caveats & warnings
2015 was terrible

@isitvegan
LoudClock
Dev || Ops
another outage
enter SRE

(mentality)
step back, find the problem(s)
quality time with the pager
metrics are not SLIs
understand the customer’s needs
SLIs then SLOs
based on the numbers, prioritise reliability
but features pay salaries!
what is the #1 feature?
handle stakeholder pushback

prioritise the #1 feature

clear messaging is important
team accountability
bring the team with you
manage dev mindset

prioritise the #1 feature
error budgets are great
SRE mindset really takes hold
what didn’t go well

the org is more than eng

dashboards are terrible alerts
Lessons Learned

measure things that matter
transparent communication
educate the team
we’re hiring