Exploring Disconnects between Reliability Practitioners and Management/Executives

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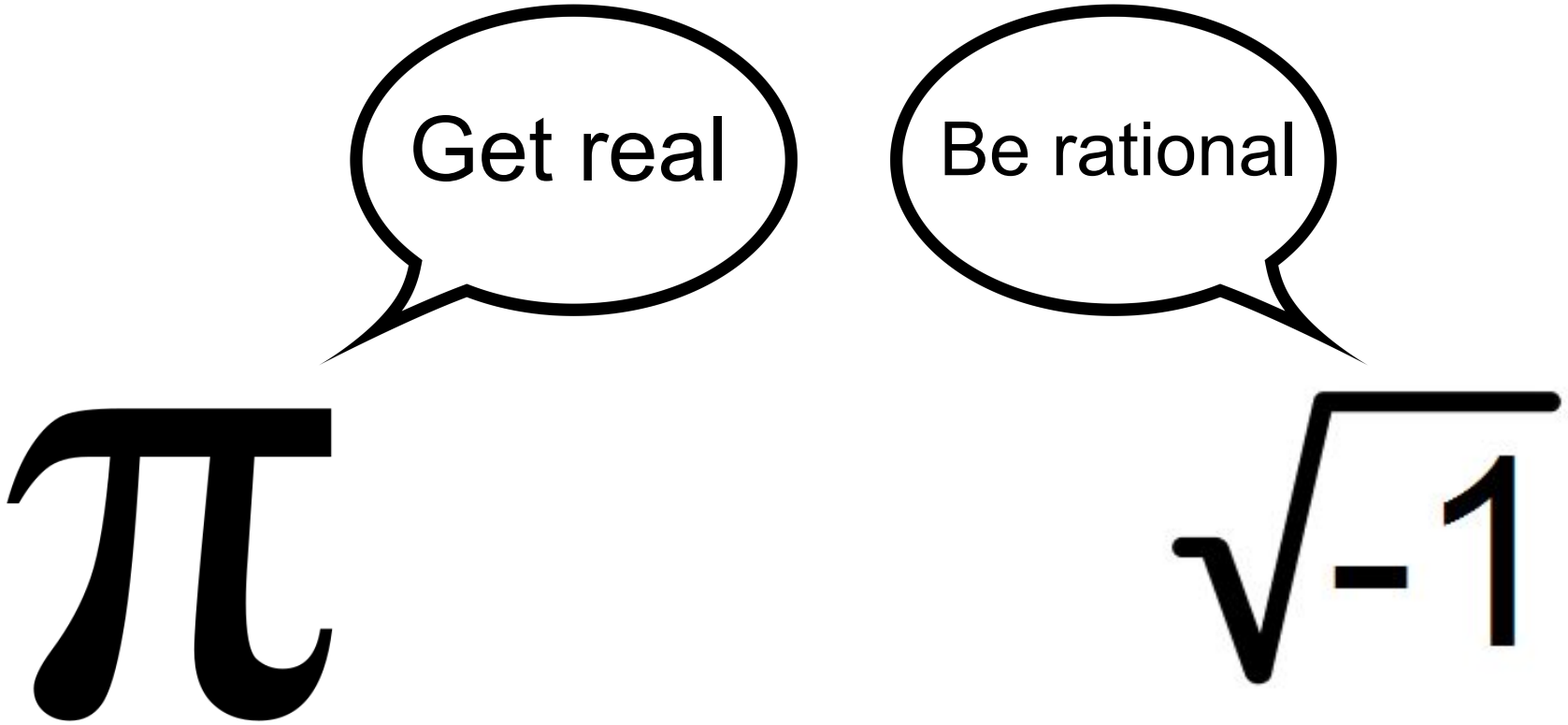
The SRE Report 2023

