

The MTTR Chronicles

Evolution of SRE Self Service Operations Platform

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Agenda

SRE @ VMC on AWS

Square One

βeta

Connecting the Dots

Virtual War Room

Around the Corner

Takeaways

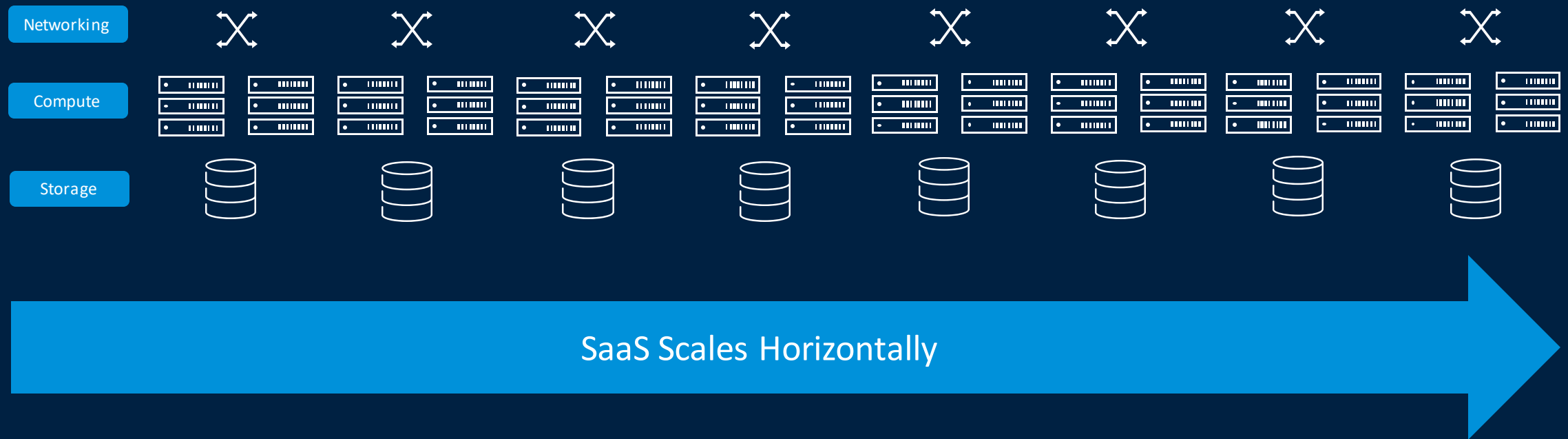
SRE @ VMC on AWS

Hybrid Cloud Challenge

SaaS vs Individual Multi Environment Infrastructure at Scale

SRE is focused on ensuring services are homogeneous as they scale

