



usenix
**SRE
CON** ASIA
PACIFIC

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SINGAPORE

Distributed Sys Teams

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whoami

- Immigrant with too many roots aka World Citizen
- Currently at **Fastly**
- SRE on Platform Engineering



While not working, I like to

- Travel
- Ice Cream
- Coffee

| [@sricola on most of the socials](#)

whoami

- Worked remote for the past 8 years (almost all my professional life)
- Worked in large as well as small teams

Worked remote while

- In the same city as the team
- Across the country
- Across the planet
- And sometimes while at 35,000 feet

| [@sricola on most of the socials](#)

whois fastly

- We help developers make fast, secure and reliable digital experiences happen by processing and serving customers' applications at the edge, as close to end-users as possible.
- We have built an edge cloud platform designed to be programmable and support agile software development.
- We have 60 points-of-presence around the world, as of March 31, 2019.

| @fastly

Agenda

1. Distributed Systems.

And why we do it the way we do.

2. The Flaw.

Humans are geographically concentrated

3. Possible Solution?

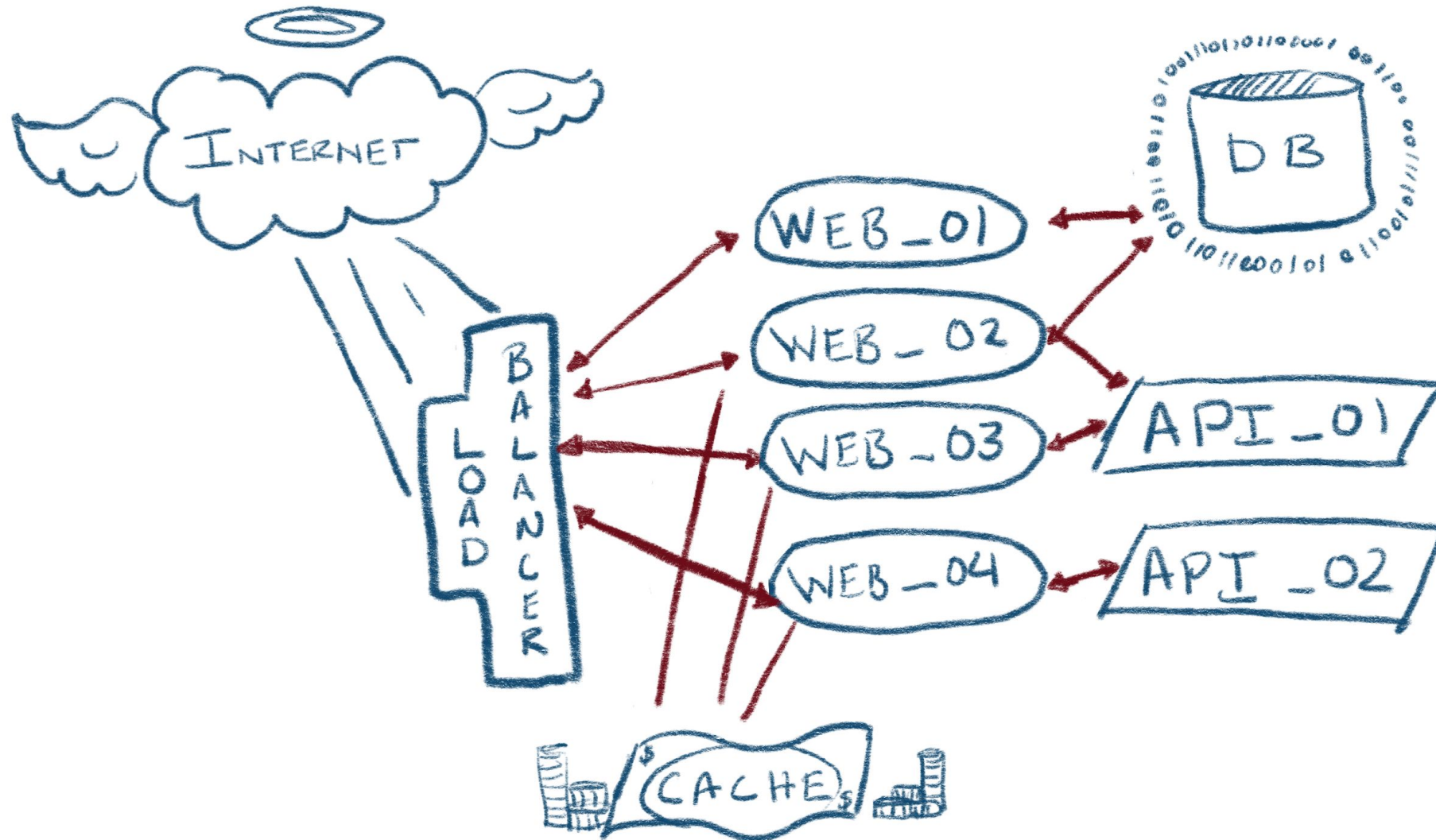
Hire remote, hire everywhere.