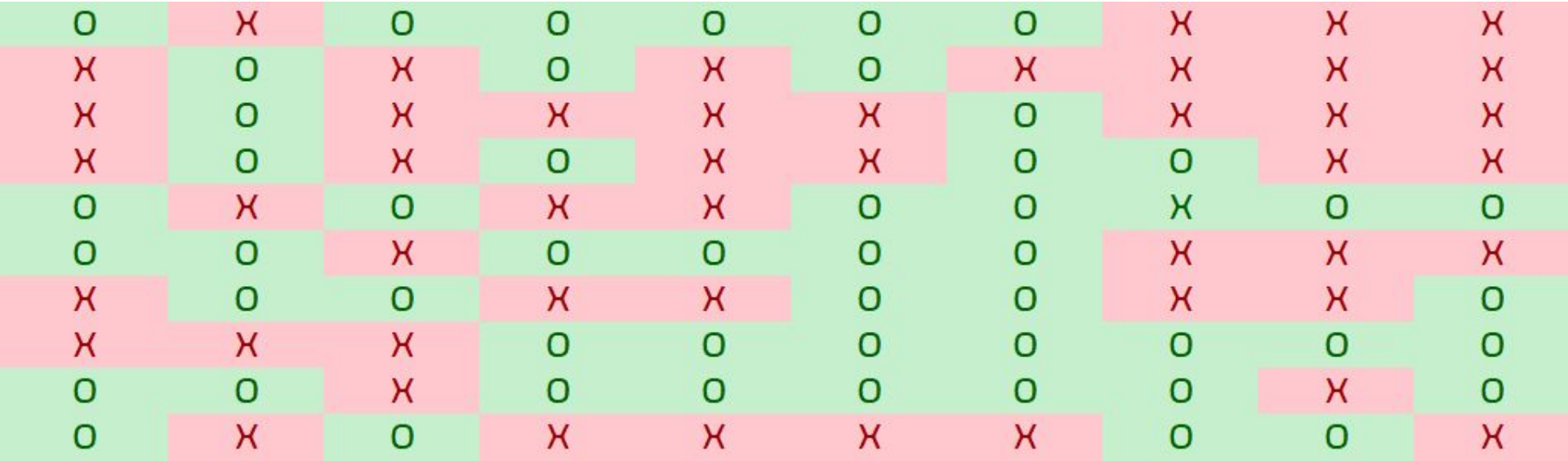
Service **Reliability** and Internet **Resilience** for All

With special contributions by **Adrian Cockcroft** and **Steve McGhee**

google/search?q=sre+report+catchpoint


Get real
Be rational
π
√-1

Which is different?



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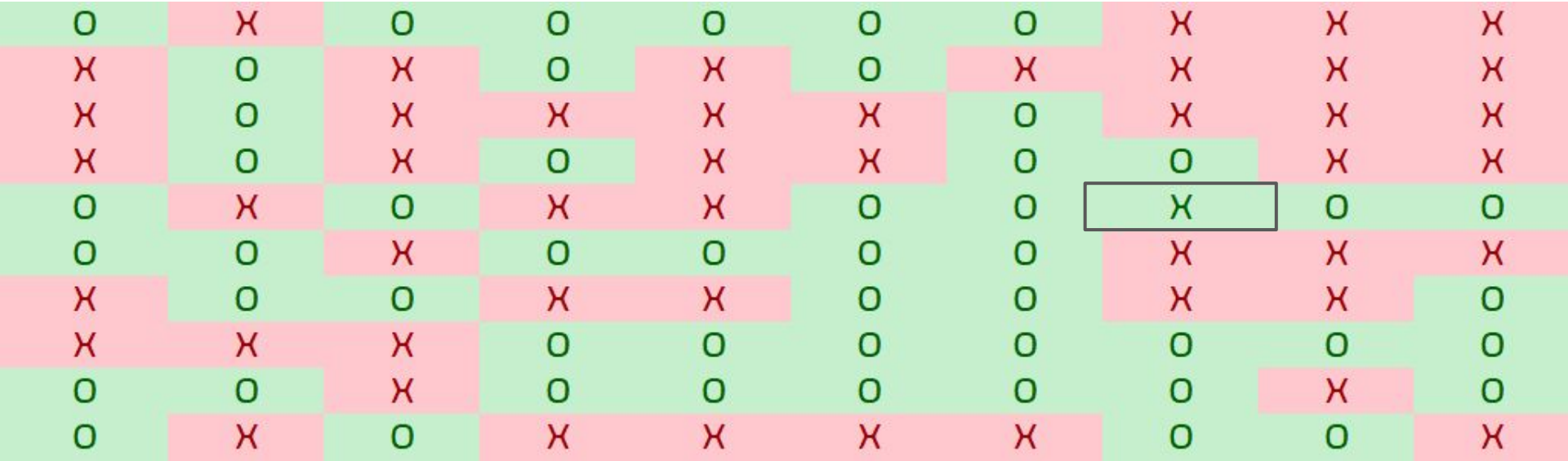

