BLAMELESS

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
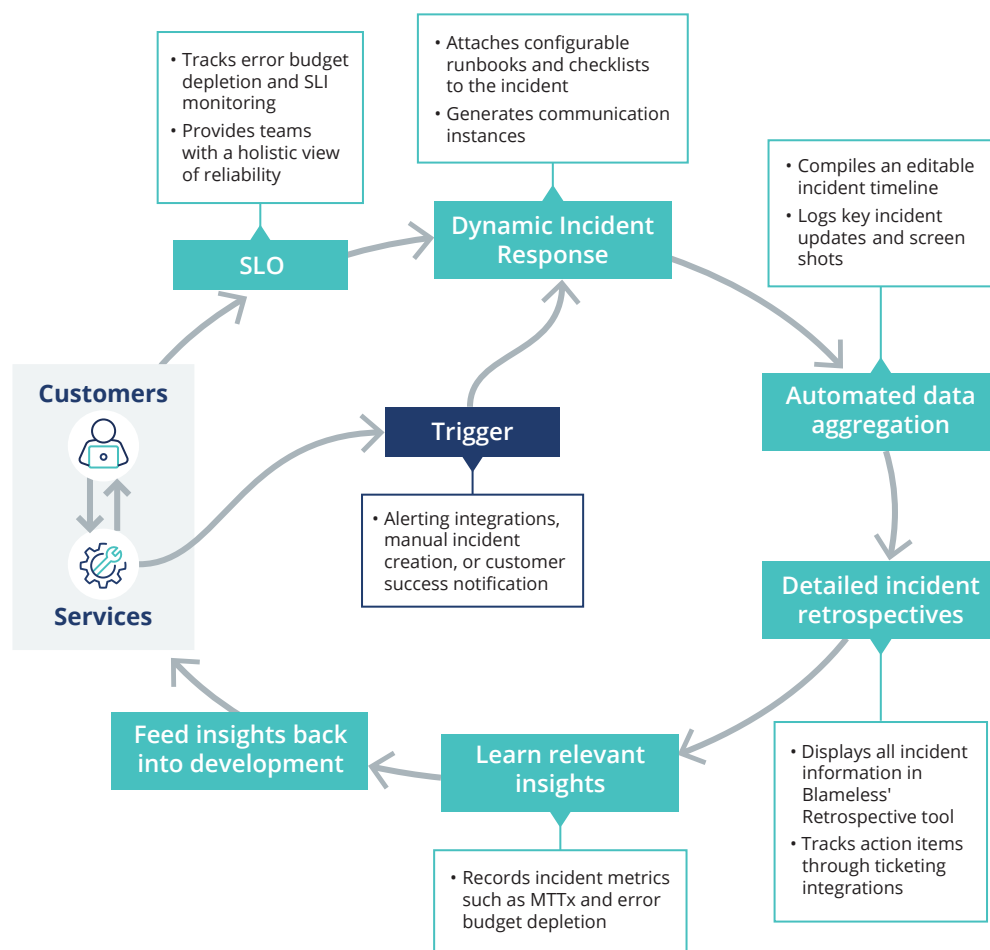- Establishing processes for when reliability standards are both not met and exceeded

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

Blameless Reliability Lifecycle

- Tracks error budget depletion and SLI monitoring
- Provides teams with a holistic view of reliability

- Attaches configurable runbooks and checklists to the incident
- Generates communication instances

- Compiles an editable incident timeline
- Logs key incident updates and screen shots

SLO

Dynamic Incident Response

Automated data aggregation

Customers

Services

Trigger
- Alerting integrations, manual incident creation, or customer success notification

Detailed incident retrospectives

- Displays all incident information in Blameless' Retrospective tool
- Tracks action items through ticketing integrations

Feed insights back into development

Learn relevant insights
- Records incident metrics such as MTTx and error budget depletion

> "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