

A hand is shown in grayscale on the left side of the frame, reaching towards a glowing red target with concentric circles. The target is the central focus of the image, with the hand positioned as if about to interact with it. The background is dark and out of focus.

# The Why, What, and How of Starting an SRE Engagement

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The 4 Stories You're  
About to Hear are Based  
on True Events

# Each Story Has 4 Components

The Dream

The Reality

The Lessons

The Application

# STORY #1





Dream #1: SRE is here to save the kingdom!



Reality #1: That's great, you can start by grabbing a shovel!

Lessons #1:  
We weren't listening to  
partner – we had a bag  
of assumptions and only  
a little knowledge.



# Application #1



- Get involved in on-call or another painful rotation
- Deliver something
- Get to know the people



# STORY #2



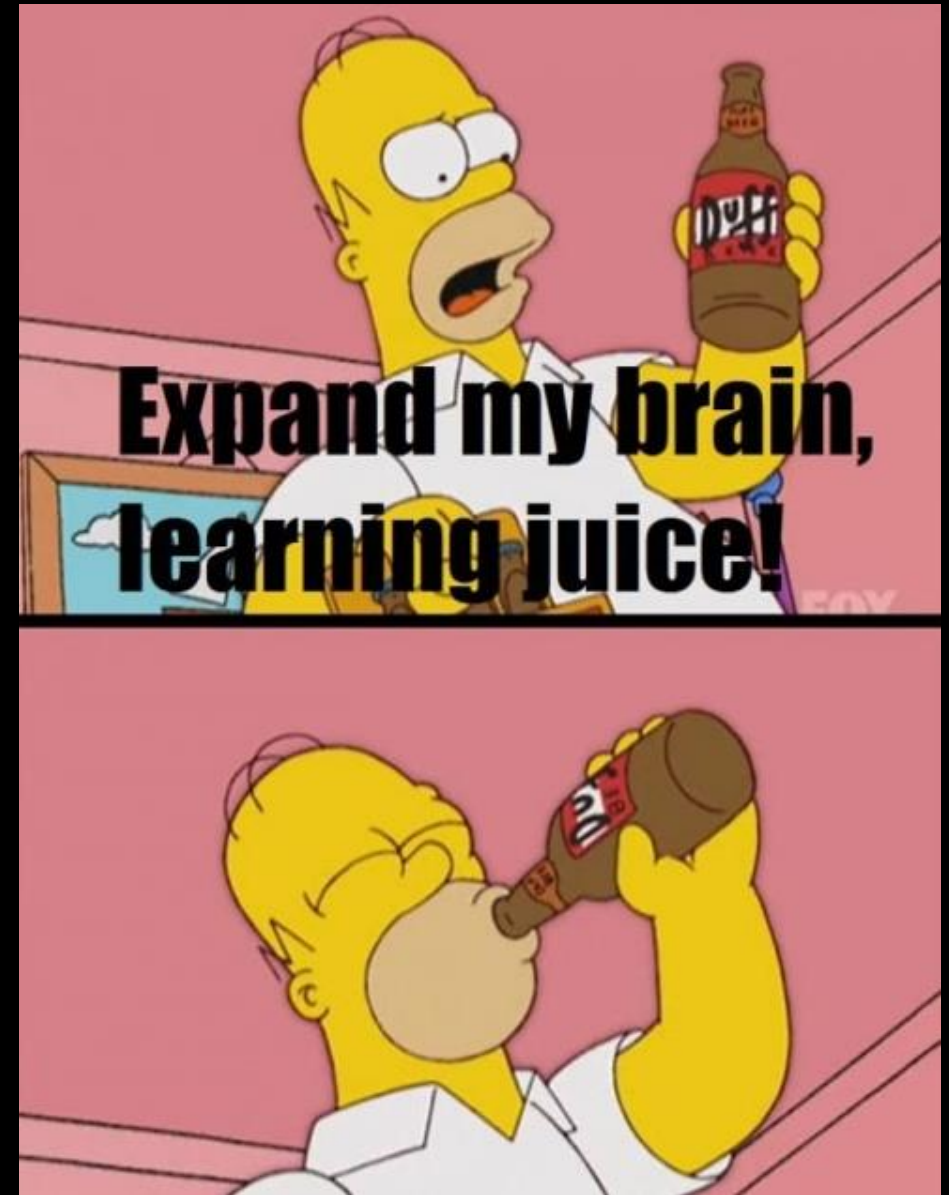


Dream #2: Supporting On-Call, no problems –we know the way!