Setting the scene…

UMMM, WHAT'S A
FLUPPENDOOR 5000?
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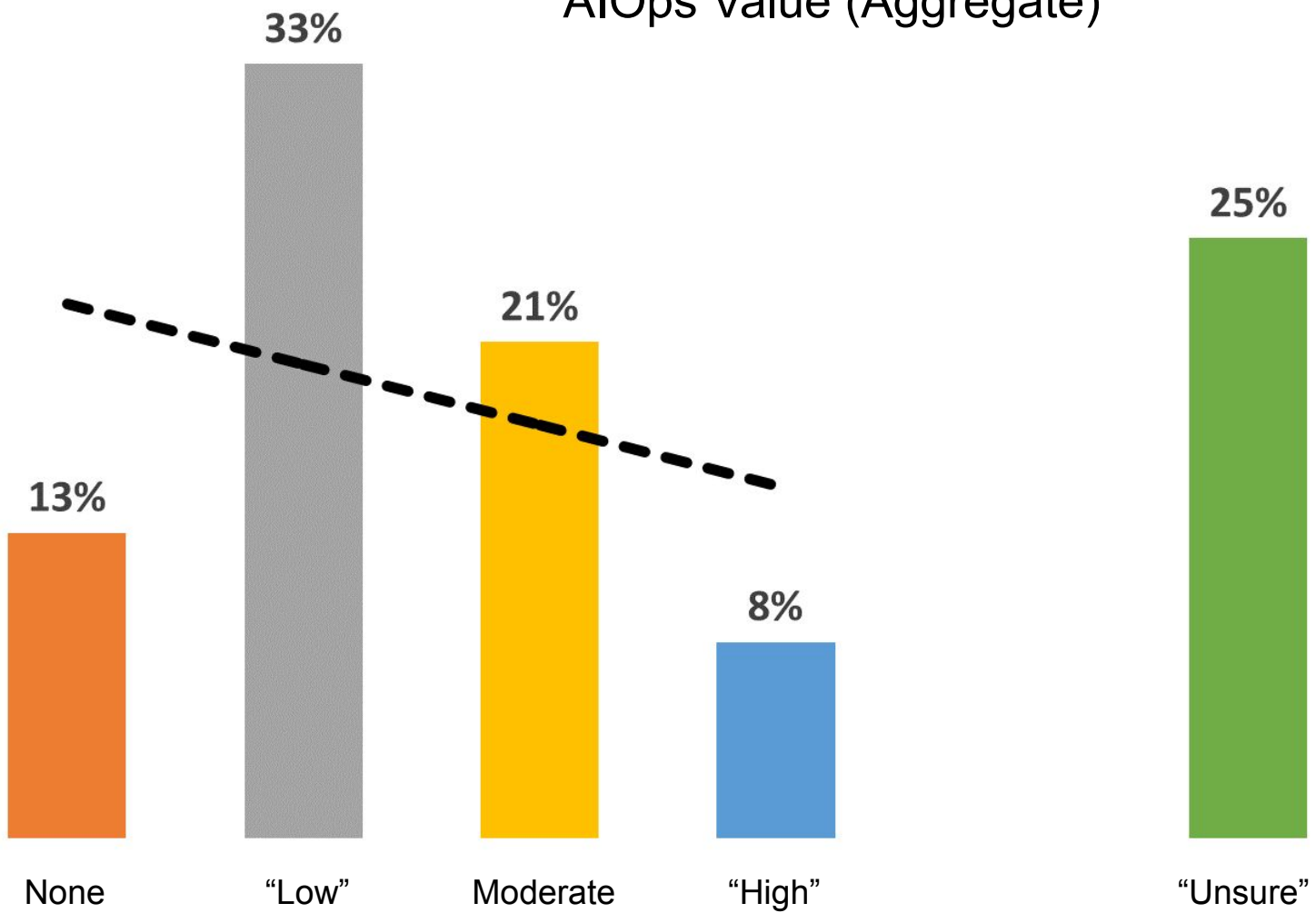
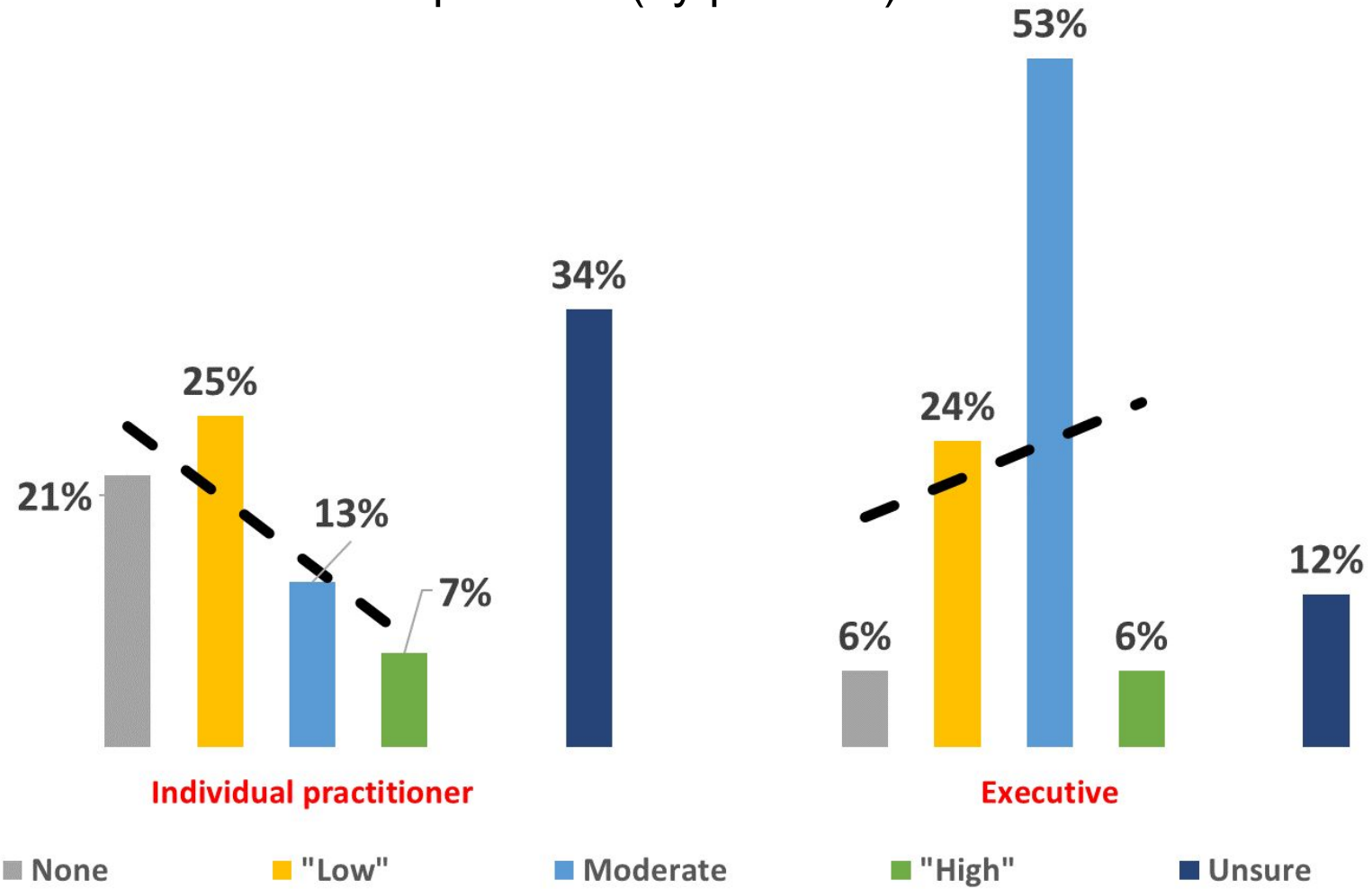
AIOps Value (Aggregate)



