

From nothing to SRE

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**SLIs /
SLOs**

Hermetic builds

Human factors

Capacity planning

Alerting

On-call

Monitoring

Observability

Risk tolerance

Error budgets

**Canary
analysis**

One-step deploys

Resilience engineering

Postmortem culture

Testing in production

Launch reviews

Config management

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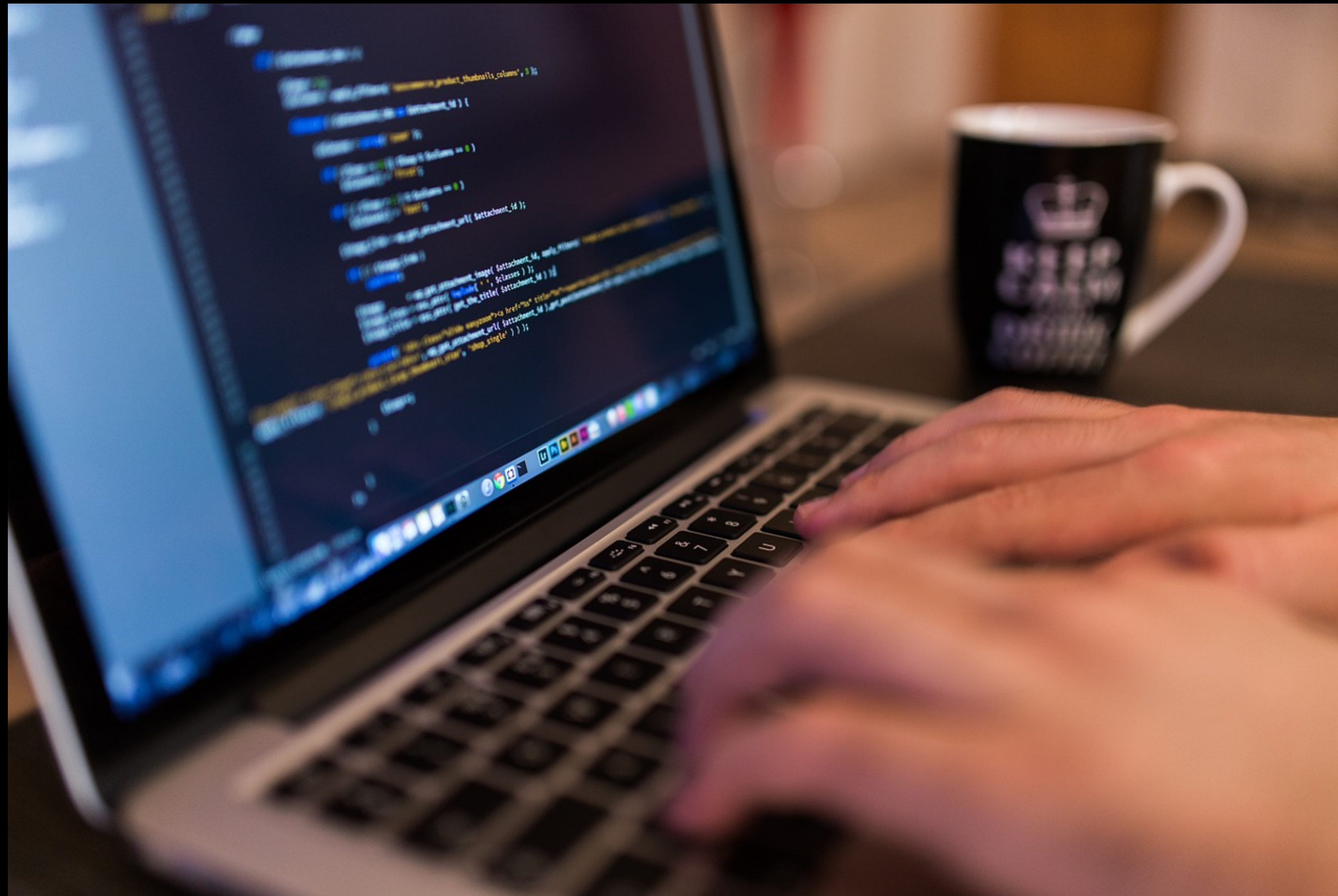
Testing in production

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Why SRE?