Complexity and variability increase risk to the SLAs



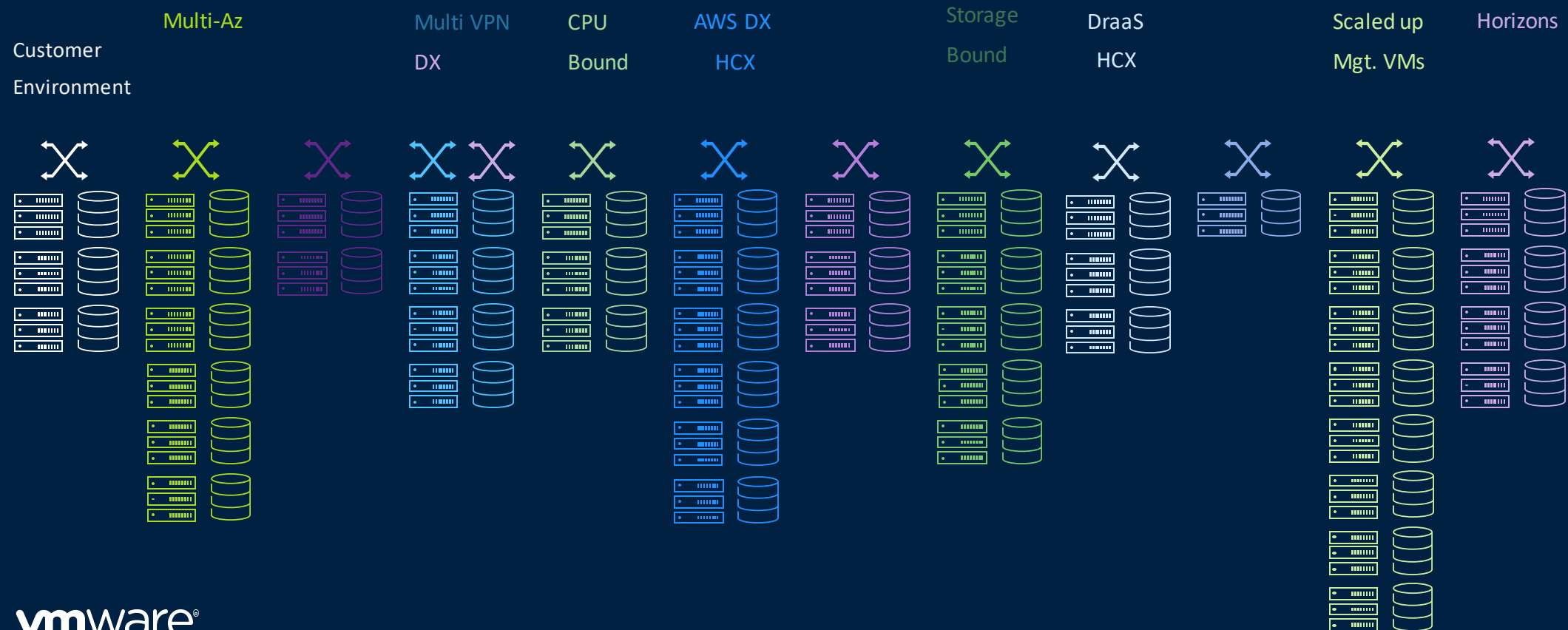
SaaS vs Individual Multi Environment Infrastructure at Scale

SaaS Service continues to scale horizontally with the number of customers

Each customer environment scales vertically

Each customer environment is provisioned as a homogenous environment.

Each environment quickly deviates as utilization, features, network access, and resource bounds vary significantly.



