usenix SRECON

EUROPE MIDDLE EAST AFRICA

Wednesday, 30 August, 2017

The ⚙ icon indicates content that is targeted at those new to the SRE field or early in their SRE careers but is also applicable to SREs of all levels.

7:30–9:00	Morning Coffee and Tea			Prefunction

09:00–10:20

Plenary Session
Pembroke and Lansdowne Rooms

Care and Feeding of SRE ⚙
Narayan Desai, Google

Diversity and Inclusion in SRE: A Postmortem ⚙
Niall Richard Murphy, Google

11:00–12:30

Track 1 Lansdowne Room	Track 2 Pembroke Room	Track 3 Meeting Room 1+2	Track 4/5 Meeting Room 9
Globalizing SRE in a Walkup Culture Bill Lincoln, Wayfair, and Matt Coleman	**Systems Engineering** **SRE Your gRPC—** ⚙ **Building Reliable Distributed Systems (Illustrated with GRPC)** Grainne Sheerin and Gabe Krabbe, Google	**Networks and Traffic** **Load-Shedding: Overview of Different Methodologies** Acacio Cruz, Google	**SRE 101** ⚙ Laura Nolan, Google
Make Haste Slowly: ⚙ **Balancing SRE Diligence in Urgency Driven Organizations** Jason Hiltz-Laforge, Shopify	**Profiling Node Applications** Sasha Goldshtein, CTO, Sela Group	**Managing SSH Access without Managing SSH Keys** Niall Sheridan, Intercom	
Want to Solve Over- ⚙ **Monitoring and Alert Fatigue? Create the Right Incentives!** Kishore Jalleda, Yahoo, Inc.			

12:30–13:40	Conference Luncheon, *Sponsored by Palantir*		Sussex Restaurant and Herbert Room

13:40–15:00

Track 1 Lansdowne Room	Track 2 Pembroke Room	Track 3 Meeting Room 1+2	Track 4 Meeting Room 8	Track 5 Meeting Room 9
The Dangers of ⚙ **Being Overly-Paranoid** Ingrid Epure, Intercom	**Systems Engineering** **Standing On the Shoulders of Giants: Unleashing the Power of Scriptable Load Balancers** Emil Stolarsky, Production Engineer, Shopify	**Networks and Traffic** **Networks for SREs: What Do I Need to Know for Troubleshooting Applications** Michael Kehoe, LinkedIn	**SRE Your gRPC—** ⚙ **Building Reliable Distributed Systems (Workshop)** Grainne Sheerin, Gabe Krabbe, and Lisa Carey, Google)	**Mastering Linux Performance Tools** Sasha Goldshtein, CTO, Sela Group
Show Me the RIGHT ⚙ **Numbers! Are Our Users Happy?** Perry Statham, IBM	**InStream: Large Scale Distribution using BitTorrent, Python, Salt, and Kafka** Harsh Sharma, LinkedIn	**Anycast Is Not Load Balancing** Murali Suriar, Google		

15:40–17:00

Track 1 Lansdowne Room	Track 2 Pembroke Room	Track 3 Meeting Room 1+2	Track 4 Meeting Room 8	Track 5 Meeting Room 9
Use Load Testing to ⚙ **Build a Proper Mental Model of Your Service** John Looney, Intercom	**Systems Engineering** **Capturing and Analyzing Millions of Queries without Any Overhead** Karthik Appigatla, Sr. Database Engineer, LinkedIn, and Basavaiah Thambara, LinkedIn	**Networks and Traffic** **Bots Are Fast, Humans Are Smarter—Eliminate Unwanted Traffic and Defend Against DDoS** Felix Glaser, Shopify	**SRE Your gRPC—** ⚙ **Building Reliable Distributed Systems (Workshop)** Grainne Sheerin, Gabe Krabbe, and Lisa Carey, Google *(Continued from previous session)*	**Mastering Linux Performance Tools** Sasha Goldshtein, CTO, Sela Group *(Continued from previous session)*
Traffic Steering ⚙ **using Rum DNS @ Linkedin** Viranch Mehta, LinkedIn	**OK Log: Distributed and Coördination-Free Logging** Peter Bourgon, Fastly	**Google SDN Peering: An Early Engagement Case Study** Murali Suriar, Google		