Reality #2: There are multiple ways, and the directions are in someone's head!

Lessons #2: Just because you've had success in an area with another team, don't assume that is a clear map for success with a new team.



# Application #2



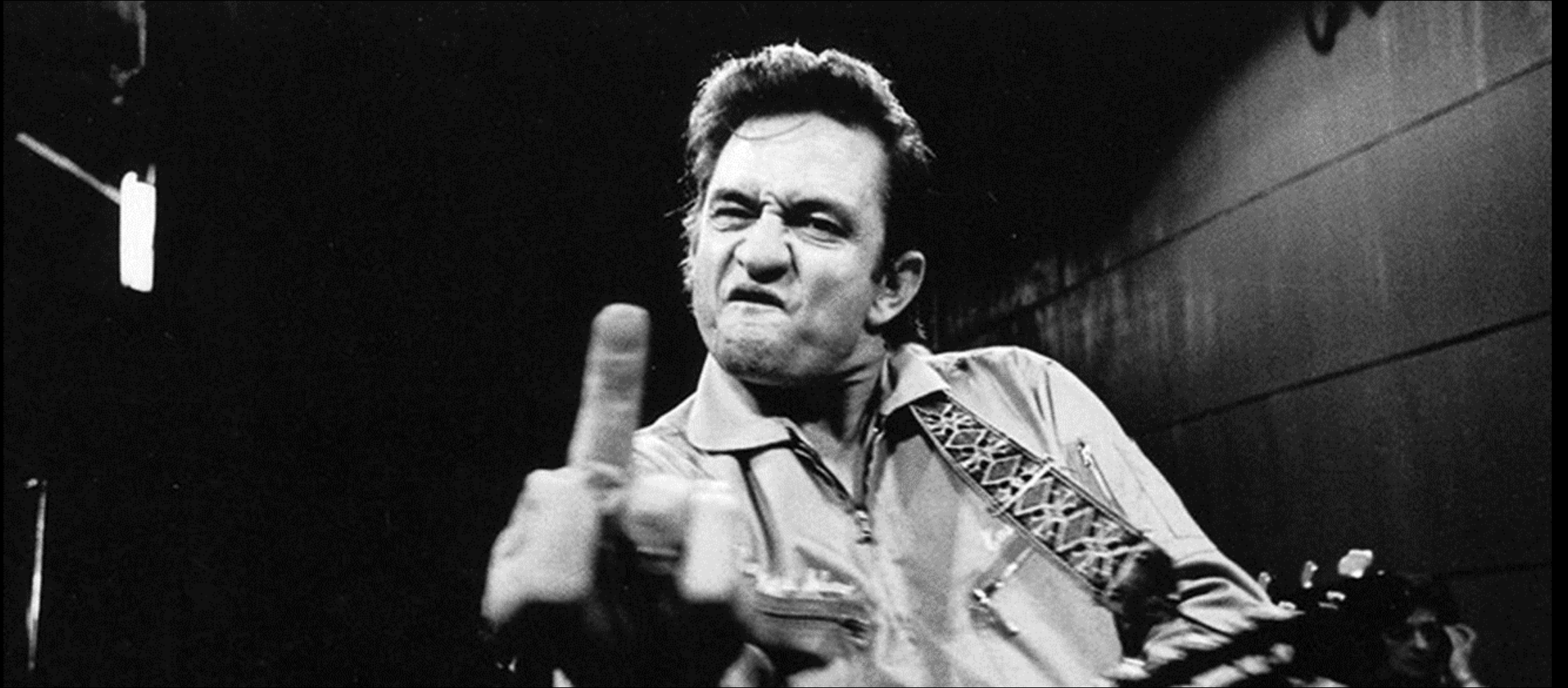
- Invest in Shadowing
- Document the way