The MTTR Challenge

MTTR directly correlates to meeting your SLAs and SLOs

Information and automation is Key

The right information at the specific time

North Star

“

An Extensible, Dynamic, and Collaborative platform

to

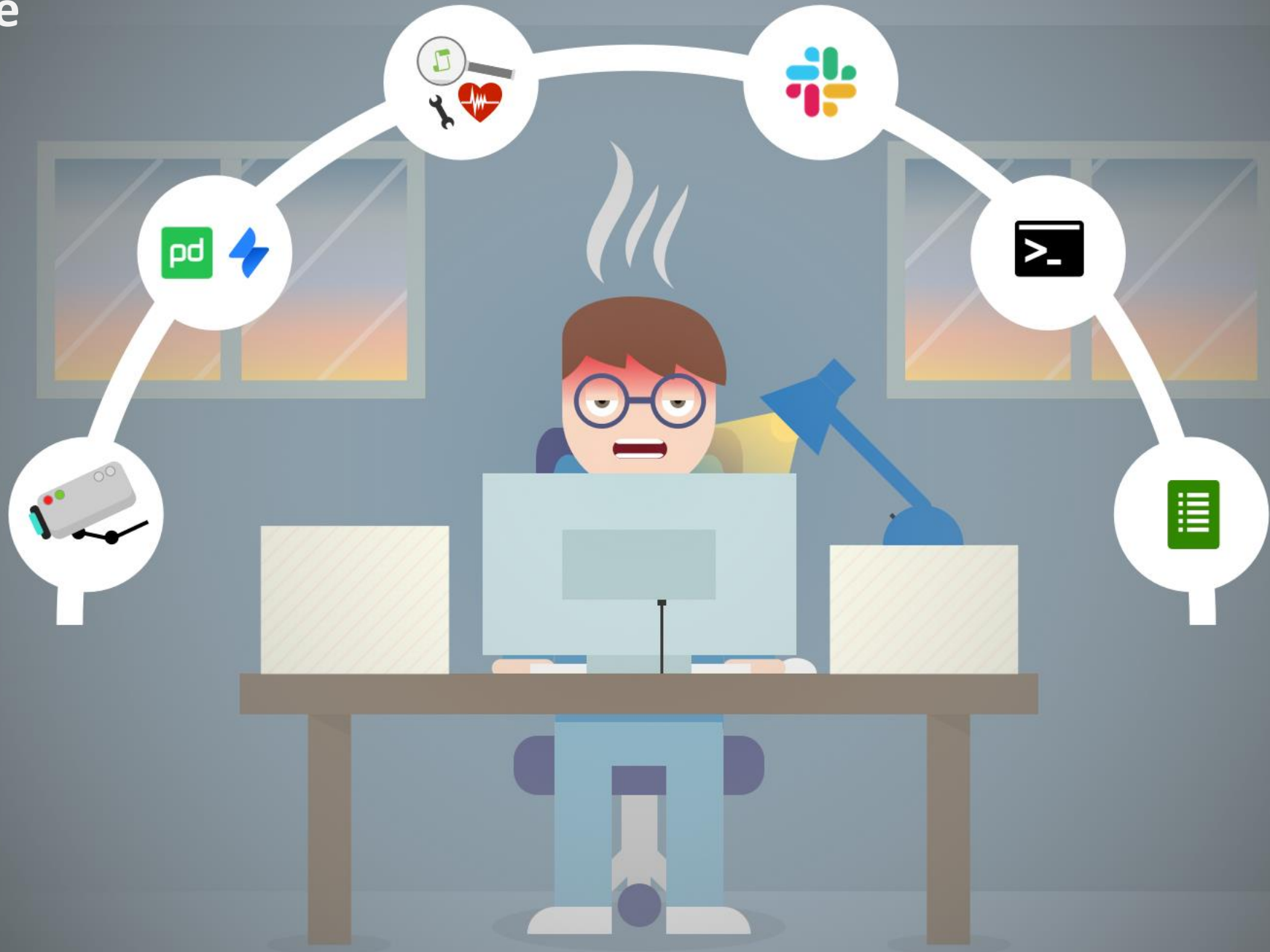
reduce MTTR and improve operational efficiency

for

unique and constantly changing environments

”

