

# VSP External SLO Report

14-day period ending 2020-06-09

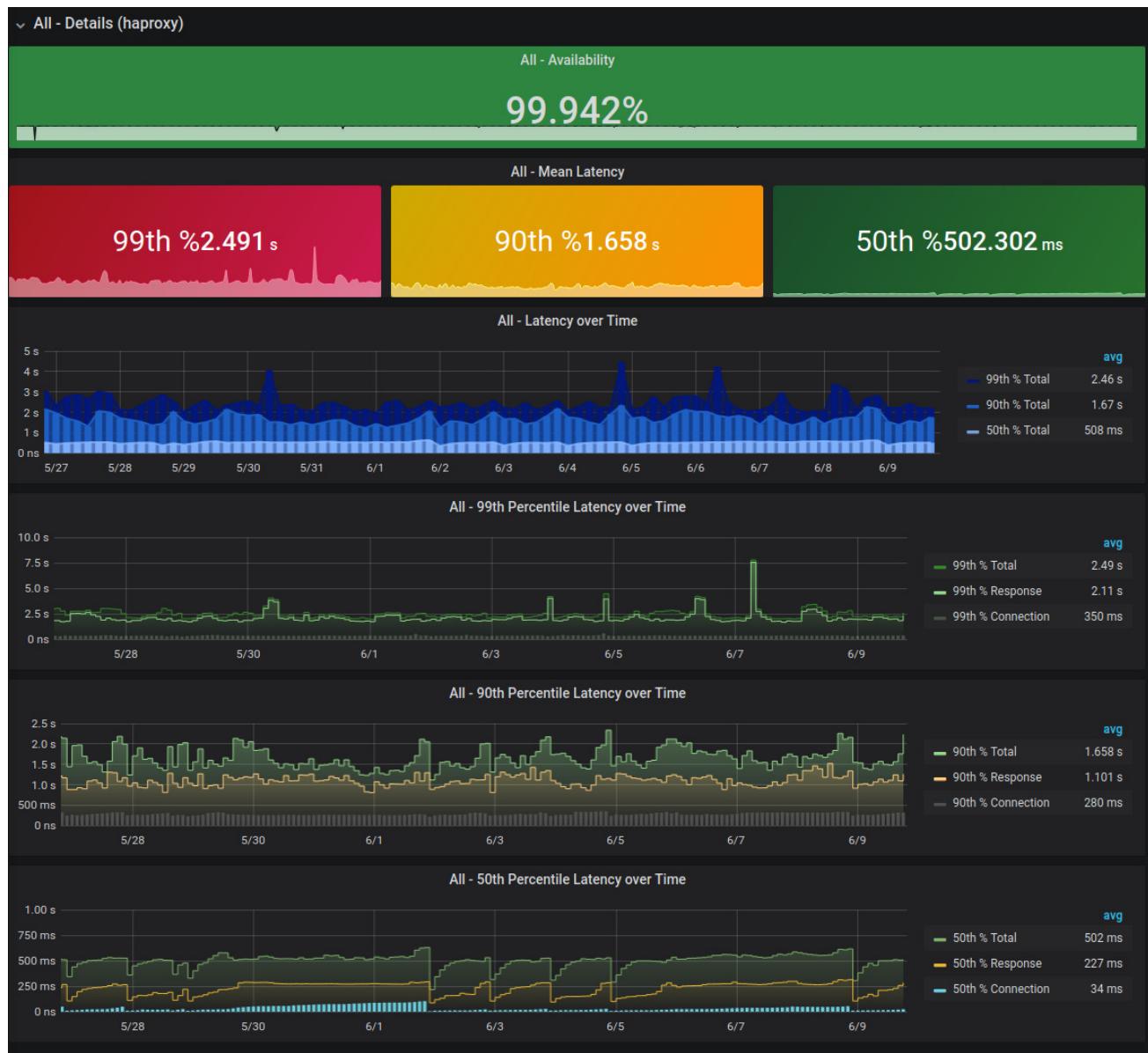
This document captures (reflective) SLO performance for VSP external service partners.