# STORY #3





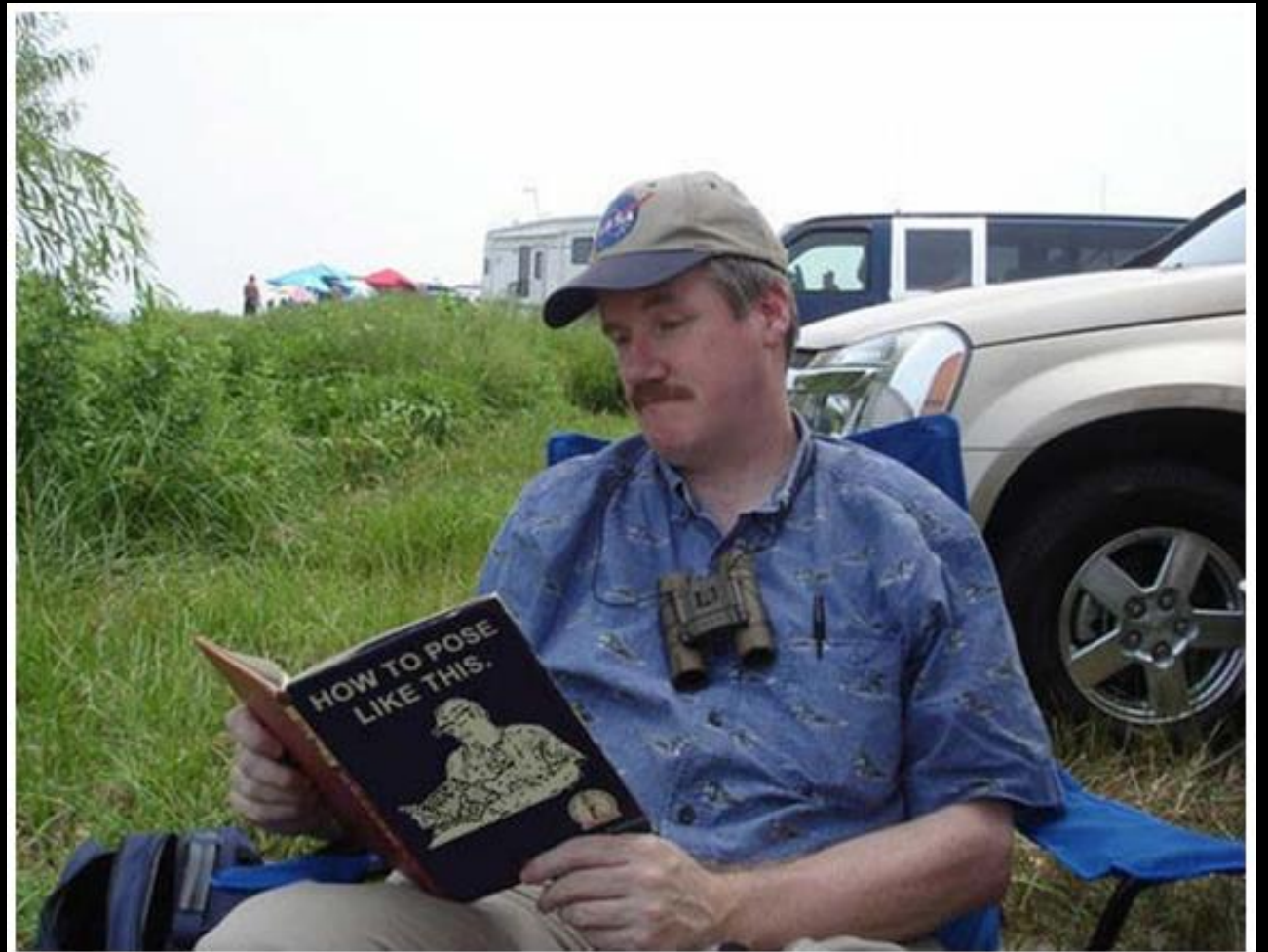
Dream #3: We know what ails you and we've got the cure!



