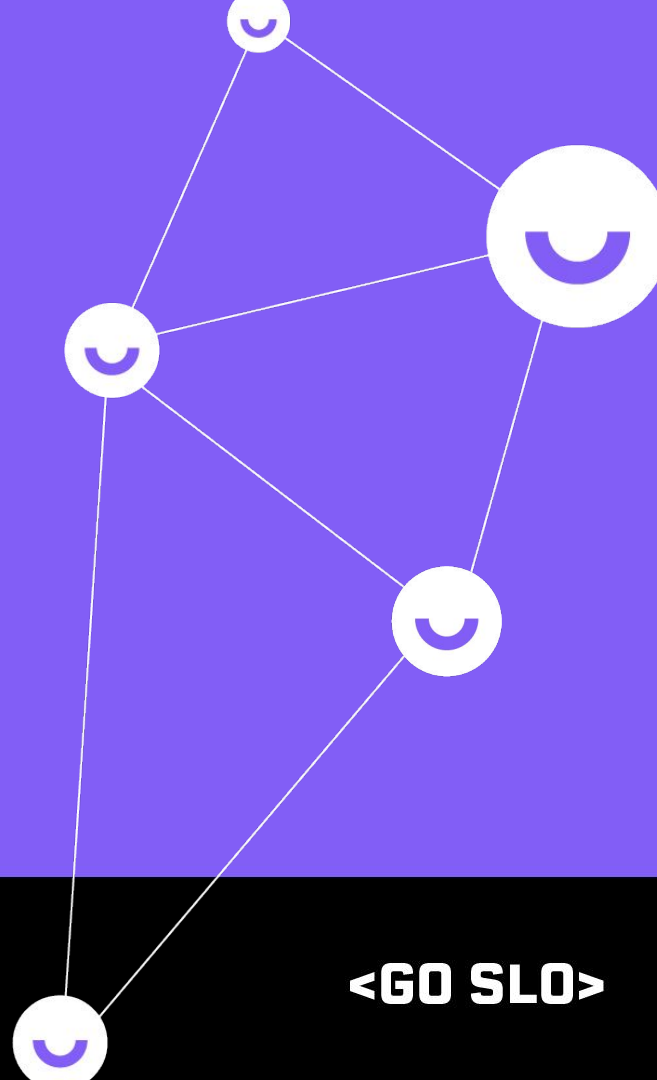# You have an SLO, whether you know it or not

Colin Douch
SRE @ Cloudflare Observability
@sinkingpoint basically everywhere

whoami

"I don't have an SLO"

Yes. Yes you do.

🎉SLOs
Achieved🎉
Conference Over
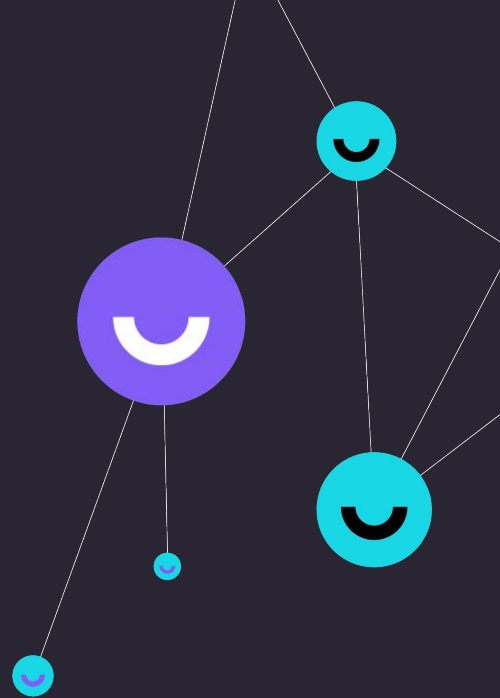
SLOs!

You already have an SLO

It's probably 100%

Well yes, but actually no

Story Time

Let me tell you a story

We had a logging system

One day it had a brownout

Let me tell you a story

We had a logging system

One day it had a brownout

And that became a Customer facing incident

How did we get here?

SLOconf
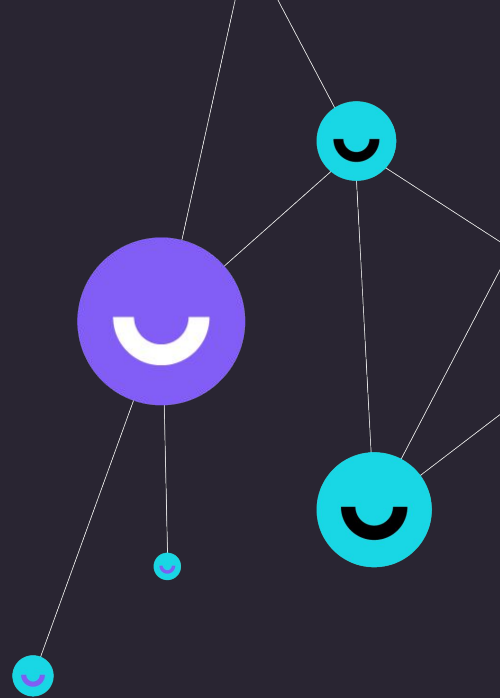/SERVICE LEVEL OBJECTIVE CONFERENCE

<GO SLO>

Our logging system was a victim of its own success

It was more reliable than we intended

We didn't communicate our intended reliability

What can we learn?

SLOs are a communication tool

SLOs are language that you can use to communicate the *intended* reliability of your service

Everyone has expectations

Just because you haven't specified an SLO, that doesn't mean your customers don't have de facto ones

Setting (and *maintaining*) expectations is important

Even when you set expectations, you need to meet them - not too high, and not too low