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

## All Services - Availability (Uptime)



## All Services - Overview

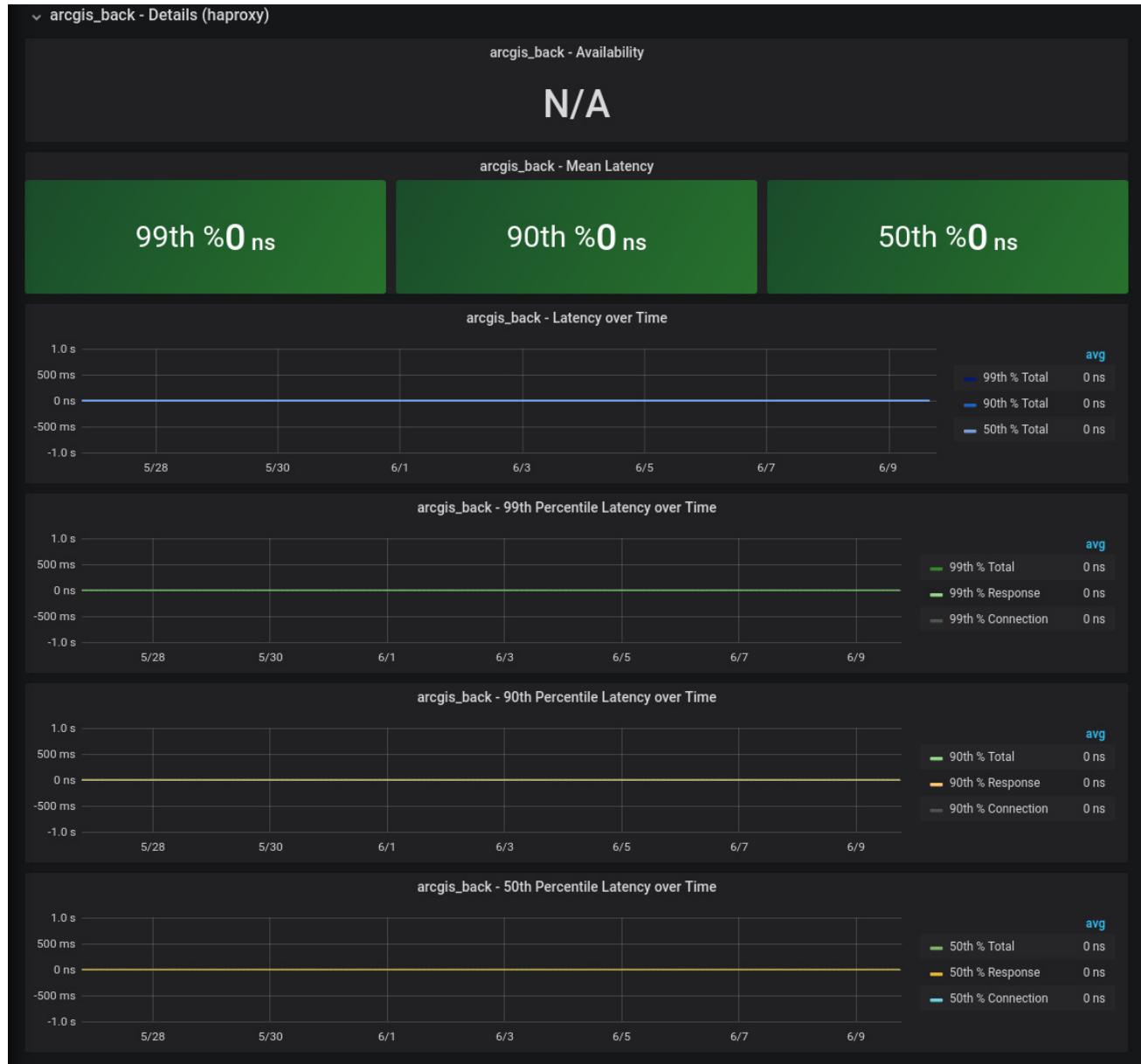


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# ArcGIS SLO Document

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

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



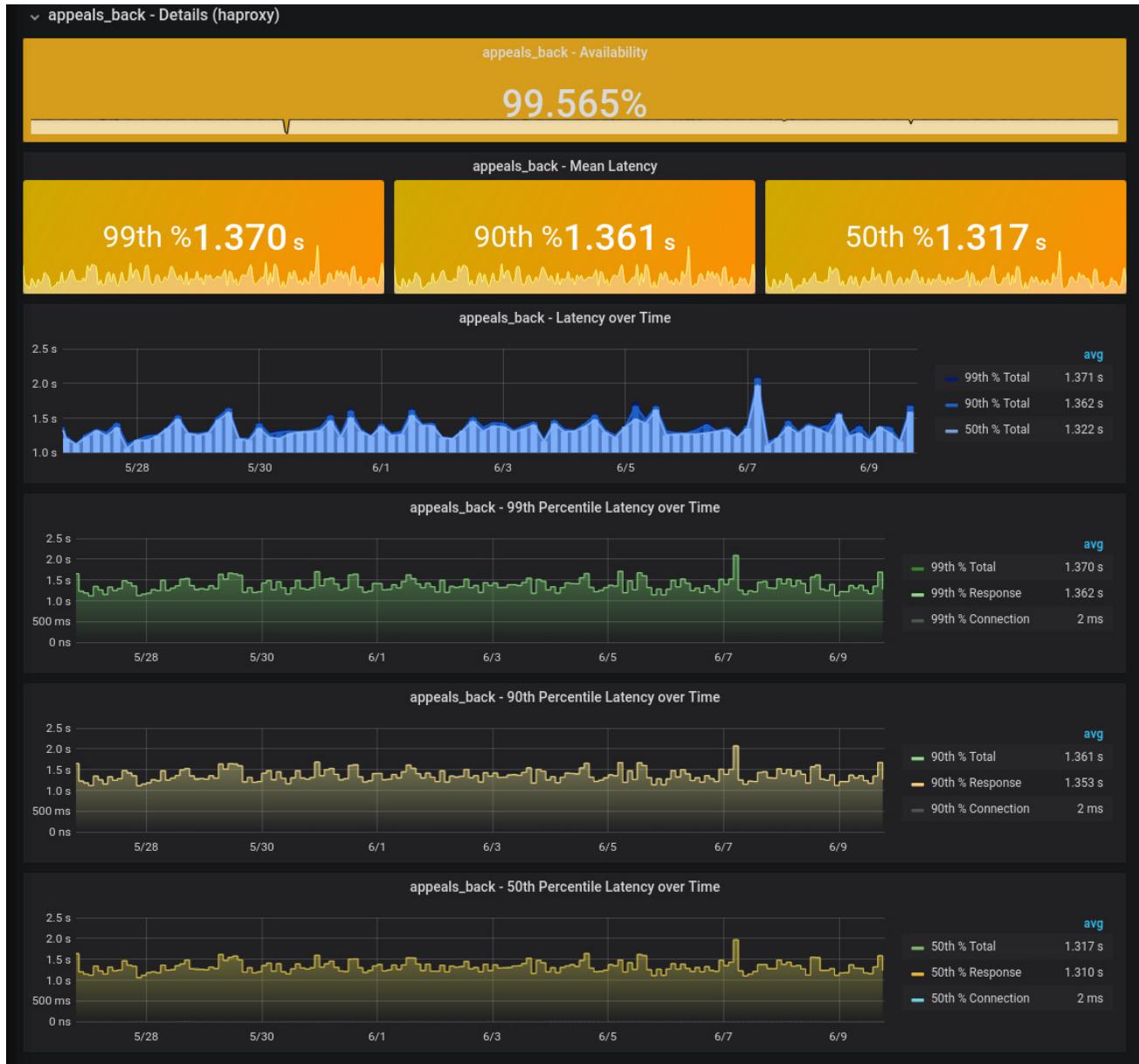
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# 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 <code>haproxy</code> 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 &lt; 1300ms, 1300ms, 1300ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 1300ms</li><li>• 90% of requests 1300ms</li><li>• 99% of requests &lt; 1300ms</li></ul>

# 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 &lt; 500ms, 500ms, 500ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 500ms</li><li>• 90% of requests &lt; 500ms</li><li>• 99% of requests &lt; 500ms</li></ul>

# 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 &lt; 300ms, 300ms, 300ms as measured by the haproxy metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 300ms</li><li>• 90% of requests 300ms</li><li>• 99% of requests &lt; 300ms</li></ul>

# 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 haproxy 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 &lt; 500ms, 500ms, 500ms as measured by the haproxy metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 500ms</li><li>• 90% of requests 500ms</li><li>• 99% of requests &lt; 500ms</li></ul>

# Enrollment Service SLO Document

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

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



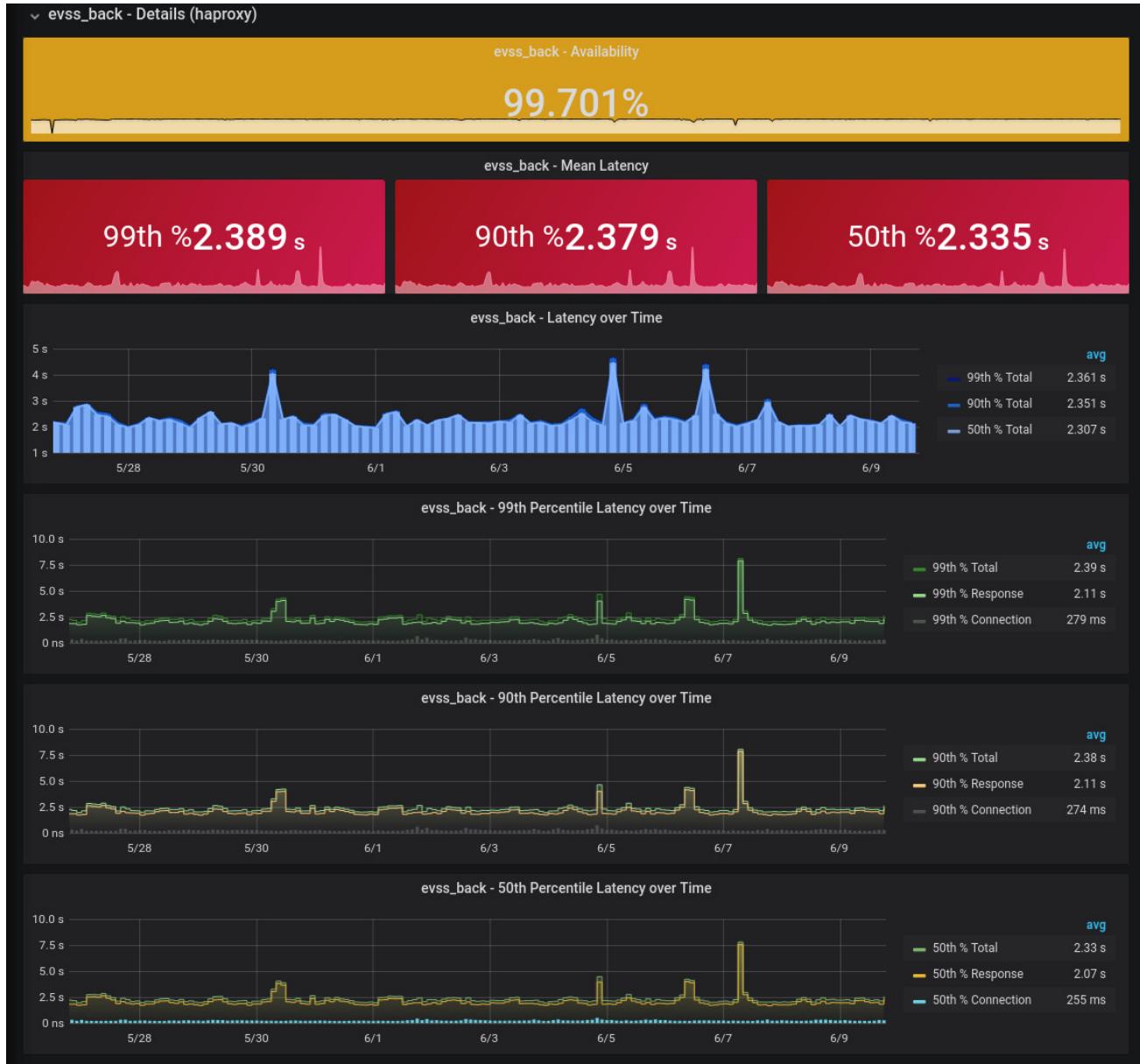
## SLIs and SLOs

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 &lt; 500ms, 500ms, 500ms as measured by the haproxy metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 500ms</li><li>• 90% of requests 500ms</li><li>• 99% of requests &lt; 500ms</li></ul>