Common challenges in small(er) organisations



**{Software,
Network,
Systems}
engineering
as a lever**



**Complexity catches
us by surprise**



**How does your
team navigate risk?**

Where do we start?

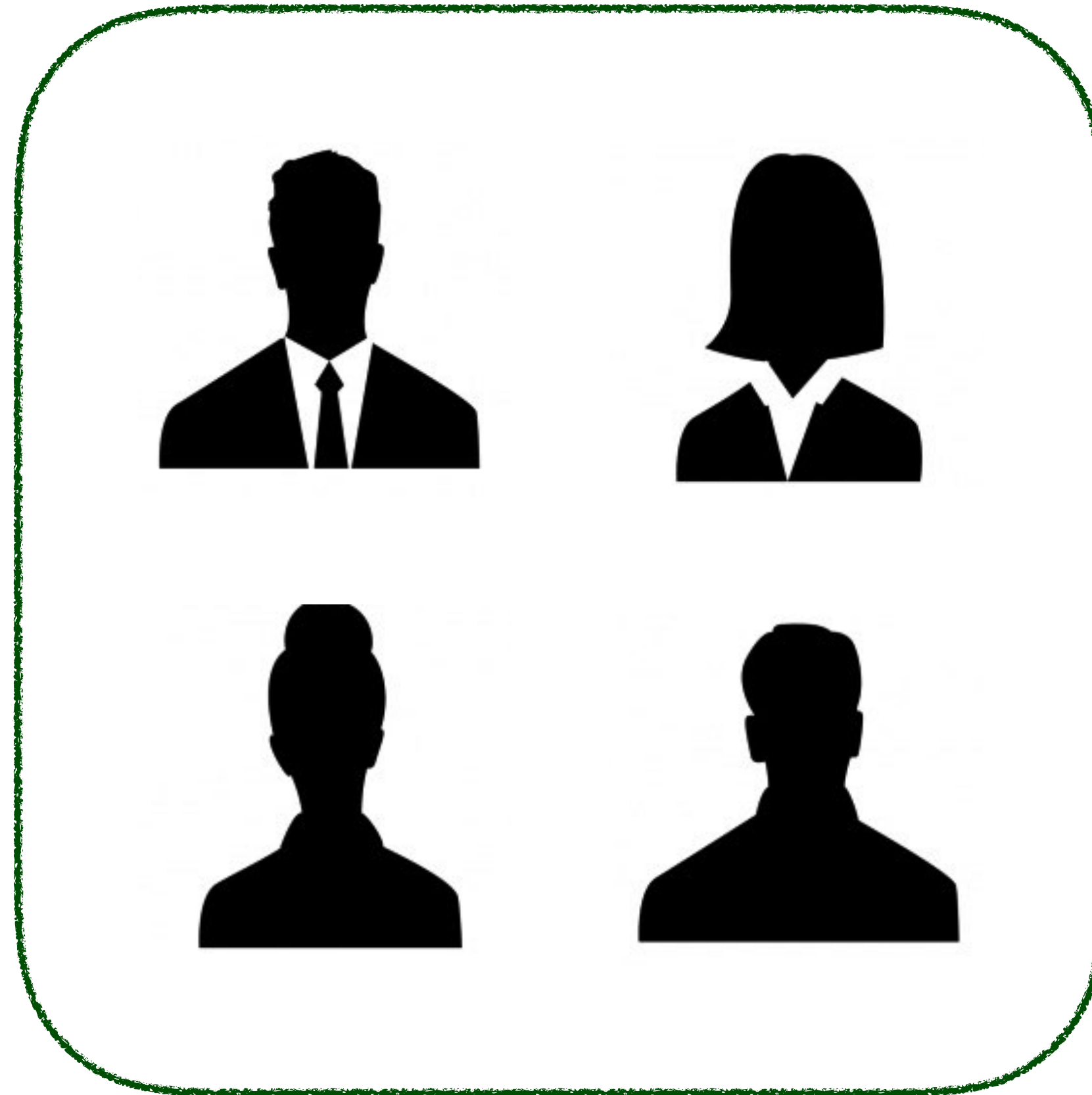
Where do we start?

