# Objective Communication Template

**Organization** People Services

**Team** Identity Team

**Service** Federated Identity Service

**Service** **Description** This service expects to identify the user accessing our application, allowing authorization to access premium features.

**Objective** Better customer experience accessing our application

**Key Results**

* Bring Identity Service to over 4 9’s Availability (less than 4m 23s downtime/month)
* When external service is down, we are not down with it (less dependent)
* Measure login rates and alert on anomalies (sudden increase/drops)

**Prior** **Outages**

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External identity provider was unavailable. We have no fallback measure, nor secondary provider.

**Additional Resources**

<dashboard link to info/metrics>