

# service.getsla

## Description

object service.getsla(object **parameters**)

This method allows to calculate availability information about IT services.

## Parameters

(object) Parameters containing the IDs of the IT services and time intervals to calculate SLA.

Parameter	Type	Description
serviceids	string/array	IDs of IT services to return availability information for.
intervals	array	Time intervals to return service layer availability information about. Each time interval must have the following parameters: - from - ( <i>timestamp</i> ) interval start time; - to - ( <i>timestamp</i> ) interval end time.

## Return values

(object) Returns the following availability information about each IT service under the corresponding service ID.

Property	Type	Description
status	integer	Current status of the IT service. Refer to the <a href="#">IT service object page</a> for more information on service statuses.
problems	array	Triggers that are currently in problem state and are linked either to the IT service or one of its descendants.
sla	array	SLA data about each time period. Each SLA object has the following properties: - from - ( <i>timestamp</i> ) interval start time; - to - ( <i>timestamp</i> ) interval end time; - sla - ( <i>float</i> ) SLA for the given time interval; - okTime - ( <i>integer</i> ) time the service was in OK state, in seconds; - problemTime - ( <i>integer</i> ) time the service was in problem state, in seconds; - downtimeTime - ( <i>integer</i> ) time the service was in scheduled downtime, in seconds.

## Examples

### Retrieving availability information for an IT service

Retrieve availability information about a service during a week.

## Request:

```
{
  "jsonrpc": "2.0",
  "method": "service.getsla",
  "params": {
    "serviceids": "2",
    "intervals": [
      {
        "from": 1352452201,
        "to": 1353057001
      }
    ]
  },
  "auth": "038e1d7b1735c6a5436ee9eae095879e",
  "id": 1
}
```

## Response:

```
{
  "jsonrpc": "2.0",
  "result": {
    "2": {
      "status": "3",
      "problems": {
        "13904": {
          "triggerid": "13904",
          "expression": "{13359}=0",
          "description": "Service unavailable",
          "url": "",
          "status": "0",
          "value": "1",
          "priority": "3",
          "lastchange": "1352967420",
          "comments": "",
          "error": "",
          "templateid": "0",
          "type": "0",
          "value_flags": "0",
          "flags": "0"
        }
      },
      "sla": [
        {
          "from": 1352452201,
          "to": 1353057001,
          "sla": 97.046296296296,
          "okTime": 586936,
          "problemTime": 17864,
        }
      ]
    }
  }
}
```

```
    "downtimeTime": 0
  }
}
},
  "id": 1
}
```

## See also

- [Trigger](#)

## Source

CService::getSla() in *frontends/php/include/classes/api/services/CService.php*.

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