

Service delivery health

Rounded tables and status surfaces rendered as native PDF curves.

SLA COMPLIANCE

98.7%
+1.2 pts

OPEN INCIDENTS

14
3 high priority

AVG RESPONSE

7m 42s
-18%

DEPLOY SUCCESS

96.4%
1 rollback

Regional service matrix

Region	Availability	Latency	Incidents	Signal
Western Europe	99.98%	84 ms	2	Healthy
North America	99.95%	112 ms	4	Healthy
Asia Pacific	99.72%	186 ms	6	Watch
South America	98.91%	241 ms	2	At risk

Executive action: Add one edge location in Sao Paulo and complete the APAC database replica migration before the next traffic peak.

Incident response register

Detailed ownership, customer impact, and next-action tracking.

ID	Service	Impact	Owner	Status
INC-2407	Checkout API	Elevated p95 latency	Payments	Monitoring
INC-2411	Search index	7% stale results	Discovery	Resolved
INC-2414	Webhook relay	Delivery delay	Platform	Investigating
INC-2418	Analytics export	Partial CSV output	Data	Resolved
INC-2420	Identity sync	Slow provisioning	Identity	Mitigated

Follow-up owners

PLATFORM 3 Actions due	PAYMENTS 2 Actions due	DATA 1 Action due	IDENTITY 1 Action due
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