

# SRE & Unicorns – A Match Made in Heaven

## How to retain and cultivate SREs

SREcon18 Americas  
March 28, 2018

Ritesh Vajarya  
Team Lead, Data & Analytics Infrastructure

TechAtBloomberg.com

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# Bloomberg SRE Vision

We harness the power of automation through software development to deliver reliable, stable services to our customers.

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# Bloomberg SRE Guiding Principles

- SRE Teams are team of developers
- SRE Teams treat operations as a software problem
- SRE Teams own the stability and availability of the production environment
- SRE Teams ensure visibility into latency, performance, and capacity, while any changes are applied in an automated way
- SRE Teams cannot be successful in a vacuum. They collaborate with SRE teams and are embedded in feature teams

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# Balance of Activities



Provide the right set of balanced activities between  
Operational work and Project work

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# Keep Boredom Away

Provide variety – every few weeks – such as,

- monitoring
- provisioning
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- Let them make a mistake and help adjust so they get it right the next time.
- Provide them psychological safety.
- Of course, assess the risk and consequences of failure.



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# Reducing On-Call Stress

- Improve telemetry to reduce alerts
- Empower them to make decisions
- Provide clear escalation path
- Blameless post-mortem
- Give them time off

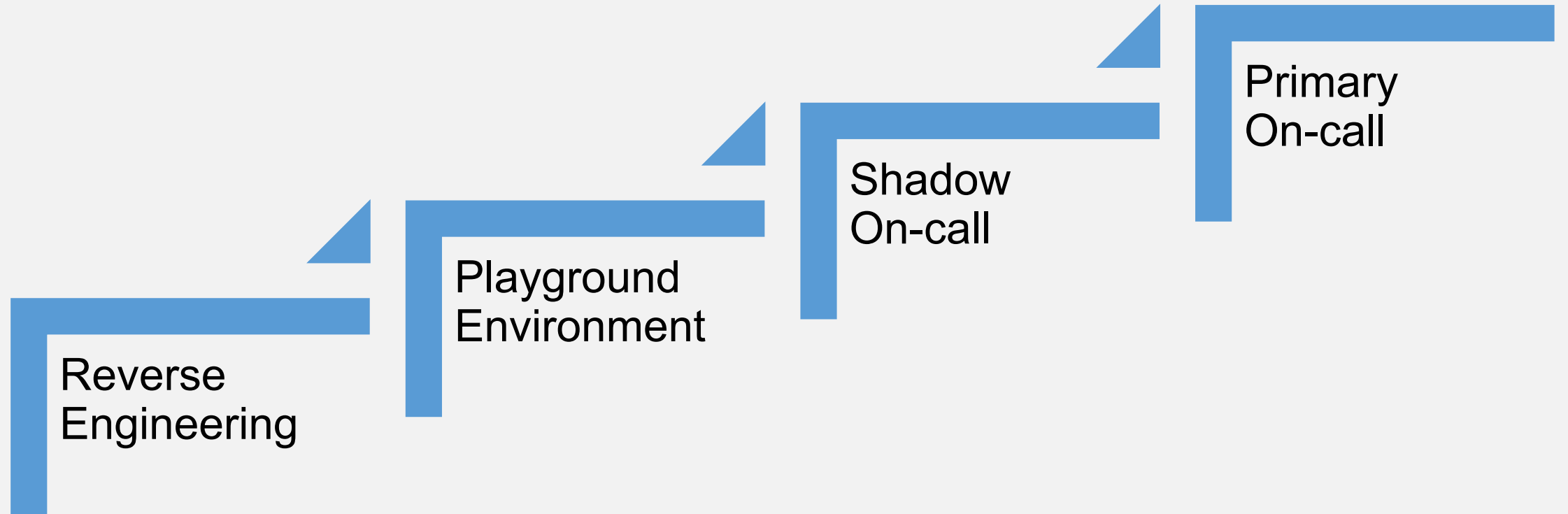


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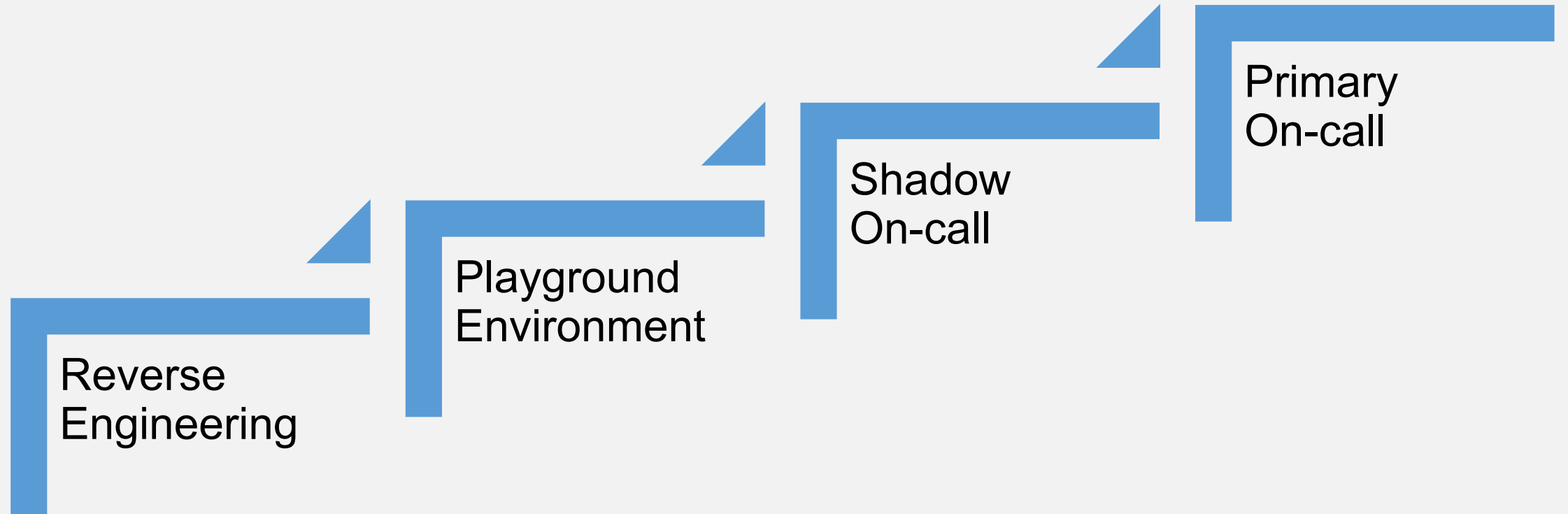
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# Onboarding to On-Call



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# Learning Opportunities

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- Have them contribute to work areas outside of their specific job descriptions
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# Thank You

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# Bloomberg is hiring SREs in AMER, EMEA and APAC

Infrastructure SRE: <https://careers.bloomberg.com/job/detail/57262>

Application SRE: <https://careers.bloomberg.com/job/detail/57320>

Learn more about SRE @ Bloomberg: <https://bloom.bg/2DkVLqw>