Square One



Problems at Hand

Problems

Information silos

High Context Switch

Cross team Collaboration

Time consuming Postmortem & RCA

Effects

Longer MTTR == More Impact to the Customer

High Operational Toil

Cumbersome impact assessment

Past learnings not used effectively

Data Gathering and Triaging

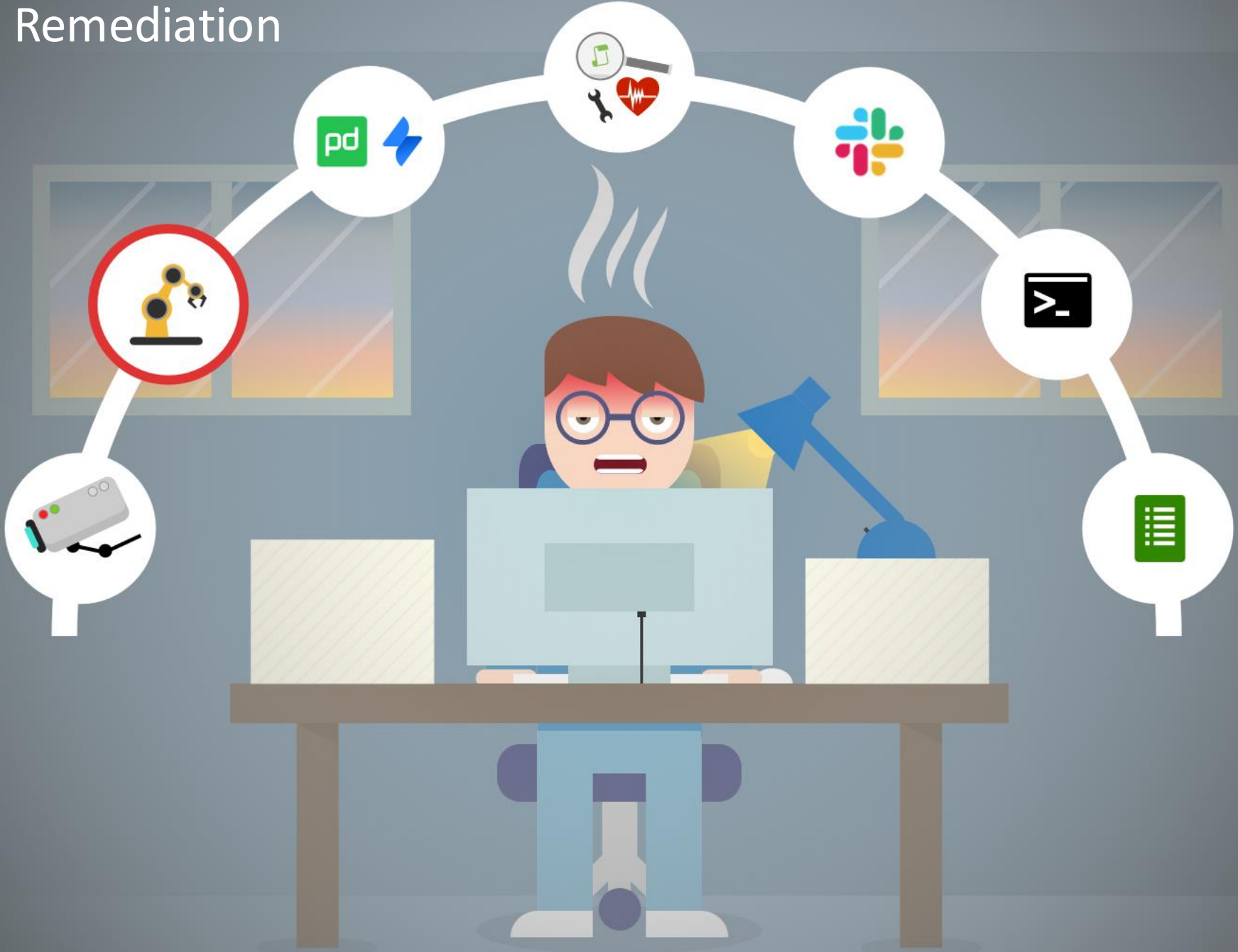
Remediation

Incident Observed

MTTR SLA

Incident Resolved

Automated Remediation



Challenges

What are the information sources?

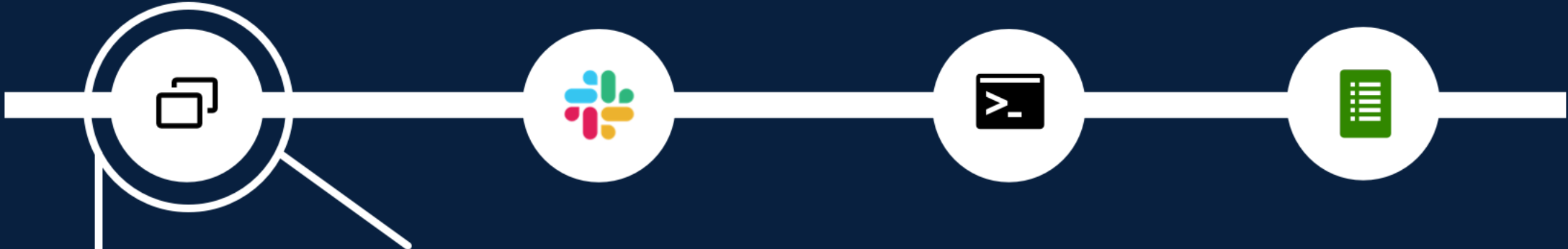
What data should be displayed?

How should the data be displayed?

How to leverage this for users beyond SRE?