Reality #3: Here's what you can do with your opinion!



Lesson #3:  
Even if we understand your  
specific, current pain, we  
might not have all the facts.



Learning: You've Got This!

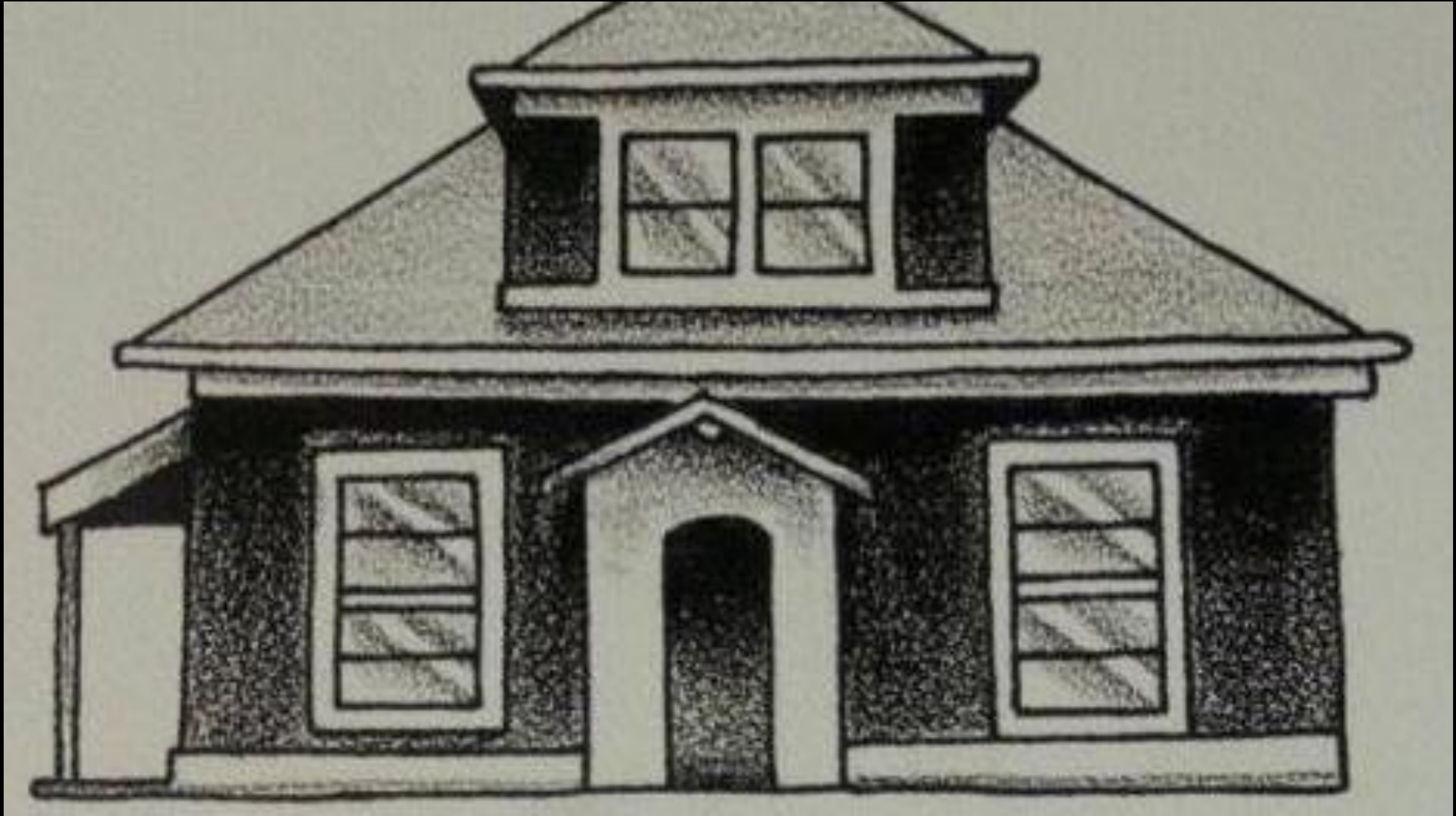
# Application 3



- Be curious about the state of things
- Collaboration rules!
- Measure all the things

