

# Service level indicator

|                     |   |
|---------------------|---|
| <b>Term</b>         | Service level indicator   |
| <b>Abbreviation</b> | SLI   |
| <b>Definition</b>   | A defined quantitative measure of some aspect of the level of service that is provided. The Indicator is a measure of the service level provided by a service provider to a customer. SLIs form the basis of Service Level Targets, which in turn form the basis of Service Level Agreements. |
| <b>Source</b>       |   |
| <b>Owner</b>        |   |
| <b>Last updated</b> | 2020. 12. 11  |