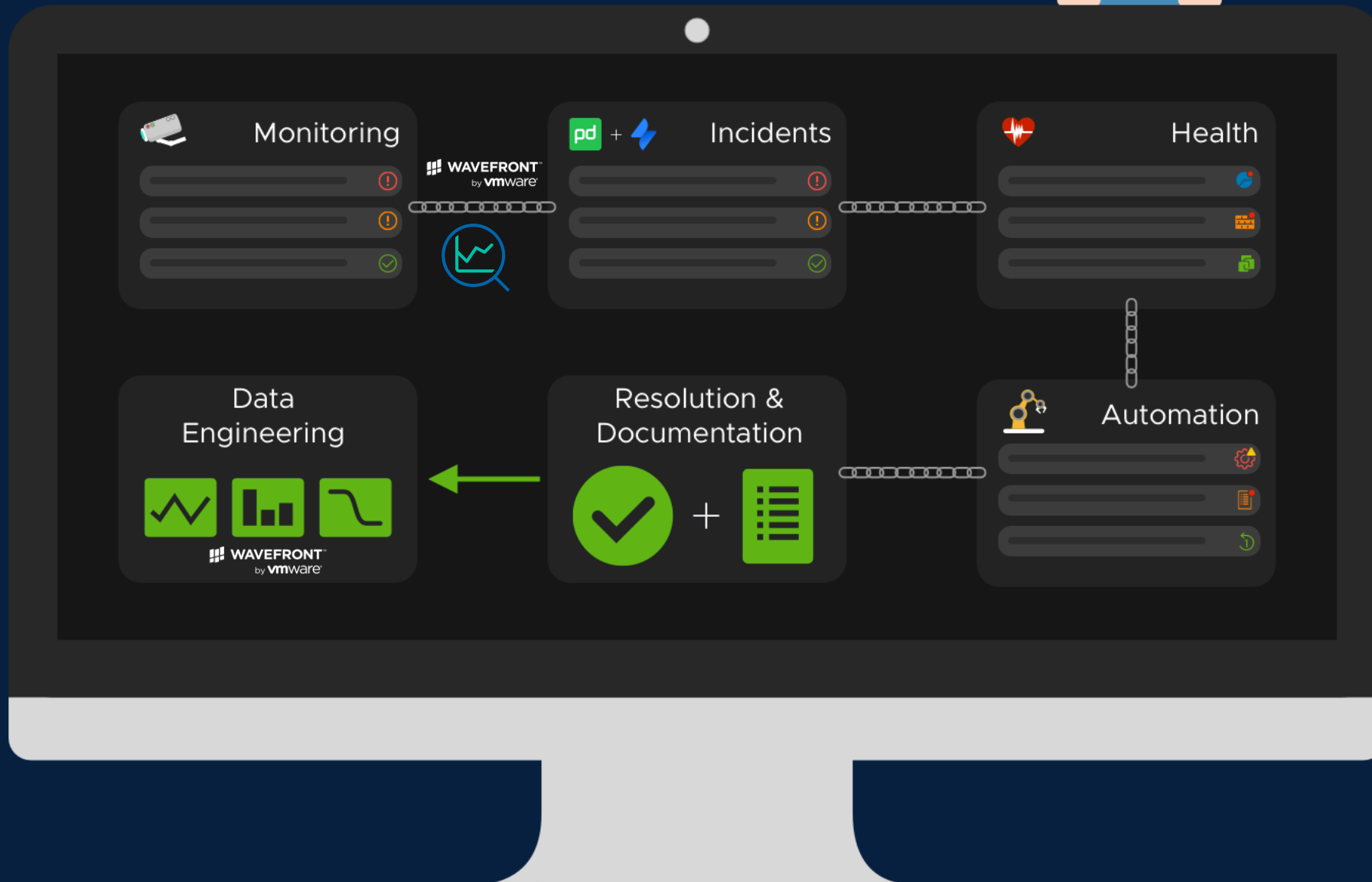
Beta: Services under a roof



A laptop screen displaying four service tiles. The top row contains three tiles: 'Monitoring' with a server rack icon, 'PagerDuty' with a green square containing 'pd', and 'Health' with a red heart and white ECG line. The bottom row contains one centered tile: 'Automation' with a yellow robotic arm icon. Below the tiles, the text 'How to correlate data & make it work @ scale?' is displayed.

How to correlate data & make it work @ scale?

Connecting the Dots: Single Pane of Glass



Connecting the Dots ...