# Enterprise Veteran Self-Service Portal Platform SLO Document

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

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



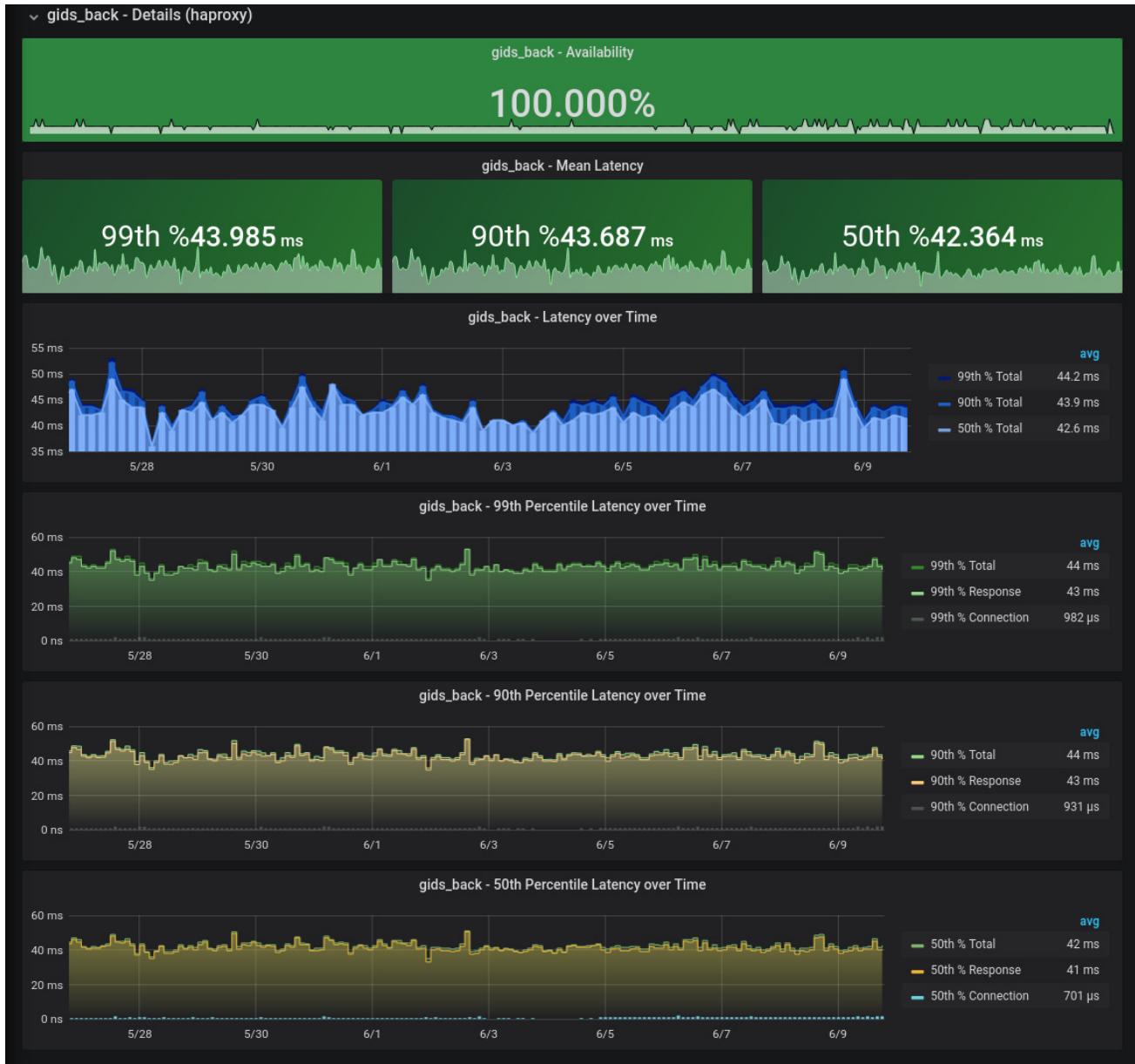
## SLIs and SLOs

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 &lt; 2500ms, 2500ms, 2500ms as measured by the haproxy metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 2500ms</li><li>• 90% of requests 2500ms</li><li>• 99% of requests &lt; 2500ms</li></ul>

# GIDS SLO Document

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

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



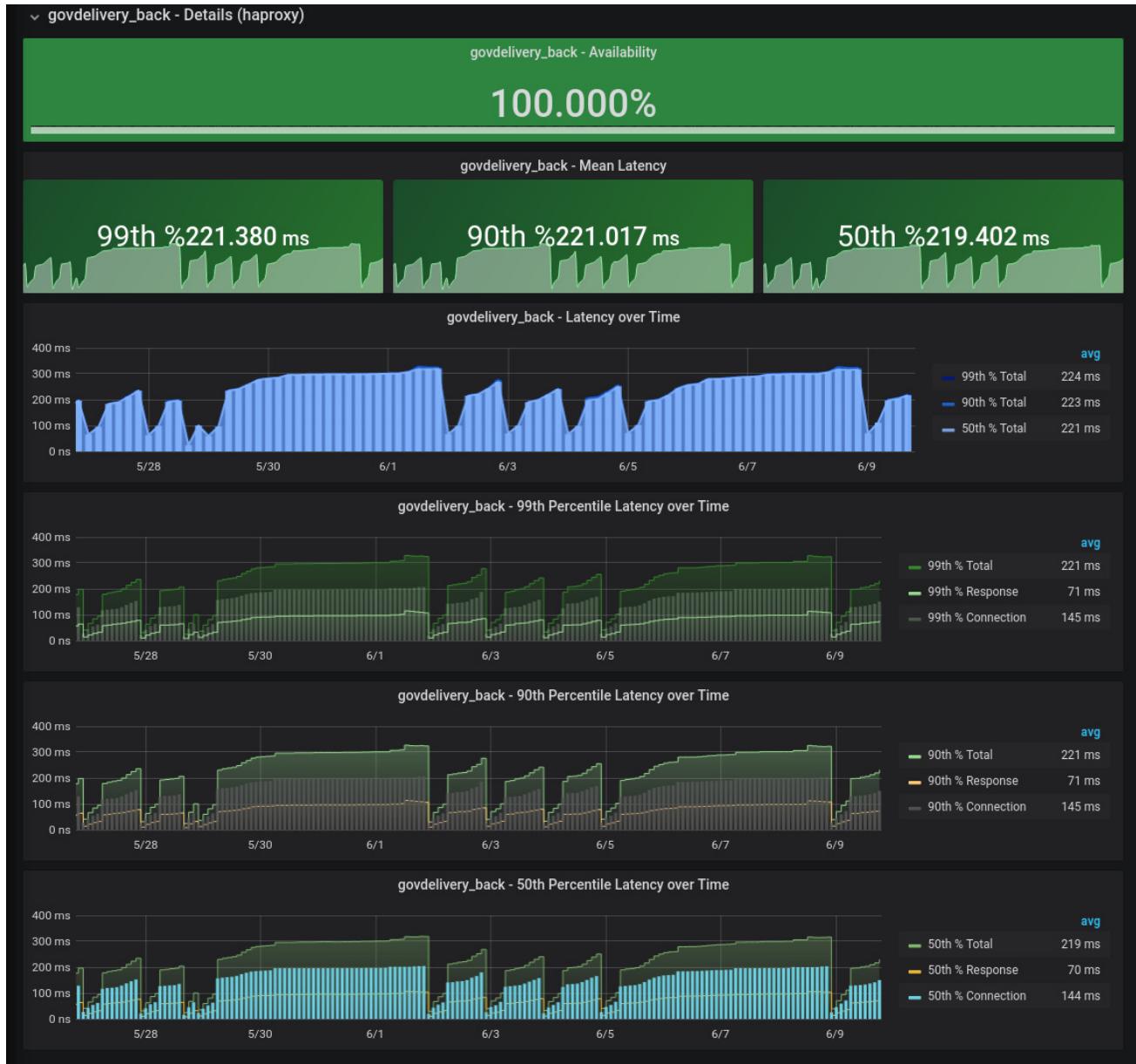
## SLIs and SLOs

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 &lt; 50ms, 50ms, 50ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 50ms</li><li>• 90% of requests 50ms</li><li>• 99% of requests &lt; 50ms</li></ul>

