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# SRE Then vs SRE Now

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PayPal's Balancing Act



# Stellar Scale

TPV  
\$161 Bil

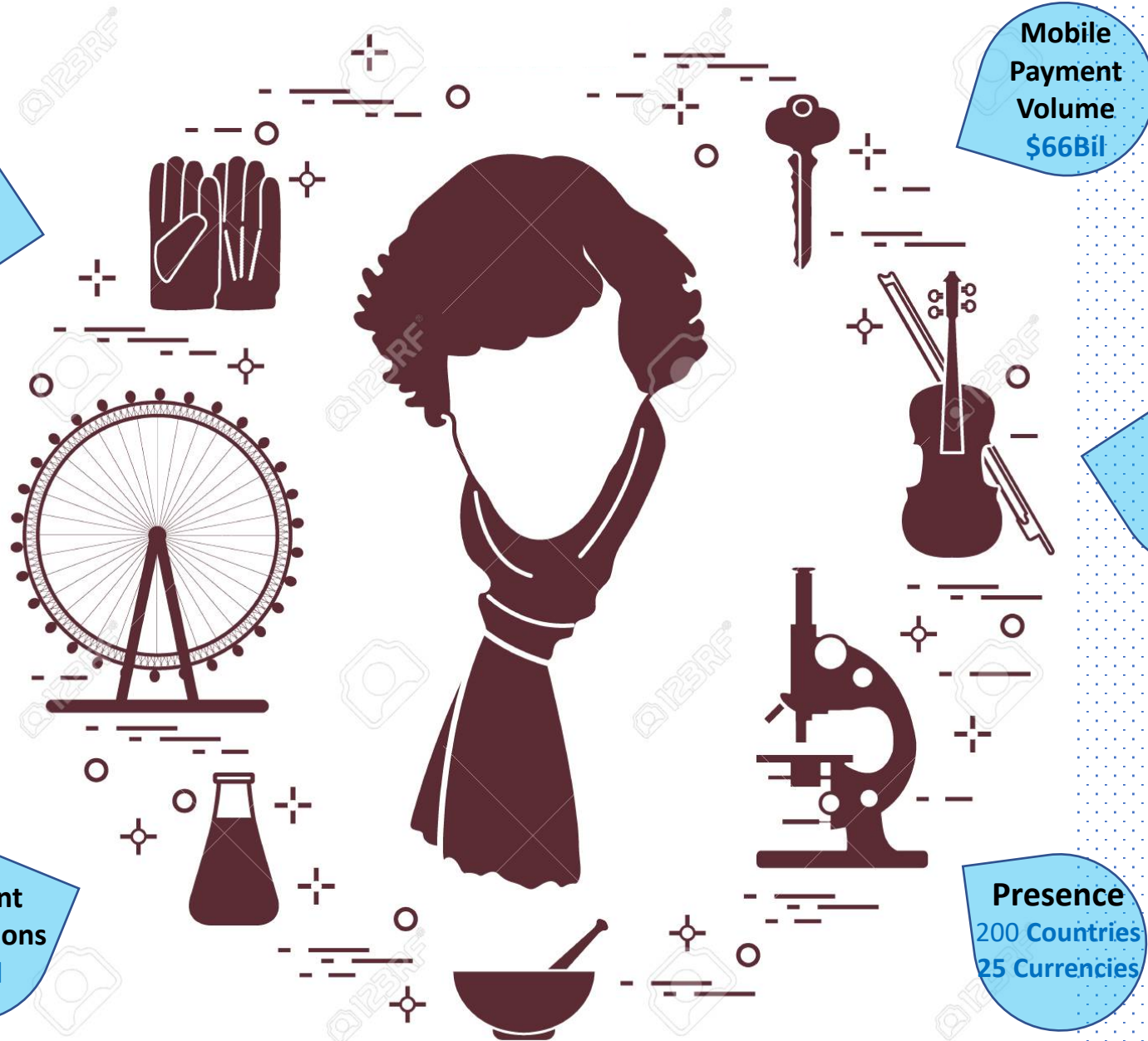
Active  
Customers  
277Mil

Payment  
Transactions  
2.8Bil

Mobile  
Payment  
Volume  
\$66Bil

P2P  
Volume  
\$42Bil

Presence  
200 Countries  
25 Currencies



Reference:  
[AlphaStreet](#)



Orville Wright 1871 – 1948  
Wilbur Wright 1867 – 1912

## Reactive Era (2009-2011)

Crew : A Band of 1-20 Enthusiasts

### ➤ Brilliant at the Basics

➤ Humble but Bold Origins

➤ The “Button” must be “Always On”