AIOps Value (by persona)

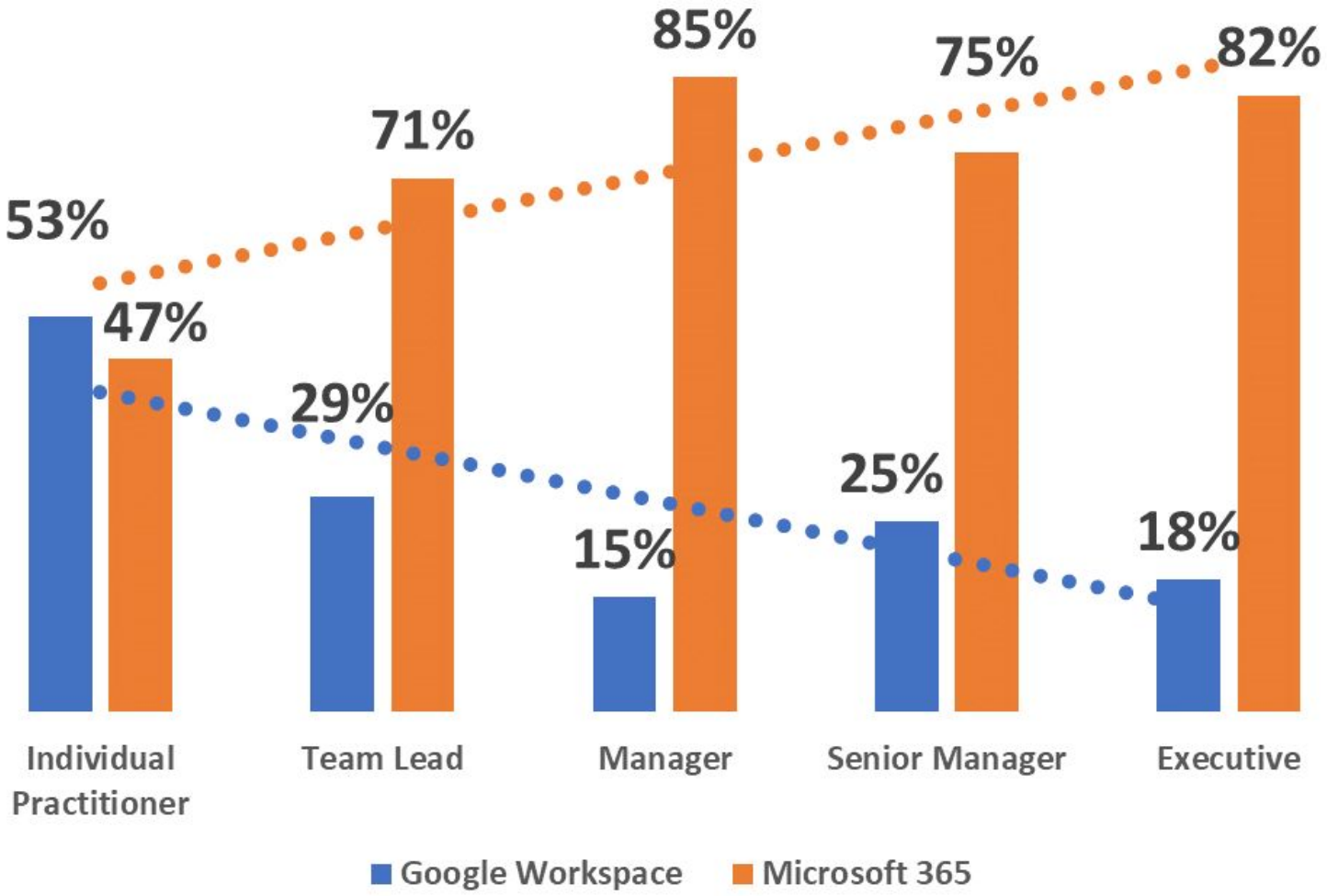


Audience Poll:
Which do you prefer?

Google Workspace

Microsoft 365

Preference?


53%
47%
71%
29%
85%
15%
75%
25%
82%
18%
Individual Practitioner
Team Lead
Manager
Senior Manager
Executive
Google Workspace
Microsoft 365

Revisiting the scene

GO ON
I'M LISTENING
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01. Talent (hiring, retention, assimilation)	7.9%	
02. **Complexity of architecture**	**7.5%**	
03. **Business value is hard to realize**	**6.7%**	
04. **Lack of end-to-end visibility**	**6.3%**	
05. Alignment or prioritization	4.2%	**Challenges**
06. Time management	3.8%	
07. Communication or collaboration	3.8%	
. . .		
11. **Sprawl - tools**	**2.1%**	

01. **Lower cost** **12.5%**

02. Customer experience or satisfaction 12.5%

03. Maintain reliability, perf, or uptime 11.1%

04. **Retain existing customers** **6.5%**

05. **Avoid SLA penalties** **6.0%**

06. Increase operational efficiency 5.6%

07. **Increase new logos or revenue** **4.6%**

08. **Talent attraction/retention** **3.7%**

Business Value

Favorite Challenge Answer: #allthethings

“Word Salad”

- “**a jumble of extremely incoherent speech**”

- Title: IT Manager
- Expertise area: IT Infrastructure
- # Employees: 130

“Don’t be frupid”

A portmanteau of “frugal” and “stupid”

Provided as an answer to the biggest contributor toward success

High Level Summary (1)

- ➔ AI should be considered within larger observability contexts.
- ➔ Executives are from Mars. Individual Practitioners are from Venus.