17:00–18:00	Happy Hour, *Sponsored by Facebook*		Herbert Room
18:00–21:00	Birds-of-a-Feather Sessions (BoFs)		See the BoFs Board in the badge pickup area

Thursday, 31 August, 2017

8:00–9:00	Morning Coffee and Tea				Prefunction

09:00–10:20

Track 1 Lansdowne Room	Track 2 Pembroke Room	Track 3 Meeting Room 1+2	Track 4 Meeting Room 8	Track 5 Meeting Room 9
Setting Up SRE Teams and Engagements **How We Try to Make a Lion Bulletproof; Setting Up SRE in a Global Financial Organization** ⚙ Janna Brummel and Robin van Zijll, ING **From Firefighting to Proactive Work: the Journey of a Small Infrastructure Team in a Hyper Growth Environment** ⚙ Alex Gerlic, Intercom	**Incidents and Oncall** **Incident Command at the Edge** ⚙ Lisa Phillips, Fastly **Resiliency Testing with Toxiproxy** Jake Pittis, Shopify	**Release Automation** **Deploying Changes to Production in the Age of the Microservice** Samantha Schaevitz, Google **Application Automation with Habitat** Mandi Walls, Chef Software	**Distributed Systems Reasoning** John Looney, Intercom, and Theo Schlossnagle, Circonus	**Tech Writing 101 for SREs** Lisa Carey and Betsy Beyer, Google
Setting Up SRE Teams and Engagements **Building a Culture of Reliability** ⚙ Arup Chakrabarti, PagerDuty **Tech Leadership in SRE** ⚙ Sean Rees, Google	**Incidents and Oncall** **Case Study: Lessons Learned from Our First Worldwide Outage** ⚙ Yoav Cohen, Imperva Incapsula **When Trouble Comes to Town** ⚙ Michael Gorven, Facebook	**Release Automation** **One Ring to Rule them...** John Tobin, Google **Dancing with Squads—Do you know what your Code Repos are Telling You?** Don Cronin and Rob Orr, IBM	**Distributed Systems Reasoning** John Looney, Intercom, and Theo Schlossnagle, Circonus *(Continued from previous session)*	**Tech Writing 101 for SREs** Lisa Carey and Betsy Beyer, Google *(Continued from previous session)*

12:30–13:30	Conference Luncheon, *Sponsored by Google*				Sussex Restaurant and Herbert Room

13:30–15:30

Setting Up SRE Teams and Engagements **Building an SRE Capability Inside a Large Organization** ⚙ Sriram Gollapalli, Agilent Technologies, Inc. **The Why, What, and How of Starting an SRE Engagement** ⚙ Richard Clawson and Josh Gilliland, Microsoft Azure **Startup Systems Engineer's Instruction Manual** Effie Mouzeli, Logicea LLC	**Incidents and Oncall** **Cognitive Bias and On-Call** Niall Richard Murphy, Google **Reducing MTTR and False Escalations: Event Correlation at LinkedIn** Michael Kehoe, LinkedIn **The Never-Ending Story of Site Reliability** Kurt Andersen, LinkedIn	**Release Automation** **SRE 101, Revisited** Laura Nolan, Google **Automated Debugging of Bad Deployments** Joe Gordon, Pinterest **Debugging at Scale—Going from Single Box to Production** Kumar Srinivasamurthy, Microsoft Corporation	**Distributed Systems Reasoning** John Looney, Intercom, and Theo Schlossnagle, Circonus *(Continued from previous session)*	**Linux System Metrics** Nati Cohen, Here Technologies, and Avishai Ish-Shalom, Wix.com