# GovDelivery SLO Document

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

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



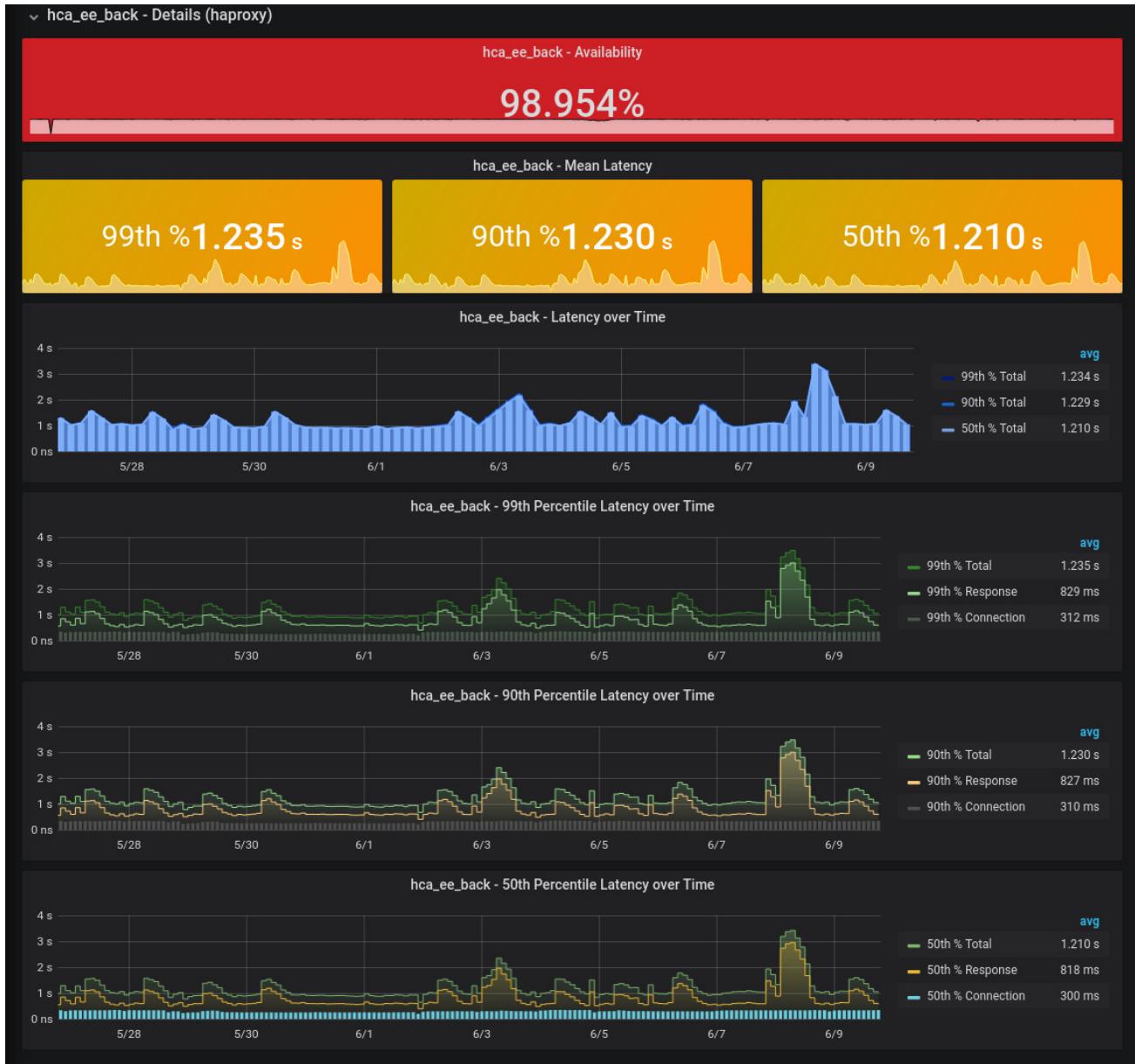
## SLIs and SLOs

Category	SLI	SLO
Availability	<p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> 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 &lt; 200ms, 200ms, 200ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 200ms</li><li>• 90% of requests &lt; 200ms</li><li>• 99% of requests &lt; 200ms</li></ul>

# HCA EE SLO Document

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

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



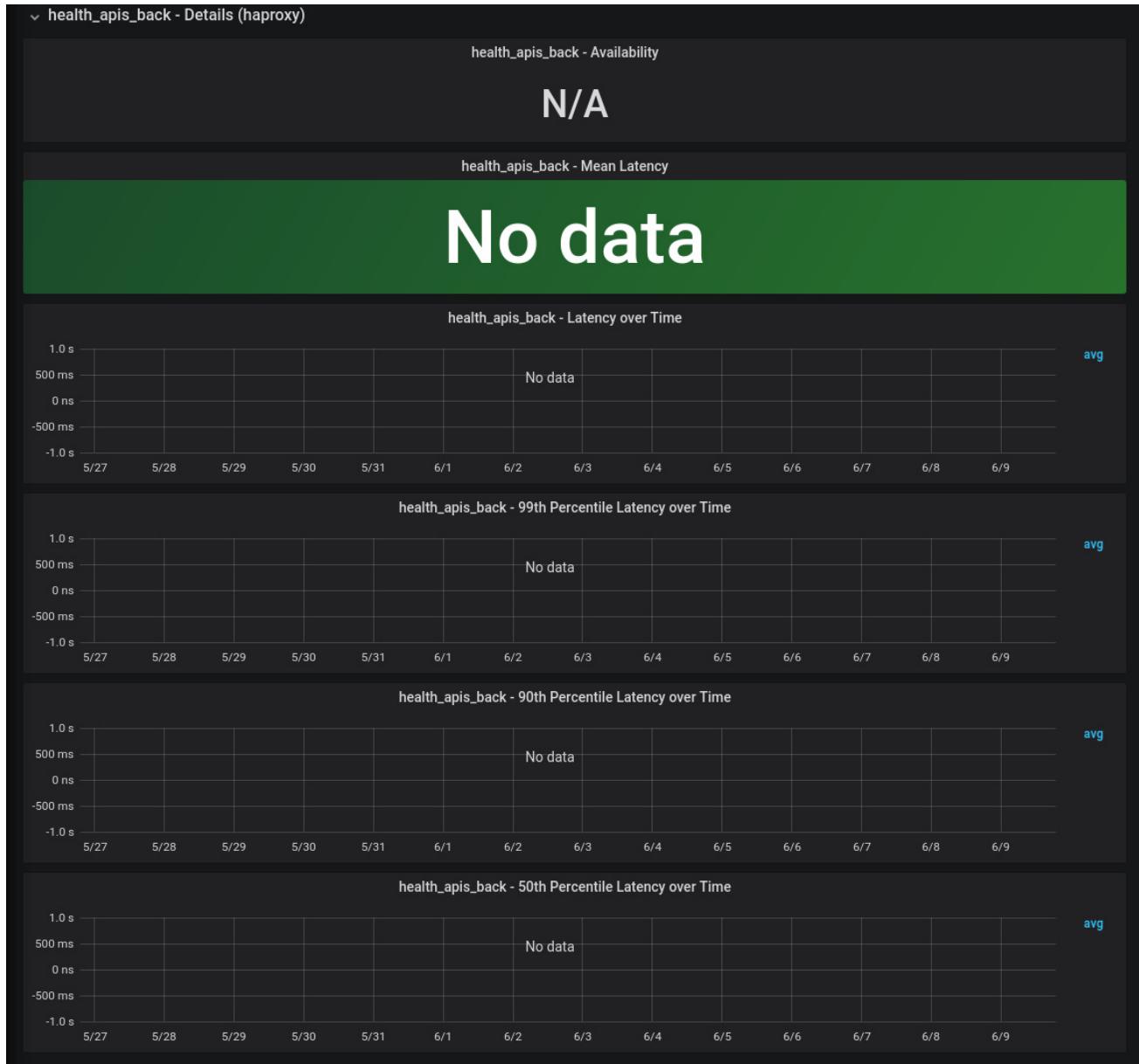
## SLIs and SLOs

Category	SLI	SLO
Availability	<p>The proportion of successful HTTP requests as measured by the 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 &lt; ms, ms, ms as measured by the haproxy metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# 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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# 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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# 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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# Loan Guaranty SLO Document

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

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



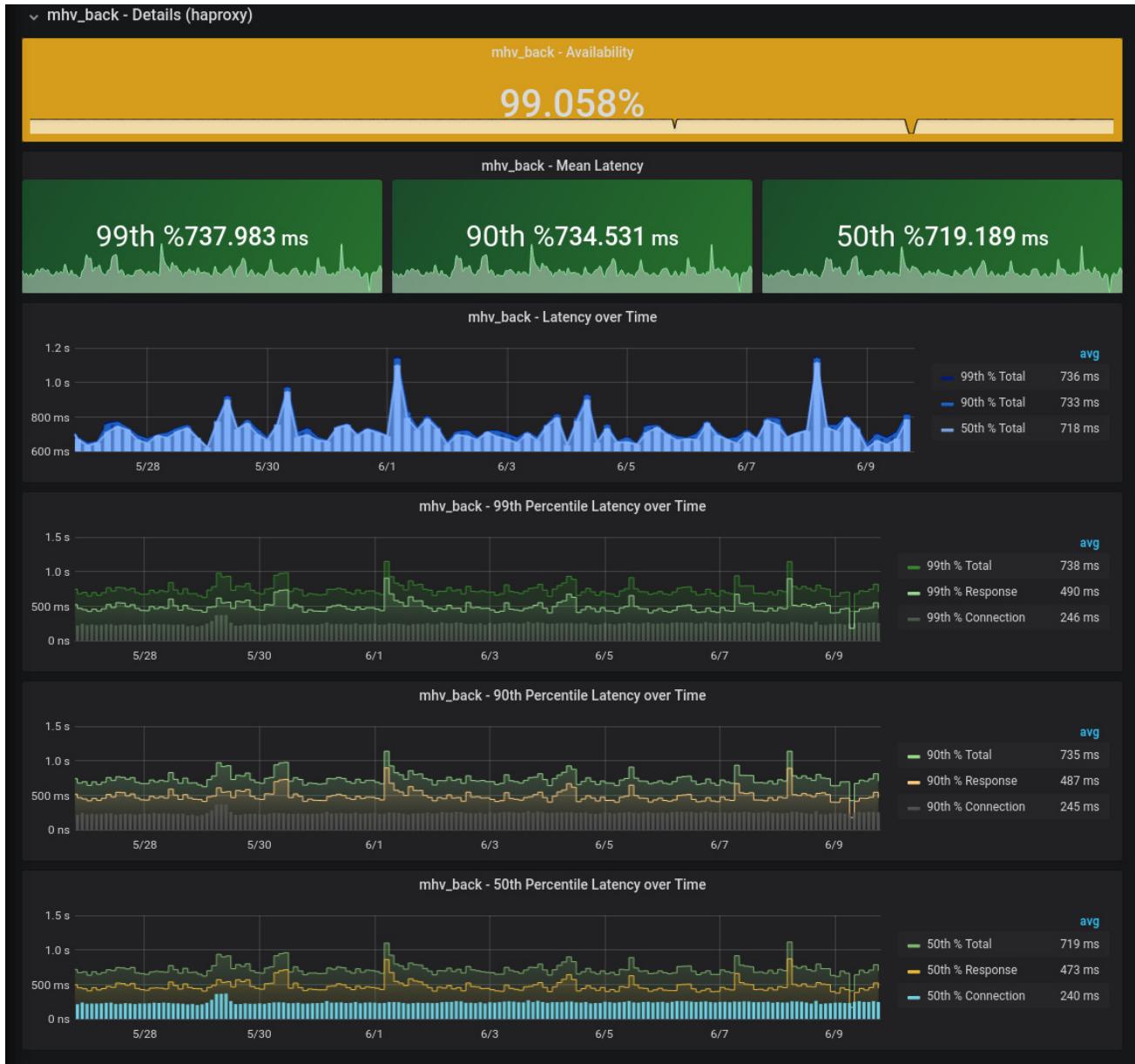
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# MyHealtheVet SLO Document

