

Customer Service In Production

"Be cool to each other"

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John Looney.

Production Engineer,
at your service.



Seven Tenets of Customer Service

Does Customer Service Matter to SRE ?

- **Retention is cheaper than Acquisition**
- Giving good service makes us happy
- Vulnerable people have long memories
- People really value service
- People talk about service they got
- Customer Service people are an asset
- Good Service wins forgiveness

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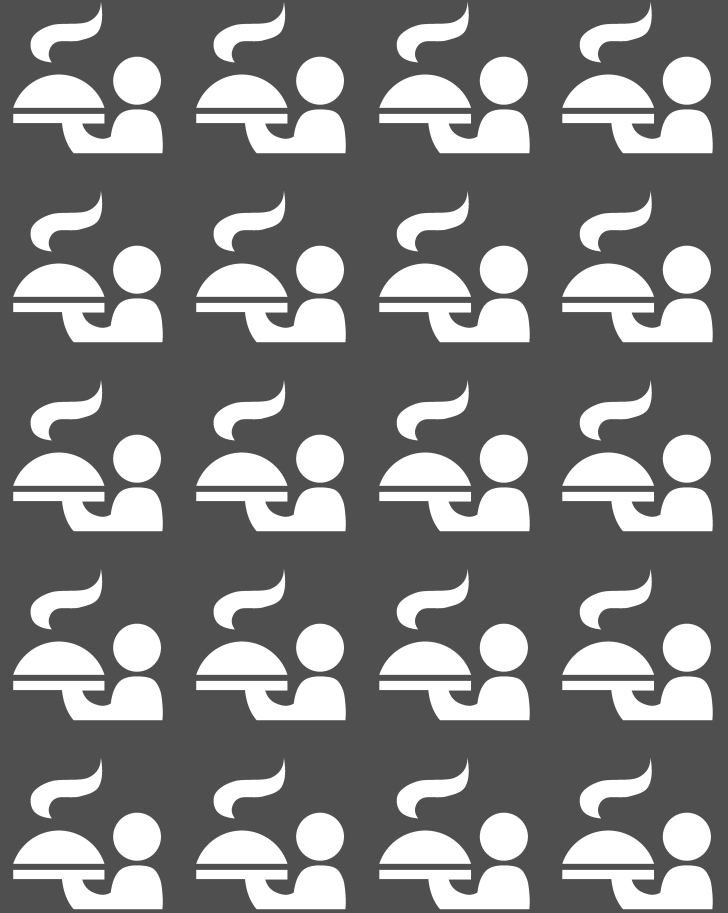
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Company Service Metrics

Team metrics

- Happiness & Alignment
- Customer Service Impact
- Customer Service Capacity
- No escalations



We agree that Customer
Service is Important

Operations Roles are basically
Customer Service

Most Operations Teams don't
know who the **customer** is

Most Operations Teams
don't know what their
product is

Most Software Engineers do not
excel at Customer Service

We are really good with **tools,**
process, and **continuous**
improvement

Dramatis Personae

Who cares
about your
service ?

- Service Users (Customers!)
- Service Owners
- Service Dependencies
- Engineering Leads
- Engineering Management

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How to tell when you are winning

Part 1: Service Level Indicators

How to tell when you are winning

Part 2: Service Level Objectives

How to tell when you are winning

Part 3: Service Level Agreements

Tool 1:

The Weekly Production Meeting

- Discuss high-level metrics
- Review customer tasks
- Log follow-ups
- Team decides importance
- Roadmap Progress

Tool 2: The Service Review

- SLA/SLO summary
- People & Hardware
- Long-term goal & progress
- Data Integrity
- Monitoring / Alerting / Toil
- Capacity Plans

Find a reusable template at <http://bit.ly/2OfCY9e>

Tool 3:

The Dreaded Maturity Matrix

- Bucket aspects of your service
- Use it to compare to others
- Autogenerate data where possible

Tool 4: Data Catalogue

- What data do we own ?
- How would is it regenerated ?
- What useful data do others own ?
- Is any of it GDPR related ?

Tool 5:

Customer Surveys

- Face to Face meetings
- Be social
- Invite suggestions

Let's get specific.

Any similarity to teams real or imaginary is coincidental and likely a product of your unconscious.

Or maybe it's because everything is terrible.

"Storage Service"

Before...

- Conservative, slow-moving
- Pressure to improve from all directions
- Progress retarded by success
- No appreciation of issues by stakeholders

"Storage Service"

After...

- "User Forum" - everyone can be heard
- Everyone gets new responsibilities
- Weekly updates on bugs, features
- New SLO & SLA, that's usually met

"Disk Imaging Service"

Before...

- Old, legacy stack. Multi-day install times.
- No trust between users & SRE
- Code is thrown over the wall
- Understaffed, because it's unimportant

"Disk Imaging Service"

After...

- Ask customers what they need
- Look for new customers
- Prove to the team that people care
- Kick ass

"Hardware as a Service"

Before...

- Whatever hardware, software, configuration you want, we can build it
- Backups, RAID, Firewalls, all optional
- A price that can't be beaten!

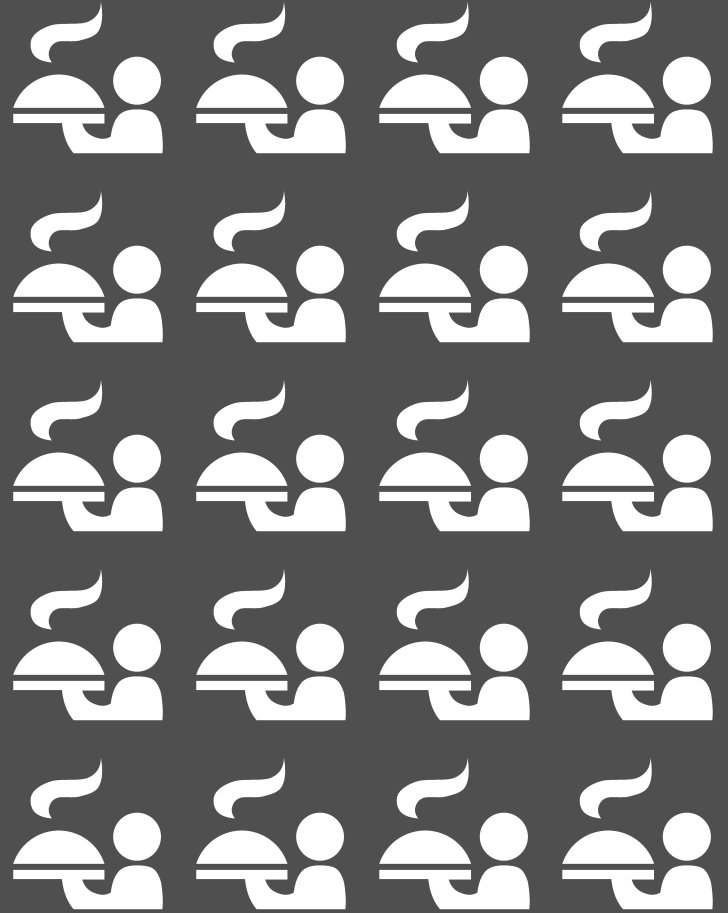
"Hardware as a Service"

After...

- Restores >> Backups
- "It's an training issue, not a support issue"
- The bottom of the barrel is always smelly
- Be OK with saying "no"

Company Service Metrics

- Happiness & Alignment
- Customer Service Impact
- Customer Service Capacity
- Unhappiness Escalations



Thanks!



Show you care

- Be gregarious
- Be professional
- Be open
- Have empathy

