

## SLA Management

Service Level Agreements define expected performance and availability

### Availability SLA

99.9% uptime = 43 min downtime/month

### Latency SLA

P95 inference time < 500ms

### Accuracy SLA

Maintain > 95% diagnostic accuracy

### Response Time SLA

Acknowledge incidents within 15 minutes

### Tools & Platforms

Status Pages

SLA Dashboards

Automated Reporting