

9 Years of Failure

How crapcan racing made me a better SRE

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What is 24 Hours of Lemons





Similarities to SRE









Learnings

Team Management

Team is #1



Team cohesion is critical



Common goal + shared struggle +
trust == team

5 Dysfunctions of a Team

Tools are #2



Feed your team



Team captain == do the boring stuff



Keep team happy



Incident management

Get out of the hole, don't ask why you're in it



No adjectives or evaluations



Surgeon model for fixing



Hypothesize, then test



Challenge your assumptions

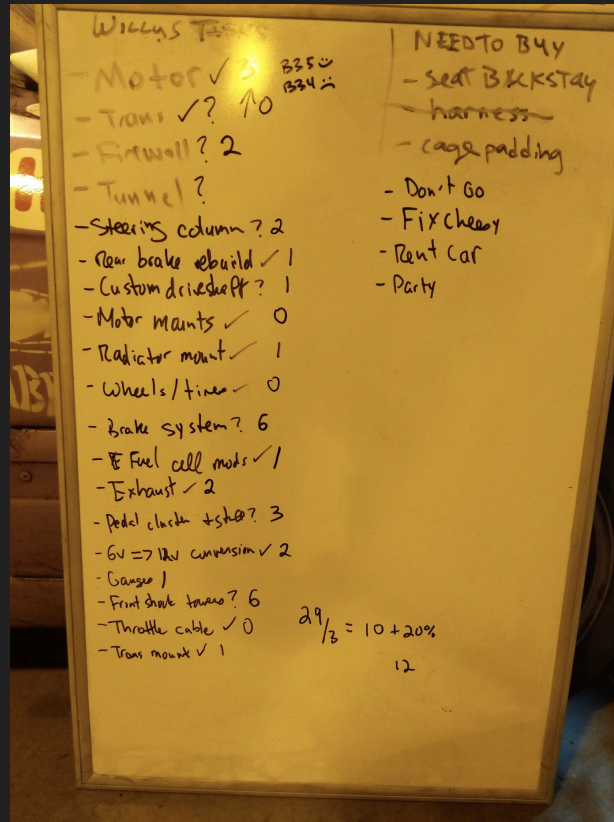


Project management

Involuntary shipping



'The list'



Works? Ship it



Building reliable systems

Reliability + predictability > speed

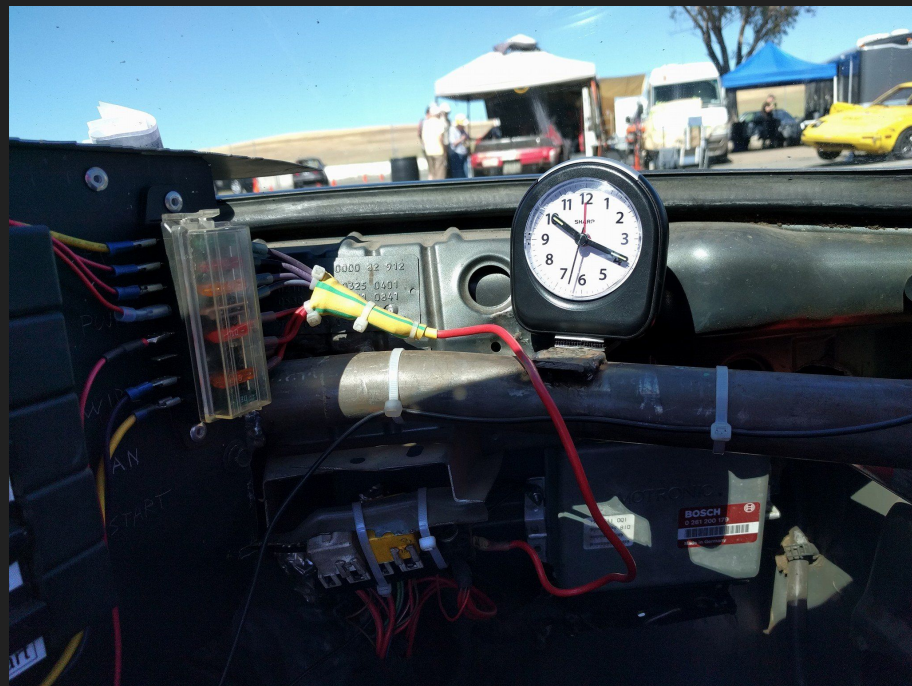


Observability is critical

Cooking thermometer



Simpler is better



Stop touching working things



‘Hacks’ are permanent until they stop working



And that's ok!

Wrap-up

- Team is #1, tools are #2
- Have a list and stick to it
- Focus on getting out of the hole
- Support your teammates
- Challenge your assumptions
- Reliability and predictability beat performance
- Remind yourself every day: Same Team!

Thank you



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