INSTALL GUIDE · IT TEAMS, MSPS AND MANAGERS

Services and uptime targets (SLOs)

Group the checks behind a service people use, such as email, the shop website or point of sale. Give it an uptime target, and Uplivra tracks how much downtime is left and warns before the target is missed.

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What a service is

A **service** is something people use. It is made of the checks it depends on. For example, "Shop website" might be made of:

- the internet line
- the firewall
- the web server's HTTPS port
- the website check

An **uptime target** (an SLO) says how available it should be over a period, for example **99.9% over 30 days**. That leaves a **downtime budget**: about 43 minutes in 30 days at 99.9%. Uplivra shows how much of that budget is used and how fast it is going.

Add one

Reports › Services and uptime targets › Add a service.

1. Name it, and optionally describe it.
2. Set the **target** (for example `99.9`), and the **period**: 7, 28, 30 or 90 days.
3. Choose when the service counts as up: - **All of its checks are up.** Use this for a chain, where every part is needed. - **Any of its checks is up.** Use this for spares, such as two domain controllers or a failover pair.
4. Tick the checks it depends on.
5. Leave **alerts** on to be warned when the downtime budget burns fast, runs low or runs out.

Reading the report

Each service shows:

- **Now**: up, down or degraded, from its checks' latest results.
- **Availability** over the period, measured each hour from its checks' results.
- **Downtime budget left**: the share of the period's allowed downtime that hasn't been used.
- **Burn rate**: how fast downtime is using the budget. 1× uses it up exactly at the end of the period.
- **Daily availability**: a bar per day, red when the day fell below the target.

Hours in approved **planned maintenance** are left out, as in the device availability report. Download everything as CSV for a monthly review.

Alerts

With alerts on, you get:

- **A warning** when the budget burns fast. That means 14× the sustainable rate over both the last hour and the last 6 hours: a real outage, not a blip.
- **A warning** when less than a quarter of the budget is left.
- **An alert** when the target is missed.

These alerts go to the same channels as your other alerts.