

SRE in the Third Age

SRECon EMEA, Dublin – 2019-10-04
Björn “Beorn” Rabenstein





Antonio Saldaña

7 WONDERS

Kennerspiel
des Jahres

2011

KRITIKERPREIS

Spiel des Jahres
2011

2010

THEME
CULTURE

REPOS
PRODUCTION

7 WONDERS



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SREino



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Site Reliability Engineering

HOW GOOGLE RUNS PRODUCTION SYSTEMS

Edited by Betsy Beyer, Chris Jones,
Jennifer Petoff & Niall Murphy

O'REILLY®

Companion to the
Bestselling SRE Book



The Site Reliability Workbook

Practical Ways to Implement SRE

Edited by Betsy Beyer,
Niall Richard Murphy, David K. Rensin,
Kent Kawahara & Stephen Thorne

O'REILLY®



Seeking SRE

CONVERSATIONS ABOUT RUNNING PRODUCTION SYSTEMS AT SCALE

Edited by
David N. Blank-Edelman

SREino

Being Reasonable about SRE

Wednesday, 14:00–14:30

Vítek Urbanec, Unity Technologies

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When companies try to adopt SRE they're often just following a trend. They're doing so without previous analysis of the situation, expecting magic to start happening from day one. By the time they learn that this step hasn't really given them what they hoped for, there's a ton of frustration and bad taste. Let's look at how to explore what SRE is going to be doing in your company and how to build strong relationships with other teams.



Vítek has joined the SRE movement with a background of systems architecture, consulting and infrastructure automation. He likes bridging the gap between the operations and service owners to get the most out of the DevOps ideals. He also leads the Unity DevMetal band in Helsinki.

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Unconference: Unsolved Problems in SRE

Friday, 11:00–12:30

Kurt Andersen, LinkedIn

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There are a variety of unsolved problems in and around site reliability engineering. Some of these have been addressed during the conference, some deserve additional discussion, and some may have become apparent during the hallway tracks here in Dublin. If you would like to discuss any of these this is your session. You can suggest topics on the USENIX-SREcon slack #unsolved_problems channel.



Kurt Andersen has been one the co-chairs for SREcon Americas and has been active in the anti-abuse community for over 15 years. He is currently the senior IC for the Product SRE (site reliability engineering) team at LinkedIn. He also works as one of the Program Committee Chairs for the Messaging, Malware and Mobile Anti-Abuse Working Group (M3AAWG.org). He has spoken at M3AAWG, Velocity, SREcon, and SANOG on various aspects of reliability, authentication, and security. He also serves on the USENIX Board of Directors and as liaison to the SREcon conferences worldwide.

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SREs: The Happiest - *and Highest Paid* - in the Industry

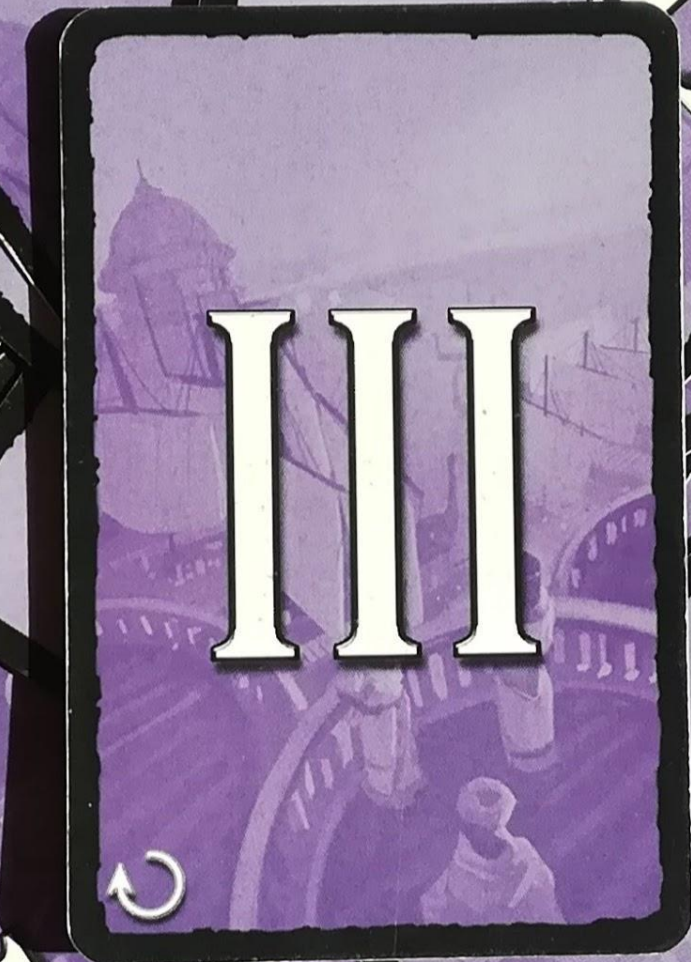


SREs: The Happiest – and Highest Paid – in the Industry



BY SYLVAIN KALACHE ON APRIL 29, 2019 — 0 COMMENTS

According to the 2019 StackOverflow survey completed by 90,000 developers around the world, whether you are already a Site Reliability Engineer (SRE) or thinking about becoming one, looks like you are onto something.