# STORY #4



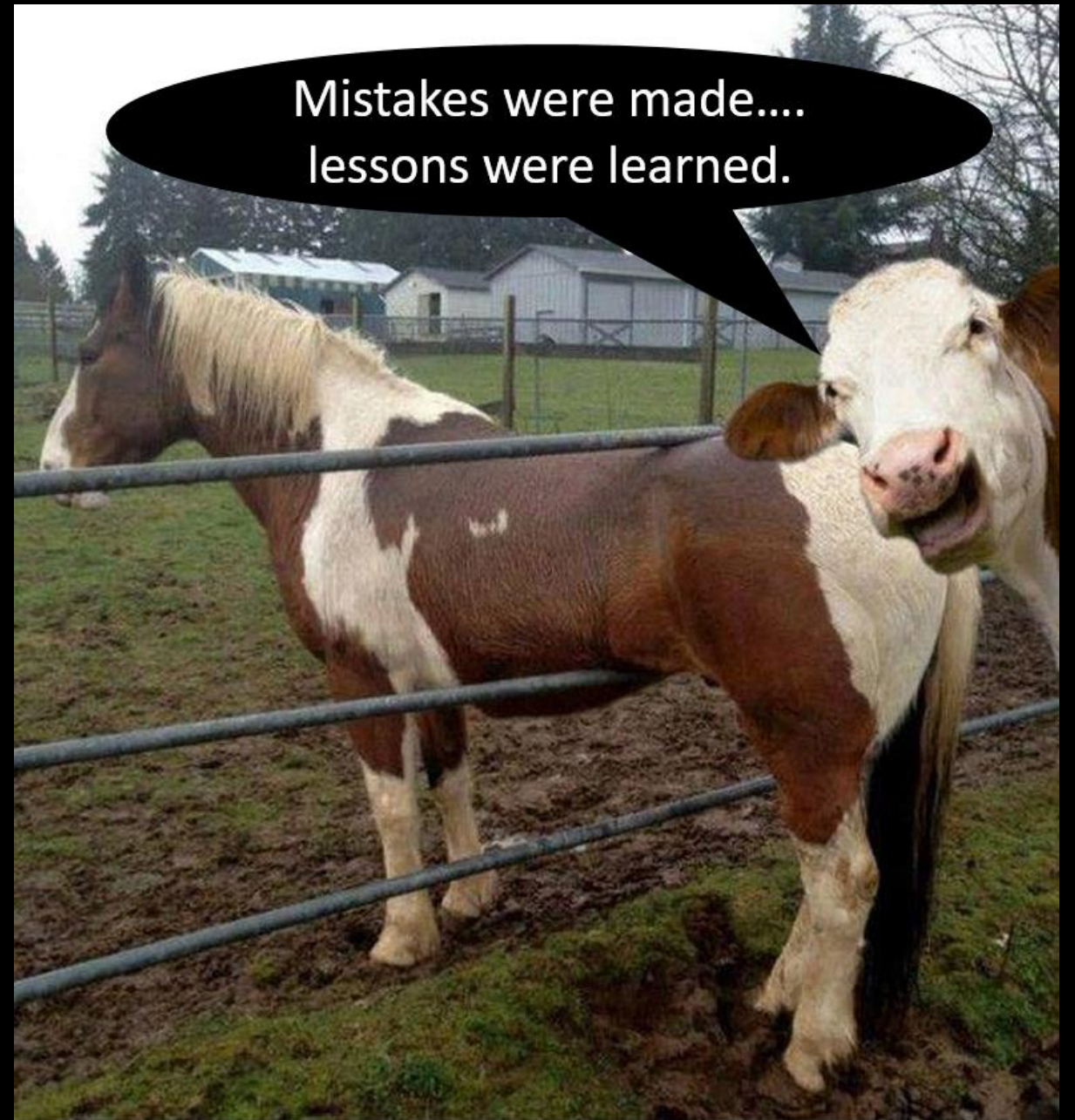


Dream #4: SRE is successfully supporting the service! The End?