- ➔ The power of high Blamelessness and valuing postmortem learnings are characteristics of Elite performing organizations (compared to non-Elite organizations) and are not tied to company size.

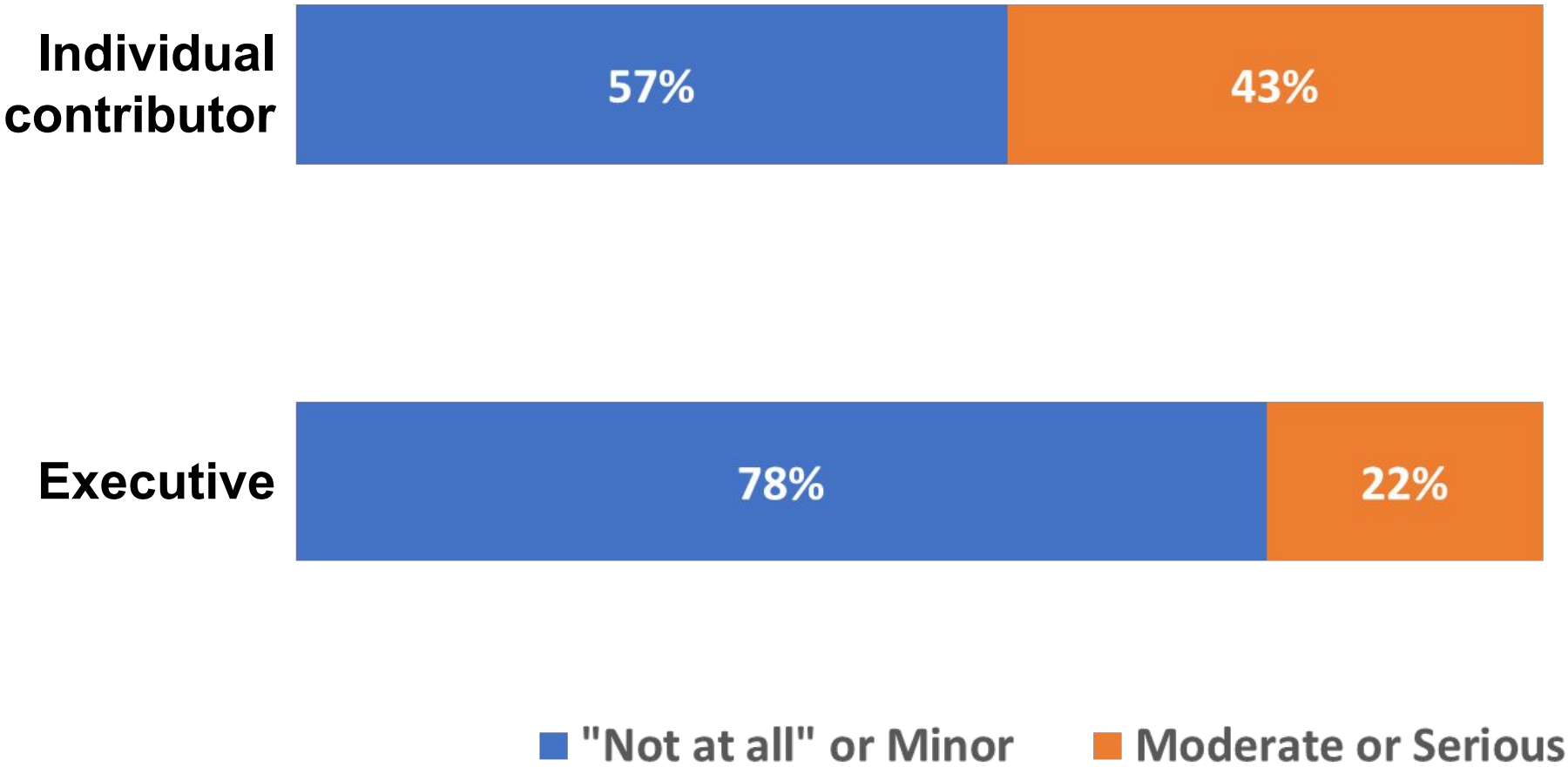
High Level Summary (2)

- ➔ Elite performing organizations emphasize customer experience reliability without ignoring the importance of employee experience reliability.