Changes

Cause, Symptom & Action at a single place

Display appropriate data

Intuitive UI : Realtime & Responsive

Integration with BI* & ticketing service

Results

Increase in user adoption. Easier onboarding

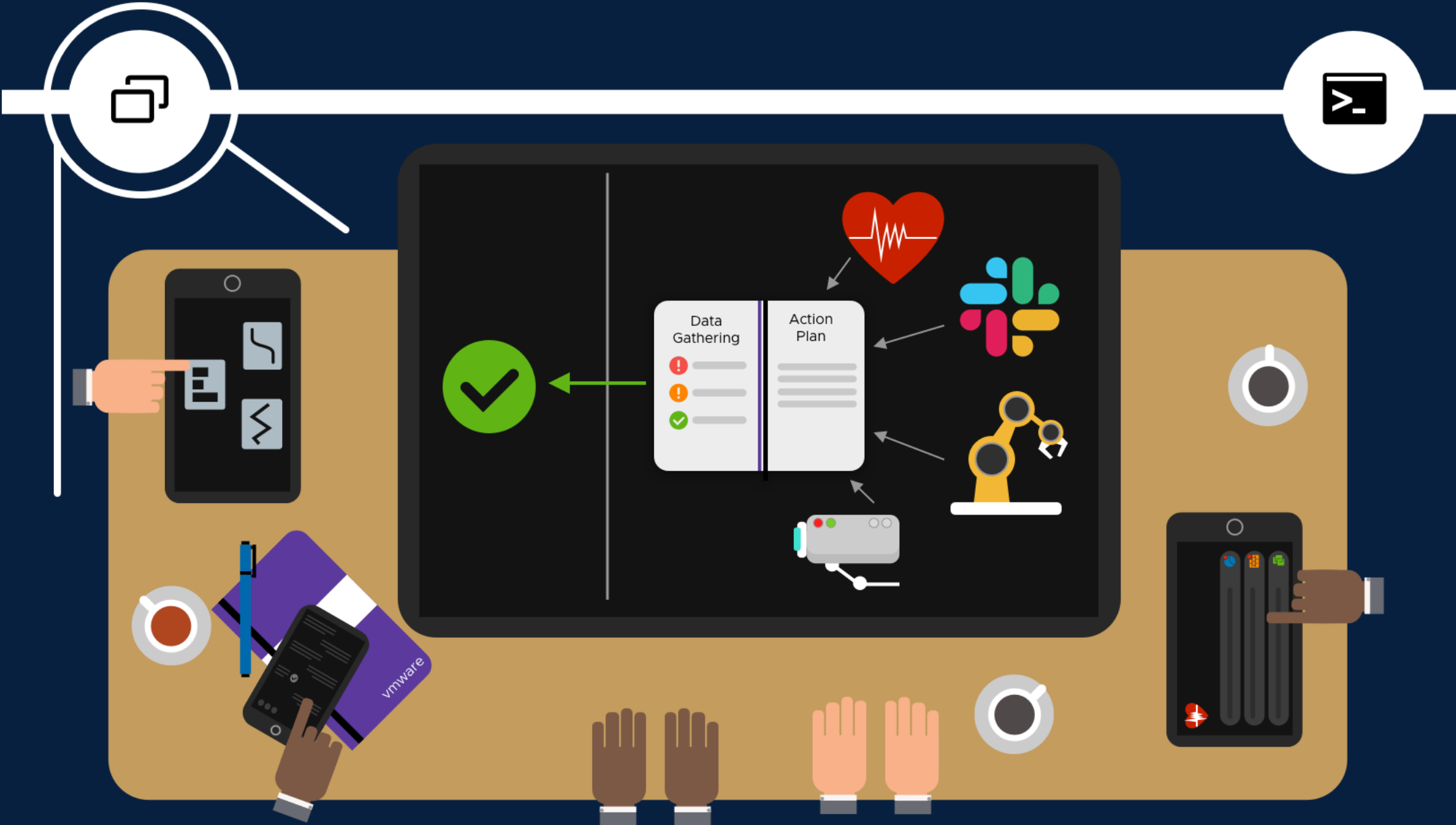
Easier correlation & minimal context switch

Data Driven Decisions & Trend Analysis

~20% improvement in MTTR (on initial release !!)

How to collaborate better?

Virtual War Room



Results



Agility, Consistency
and Control @ SCALE

One integrated
platform

Central Place for
Incident Remediation

Effective Collaboration
with Service Owners

More focus on
development

Takeaways to Empower your SRE

Avoid information Silos

Do not reinvent tools

Display what's necessary

Automate ! Integrate ! Collaborate !

Learn from past incidents

Cap operational work

More Code, Less Toil !

"Build the platform for your Organization!"



Thank You

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