Innovative

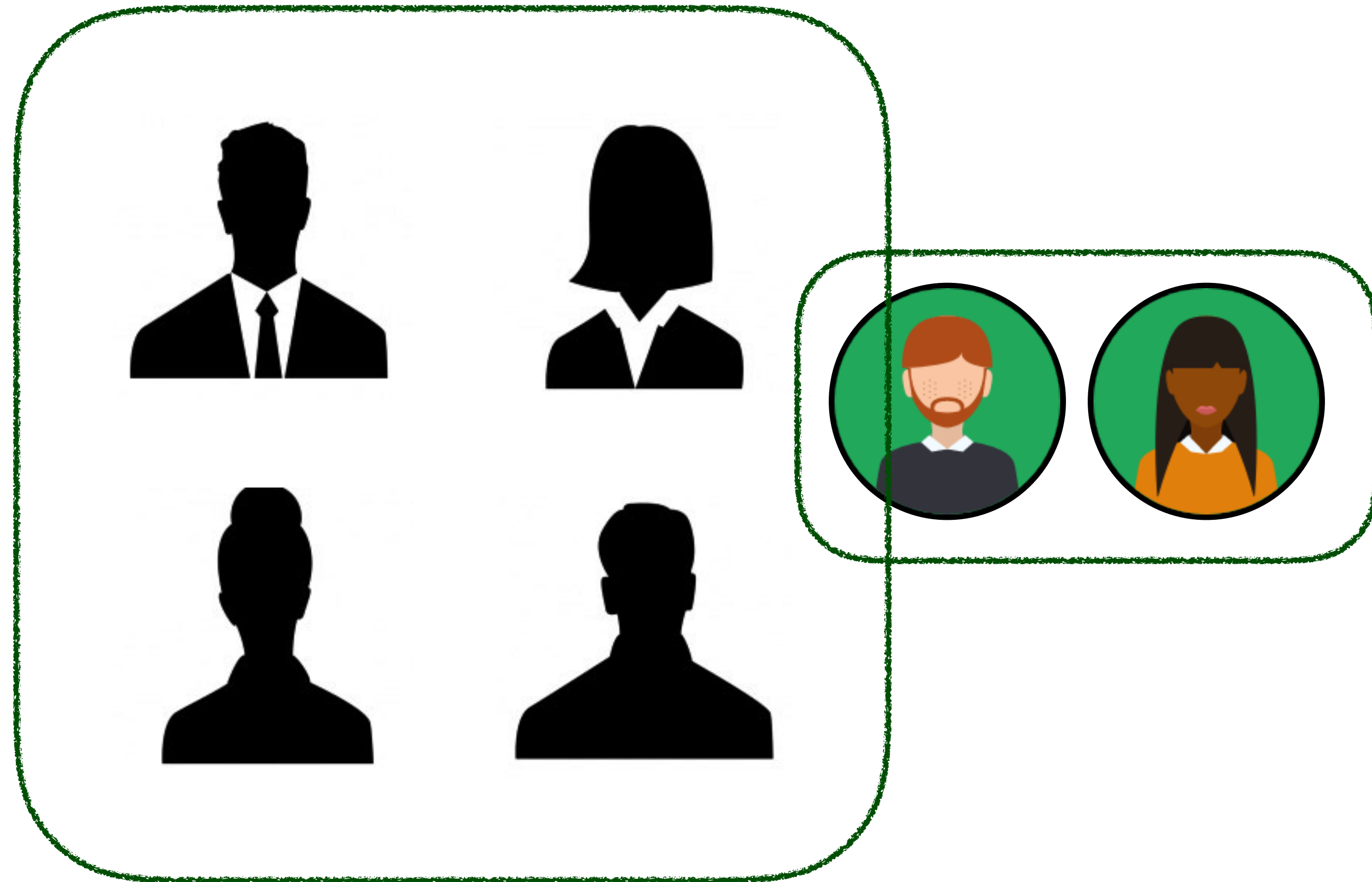
agile

Continually
learning

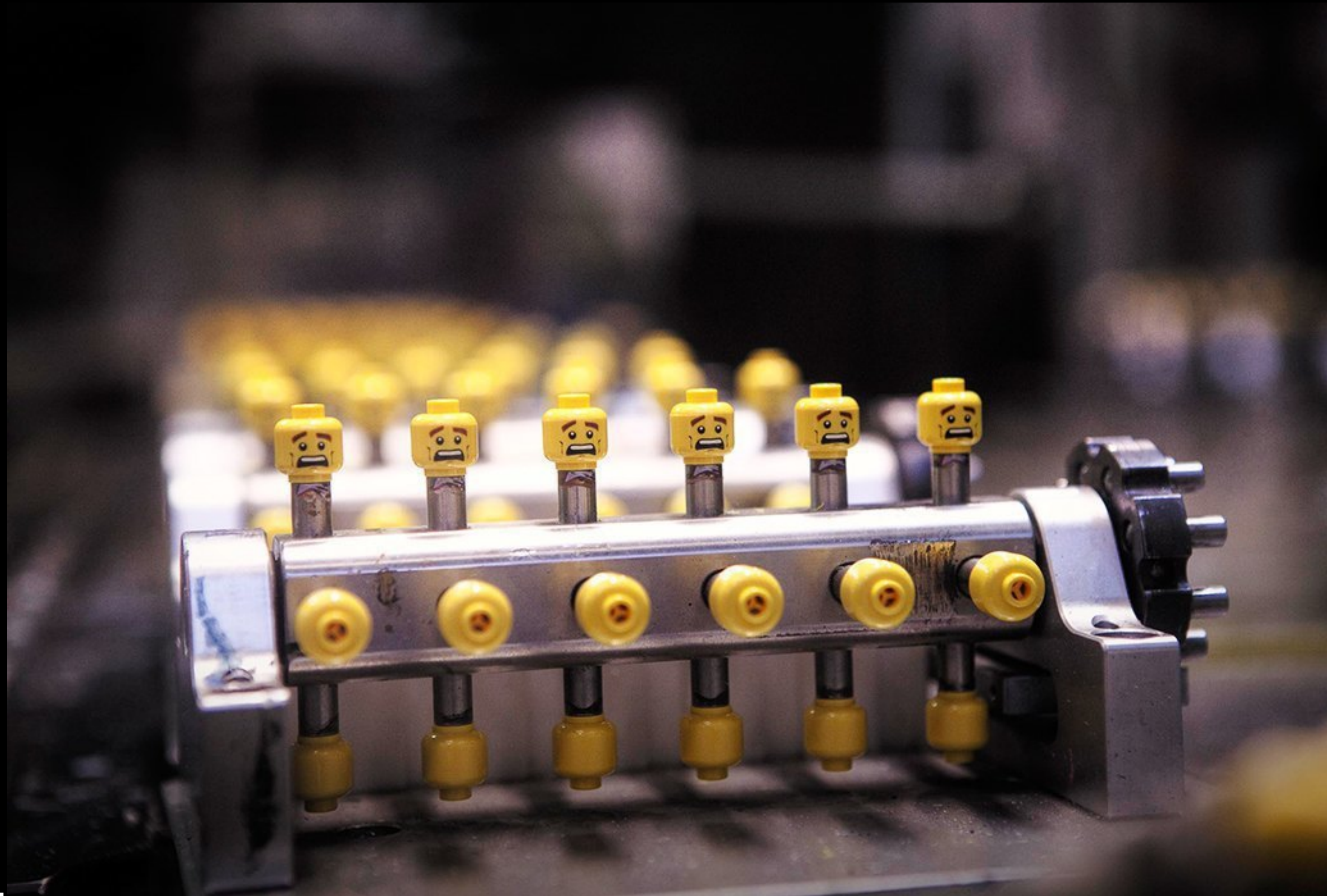
