VSP External SLO Report

14-day period ending 2021-02-02

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.	0.99 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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Benefits Gateway Service SLO Document

This document describes the (reflective) SLOs for the BGS 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.	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.	0.9847 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.	0.9998 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 Military Information Service 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.	0.9995 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.	0.9937999999999999 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.	0.9523999999999999 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.	0.9852 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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GI Bill Data Service 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.	0.9979 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.	0.991 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.	0.99 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.	0.99 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 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.	0.99 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.	0.99 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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Medical Devices Ordering Tool SLO Document

This document describes the (reflective) SLOs for the MDOT 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.	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.	0.99 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 Person Index SLO Document

This document describes the (reflective) SLOs for the MPI 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.	0.99 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.	0.99 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.	0.99 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 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.	0.99 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.	0.9929000000000001 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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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.	0.9972 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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Veterans Benefits Management System SLO Document

This document describes the (reflective) SLOs for the VBMS 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.	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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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.	0.9998999999999999 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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