15:30–16:00	Break with Refreshments				Prefunction

16:00–17:00

Track 1 Lansdowne Room	Track 2 Pembroke Room	Track 3 Meeting Room 1+2	Track 4 Meeting Room 8	Track 5 Meeting Room 9
Setting Up SRE Teams and Engagements **The History of How We Came to Be** Niall Richard Murphy, Google **Hiring SREs May Be Literally Impossible** Chris Sinjakli, SRE at GoCardless	**Incidents and Oncall** **Gamifying Reliability Excellence—The Service Score Card** Daniel Lawrence, LinkedIn **Incident Management and Chatops at Shopify** Daniella Niyonkuru, Shopify	**Release Automation** **Fast and Safe Production Monitoring of JVM Applications with BPF Magic** Sasha Goldshtein, CTO, Sela Group	**Distributed Systems Reasoning** John Looney, Intercom, and Theo Schlossnagle, Circonus *(Continued from previous session)*	**Linux System Metrics** Nati Cohen, Here Technologies, and Avishai Ish-Shalom, Wix.com *(Continued from previous session)*

17:00–18:00	Lightning Talks				Pembroke and Lansdowne Rooms
18:00–19:30	Conference Reception, *Sponsored by Circonus*				Herbert Room
19:30–21:30	Birds-of-a-Feather Sessions (BoFs)				See the BoFs Board in the badge pickup area

Friday, 1 September, 2017

8:00–9:00	Morning Coffee and Tea			Prefunction

09:00–10:30

Track 1 Lansdowne Room	Track 2 Pembroke Room	Track 3 Meeting Room 1+2	Track 4 Meeting Room 9	
SRE Culture **Tech Writing: How a Writer Can Make Your Life Easier, and Your Work Have More Impact!** Betsy Beyer, Google **Postmortem Action Items: Plan the Work and Work the Plan** John Lunney, Google SRE	**Cloud, SaaS, and Distributed Systems** **Building an On-Premise Kubernetes Cluster For a Large Web Application** Daniel Turner, Shopify **Distributed Systems, Like It or Not** Theo Schlossnagle, Circonus **Avoiding and Breaking Out of Capacity Prison** Jake Welch, Microsoft	**The EU's New Data Protection Law—a Survival Guide** Simon McGarr, Data Compliance Europe, and John Looney, Intercom	**Statistics for Engineers** Heinrich Hartmann, Circonus	

11:00–12:00

SRE Culture **Service with an Angry ⚙ Smile: Passive-Aggressive Behavior in SRE** Lauri Apple, Zalando **The Cult(Ure) of ⚙ Strength** Emily Gorcenski, Simple	**Cloud, SaaS, and Distributed Systems** **Run Less Software; Use Less Bits** Rich Archbold, Intercom **Monitoring Cloudflare's Planet-Scale Edge Network** Matt Bostock, Cloudflare	**The EU's New Data Protection Law—a Survival Guide** Simon McGarr, Data Compliance Europe, and John Looney, Intercom *(Continued from previous session)*	**Statistics for Engineers** Heinrich Hartmann, Circonus *(Continued from previous session)*	

12:00–13:00	Conference Luncheon		Sussex Restaurant and Herbert Room

13:00–14:00

			Track 4 Meeting Room 8	Track 5 Meeting Room 9
SRE Culture **Monitoring Design ⚙ Principles** Theo Schlossnagle, Circonus	**Cloud, SaaS, and Distributed Systems** **And the CFO Wept: AWS Cost Control** Corey Quinn, The Quinn Advisory Group	**CRE: Expanding SRE to Inside Your Customer's Organisation** Stephen Thorne, Google	**Panel: AMA for New ⚙ SREs** Moderator: Murali Suriar, Google Panelists: Grainne Sheerin, Google; John Looney, Intercom; Chris Sinjakli, GoCardless; Ola Klapcinska, Google	**Being an Effective Ally to LGBTQ+, Non-Binary, Women, and POC in the Tech Industry** Chris Stankaitis, The Pythian Group

14:40–17:00

Closing Plenary Session
Pembroke and Lansdowne Rooms

Have You Tried Turning It off and Turning It on Again? ⚙
Tanya Reilly, Google

100 Teams, 100 Ways to Fail ⚙
John Keiser, Microsoft Azure, and Ben Broderick Phillips, Microsoft

Persistent SRE Antipatterns: Pitfalls On the Road to Creating a Successful SRE Program Like Netflix and Google ⚙
Jonah Horowitz, Stripe, and Blake Bisset

17:10–17:20

Closing Remarks
Program Co-Chairs: Avishai Ish-Shalom, Wix, and Laura Nolan, Google