SLA stands for Service Level Agreement, and SLO stands for Service Level Objective. Both are commonly used in the field of IT services, customer service, and supplier contracts, and they help in ensuring a certain level of service quality.

1. **Service Level Agreement (SLA):** An SLA is a formal document that defines a service's performance metrics and the levels of services that a service provider promises to its customers. It typically includes specific metrics by which the service is measured, the responsibilities of the service provider and the customer, the remedies or penalties for breaches, and the protocol for reporting and addressing service issues. SLAs are often part of a legal contract between a service provider and a customer.

2. **Service Level Objective (SLO):** An SLO is a specific goal or target within an SLA, representing the level of service performance that is expected and agreed upon. SLOs are expressed as a measurable objective, such as uptime, response time, or availability, and they provide a clear benchmark for the expected performance of a service. SLOs help in quantifying the service levels in operational terms and are used to evaluate the performance of the service provider.

While SLAs are broader agreements that might include multiple SLOs, SLOs are the specific objectives that need to be met to comply with the SLA. Both are critical in managing expectations between service providers and their customers, ensuring transparency and accountability in service delivery.