

My Life as a Solo SRE



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caveats & warnings



2015 was terrible

LoudClock

||##||

Dev ||##|| Ops

||##||

another outage

enter SRE

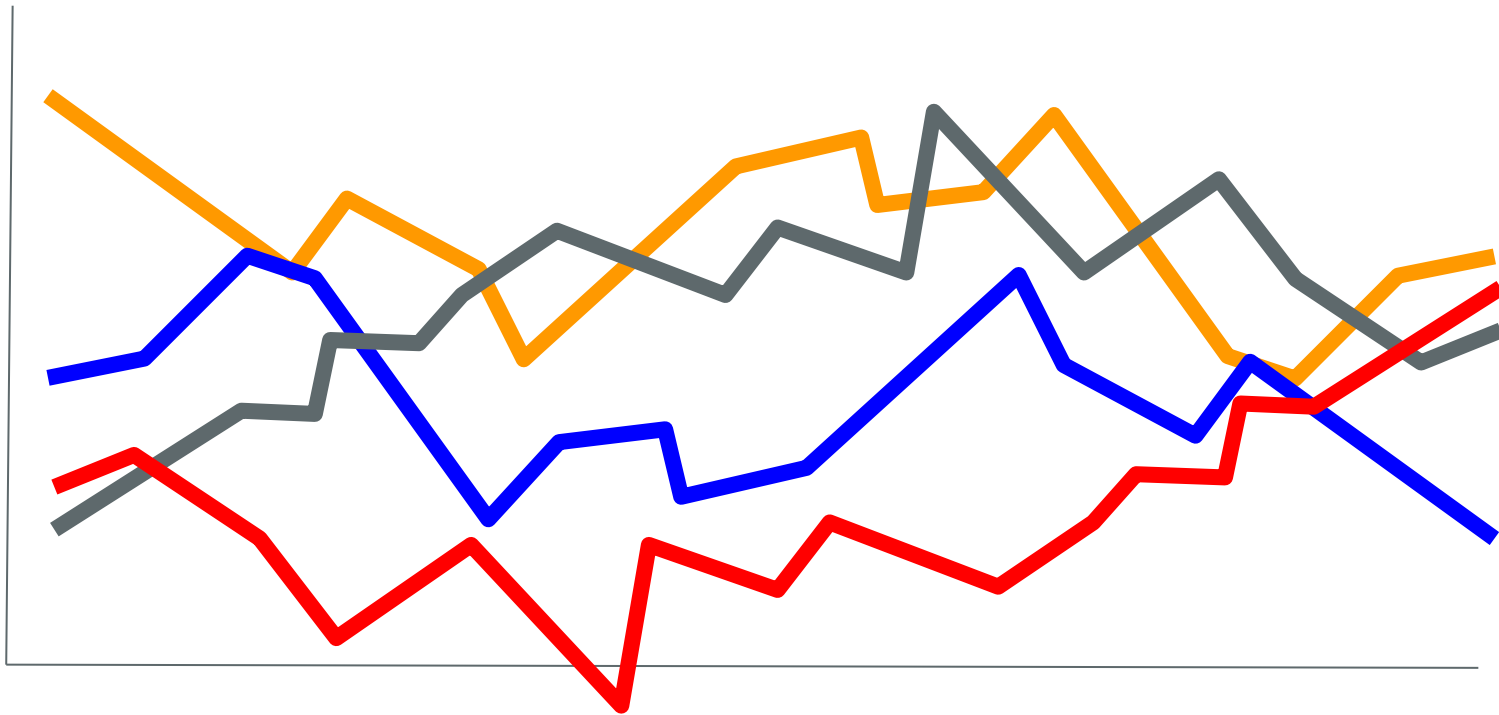
(mentality)



step back, find the problem(s)

quality time with the pager

work an outage



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