

SLA Report

SLA Report

Project: {{PROJECT_NAME}} Version: {{VERSION}} Date: {{DATE}}

Author: {{AUTHOR}} Status: Draft | In Review | Approved Reviewers:

{{REVIEWERS}}

Document History

Version	Date	Author	Changes
0.1	{{DATE}}	{{AUTHOR}}	Initial draft

1. Reporting Period

Field	Value
Period	{{MONTH}} {{YEAR}}
From	{{START_DATE}} 00:00:00 UTC
To	{{END_DATE}} 23:59:59 UTC
Report Generated	{{REPORT_DATE}}
Generated By	{{AUTHOR}}

2. SLA Summary Table

Metric	SLA Target	Actual	Status	Notes
Availability (uptime)	\geq {{AVAIL_SLA}}%	{{AVAIL_ACTUAL}}%	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	
P95 Response Time	\leq {{P95_SLA}}ms	{{P95_ACTUAL}}ms	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	

Metric	SLA Target	Actual	Status	Notes
P99 Response Time	≤ {{P99_SLA}}ms	{{P99_ACTUAL}}ms	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	
Error Rate	≤ {{ERR_SLA}}%	{{ERR_ACTUAL}}%	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	
MTTR (P1 incidents)	≤ {{MTTR_SLA}}	{{MTTR_ACTUAL}}	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	
MTTD (alert detection)	≤ {{MTTD_SLA}}	{{MTTD_ACTUAL}}	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	
Scheduled maintenance	≤ {{MAINT_SLA}}h/mo	{{MAINT_ACTUAL}}h	<input type="checkbox"/> Pass / <input type="checkbox"/> Breach	

Overall SLA compliance this period: {{OVERALL_STATUS}}

3. Availability Report

3.1 Uptime Percentage

Service	Total Minutes	Downtime Minutes	Uptime Minutes	Uptime %
{{SERVICE_1}}	{{TOTAL_MIN}}	{{DOWN_MIN}}	{{UP_MIN}}	{{UP_PCT}}%
{{SERVICE_2}}	{{TOTAL_MIN}}	{{DOWN_MIN}}	{{UP_MIN}}	{{UP_PCT}}%
Aggregate				{{AGG_UPTIME}} %

Note: Only unplanned downtime counts against SLA uptime calculations. See Section 3.3 for maintenance exclusions.

3.2 Downtime Incidents

Incident ID	Start	End	Duration	Service	Cause	SLA Counted
INC-{{ID}}	{{START}}	{{END}}	{{DURATION}}min	{{SERVICE}}	{{CAUSE}}	Yes / Excluded

Total unplanned downtime: {{TOTAL_DOWNTIME}} minutes **Downtime excluded (scheduled maintenance):** {{EXCL_DOWNTIME}} minutes

3.3 Maintenance Windows

Date	Duration	Service Affected	Pre-announced	Purpose
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{{DATE}}	{{DURATION}}min	{{SERVICE}}	Yes ({{DAYS}} days advance notice)	{{PURPOSE}}
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4. Performance Report

4.1 Response Time

Service / Endpoint	P50	P90	P95	P99	Max	SLA (P95)	Status
Overall	{{P50}}ms	{{P90}}ms	{{P95}}ms	{{P99}}ms	{{MAX}}ms	{{SLA}}ms	□ / □
GET /	{{P50}}ms	{{P90}}ms	{{P95}}ms	{{P99}}ms	{{MAX}}ms	{{SLA}}ms	□ / □
POST /api/{{RESOURCE}}	{{P50}}ms	{{P90}}ms	{{P95}}ms	{{P99}}ms	{{MAX}}ms	{{SLA}}ms	□ / □

4.2 Throughput

Service	Avg Requests/sec	Peak Requests/sec	Peak Time
{{SERVICE_1}}	{{AVG_RPS}}	{{PEAK_RPS}}	{{PEAK_TIME}}

Total requests served this period: {{TOTAL_REQUESTS}}

4.3 Error Rate

Service	Total Requests	4xx Errors	5xx Errors	Error Rate	SLA	Status
{{SERVICE_1}}	{{TOTAL}}	{{4XX}}	{{5XX}}	{{ERR_RATE}}%	≤ {{ERR_SLA}}%	□ / □

5. Incident Summary

5.1 Incidents by Severity

Severity	Count	Total Duration	Avg MTTR
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P1 (Critical)	{{P1_COUNT}}	{{P1_DURATION}}	{{P1_MTTR}}
P2 (High)	{{P2_COUNT}}	{{P2_DURATION}}	{{P2_MTTR}}
P3 (Medium)	{{P3_COUNT}}	{{P3_DURATION}}	{{P3_MTTR}}
P4 (Low)	{{P4_COUNT}}	{{P4_DURATION}}	{{P4_MTTR}}
Total	{{TOTAL_COUNT}}	{{TOTAL_DURATION}}	{{AVG_MTTR}}

