

# SLO Checklist

## 1. Getting Started

### Navigate

Monitors › Service Level Objectives

Or go to

<https://app.datadoghq.com/slo>

### Start thinking from the perspective of your user

- How are your users interacting with your application?
- What is their journey through the application?
- Which parts of your infrastructure do these journeys interact with?
- What are they expecting from your systems and what are they hoping to accomplish?

## 2. Select the relevant SLI(s)

### STEP 1

<b>Response/Request</b>	<b>Availability</b> <ul style="list-style-type: none"><li>Could the server respond to the request successfully?</li></ul> <b>Latency</b> <ul style="list-style-type: none"><li>How long did it take for the server to respond to the request?</li></ul> <b>Throughput</b> <ul style="list-style-type: none"><li>How many requests can be handled?</li></ul>
<b>Storage</b>	<b>Availability</b> <ul style="list-style-type: none"><li>Can the data be accessed on demand?</li></ul> <b>Latency</b> <ul style="list-style-type: none"><li>How long does it take to read or write data?</li></ul> <b>Durability</b> <ul style="list-style-type: none"><li>Is the data still there when it is needed?</li></ul>
<b>Pipeline</b>	<b>Correctness</b> <ul style="list-style-type: none"><li>Was the right data returned?</li></ul> <b>Freshness</b> <ul style="list-style-type: none"><li>How long does it take for new data or processed results to appear?</li></ul>

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## STEP 2

### Do you require a time-based or count-based SLI?

Time-based SLIs use Datadog monitors

**Example:** the latency of all user requests should be less than 250 ms 99% of the time in any 30-day window.

- Select a single monitor,
- Select multiple monitors (up to 20), or
- Select a single multi-alert monitor and pick specific monitor groups (up to 20) to include in the SLO calculation

*If you need to create a new monitor go to*

<https://app.datadoghq.com/monitors#create/metric>

Count-based SLIs use metrics in your Datadog account and do not require a monitor

**Example:** 99% of requests should complete in less than 250 ms over a 30-day window.

## 3. Implementing your SLIs

- Custom metrics (e.g., counters)
- Integration metrics (e.g., load balancer, http requests)
- Datadog APM (e.g., errors, latency on services and resources)
- [Datadog Logs](#) (e.g., metrics generated from logs for a count of particular occurrence)

## 4. Set your target objective and time window

- Select your target:**  
99%, 99.5%, 99.9%, 99.95%, or whatever makes sense for your requirements
- Select your time window:**  
over the last 7, 30, or 90 days

## 5. Name, describe, and tag your SLOs

- Name your SLO. We recommend a brief but descriptive name.
- Add a description. We recommend describing what the SLO is tracking and why it is important for your end user experience. You can also add links to dashboards for reference.
- Add tags. We recommend tagging by team and service.

## 6. View and Search

You can use tags to search for your SLOs from the SLO list view.

Contact [slo-help@datadoghq.com](mailto:slo-help@datadoghq.com) with any feedback or questions.