VSP External SLO Report

14-day period ending 2020-07-14

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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	98.47% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 1300ms, 1300ms, 1300ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 1300ms • 90% of requests 1300ms • 99% of requests < 1300ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.98% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 500ms, 500ms, 500ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 500ms • 90% of requests 500ms • 99% of requests < 500ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.95% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 300ms, 300ms, 300ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 300ms • 90% of requests 300ms • 99% of requests < 300ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.38% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 500ms, 500ms, 500ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 500ms • 90% of requests 500ms • 99% of requests < 500ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	95.24% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 500ms, 500ms, 500ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 500ms • 90% of requests 500ms • 99% of requests < 500ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	98.52% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 2500ms, 2500ms, 2500ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 2500ms • 90% of requests 2500ms • 99% of requests < 2500ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.79% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 50ms, 50ms, 50ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 50ms • 90% of requests 50ms • 99% of requests < 50ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.10% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 200ms, 200ms, 200ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 200ms • 90% of requests 200ms • 99% of requests < 200ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 50% of requests < ms • 90% of requests ms • 99% of requests < ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.29% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 550ms, 550ms, 550ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 550ms • 90% of requests 550ms • 99% of requests < 550ms

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The Image Management System SLO Document

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

- 📊 **14d SLI Dashboard**
- 🔗 Integration Details

screenshot.png

SLIs and SLOs

Category	SLI	SLO
Availability	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < ms, ms, ms as measured by the `haproxy` metrics.[1]	• 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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.72% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 800ms, 700ms, 600ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 600ms • 90% of requests 700ms • 99% of requests < 800ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.00% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 3000ms, 2750ms, 2500ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 2500ms • 90% of requests 2750ms • 99% of requests < 3000ms

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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	The proportion of successful HTTP requests as measured by the `haproxy` metrics. Any HTTP status other than 500-599 is considered successful.	99.99% success
Latency	The proportion of sufficiently fast requests. "Sufficiently fast" is defined as < 100ms, 100ms, 100ms as measured by the `haproxy` metrics.[1]	• 50% of requests < 100ms • 90% of requests 100ms • 99% of requests < 100ms

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