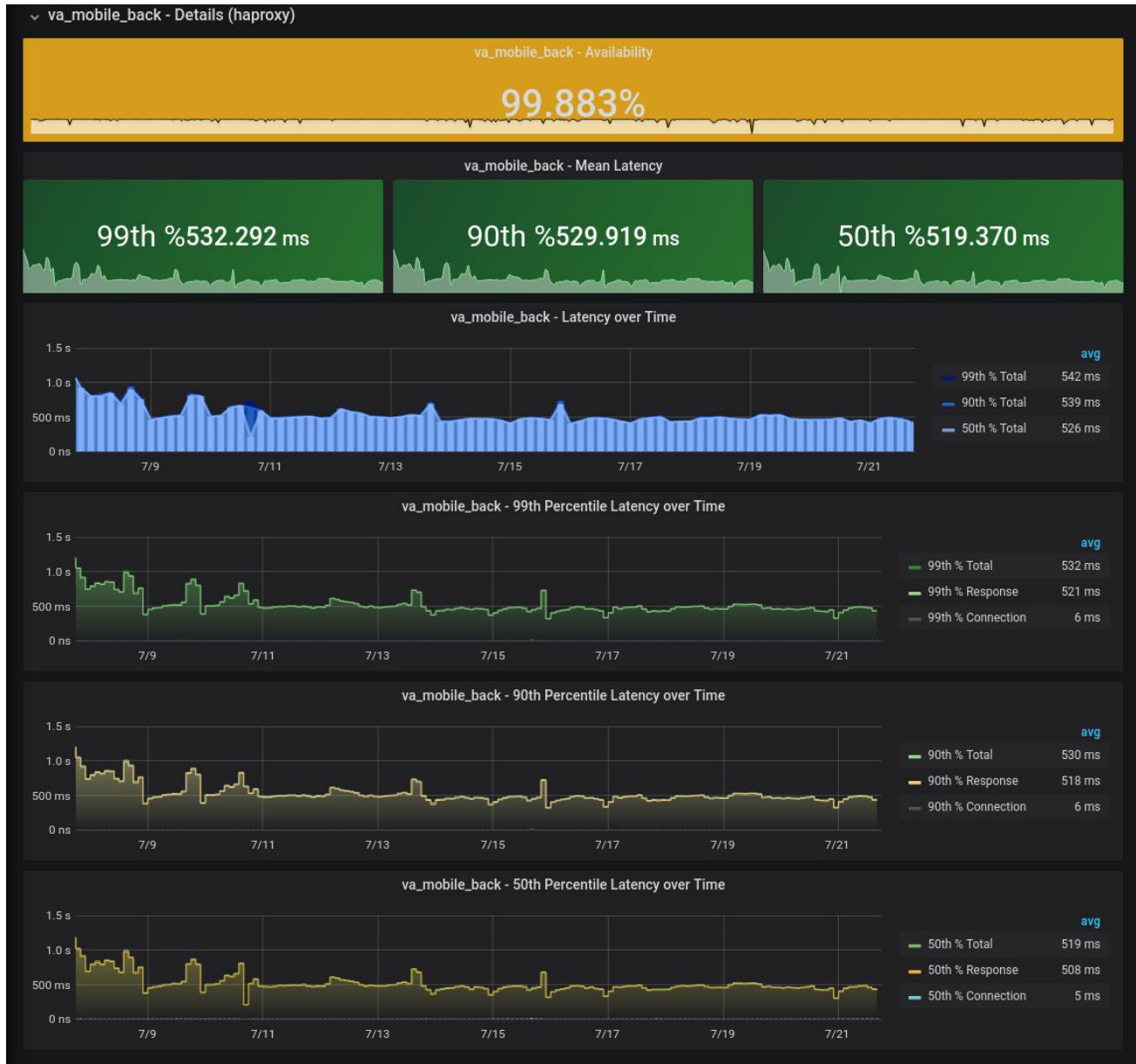
| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < ms, ms, ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < ms• 90% of requests ms• 99% of requests < ms |

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VA Mobile SLO Document

This document describes the (reflective) SLOs for the VA Mobile external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



