SRE Then vs SRE Now

PayPal’s Balancing Act
Stellar Scale

TPV: $161 Bil
Mobile Payment Volume: $66 Bil
Active Customers: 277 Mil
Payment Transactions: 2.8 Bil
P2P Volume: $42 Bil
Presence: 200 Countries, 25 Currencies

Reference: AlphaStreet
Reactive Era
(2009-2011)

Crew: A Band of 1-20 Enthusiasts

- Brilliant at the Basics
- Humble but Bold Origins
- The “Button” must be “Always On”
- Keep the (eye)ball rolling
- Never Take “No” for an Answer
- Close-knit firefighting squad
Responsive Era
(2011-2017)

Crew: 20-200 Seasoned Visionaries On-Guard

- Learning as the Focal Point
- Precedence on Sharpening Skills
- A mini Start-up of Products and Ecosystems (MM, Ownership, Orion, Site-Bots, Snap)
- Aim for Lightspeed with Responses to Issues
- Increased Company focus on SRE to be the Go-to "A-Team"

If I had 8 hours to chop down a tree I would spend 6 hours sharpening my axe.
Abraham Lincoln
Crew: 200-500+ Sprinters keen on winning

- **Split-second Reflexes**
  - Every “step” has to be accounted for (FCIs)
  - Fall In Love with “Outcomes”
  - Automation for Precision (CFBT, PCS & PiMan)
- Relay needs Culture at Scale. Every Sprinter counts.
- Contribute back to the game through DevOps (eSRE)

Proactive Era (2017-Now)
Future Ready Era (2019 & Beyond)

Dare to Dream

- Everything as a Service (EaaS)
- Remain Brilliant at the Basics
- Extreme Ownership as a Cultural Trait
- Heroes are rare, make them rarer
- Dream “Cloud”, Get there, and Stay put
  - AI and ML are no longer Sci-fi
    - DevOps at Scale
- Happy Customers should be the new norm
Turing Test for SRE

- Brilliant at the Basics
- Extreme Ownership
- Solutions are a means to Outcomes
  - Measure, it counts!
  - Don’t repeat, Automate
- Culture at the core of everything you do
  - Don’t take “No” for an answer
- 3 Pillars: Customer, Company, Team
11+ years of a roller coaster ride of fun, experience and hunger to explore the depths and breadths of technology and a long, vibrant SRE stint, a proponent of "Get More with Less Code" ideology, creating code that looks, feels, and breaths poetic simplicity but delivers a punch. Having tasted the waters of the Spring (Java) and having travelled the Express (Nodejs) highway, I am now starting to delve into the expanses of Machine and Deep learning. Netflix and novels complete me.

Follow: @SunderVr

Deepa Elumalai is a technologist with over 14 years of experience in software development. She is a passionate problem solver and machine learning enthusiast with a heightened desire to explore technology. She's a strong advocate of the "automate everything possible" ideology. It all started with her journey at HCL where she built simulators and automation test frameworks to automate protocol testing for VoIP devices. Her next venture saw her gain strong PayPal domain expertise as a Site Reliability Engineer and with her problem-solving savviness, she spearheaded the team and built Snap, an "Auto Triage Platform" to troubleshoot incidents and alerts. She explored technologies, brought in insights to triage data by applying machine learning techniques. This transformed the platform to pronounce accurate triage results with very quick response time. She loves cooking and enjoys playing cricket and football with her two adorable sons!
Thank you!

“Once an SRE-ian, Always an SRE-ian”