



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. The training from Swisscom introduces you to the solution approach using the SLI/SLO concept from the Site Reliability Engineering Framework.

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 Training from Swisscom entail?

Do you have a monitoring and event management system set up for your IT environment with 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.

Through this training, you will receive a comprehensive introduction to the topic of SLI/SLO led by our experienced customer reliability engineers. Using a demo application provided by Swisscom, we will work together to develop the main user journey in order to apply what we have learned in a hands-on lab.

How you benefit from SLI/SLO training 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
The hands-on lab and the demo application provide you the opportunity to practically apply what you have learned.
- Recommended next steps
You will receive insights and starting points for possible further action, particularly the definition of SLIs and their measurement.

Our SLI/SLO training methodology





Facts & figures

	Duration: Two days of training workshops at your location; online also possible
Duration and costs	Costs: CHF 4,900
	SLI/SLO Training We will demonstrate the SLI/SLO concept to you across two all-day workshops. You will then receive practical training on the concepts (user journeys, SLI/SLO) using either a demo application or a use case which you have defined. To conclude, we will discuss the approach for implementing the SLIs.
Basic approach	
	SLI/SLO definition for your application and implementations Together we will develop the main user journey, identify the SLIs and implement the measurement points for your specific use case with subsequent review and adjustment of the service level objectives.
Additional services	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.

The information in this document does not constitute a binding offer. It is subject to revision at any time.

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