4. Key Areas to prep for a distributed team.

5. Areas to focus on after.

6. Rewards

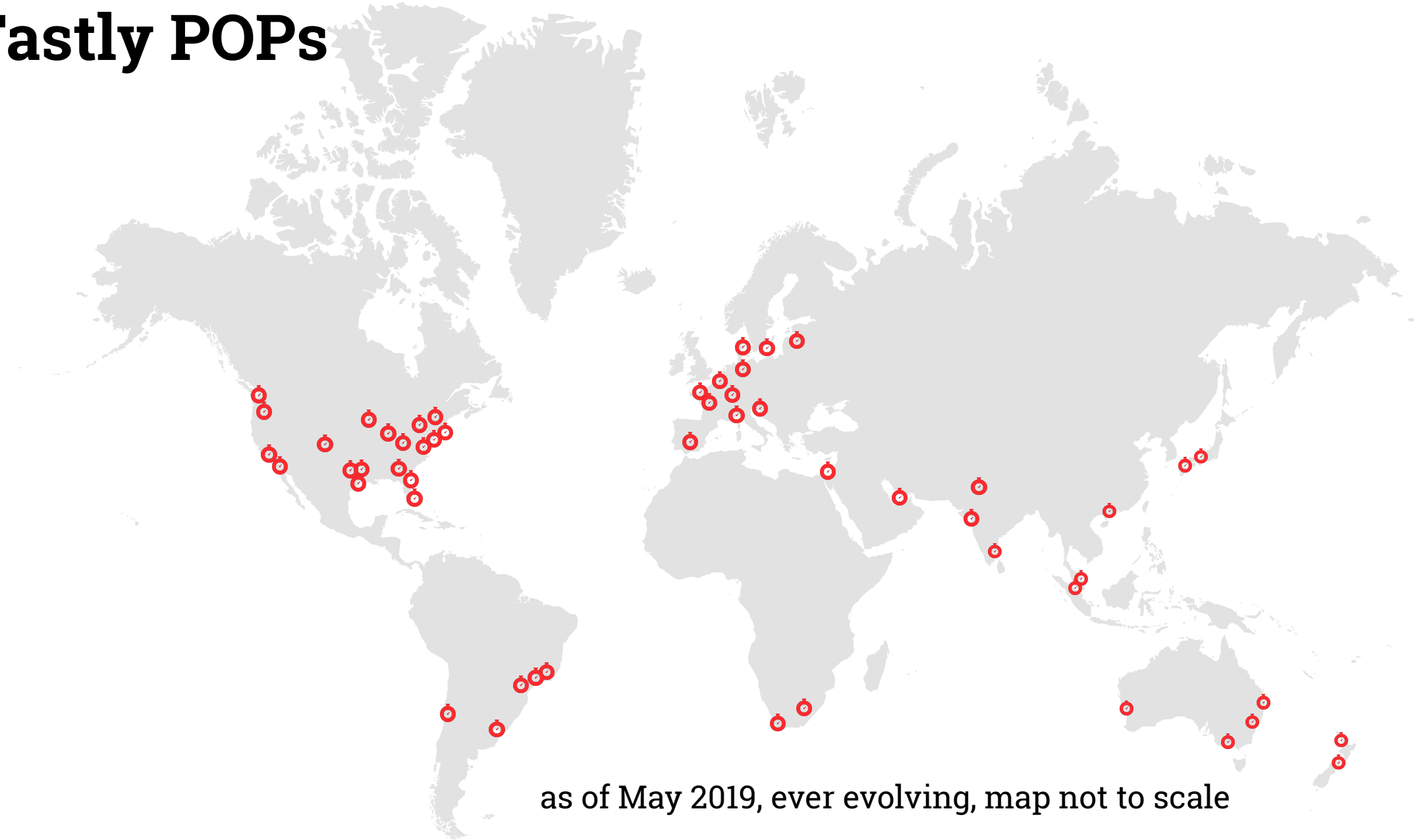
distributed systems



distributed systems



Fastly POPs



as of May 2019, ever evolving, map not to scale

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the flaw

As Humans, we have a bias towards geographic congregations.

the truth

Talent knows no geopolitical borders.