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

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



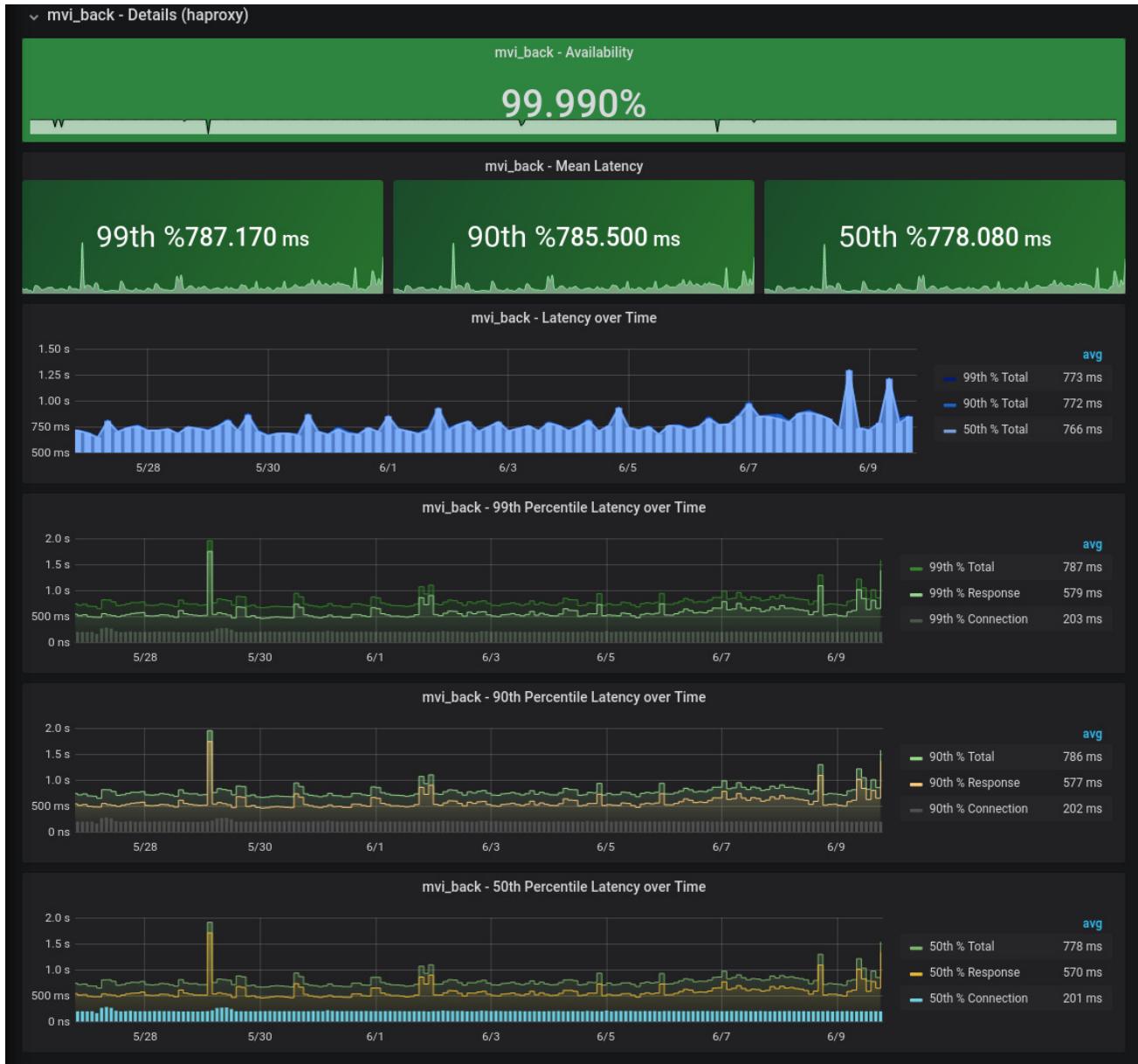
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# Master Veteran Index SLO Document

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

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



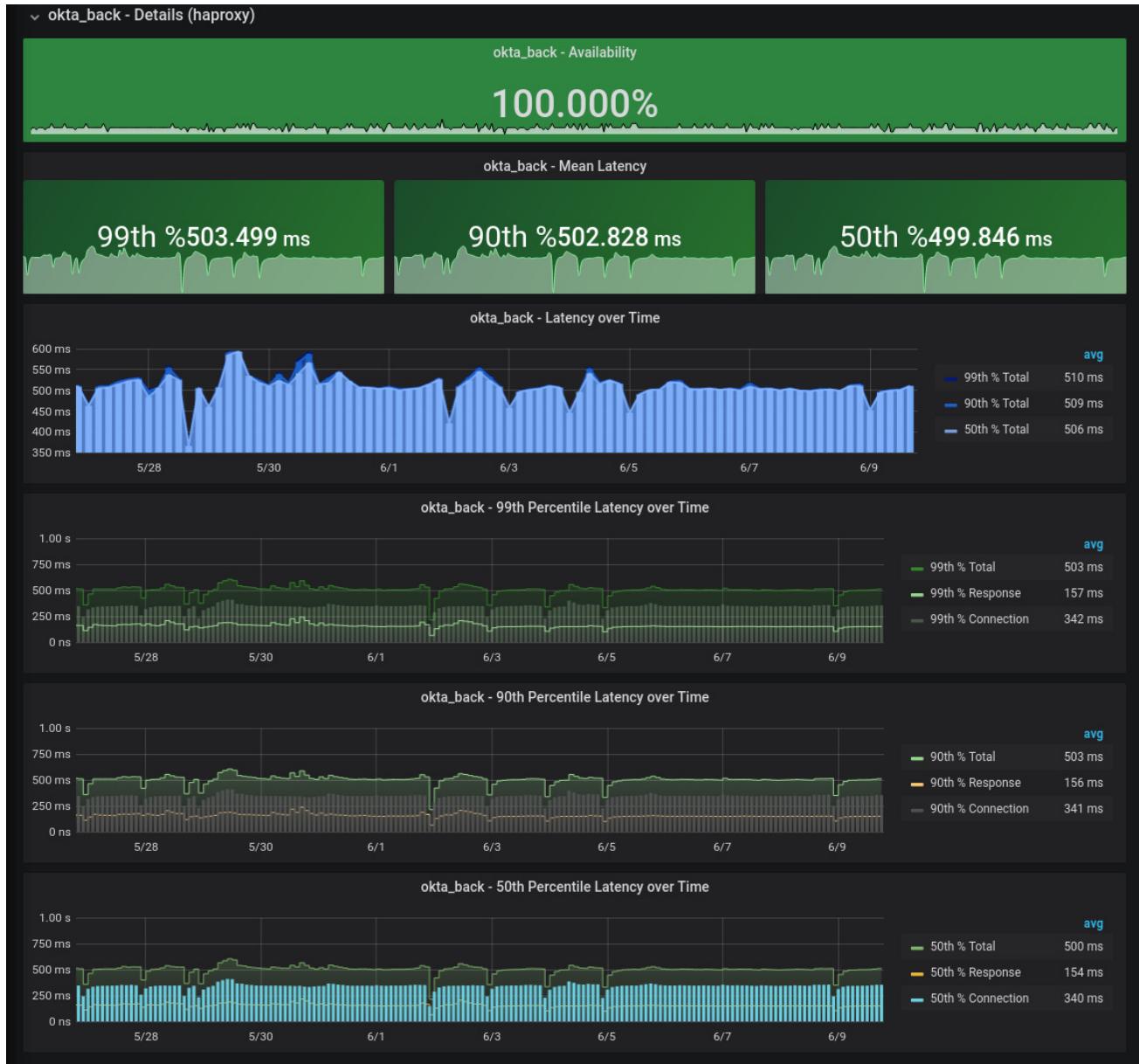
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# OKTA SLO Document