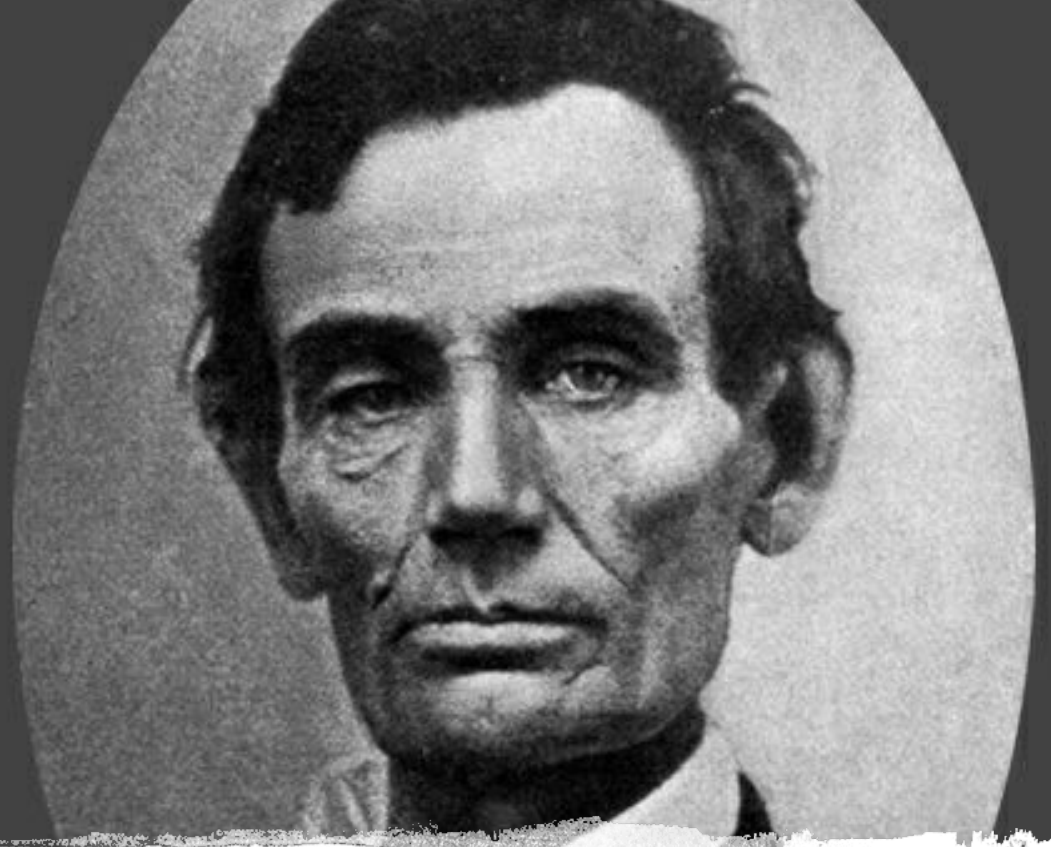
➤ Keep the (eye)ball rolling

➤ Never Take “No” for an Answer

➤ Close-knit firefighting squad

If I had 8 hours to  
chop down a tree I  
would spend 6 hours  
sharpening my axe.

Abraham Lincoln



## Responsive Era (2011-2017)

Crew : 20-200 Seasoned

Visionaries On-Guard

- **Learning as the Focal Point**
- Precedence on Sharpening Skills
- A mini **Start-up** of Products and Ecosystems  
(MM, Ownership, Orion, Site-Bots, Snap)
- Aim for Lightspeed with Responses to Issues
- Increased Company focus on SRE to be the Go-to “**A-Team**”



# Proactive Era (2017-now)

Crew : 200-500+ Sprinters keen on winning

## ➤ Split-second Reflexes

- Every “step” has to be accounted for (FCIs)
  - Fall In Love with “Outcomes”
  - Automation for Precision(CFBT,PCS & PiMan)
- Relay needs Culture at Scale. Every Sprinter counts.
- Contribute back to the game through DevOps(eSRE)



