

SOLUTION BRIEF

Service Level Objective (SLO) Platform





MEET DAVE

Director, Site Reliability Engineering

Poor adoption of self-service options. Lack of agreed-upon standards creates misunderstanding and misalignment across business and technology teams.

Needs a standardized **Service Level Objective** (SLO) **Platform**, to be utilized by executives, managers, and application teams that supports the **full lifecycle of site reliability.**

USE CASE

HOW WE HELPED DAVE WIN.

12-14 week process:

Architecture & Design

Evaluate and select viable

architectures, technologies

BUILD **DEFINE**

Technical

Build out solution in collaboration with your team, including CMDB, data sources, workflow and dashboard reporting.

Process/Alignment

Define and spec standard SLOs with application teams. Define SLO life-cycle, workflow and error budget management.

Adoption & OCM

Create communications. training, documentation and onboarding to key team members and leadership.

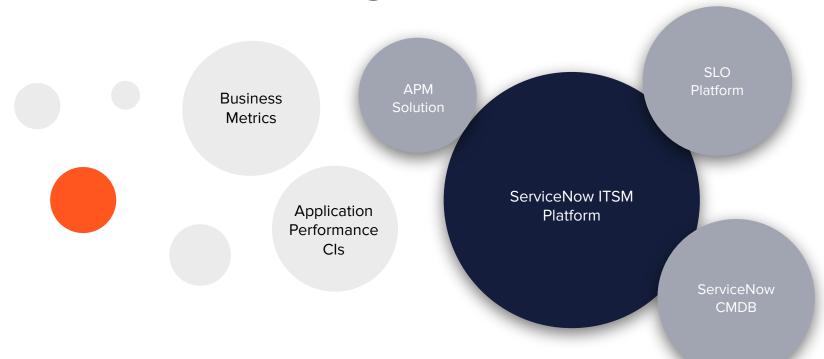
and options.

TEST

LAUNCH

v.01

DELIVERABLES



OUTCOME

An End-to-End Solution for the Full Lifecycle of Service Reliability

Drive self-service consumption and adoption of the Service Level Objective (SLO) approach across teams.

Find Flow in your Site Reliability Engineering efforts.

- More self-service adoption improves operational efficiency.
- Consistent adoption of SLO approach means everyone understands whether performance goals are being met.
- Standard visualizations, insights & reporting helps set clear expectations for services, products and features.