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

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



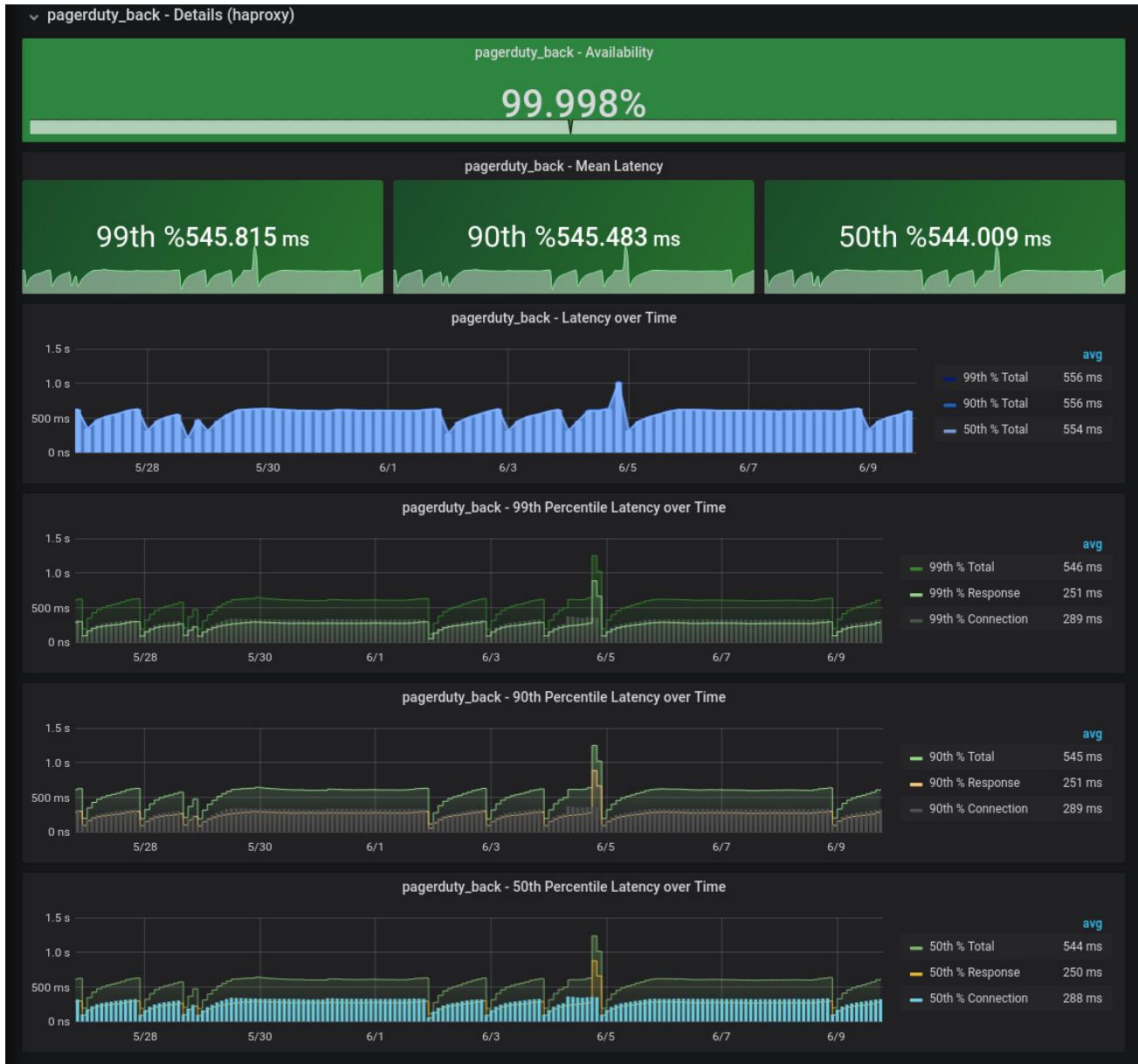
## SLIs and SLOs

Category	SLI	SLO
Availability	<p>The proportion of successful HTTP requests as measured by the <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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# Pagerduty SLO Document

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

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



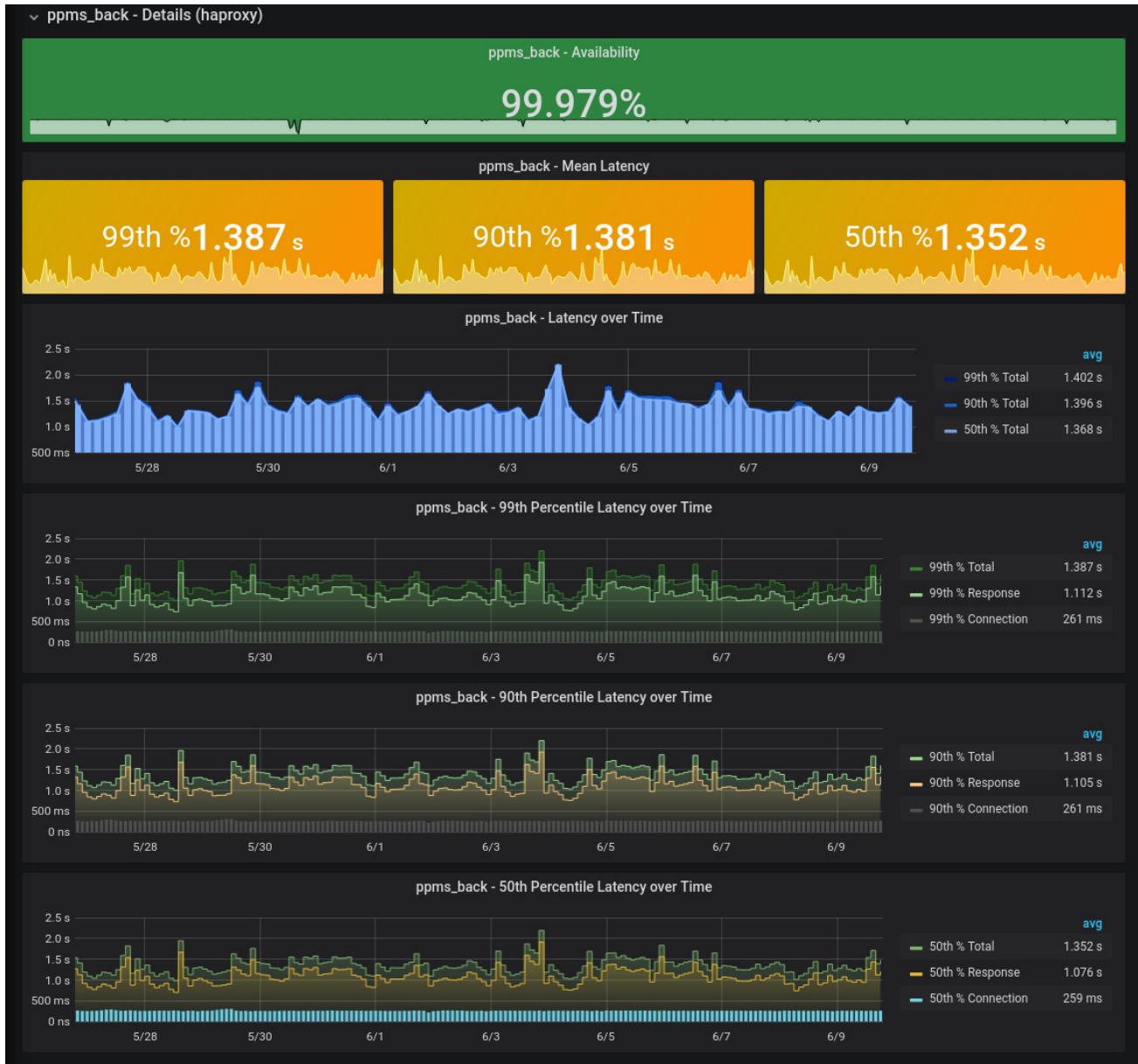
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# PPMS SLO Document

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

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



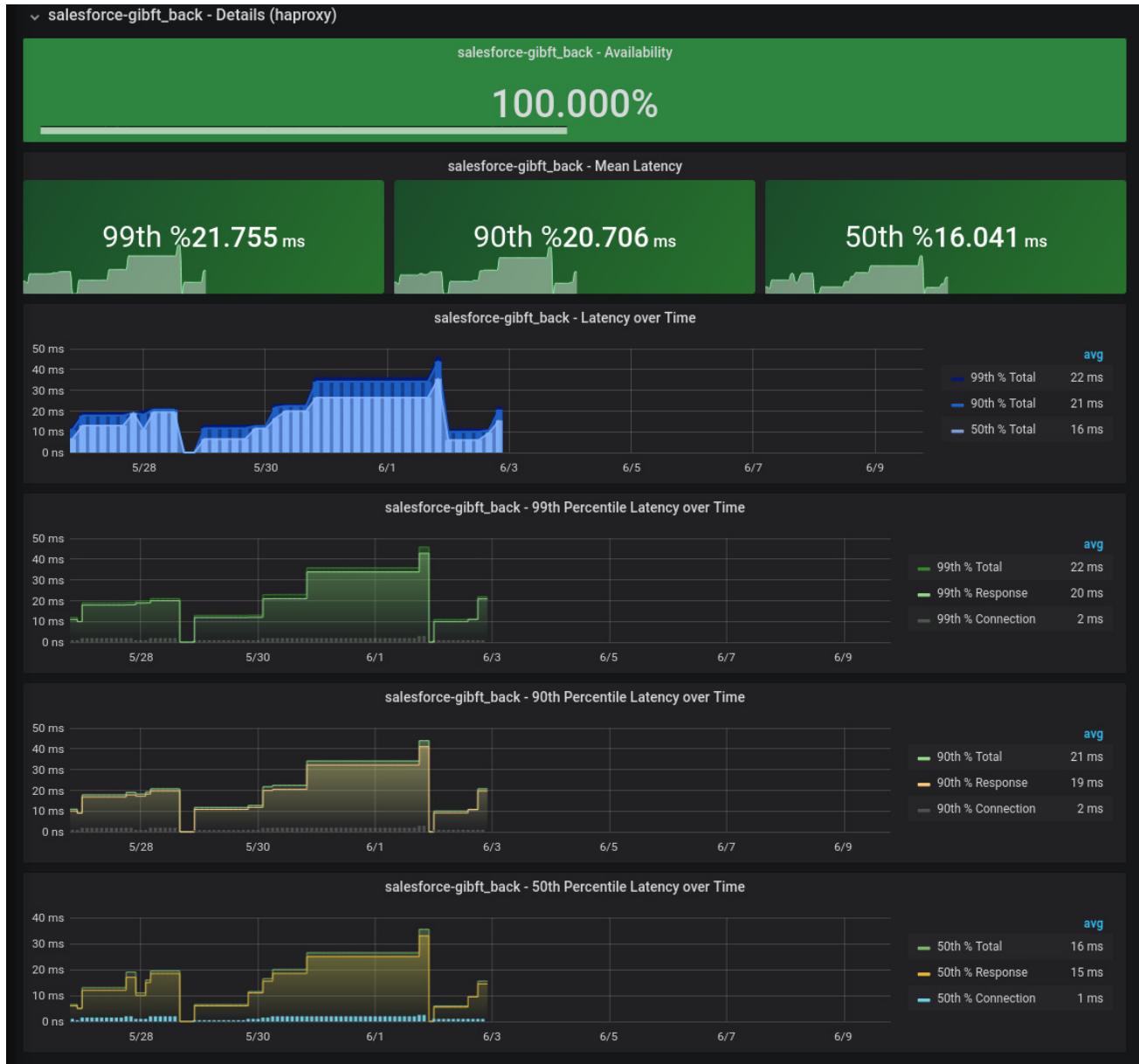
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# Salesforce-GIBFT SLO Document