SLIs and SLOs

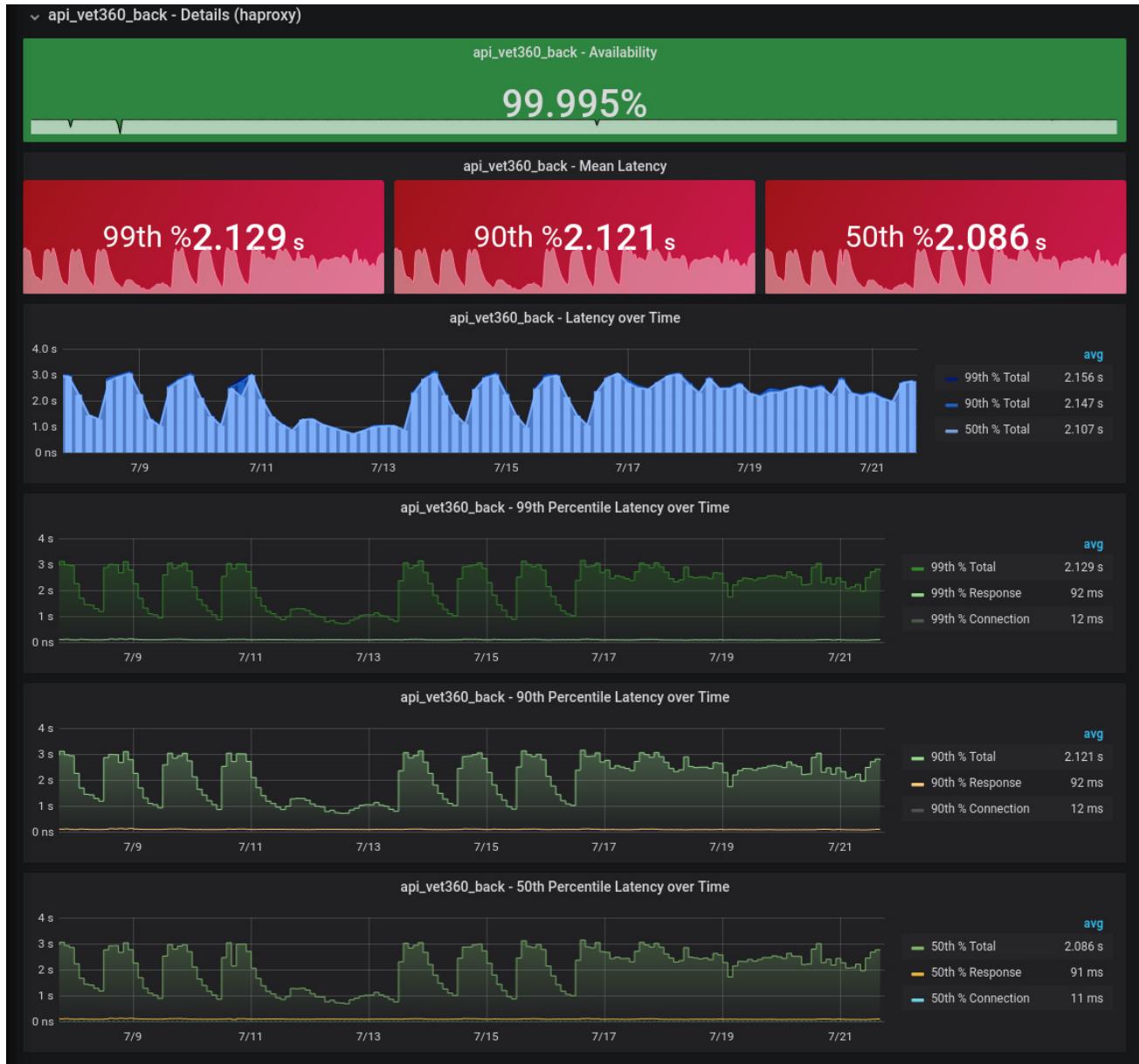
| Category | SLI | SLO |
|--------------|---|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.72% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 800ms, 700ms, 600ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 600ms• 90% of requests < 700ms• 99% of requests < 800ms |

¹ This document was autogenerated on Tue 21 Jul 2020 01:05:18 PM CDT

Vet360 SLO Document

This document describes the (reflective) SLOs for the Vet360 external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



SLIs and SLOs

| Category | SLI | SLO |
|--------------|--|--|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.00% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 3000ms, 2750ms, 2500ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 2500ms• 90% of requests 2750ms• 99% of requests < 3000ms |

VHA SLO Document

This document describes the (reflective) SLOs for the VHA external service.

- [14d SLI Dashboard](#)
- [Integration Details](#)



SLIs and SLOs

| Category | SLI | SLO |
|--------------|---|---|
| Availability | <p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p> | 99.99% success |
| Latency | <p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined as < 100ms, 100ms, 100ms as measured by the <code>haproxy</code> metrics.¹</p> | <ul style="list-style-type: none">• 50% of requests < 100ms• 90% of requests 100ms• 99% of requests < 100ms |