From Nothing to SRE: Practical Guidance on Implementing SRE in Smaller Organisations

Wednesday, 14:30–15:00

Matthew Huxtable, Sparx

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2019 is a brilliant time for SRE, and it's time to bring the field to organisations of every size! Smaller tech teams (<= ~50 engineers) often encounter unique technical and management challenges during SRE adoption. For example, a full on-call load may spell burnout, yet a typical SRE approach to risk may cause concern. Moreover, misaligned incentives impede operational excellence whenever handing back the pager could spell the end of the service—and the organisation!

This talk follows the journey of an SRE team built from scratch—starting with "Is SRE right for you?", we explore practical technical and team guidance to gain buy-in for SRE and usher cultures of continual experimentation. We discuss challenges and blindspots which may cause surprise for teams at all stages of maturity.

Whether you are preparing to establish a reliability team or you already practise SRE, the practical guidance in this talk will ensure your efforts are a success.



Matt founded and now leads the Site Reliability Engineering team at Sparx, an evidence-based education technology and data science company. With a background in systems engineering and Computer Science, he spends his days maintaining and promoting reliability of the core Sparx platform, continually trying to put himself out of a job through pursuit of automation, and relentlessly encouraging his peers to do likewise. When he's not convincing Kubernetes who's really at the helm, you can find him being fascinated by aviation or dreaming about one day literally exploring the clouds as a qualified skydiver.

Follow: [@matthewhuxtable](#)

My Life as a Solo SRE

Wednesday, 15:00–15:30

Brian Murphy, G-Research

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2015 was the worst year of my professional career. Between botched fail forward releases, major customer impacting incidents and weakly supported features, I was being worn down. And then in 2016, I helped introduce the organisation to SRE culture. I became the first SRE and helped change the engineering organisation. Over the next few months and years, I championed SLIs, drove down MTTA/MTTR and improved release cadence. In this talk, you will hear my tails of woe, but I will leave you with advice and tips on how to make your life and your organisation better.



Brian Murphy is an SRE by nature and a manager by training. He currently works for G-Research where he built and leads an SRE team. Previously, he was an SRE Manager for a startup that was bought by Cisco. He currently lives with his wife, son and sassy dog in West London. His superpower is the ability to find the best coffee and vegan food in any city.

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How to Do SRE When You Have No SRE

Joan O'Callaghan, Udemy

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This talk is for engineering organisations that don't have anyone dedicated to SRE type work, but you know enough to know that you really REALLY need it.

Where on earth can you even start? You want to make things better but you already have at least 2 other jobs to do as well. It doesn't seem possible.

Unfortunately, you're also the person that will be stuck fixing things when it all breaks so it's doubly in your best interest to try to prevent disasters if you can.

This talk gives extremely practical and realistic advice of how to get started, even if you only have 1 hour a week to dedicate to it. It'll help you find your weakest points and make things a little better, even without dedicated resources. Step by step, you'll be able to make your org much more reliable and reduce your stress levels. Also, less things will be on fire.



Joan O'Callaghan is a Site Operations Lead at Udemy. She has worked in SRE and Incident Management (in one form or another), for 13 years. She likes to host and write blameless post-mortems and take long walks on the beach where she has imaginary arguments with people that don't like reliability as much as she does. She is always very happy when she meets people more paranoid than her.

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One on One SRE

Amy Tobey

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As someone who has carried the title of Site Reliability Engineer at many companies, I have struggled with how to influence an organization to make the changes necessary to ensure high availability, sustainably. Fixing things directly doesn't scale with the organization, so a broader approach is needed. Leadership usually desires the outcome of better availability and sometimes even say so publicly, but then what? In this talk, I will discuss the one-on-one approach I created for SRE outreach both proactively and in incident debriefs. I will demonstrate how this approach enables vulnerability and better information gathering through application of psychological safety principles.



Adrian Cockcroft's Blog

Started in 2004. Covers anything I find interesting, like clouds, cars and strange complex music. Views expressed are my own and not those of my employers (currently AWS). See also @adrianco

MONDAY, MARCH 19, 2012

Ops, DevOps and PaaS (NoOps) at Netflix

There has been a sometimes heated discussion on twitter about the term NoOps recently, and I've been quoted extensively as saying that NoOps is the way developers work at Netflix. However, there are teams at Netflix that do traditional Operations, and teams that do DevOps as well. To try and clarify things I need to explain the history and current practices at Netflix in chunks of more than 140 characters at a time.

When I joined Netflix about five years ago, I managed a development team, building parts of the web site. We also had an operations team who ran the systems in the single datacenter that we deployed our code to. The systems were high end IBM P-series virtualized machines with storage on a virtualized Storage Area Network. The idea was that this was reliable hardware with great operational flexibility so that developers could assume low failure rates and concentrate on building features. In reality we had the usual complaints about how long it took to get new capacity, the lack of consistency across supposedly identical systems, and failures in Oracle, in the SAN and the networks, that took the site down too often for too long.



User Story Mapping

avion.io

Avion

Start building

In the 3rd age...

You won't need SREs.

You will need SRE.

Recruiting in the 3rd age...

Don't look for SREs.

Look for SRE mindsets.

You'll keep dedicated SREs in the 3rd age...

If you are too large for the cloud.

Or if you *are* the cloud.

<http://bit.ly/sre19emea-unconf>

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Follow: [@drkurta](#)

<https://github.com/beorn7/talks>

beorn@grafana.com