Embedded Model



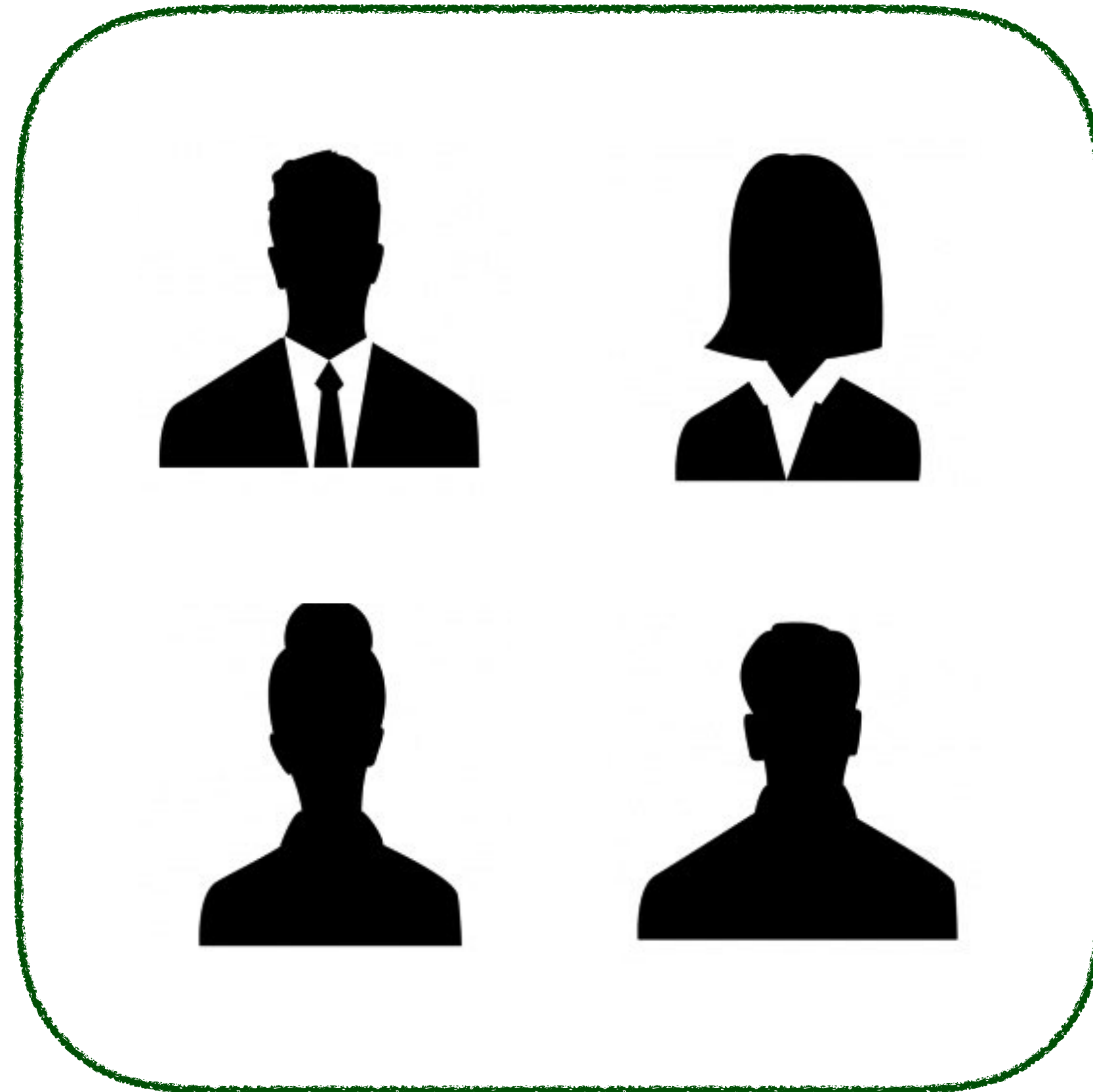
The dedicated team model



Handoffs

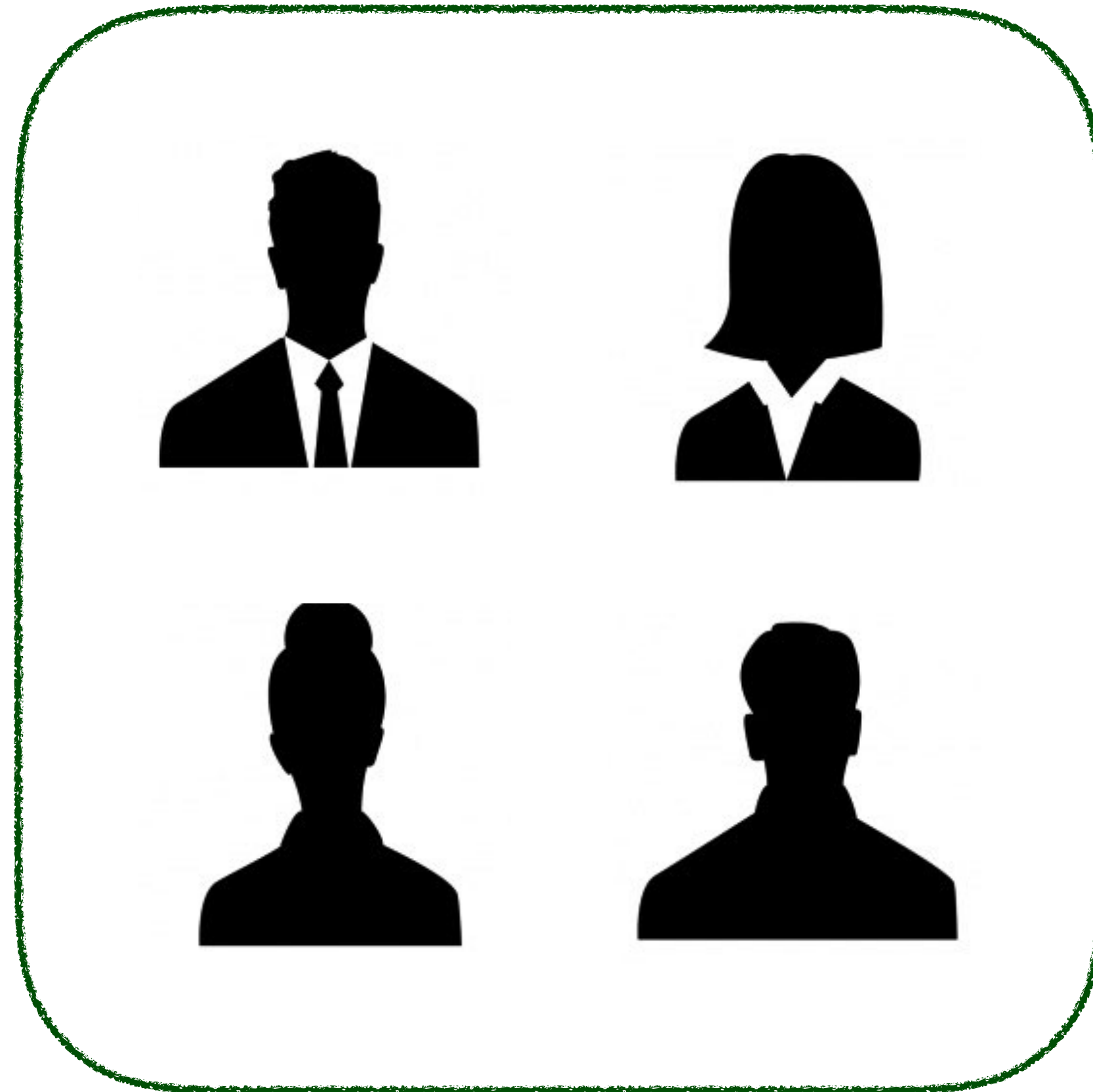


The dedicated team model



**“You want us to do your
deploys?”**

The dedicated team model



**“You want us to do your
deploys?”**

**“We can’t enforce error budgets
on these teams!”**



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You build it...

