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EXAM CLOUD DIGITAL LEADER TOPIC 1 QUESTION 174 DISCUSSION

Actual exam question from Google's Cloud Digital Leader

Question #: 174

Topic #: 1

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A public cloud provider's service level performance has moved below the service level objective (SLO), but remains above the service level agreement (SLA).

What is an outcome of this change in service level performance?

- A. The public cloud provider is encouraged to push out new updates
- B. The public cloud provider is encouraged to prioritize service reliability
- C. End users face unexpected or prolonged downtime
- D. End users face a decrease in service latency

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by  Haplo46 at Jan. 18, 2023, 3:21 p.m.

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🗄️ 👤 **MultiCloudIronMan** Highly Voted 🏆 1 year, 9 months ago

Selected Answer: B

SLO is internal and if its low it is an early warning that SLA will be breached so the provider should improve service.

👍 🔄 🚩 upvoted 11 times

🗄️ 👤 **PrivateHulk** Most Recent 🕒 9 months, 1 week ago

Where service level performance has moved below the SLO but remains above the SLA:

Users may notice degraded performance or service disruptions, leading to a reduction in user satisfaction. While the service may still be within contractual obligations (SLA), the degradation signals a potential impact on the user experience.

The deviation from the SLO threshold can trigger a focus on continuous improvement. Service providers may use this information to identify areas for optimization and take proactive measures to enhance performance - (not service reliability)

Reliability

refers to the ability of a system or service to consistently perform its intended functions without failures

Performance

refers to how well a service executes its tasks, often measured in terms of speed, responsiveness, throughput, and efficiency.

So correct answer is D.

👍 🔄 🚩 upvoted 2 times

🗄️ 👤 **PrivateHulk** 9 months, 1 week ago

Correction - although its still pointing to D.

Where service level performance has moved below the SLO but remains above the SLA.

Users may notice degraded performance or service disruptions, leading to a reduction in user satisfaction. While the service may still be within contractual obligations (SLA), the degradation signals a potential impact on the user experience.

The deviation from the SLO threshold can trigger a focus on continuous improvement. Service providers may use this information to identify areas for optimization and take proactive measures to enhance performance - and not service reliability -

This means not B but C.

👍 🔄 🚩 upvoted 1 times

🗄️ 👤 **PrivateHulk** 9 months, 1 week ago

They question is asking "What is an outcome of this change in service level performance"?

When a service level performance falls below the agreed-upon Service Level Agreement (SLA), but still remains above the minimum threshold defined in the SLA, it can have several impacts on users, customers, and the overall business.

Users may experience degraded performance, slower response times, or intermittent issues with the service. This can lead to frustration and dissatisfaction among users.

Hence D is correct

👍 🔄 🚩 upvoted 1 times

🗄️ 👤 **chai_gpt** 11 months, 3 weeks ago

Selected Answer: D

I think D is correct answer. Because option A and B are not the outcomes of the performance (but they are actions).

Now answer can be either C or D.

But in C, prolonged downtime is mentioned. If performance is above SLA then prolonged downtime can't be there.

So, we are left with only D option.

👍 🔄 🚩 upvoted 2 times

🗄️ 👤 **__rajan__** 1 year ago

Selected Answer: B

B. The public cloud provider is encouraged to prioritize service reliability.

A service level objective (SLO) is a target that a cloud provider sets for the performance of its services. A service level agreement (SLA) is a contract between a cloud provider and its customers that guarantees a certain level of performance.

👍 🔄 🚩 upvoted 3 times

🗄️ 👤 **Emma412** 1 year, 2 months ago

I don't think D is the correct answer.

Read the blog post from google cloud site - <https://cloud.google.com/blog/products/gcp/consequences-of-slo-violations-cre->

life-lessons

Surprisingly it has reference to both "B" and "C"

why C - "...a service in violation of its SLO is by definition making users unhappy..."

why B - "Summary: ...how responding to SLO violations moves the needle towards reliability"

read the full article and suggest which statement you agree with.



   upvoted 1 times

  **Emma412** 1 year, 2 months ago

Reading the document again, i am wondering there is a hidden statement in the question.

As per the article when there is a breach of SLO there is a immediate shift in priority to focus on reliability. As a result the service latency is reduced. So May be that is why Option "D" is the correct answer.

   upvoted 1 times

  **andr31** 1 year, 5 months ago

Selected Answer: C

Answer should be C. "The provider is encouraged" is not an outcome of performance moving between SLO and SLA, but rather an advice.

   upvoted 1 times

  **SoftSami** 1 year, 7 months ago

Selected Answer: C

The outcome of the public cloud provider's service level performance moving below the service level objective (SLO) but remaining above the service level agreement (SLA) is that end users may face unexpected or prolonged downtime. This means that the cloud provider is not meeting the expected performance levels, even if they are still meeting the minimum standards set forth in the SLA. To maintain high levels of service reliability, the cloud provider should strive to meet or exceed the SLO.

   upvoted 2 times

  **CoGCDL** 1 year, 7 months ago

Selected Answer: B

B is the correct choice here

   upvoted 1 times

  **guilhermemls** 1 year, 8 months ago

Selected Answer: B



B because staying below SLO means the CSP needs to have attention and focus in improving the reliability and availability of its services to reach the Objective level.

   upvoted 3 times

  **Swati511** 1 year, 9 months ago

B is the correct choice here


   upvoted 2 times

  **ujuuuu** 1 year, 9 months ago

Selected Answer: B

B is the correct answer

   upvoted 1 times

  **Haplo46** 1 year, 9 months ago

I think B is the right answer because the service level performance has moved below the service level objective (SLO), which is a higher standard than the service level agreement (SLA). SLOs are internal targets set by the service provider, while SLAs are agreements between the service provider and the customer. If the provider's performance falls below the SLO, it means that they are not meeting their own standards and should prioritize improving service reliability in order to meet or exceed their SLOs

   upvoted 4 times

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