

OLA 5 Monitoreringsplan

NFR

Availability	99%+ uptime for endpoints
Latency	less than 200 ms response time for user requests on 95% or more of total requests
Observability	Confirmation of metrics and monitoring (Bugs etc)
Scalability	System CPU usage never exceeds 80%

KPI

Tasks created	Task table
Tasks completed	Task table
% of tasks completed	Task table
Frequency of requests	Network traffic

SLA

This SLA is made to ensure customer satisfaction by monitoring SLOs that fulfill SLIs to make sure the application is both available, stable and satisfactory to use.

SLI	SLO	SLA
Ratio of successful requests on endpoints, measured by 2xx responses.	99%.	The application should have at least a 99% success rate on all actions being done by customers, at all times.
95 % of requests < 200 ms response time	95 % < 200 ms	95% of actions done on the site should have a delay of less than 200 ms.
CPU usage measured in % of total allocated resources.	Under 80% at all times.	The processing power of the system should never exceed 80% of the system's total processing power.

RED, USE metrics

As the product is a web application we mostly use RED metrics to ensure acceptable user-facing functionality, and understanding of user interaction. This is done by measuring task counts and completion percentages.

For more system critical USE monitoring, we measure request handling times by the application, as well as continuously monitor CPU load.