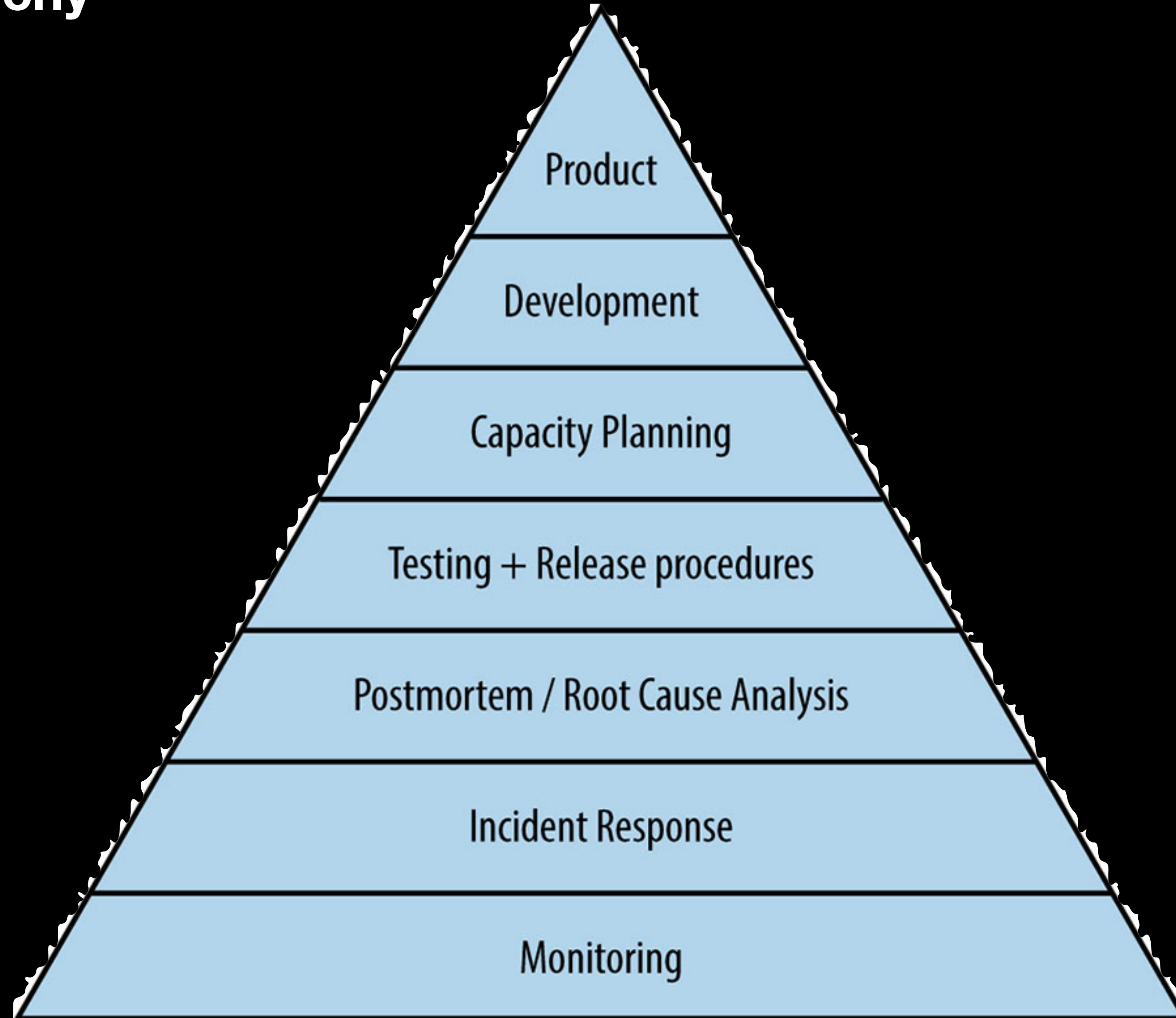
You run it!

