

# SRE Power Words

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Viddy Well, My Young Chelloveks

Touching Base Offline for Blue Sky Thinking

# Why SRE is Different

- We tend to work more across organisational boundaries.
- Our nomenclature isn't as developed.

# Example #1: Toil

## toil

/tɔɪl/

*verb*

1. work extremely hard or incessantly.

*noun*

1. exhausting physical labour.
2. that kind of work that's not really useful as enduring engineering, but that kinda needs to get done for now, so we should figure out how to best assign it and charter enduring engineering efforts to get rid of it. No, I didn't mean that it's not useful to do it, and I don't mean we're not going to do it! I just meant... yeah like repetitive tickets are toil. No, oncall isn't. Oh, maybe sometimes it is, it depends. Can I get back to the rest of the unrelated presentation? No? OK, let's schedule a sidebar offline to double-click on the fight we're now apparently having, argh.

# Power Word: Toil

**Casting Time:** 1 Action

**Range:** 1d6 willing creatures/caster level

**Components:** V

**Duration:** Permanent

**Description:** Causes creatures under the spell's effect to understand that while certain kinds of work are not high-value from engineering perspective, that the work is still necessary for the proper functioning of the system, and that enduring engineering work must be directed at eliminating it.

*"Manual, Repetitive, Automatable, Tactical, No Enduring Value, O(n) with Service growth" -- Malefactor Rau, 5th Annal of SRE Lore.*

## Example #2: Selling SLOs

- “KPIs for Production”
- A ‘Single pane of glass’ onto reliability

# Other Examples

- “SRE Boost”



# Call to Action

- Language is hard, but powerful
- Harness the power of naming in your practice
- Interoperate, not replace