# Future Ready Era (2019 & Beyond)

Dare to Dream

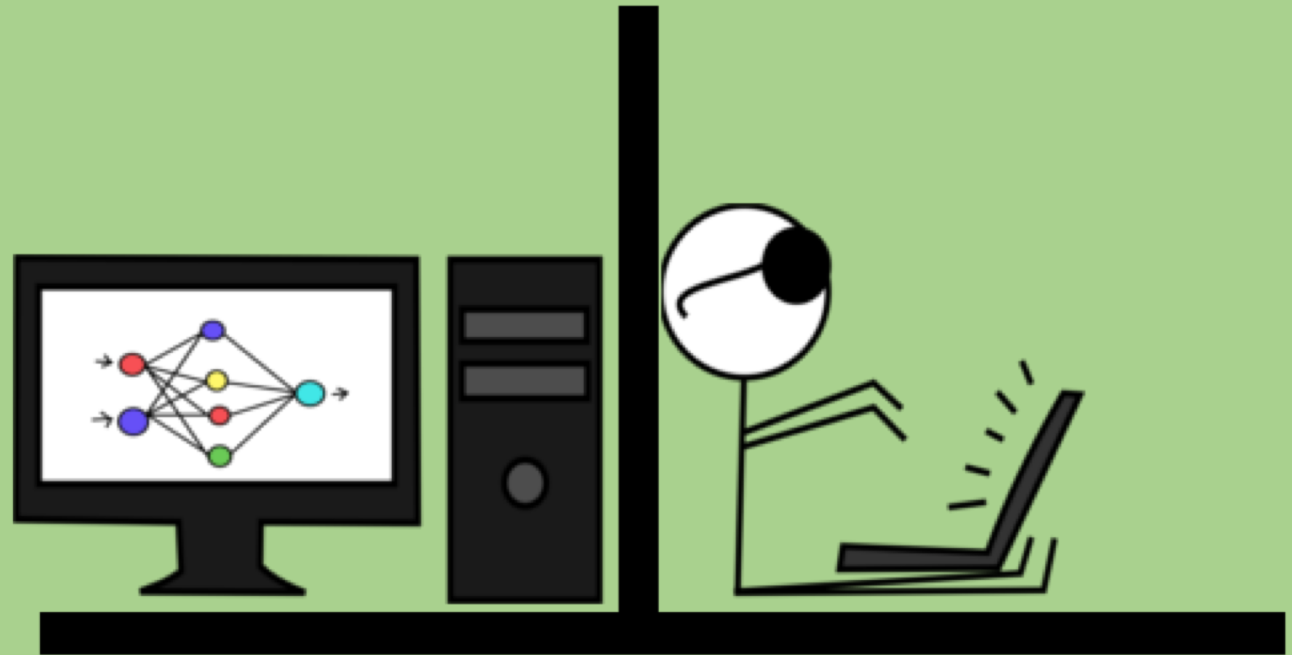
- **Everything as a Service (EaaS)**
  - Remain Brilliant at the Basics
- Extreme Ownership as a **Cultural** Trait
  - Heroes are rare, make them rarer
- Dream “Cloud” , Get there, and Stay put
  - AI and ML are no longer Sci-fi
    - DevOps at Scale
- Happy Customers should be the new norm





# Turing Test for SRE

- Brilliant at the Basics
- Extreme Ownership
- Solutions are a means to Outcomes
  - Measure, it counts !
  - Don't repeat, Automate
- Culture at the core of everything you do
  - Don't take "No" for an answer
- 3 Pillars : Customer, Company, Team



# Thanks for the patience....



*11+ years of a roller coaster ride of fun, experience and hunger to explore the depths and breadths of technology and a long, vibrant SRE stint, a proponent of "Get More with Less Code" ideology, creating code that looks, feels, and breaths poetic simplicity but delivers a punch. Having tasted the waters of the Spring (Java) and having travelled the Express (Nodejs) highway, I am now starting to delve into the expanses of Machine and Deep learning. Netflix and novels complete me.*

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*Deepa Elumalai is a technologist with over 14 years of experience in software development. She is a passionate problem solver and machine learning enthusiast with a heightened desire to explore technology. She's a strong advocate of the "automate everything possible" ideology. It all started with her journey at HCL where she built simulators and automation test frameworks to automate protocol testing for VoIP devices. Her next venture saw her gain strong PayPal domain expertise as a Site Reliability Engineer and with her problem-solving savviness, she spearheaded the team and built Snap, an "Auto Triage Platform" to troubleshoot incidents and alerts. She explored technologies, brought in insights to triage data by applying machine learning techniques. This transformed the platform to pronounce accurate triage results with very quick response time. She loves cooking and enjoys playing*

*cricket and football with her two adorable sons!*



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Thank you !

“Once  
an SRE-ian,  
Always  
an SRE-ian”