Everyone is an SRE



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Dickerson's Hierarchy of Reliability



Context >> Control
(in most cases)



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The Compliance Budget: Managing Security Behaviour in Organisations

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ABSTRACT

A significant number of security breaches result from employees' failure to comply with security policies. Many organizations have tried to change or influence security behaviour, but found it a major challenge. Drawing on previous research on usable security and economics of security, we propose a new approach to managing employee security behaviour. We conducted interviews with 17 employees from two major commercial organizations, asking why they do or don't comply with security policies. Our results show that key factors in the compliance decision are the actual and anticipated cost and benefits of compliance to the individual employee, and perceived cost and benefits to the organization. We present a new paradigm – the Compliance Budget – as a means of

demonstrated that many human failures are caused security mechanisms that are too difficult for ordinary users. Even users with good technical skills such as systems administrators and software developers often struggle to keep up with the increased complexity and workload created by security mechanisms (Zurko & Simon, 1996; Flechais et al. 2003). The primary goal of the flourishing research community focusing on usable security, known as HCIsec, is to provide security tools that the intended users can operate correctly [e.g. Yee 2005] and complete a security task – such as encrypting an email – effectively. Other key usability criteria established by the HCI research community – user satisfaction and user cost – have hitherto been addressed implicitly rather than explicitly in usable security research.

new paradigm – the Compliance Budget – as a means of perceived cost and benefits to the organization. We present a cost and benefits of compliance to the individual employee, and factors in the compliance decision are the actual and anticipated

usable security research. hitherto been addressed implicitly rather than explicitly in research community – user satisfaction and user cost – have

SRE is a...

SRE is a...
cost centre?

SRE is a...
~~cost centre?~~

SRE is a...

~~cost centre?~~

source of bureaucracy?

SRE is a...
~~cost centre?~~
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SRE is a...

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gatekeeper to production?

SRE is a...

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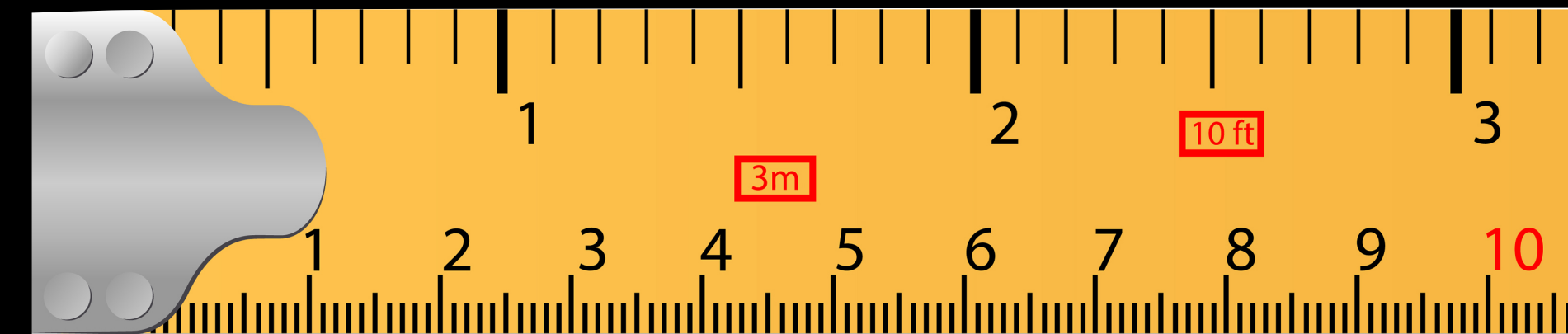
????????

SRE is a
force multiplier

How do you want
your users
to feel?

How do you want
your users
to feel?

(Measure it)









How do *you* do SRE?

Successful SRE at small scale

Measure positive value signals

Dial up autonomy, dial down control

Incentivise shared context and a common approach

Attribution

[https://en.wikipedia.org/wiki/Egyptian_pyramids#/media/
File:All Gizah Pyramids.jpg](https://en.wikipedia.org/wiki/Egyptian_pyramids#/media/File:All_Gizah_Pyramids.jpg)

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