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the solution

Hire globally, hire everywhere.
Let talent and commitment be the driver.

NOT based on someone's chance of where they were born.

that's easy! We are done?

We all know it's easier said than done.

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prep for that distributed/remote friendly team



tools

Pick tools that afford collaboration.

Promote async participation.

Find tools that allow continued participation.

communication

Be more inclusive by putting large conversations **in non-real time, async mediums.**

we are online

Avoid saying things like:

“from offline, we decided ice cream is amazing”

cultural differences

Be aware that cultural differences are real.

Eg. Some cultures and upbringings may prevent certain people from voicing opinions. Give everyone a platform.

an example - questions for later

Visit

<https://bit.ly/srecon>

to leave questions for this session.

be kind

Feedback loops may be a little delayed.
Code reviews may take time.

Even if you aren't a remote team, this should be part of your
ethos.

Kindness goes a long way.

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be inclusive, communicate online

Keep all discussions in venues that promote maximum participation.

Over communicate intent.



be open to flex work hours

Allows for continued participation.



use video/audio

Chat/email is tone deaf.



chit-chat is important

Set aside some time just to have social conversations with your team.

Schedule 1:1s to just chat about life and work without agenda.

It is very important to build that human relationship.

group gatherings

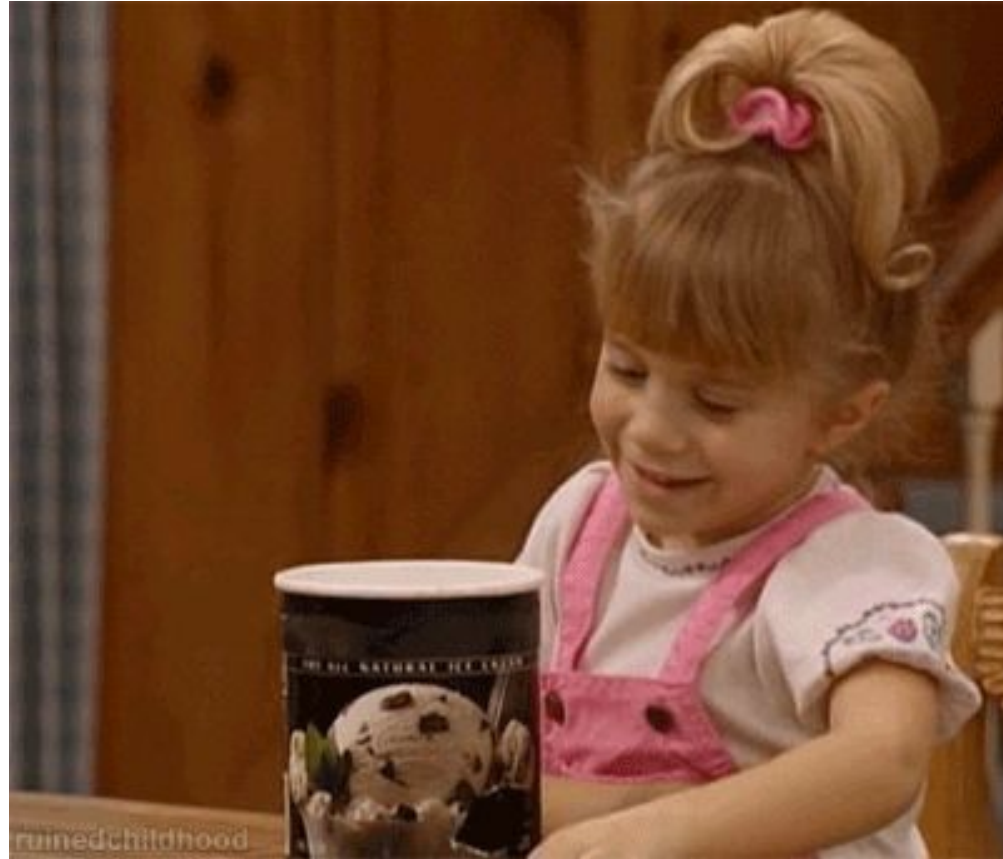
Don't focus on work alone, learn about each other.



respect time preferences



know your privilege



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rewards

Distributed teams means Global Coverage.

Global Coverage means

- No 3am wake up calls for fixes
- Someone is always around to be the 1st line of defense

and in the end ...

This a small way to do your bit to bring the world together. Across cultures, borders and everything else that divides us.

Afterall, we all win if we work together.

Questions?

<https://bit.ly/srecon>



Thank you!



Sri Ray
[@sricola](#) on Twitter

We are always hiring!

fastly[®]