5.2 MTTR (Mean Time to Resolve)

Severity	SLA Target	This Period	Last Period	Trend
P1	≤ {{P1_MTTR_SLA}}	{{P1_MTTR_ACT}}	{{P1_MTTR_PREV}}	↑ / ↓ / →
P2	≤ {{P2_MTTR_SLA}}	{{P2_MTTR_ACT}}	{{P2_MTTR_PREV}}	↑ / ↓ / →

5.3 MTTD (Mean Time to Detect)

Period	MTTD	vs SLA	Trend
This period	{{MTTD_ACT}}	{{MTTD_STATUS}}	↑ / ↓ / →
Last period	{{MTTD_PREV}}		

6. SLA Breach Analysis

{{#if SLA_BREACH}}

Breach Details

Breach #	Metric	SLA	Actual	Duration	Customers Affected
1	{{METRIC}}	{{SLA_TARGET}}	{{ACTUAL}}	{{BREACH_DURATION}}	{{CUSTOMERS}}

Root Cause

{{BREACH_ROOT_CAUSE}}

Remediation

{{BREACH_REMEDIATION}}

Contractual Obligations

Customer	Contract Reference	Credit Due	Notification Required	Notification Sent
{{CUSTOMER}}	{{CONTRACT_REF}}	\${{CREDIT}}	Yes	{{DATE}}

{{else}}

No SLA breaches this period. All commitments met.

{{/if}}

7. Trend Analysis

Availability Trend (Last 6 Months)

Month	Uptime %	vs Target	Incidents
{{MONTH_6}}	{{PCT}}%	{{STATUS}}	{{COUNT}}
{{MONTH_5}}	{{PCT}}%	{{STATUS}}	{{COUNT}}
{{MONTH_4}}	{{PCT}}%	{{STATUS}}	{{COUNT}}
{{MONTH_3}}	{{PCT}}%	{{STATUS}}	{{COUNT}}
{{MONTH_2}}	{{PCT}}%	{{STATUS}}	{{COUNT}}
{{MONTH_1}} (This period)	{{PCT}}%	{{STATUS}}	{{COUNT}}

P95 Latency Trend (Last 6 Months)

Month	P95 (ms)	vs SLA
{{MONTH_6}}	{{P95}}ms	□ / □
{{MONTH_5}}	{{P95}}ms	□ / □
{{MONTH_4}}	{{P95}}ms	□ / □
{{MONTH_3}}	{{P95}}ms	□ / □
{{MONTH_2}}	{{P95}}ms	□ / □

Month	P95 (ms)	vs SLA
{{MONTH_1}} (This period)	{{P95}}ms	□ / □

8. Improvement Initiatives

Initiative	Source	Owner	Target Date	Status	Expected Impact
{{INITIATIVE_1}}	Post-mortem INC-{{ID}}	{{OWNER}}	{{DATE}}	{{STATUS}}	+{{IMPACT}}% availability
{{INITIATIVE_2}}	Proactive	{{OWNER}}	{{DATE}}	{{STATUS}}	P99 < {{P99}} ms
{{INITIATIVE_3}}	Customer feedback	{{OWNER}}	{{DATE}}	{{STATUS}}	Reduce MTTR by 30%

9. Customer Communication Summary

Date	Type	Recipients	Subject	Sent By
{{DATE}}	Incident notification	All customers	{{SUBJECT}}	{{SENDER}}
{{DATE}}	SLA credit notice	Affected customers	{{SUBJECT}}	{{SENDER}}
{{DATE}}	Monthly SLA report	Enterprise customers	{{SUBJECT}}	{{SENDER}}

10. Next Period Targets

Metric	This Period	Next Period Target	Rationale
Availability	{{AVAIL_ACT}}%	{{AVAIL_NEXT}}%	{{RATIONALE}}
P95 latency	{{P95_ACT}}ms	{{P95_NEXT}}ms	{{RATIONALE}}
Error rate	{{ERR_ACT}}%	{{ERR_NEXT}}%	{{RATIONALE}}
MTTR (P1)	{{MTTR_ACT}}	{{MTTR_NEXT}}	{{RATIONALE}}

Related Documents

- [Monitoring & Observability](#)
 - [Incident Report](#)
 - [Post-Mortem](#)
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Approval

Role	Name	Date	Signature
Author			
Reviewer			
Approver			

Revision #6

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