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October 12–14, 2021

Tuesday, October 12 (Day 1 – EMEA/Americas East)

PDT	EDT	Track 1	Track 2 (Core Principles)
7:00 am–7:15 am	10:00 am–10:15 am	**Opening Remarks** Program Co-Chairs: Frances Rees, Google, and Vanessa Yiu, Goldman Sachs	
7:15 am–8:00 am	10:15 am–11:00 am	**Plenary Session** **"Don't Follow Leaders" or "All Models Are Wrong (And So Am I)"** Niall Murphy, RelyAbility	
8:00 am–8:30 am	11:00 am–11:30 am	**10 Lessons Learned in 10 Years of SRE** Andrea Spadaccini, Microsoft Azure	**What's the Cost of a Millisecond?** Avishai Ish-Shalom, ScyllaDB
8:30 am–9:00 am	11:30 am–12:00 pm	**Let the Chaos Begin—SRE Chaos Engineering Meets Cybersecurity** Francesco Sbaraglia and Adriana Petrich, Accenture	**Spike Detection in Alert Correlation at LinkedIn** Nishant Singh, LinkedIn
9:00 am–9:30 am	12:00 pm–12:30 pm	Break Exhibits	
9:30 am–9:45 am	12:30 pm–12:45 pm	**What To Do When SRE is Just a New Job Title?** Benjamin Bütikofer, Ricardo.ch	**Sparking Joy for Engineers with Observability** Zac Delagrange, Area 1 Security
9:45 am–10:15 am	12:45 pm–1:15 pm	**Capacity Management for Fun & Profit** Aly Fulton, Elastic	**Latency Distributions and Micro-Benchmarking to Identify and Characterize Kernel Hotspots** Danny Chen, Bloomberg LP
10:15 am–10:45 am	1:15 pm–1:45 pm	**A Political Scientist's View on Site Reliability** Dr. Michael Krax, Google	**When Linux Memory Accounting Goes Wrong** Minhaj Ahammed, LinkedIn
10:45 am–11:30 am	1:45 pm–2:30 pm	**Panel: Engineering Onboarding** Daria Barteneva, Microsoft; Jennifer Petoff, Google; Anne Hamilton, Microsoft; Sandi Friend, Linkedin; Ilse White, Learnovate	**Panel: Observability** Daria Barteneva, Microsoft; Liz Fong-Jones, Honeycomb; Gabe Wishnie, Microsoft; Štěpán Davidovič, Google; Richard Waid, LinkedIn; Partha Kanuparthy, Facebook

SPONSOR EVENTS HELD BETWEEN 11:30 AM PDT AND 6:00 PM PDT

Tuesday, October 12 (Day 1 – APAC/Americas West)

PDT	EDT	Track 1	Track 2 (Core Principles)
6:00 pm–6:15 pm	9:00 pm–9:15 pm	**Opening Remarks** Program Co-Chairs: Heidi Waterhouse, LaunchDarkly, and Daria Barteneva, Microsoft	
6:15 pm–7:00 pm	9:15 pm–10:00 pm	**Plenary Session** **Rethinking the SDLC** Emily Freeman, AWS	
7:00 pm–7:30 pm	10:00 pm–10:30 pm	**Elephant in the Blameless War Room—Accountability** Christina Tan and Emily Arnott, Blameless	**Take Me Down to the Paradise City Where the Metric Is Green and Traces Are Pretty** Ricardo Ferreira, Elastic
7:30 pm–8:00 pm	10:30 pm–11:00 pm	**How LinkedIn Performs Maintenances at Scale** Akash Vacher, LinkedIn	**TBA**
8:00 pm–8:30 pm	11:00 pm–11:30 pm	Break Exhibits	
8:30 pm–9:00 pm	11:30 pm–12:00 am	**SLX: An Extended SLO Framework to Expedite Incident Recovery** Qian Ding and Xuan Zhang, Ant Group	**MySQL and InnoDB Performance for the Rest of Us** Shaun O'Keefe
9:00 pm–9:15 pm	12:00 am–12:15 am	**Watching the Watchers: Generating Absent Alerts for Prometheus** Nick Spain, Stile Education	**Cache Strategies with Best Practices** Tao Cai, LinkedIn
9:15 pm–9:30 pm	12:15 am–12:30 am	**A Principled Approach to Monitoring Streaming Data Infrastructure at Scale** Eric Schow and Praveen Yedidi, CrowdStrike	
9:30 pm–10:00 pm	12:30 am–1:00 am	**Let's Bring System Dynamics Back to CS!** Marianne Bellotti, Rebellion Defense	**Trustworthy Graceful Degradation: Fault Tolerance across Service Boundaries** Daniel Rodgers-Pryor, Stile Education
10:00 pm–10:30 pm	1:00 am–1:30 am	**From 15,000 Database Connections to under 100—A Tech Debt Tale** Sunny Beatteay, DigitalOcean	**Optimizing Cost and Performance with Arm64** Liz Fong-Jones, honeycomb.io

