What behaviours are relevant for your application and how should these be measured and evaluated? Operating an application often poses a greater challenge than expected. Swisscom experts assist you in modelling user happiness on the basis of SLI/SLO concepts and deliver the appropriate framework to master your challenges.

The initial situation can be multifaceted: hybrid and multi-cloud environments create a high level of complexity when it comes to keeping track of a business-critical application's dependencies. In addition, availability and user experience requirements are increasing, both internally and externally.

What does SLI/SLO Definition from Swisscom entail?

Do you have a monitoring and event management system set up for your IT environment and receive corresponding alerts in case of an event? Are you familiar with the needs and requirements of your users regarding application availability and reliability? Do you monitor these and recognise the business impact in case of an impairment to the underlying infrastructure component?
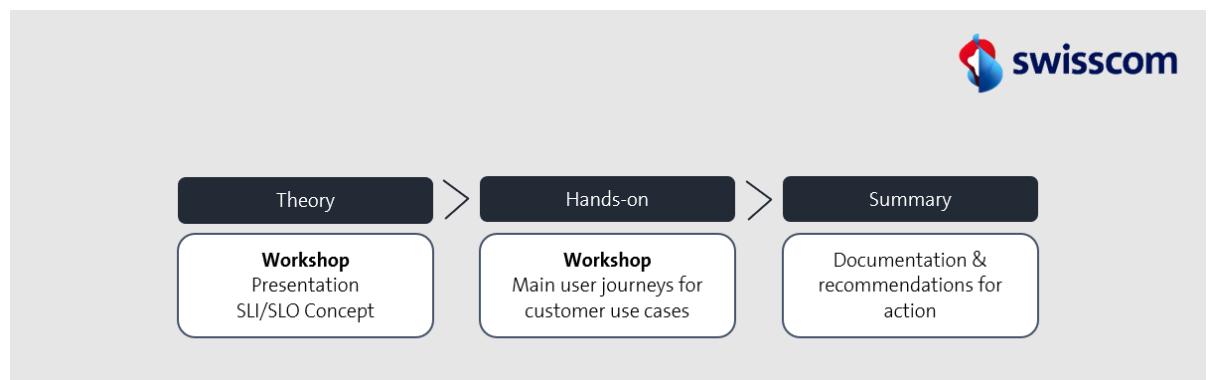The SLI/SLO concept developed by site reliability engineering focuses on exactly this question. Service level objectives are defined for applications and corresponding service level indicators are identified in order to measure deviations from and the achievement of objectives.

Our customer reliability engineers support you in workshops for developing the main user journeys for your application. This takes place on the basis of your use case or a demo application prepared by us.

How you benefit with SLI/SLO Definition from Swisscom

– Familiarise yourself with the SLI/SLO concept
  We give you an in-depth insight into the SLI/SLO concept, the benefits and the corresponding approach.

– User journeys
  You will receive documentation of the collaboratively developed user journey, on the basis of which the SLI can then be identified.

– Recommended actions
  You receive concrete recommendations for how to proceed further, in particular for the definition of appropriate SLIs and their measurement.

Our SLI/SLO definition methodology

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Theory	Hands-on	Summary
Workshop Presentation SLI/SLO Concept	**Workshop** Main user journeys for customer use cases	Documentation & recommendations for action

Facts & figures

Duration and costs	**Duration: three days**, comprised of • two-day workshops at your location; online also possible • one day of preparing and identifying the use cases and the documentation of the results by Swisscom
	Costs: CHF 7,350
Basic approach	**SLI/SLO Workshop** We will demonstrate the SLI/SLO concept to you across two all-day workshops. We will then develop the primary user journey for the selected use cases and identify relevant service level indicators (SLI). To conclude, we will discuss the approach for implementing the SLIs.
	Summary As a delivery object, we will summarise the results including the main user journey, service level indicators, and recommendations for how to proceed with next steps.
Additional services	**Working out measurement points & the implementations** Collaborative development and implementation of the measurement points with subsequent review and adjustment of the service level objectives.
	Reliability Management With a range of Reliability Management services, we can help you to improve your application's reliability, from SLI/SLO definitions, monitoring & event management design reviews all the way to receiving access to and support from a customer reliability engineer during an event as well as regular reliability reports.

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