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

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



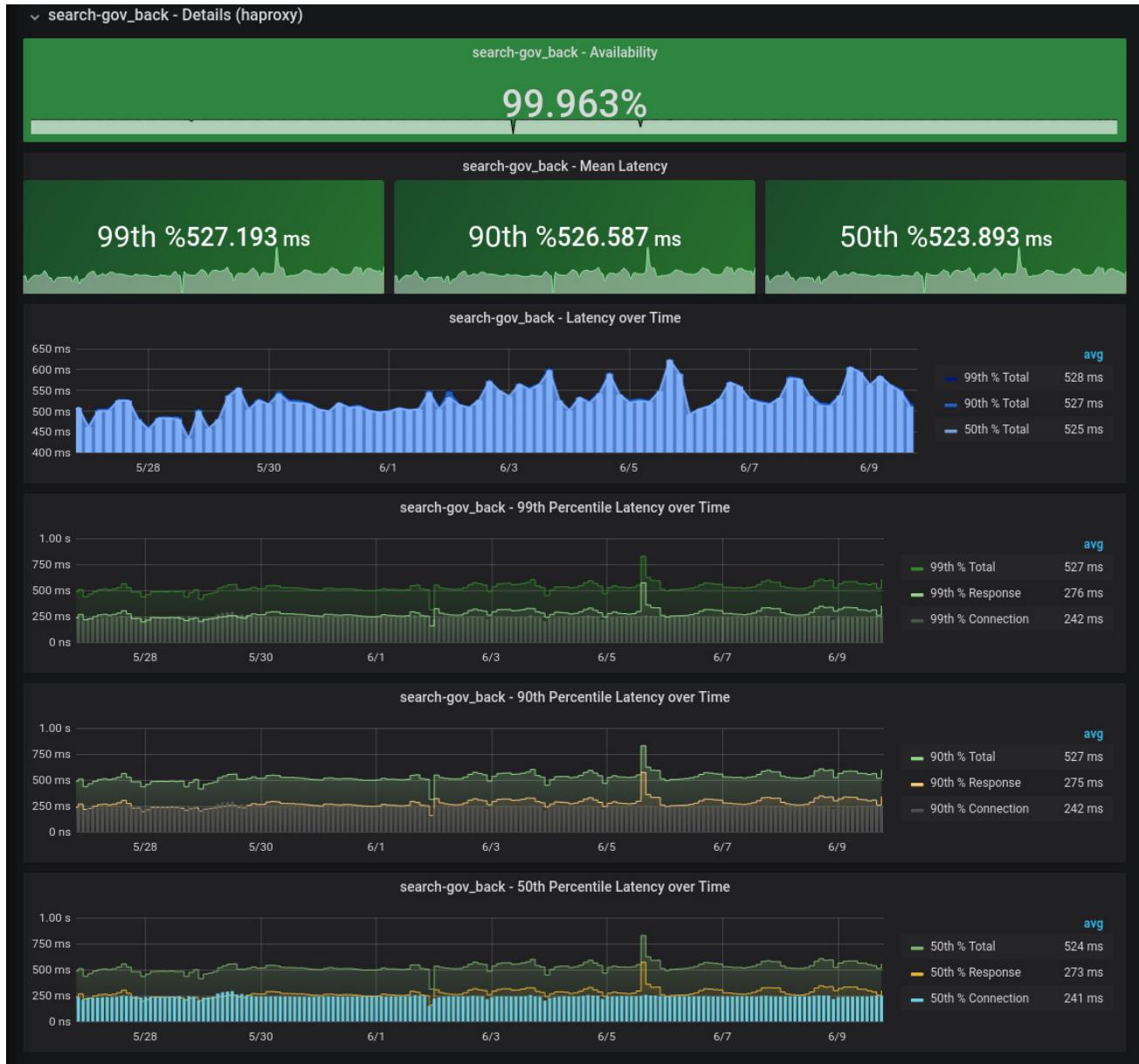
## SLIs and SLOs

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 &lt; ms, ms, ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; ms</li><li>• 90% of requests ms</li><li>• 99% of requests &lt; ms</li></ul>

# 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 <code>haproxy</code> 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 &lt; 550ms, 550ms, 550ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 550ms</li><li>• 90% of requests &lt; 550ms</li><li>• 99% of requests &lt; 550ms</li></ul>

# 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

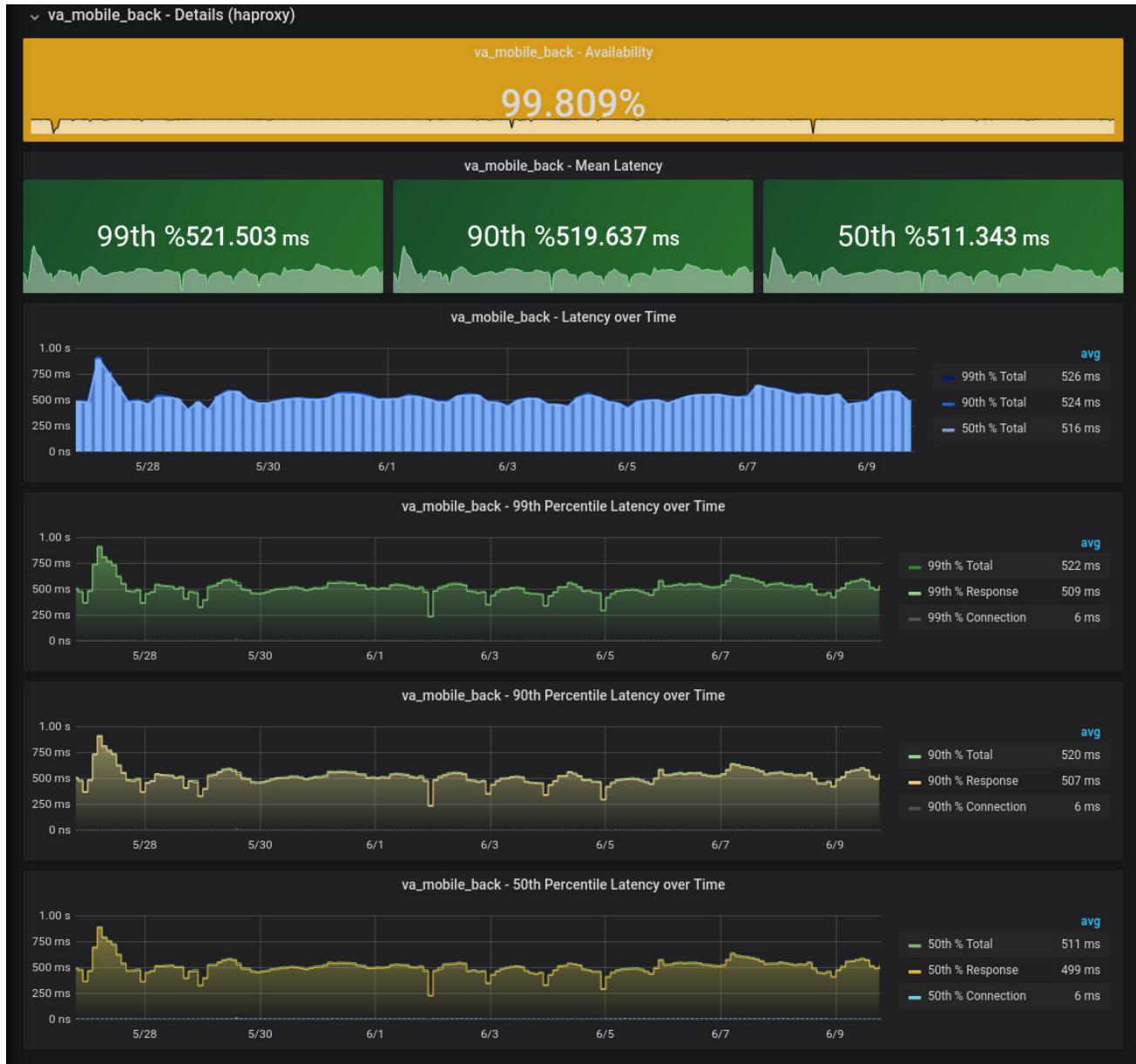
Category	SLI	SLO
Availability	<p>The proportion of successful HTTP requests as measured by the <code>haproxy</code> metrics.</p> <p>Any HTTP status other than 500-599 is considered successful.</p>	99.00% success
Latency	<p>The proportion of sufficiently fast requests.</p> <p>"Sufficiently fast" is defined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