Wednesday, October 13 (Day 2 – EMEA/Americas East)

PDT	EDT	Track 1	Track 2 (OpML)
7:00 am–7:45 am	10:00 am–10:45 am	**Plenary Session** **DevOps Ten Years After: Review of a Failure with John Allspaw and Paul Hammond** Thomas Depierre, Liveware Problems; John Allspaw, Adaptive Capacity Labs; Paul Hammond	
7:45 am–8:00 am	10:45 am–11:00 am	**Grand National 2021: Managing Extreme Online Demand at William Hill** Matt Berridge and Josh Allenby, William Hill	
8:00 am–8:30 am	11:00 am–11:30 am	**Microservices above the Cloud—Designing the International Space Station for Reliability** Robert Barron, IBM	
8:30 am–9:00 am	11:30 am–12:00 pm	**Horizontal Data Freshness Monitoring in Complex Pipelines** Alexey Skorikov, Google	
9:00 am–9:30 am	12:00 pm–12:30 pm	Break Exhibits	
9:30 am–9:45 am	12:30 pm–12:45 pm	**How We Built Out Our SRE Department to Support over 100 Million Users for the World's 3rd Biggest Mobile Marketplace** Sinéad O'Reilly, Aspiegel SE	**Model Monitoring: Detecting and Analyzing Data Issues** Dmitri Melikyan, Graphsignal, Inc.
9:45 am–10:00 am	12:45 pm–1:00 pm		**Leveraging ML to Detect Application Hotspots [@scale, of course!]** Sanket Patel, LinkedIn
10:00 am–10:30 am	1:00 pm–1:30 pm	**You've Lost That Process Feeling: Some Lessons from Resilience Engineering** David D. Woods, Ohio State University and Adaptive Capacity Labs; Laura Nolan, Slack	**Demystifying Machine Learning in Production: Reasoning about a Large-Scale ML Platform** Mary McGlohon, Google
10:30 am–10:45 am	1:30 pm–1:45 pm	**Scaling for a Pandemic: How We Keep Ahead of Demand for Google Meet during COVID-19** Samantha Schaevitz, Google	**Designing an Autonomous Workbench for Data Science on AWS** Dipen Chawla, Episource LLC
10:45 am–11:00 am	1:45 pm–2:00 pm	**Ceci N'est Pas Un CPU Load** Thomas Depierre, Liveware Problems	**Panel: OpML** Todd Underwood, Google; Josh Hartman, LinkedIn; Zhangwei Xu, Azure; Nisha Talagala, Pyxeda AI
11:00 am–11:30 am	2:00 pm–2:30 pm	**What If the Promise of AIOps Was True?** Niall Murphy, RelyAbility	

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Wednesday, October 13 (Day 2 – APAC/Americas West)

PDT	EDT	Track 1	Track 2 (OpML)
6:00 pm–6:45 pm	9:00 pm–9:45 pm	**Plenary Session** **SRE for ML: The First 10 Years and the Next 10** Todd Underwood, Google	
6:45 pm–7:00 pm	9:45 pm–10:00 pm	**When Systems Flatline—Enhancing Incident Response with Learnings from the Medical Field** Sarah Butt, Salesforce	**Hacking ML into Your Organization** Cathy Chen, Capriole Consulting Inc, Google LLC
7:00 pm–7:30 pm	10:00 pm–10:30 pm	**Evolution of Incident Management at Slack** Dr. Brent Chapman, Slack	**Automating Performance Tuning with Machine Learning** Stefano Doni, Akamas
7:30 pm–8:00 pm	10:30 pm–11:00 pm	**Improving Observability in Your Observability: Simple Tips for SREs** Dan Shoop	**Nothing to Recommend It: An Interactive ML Outage Fable** Todd Underwood, Google
8:00 pm–8:30 pm	11:00 pm–11:30 pm	Break Exhibits	
8:30 pm–9:00 pm	11:30 pm–12:00 am	**Practical TLS Advice for Large Infrastructure** Mark Hahn, Ciber Global; Ted Hahn, TCB Technologies	
9:00 pm–9:30 pm	12:00 am–12:30 am	**User Uptime in Practice** Anika Mukherji, Pinterest	
9:30 pm–10:00 pm	12:30 am–1:00 am	**Learning More from Complex Systems** Andrew Hatch, LinkedIn	
10:00 pm–10:30 pm	1:00 am–1:30 am	**Of Mice & Elephants** Koon Seng Lim and Sandeep Hooda, DBS	

