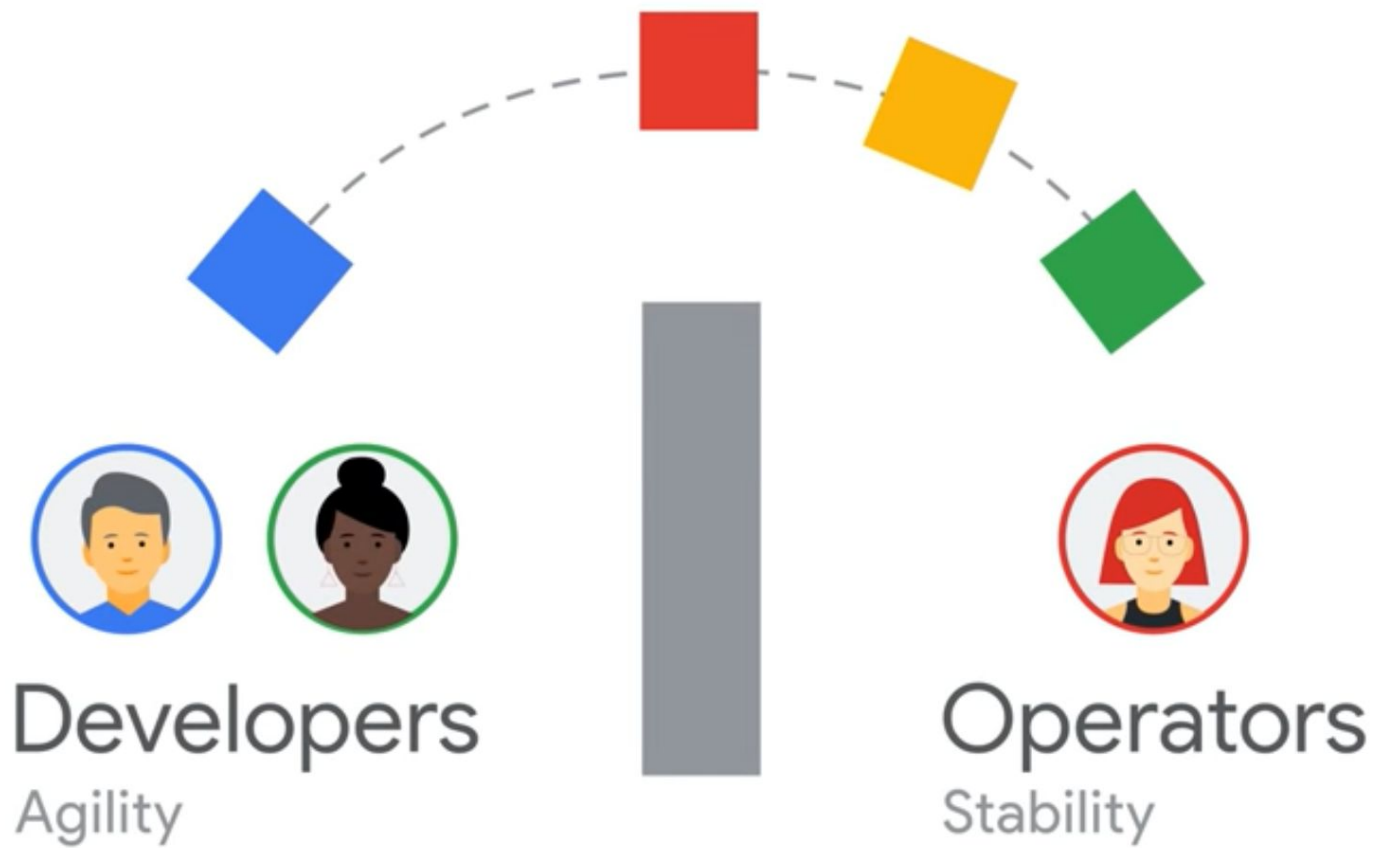


Service Level Indicators (SLIs - PMD Cluster)

Agenda

1. Motivation
2. History/Introduction
3. Concepts
 - a. SRE - Site Reliability Engineering
 - b. SLI
 - c. SLO
 - d. SLA
4. Where we are?
5. Where we want to go?
6. Next Steps



SRE

Site Reliability Engineering

- Define availability
- Level of availability
- Plan in case of failure

SLI

Service Level Indicator

- Request latency
- Batch throughput
- Failures per request

SLI, sample

Error rate for the requests over past 5 minutes was 1%

SLO

Service Level Objectives

- Binding targets for a collection of SLIs

SLO, sample

Error rate SLI will be under
2% throughout the year

SLA

Service Level Agreement

- Business Agreement between a customer and service provider typically based on SLOs

SLO



Objective



Agreement



Customer



"Ugh"

0 ms

200 ms

300 ms

"HTTP GET / ..."

SLIs drive SLOs which inform SLAs

Product



SRE

SRE

SLIs



SRE



Product

SLOs



Sales



Customer

SLAs

Where we are?

Base indicators

Next steps

- Analyze other important services (Product Proposals e.g.)
- Analyze other important indicators (APDEX e.g.)
- Define SLO in collaboration with PMs

Q & A