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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](#)



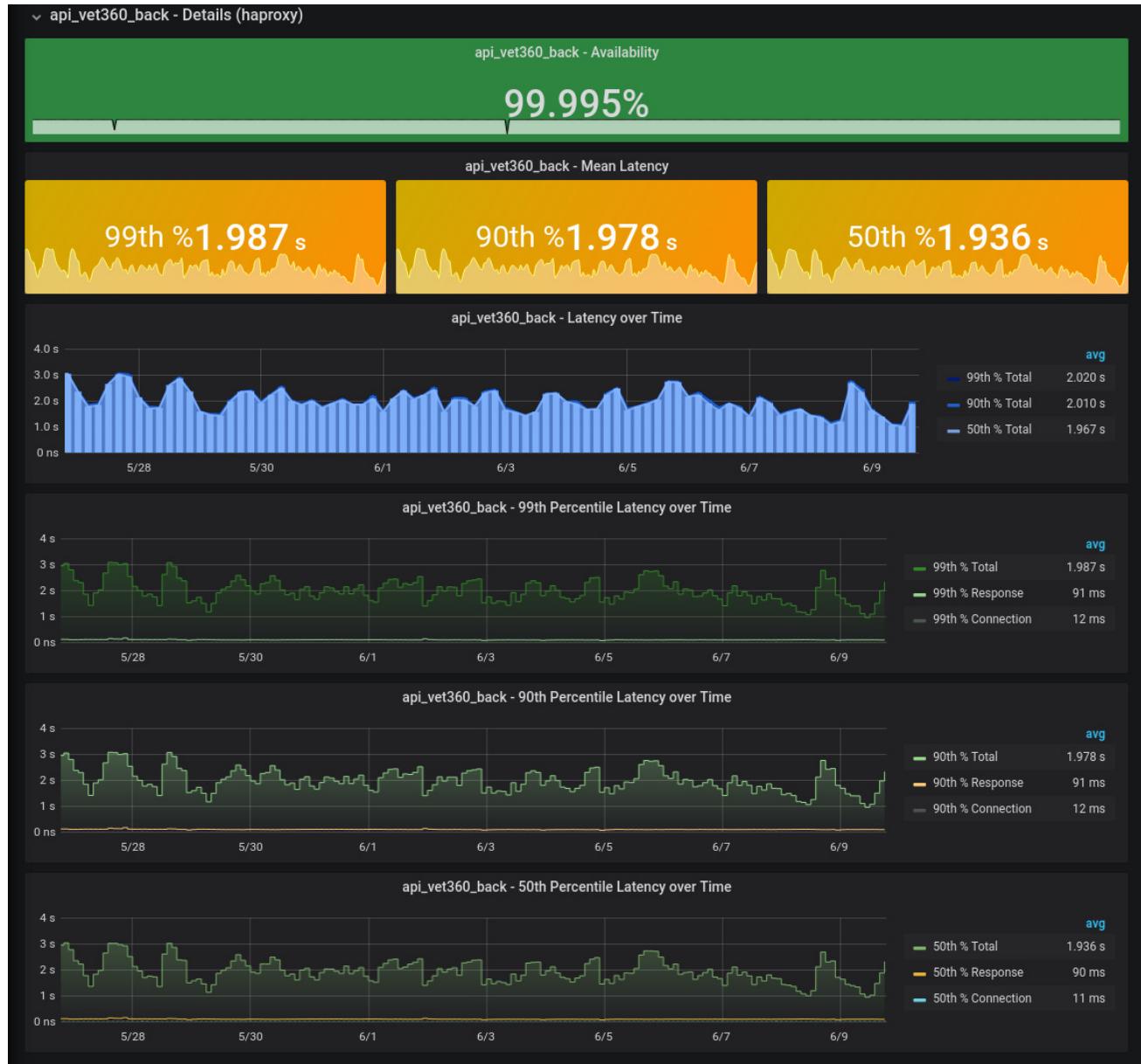
## SLIs and SLOs

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 &lt; 800ms, 700ms, 600ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 600ms</li><li>• 90% of requests 700ms</li><li>• 99% of requests &lt; 800ms</li></ul>

# Vet360 SLO Document

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

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



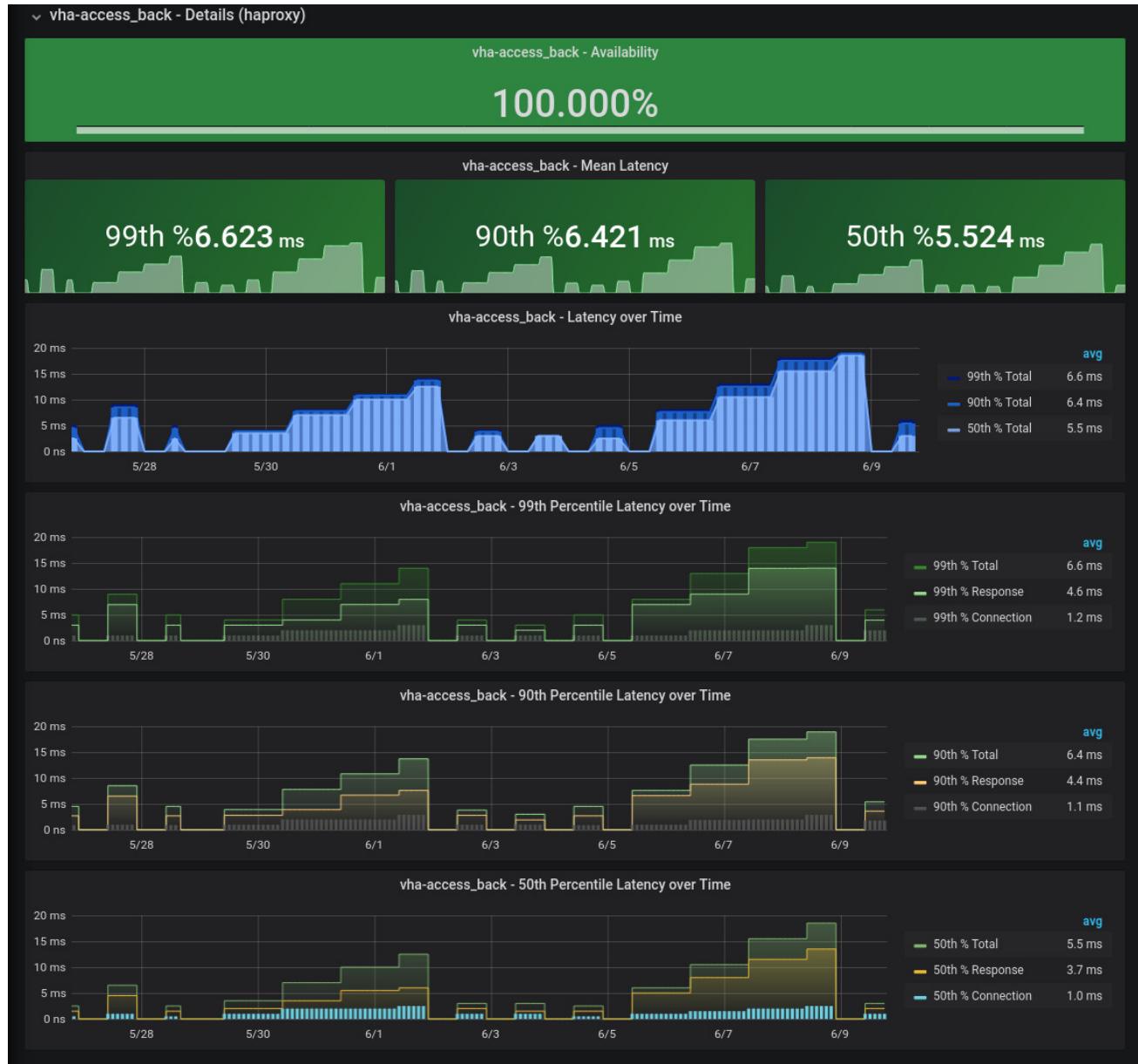
## SLIs and SLOs

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 &lt; 3000ms, 2750ms, 2500ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 2500ms</li><li>• 90% of requests 2750ms</li><li>• 99% of requests &lt; 3000ms</li></ul>

# 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 &lt; 100ms, 100ms, 100ms as measured by the <code>haproxy</code> metrics.<sup>1</sup></p>	<ul style="list-style-type: none"><li>• 50% of requests &lt; 100ms</li><li>• 90% of requests 100ms</li><li>• 99% of requests &lt; 100ms</li></ul>