Thursday, October 14 (Day 3 – EMEA/Americas East)

PDT	EDT	
7:00 am–7:30 am	10:00 am–10:30 am	**Lessons Learned Using the Operator Pattern to Build a Kubernetes Platform** Pavlos Ratis, Red Hat
7:30 am–8:00 am	10:30 am–11:00 am	**Nine Questions to Build Great Infrastructure Automation Pipelines** Rob Hirschfeld, RackN
8:00 am–8:30 am	11:00 am–11:30 am	**Hard Problems We Handle in Incidents but Aren't Recognized** John Allspaw, Adaptive Capacity Labs
8:30 am–9:00 am	11:30 am–12:00 pm	**Experiments for SRE** Debbie Ma, Google LLC
9:00 am–9:30 am	12:00 pm–12:30 pm	Break Exhibits
9:30 am–10:00 am	12:30 pm–1:00 pm	**Reliable Data Processing with Minimal Toil** Pieter Coucke, Google; Julia Lee, Slack
10:00 am–10:15 am	1:00 pm–1:15 pm	**SRE "Power Words"—The Lexicon of SRE as an Industry** Dave O'Connor, Elastic
10:15 am–10:30 am	1:15 pm–1:30 pm	**How Our SREs Safeguard Nanosecond Performance—at Scale—in an Environment Built to Fail** Jillian Hawker, Optiver
10:30 am–11:15 am	1:30 pm–2:15 pm	**Panel: Unsolved Problems in SRE** Kurt Andersen, Blameless; Niall Murphy, RelyAbility; Narayan Desai, Google; Laura Nolan, Slack; Xiao Li, JP Morgan Chase; Sandhya Ramu, LinkedIn
11:15 am–11:30 am	2:15 pm–2:30 pm	**Closing Remarks** Program Co-Chairs: Frances Rees, Google, and Vanessa Yiu, Goldman Sachs

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Thursday, October 14 (Day 3 – APAC/Americas West)

PDT	EDT	
6:00 pm–6:45 pm	9:00 pm–9:45 pm	**Plenary Session** **Beyond Goldilocks Reliability** Narayan Desai, Google
6:45 pm–7:15 pm	9:45 pm–10:15 pm	**A Retrospective: Five Years Later, Was Chaos Engineering Worth It?** Mikolaj Pawlikowski and Sachin Kamboj, Bloomberg
7:15 pm–7:45 pm	10:15 pm–10:45 pm	**The Origins of USAA's Postmortem of the Week** Adam Newman, USAA
7:45 pm–8:15 pm	10:45 pm–11:15 pm	Break Exhibits
8:15 pm–8:45 pm	11:15 pm–11:45 pm	**Cache for Cash—Speeding up Production with Kafka and MySQL Binlog** Barak Luzon, Taboola
8:45 pm–9:15 pm	11:45 pm–12:15 am	**Taking Control of Metrics Growth and Cardinality: Tips for Maximizing Your Observability Function** Rob Skillington, Chronosphere
9:15 pm–9:45 pm	12:15 am–12:45 am	**Games We Play to Improve Incident Response Effectiveness** Austin King, OpsDrill
9:45 pm–10:15 pm	12:45 am–1:15 am	**Food for Thought: What Restaurants Can Teach Us About Reliability** Alex Hidalgo, Director of Site Reliability Engineering at Nobl9
10:15 pm–10:30 pm	1:15 am–1:30 am	**Closing Remarks** Program Co-Chairs: Heidi Waterhouse, LaunchDarkly, and Daria Barteneva, Microsoft