Reality #4: That's great but we've got bigger plans for SRE!

Lesson #4: Success leads to additional opportunities + demands of your time, set expectations upfront accordingly.



# Application 4



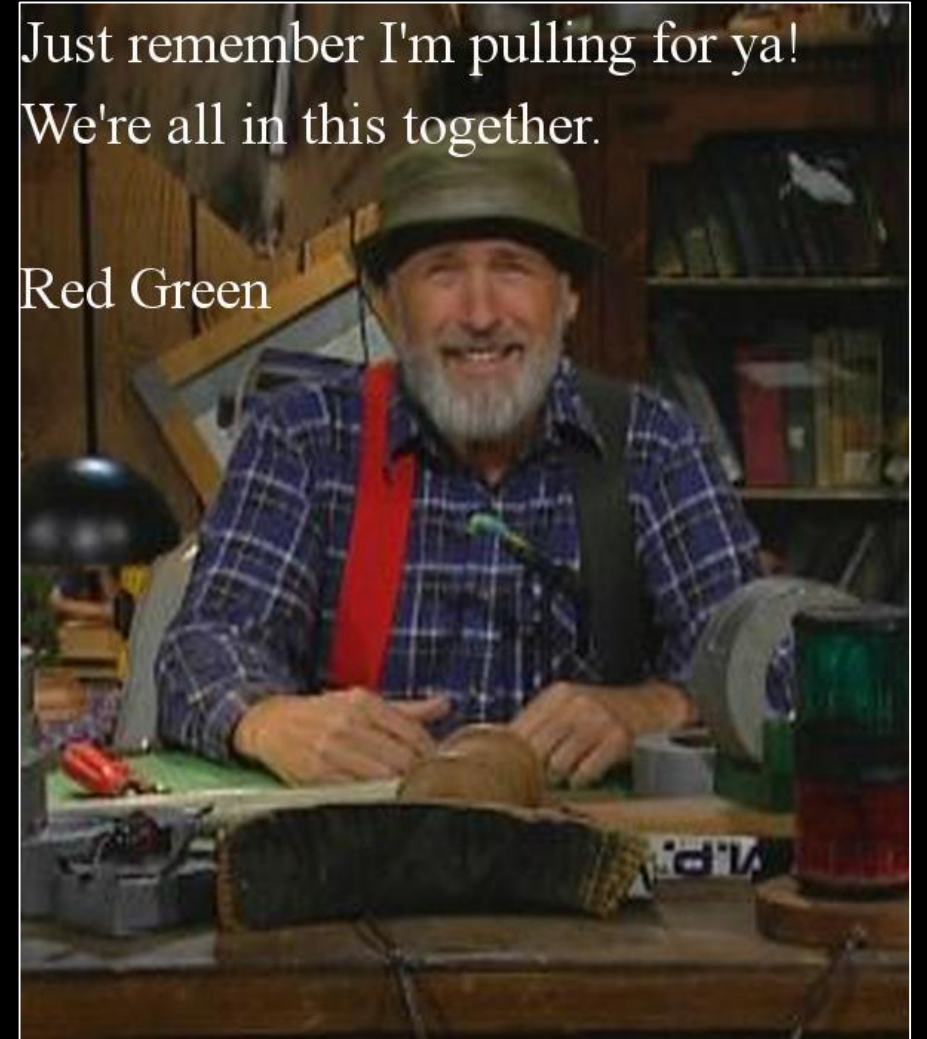
- SRE Scales through Patterns
- Engage in dialogue mapping the future

# Take away – go do!

- Trust is everything!
- Be curious!
- Measure all the things!
- Look around for the future!

Just remember I'm pulling for ya!  
We're all in this together.

Red Green





# Growth Mindset



“If you take two people, one of them is a learn-it-all...and the other one is a know-it-all...the learn-it-all will always trump the know-it-all in the long run...even if they start with less innate capability.” – Satya Nadella

Interview by Dina Bass *Bloomberg Businessweek* | August 4, 2016

# Questions :: Answers

**What ended in 1896?**

1895