



The Good, the Bad, the Ugly

3 learnings of an sre

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Proactive over reactive approaches



proactive > reactive

- It's all about the numbers
- reactive = less productivity





proactive approaches

- focus on building tools to prevent outages or minimize impact



proactive approaches

- focus on building tools to prevent outages or minimize impact
- chaos engineering



chaos engineering

- introduce failure to test resiliency
- opportunity to learn and improve system





proactive approaches

- focus on building tools to prevent outages or minimize impact
- chaos engineering
- gamedays

gamedays

- run a scenario of a malicious attacker on system
- how does team respond?





incident management

effective incident management

- clearly defined roles



effective incident management

- clearly defined roles
- learn from experiences





“Any operational surprise is a potential opportunity for learning.”

Lorin Hochstein – Sr Software Engineer, Netflix



monitoring coverage

Why is this important?

- detect issues sooner
- minimize impact
- more customer satisfaction





How can we ensure coverage?

understand
what is
important





How can we ensure coverage?

understand
what is
important



monitor *slis*



Overview of SLI, SLO, SLA

SLI

X should be true ...

SLO

Y proportion of the
time

SLA

Or else ...

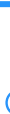


How can we ensure coverage?

understand
what is
important



monitor *slis*



regularly
audit
alerts





How can we ensure coverage?

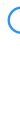
understand
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review
from
outsiders





outside perspectives

Why are they important?

- 01 less **bias**, better code
- 02 more **innovation**
- 03 change the **status quo**





Key Takeaways

- proactive over reactive approaches
- effective incident management
- sufficient monitoring coverage
- outside perspectives



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