

Lab 21: Calculate Composite SLAs

At the end of each lab, any resources you created in your account will be preserved. Some Azure resources, such as VM instances, may be automatically shut down, while other resources, such as storage services will be left running. Keep in mind that some Azure features cannot be stopped and can still incur charges (i.e. Azure Bastion). To minimize your costs, delete all resources and recreate them as needed to test your work during a session.

A screenshot of a computer

Description automatically generated with medium confidence

Reference: [AZ-900T0X-MICROSOFTAZUREFUNDAMENTALS](https://microsoftlearning.github.io/AZ-900T0x-MicrosoftAzureFundamentals)

# 21 - Calculate Composite SLAs

In this walkthrough, we will determine availability SLA of Azure services and then calculate application composite SLA-based expected availability.

Our example application consists of these Azure services. We will not go in to deep architectural configuration and considerations, the intention here is to give an high level example.

* **App service**: To host the application.
* **Azure AD B2C**: To authenticate user logins and manage profiles.
* **Application Gateway**: To manage application access, and scaling.
* **Azure SQL Database**: To store application data.

# Task 1: Determine the SLA uptime percentage values for our application (5 min)

1. In a browser, go to the [SLA summary for Azure services](https://azure.microsoft.com/en-us/support/legal/sla/summary/) page.
2. Locate the SLA for the following services: **App Service** , **the Azure Active Directory B2C** , **Application Gateway** and **Azure SQL Database**
   * Capture the Uptime Porcentage and Service Credits for each of the services

Some other services that may be of interest on the Azure SLA summary web page would include **Virtual Machines**, **Storage Accounts** and **Cosmos DB**.

# Task 2: Calculate the Application Composite SLA percentage uptime

1. If any of the services that comprises our application are not available our application will not be available for users to sign in to and use. As such the total uptime for our application consists of the following (use Service Credit 10%):

**App Service % uptime** X **Azure AD B2C % uptime** X **Azure Application Gateway % uptime** X **Azure SQL Database % uptime** = **Total % Uptime**

Congratulations! You have determined the SLA-based uptime for each of the services in our sample application and then calculated the composite SLA-based expected availability for the application.

# Submission Requirements

Submit a screenshot with the following information:

* Calculation of the total uptime for an application consisting of the following:

**Azure Bastion** % uptime X **Azure DNS** % uptime X **Load Balancing** % uptime