

# 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.

- a. Select a single monitor,
- b. Select multiple monitors (up to 20), or
- c. 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

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

## 4. Set your target objective and time window

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

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

1. Name your SLO. We recommend a brief but descriptive name.
2. 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.
3. 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.