Blameless SLO

Complexity of understanding reliability needs
Reliability has become feature No. 1. But how much reliability do you need? How much will your users expect? You need a new way to measure this, and shallow incident metrics don't provide answers.

How SLOs can help
SLOs, or service level objectives, help teams understand how to prioritize reliability and innovation velocity. When teams craft SLOs, they're:
• Determining SLIs that correlate to important areas of the user journey
• Creating a reliability standard across services
• Establishing processes for when reliability standards are both not met and exceeded

Where Blameless fits in
While there are a variety of solutions available to create SLOs using application performance monitoring (APM) tools, it remains difficult to prioritize, interpret, and leverage these to drive customer satisfaction. After building SLOs, many teams are still left asking, “So what’s next?”

With Blameless’ SLO Manager, teams can:
• Create distinct user journeys that correspond to your services
• Monitor these services’ corresponding SLOs and gain actionable insights via error budgeting
• Understand how much unreliability your services have experienced over a time period
• Predict when your error budget will deplete and sort services by risk levels

Before Blameless, there was significant toil tied to incidents as well as maintaining SLOs and Error Budgets.”
- John Shuping, Director of Site Reliability Engineering, Eventbrite

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