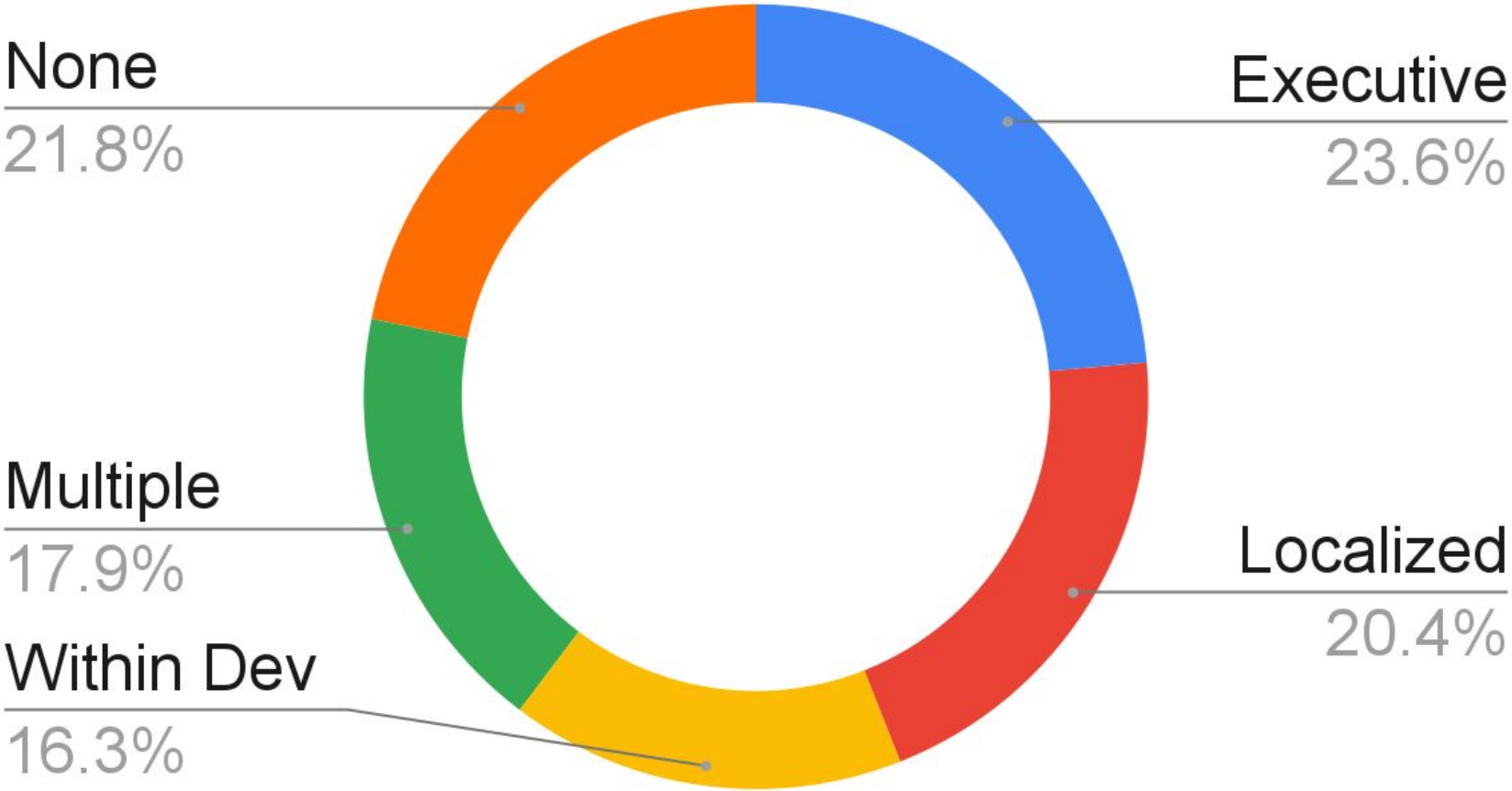
- ➔ Levels of toil dropped marginally lower [vs prior years]. Time spent working exclusively on engineering activities and time spent on call remain the same.

DEALERS CHOICE

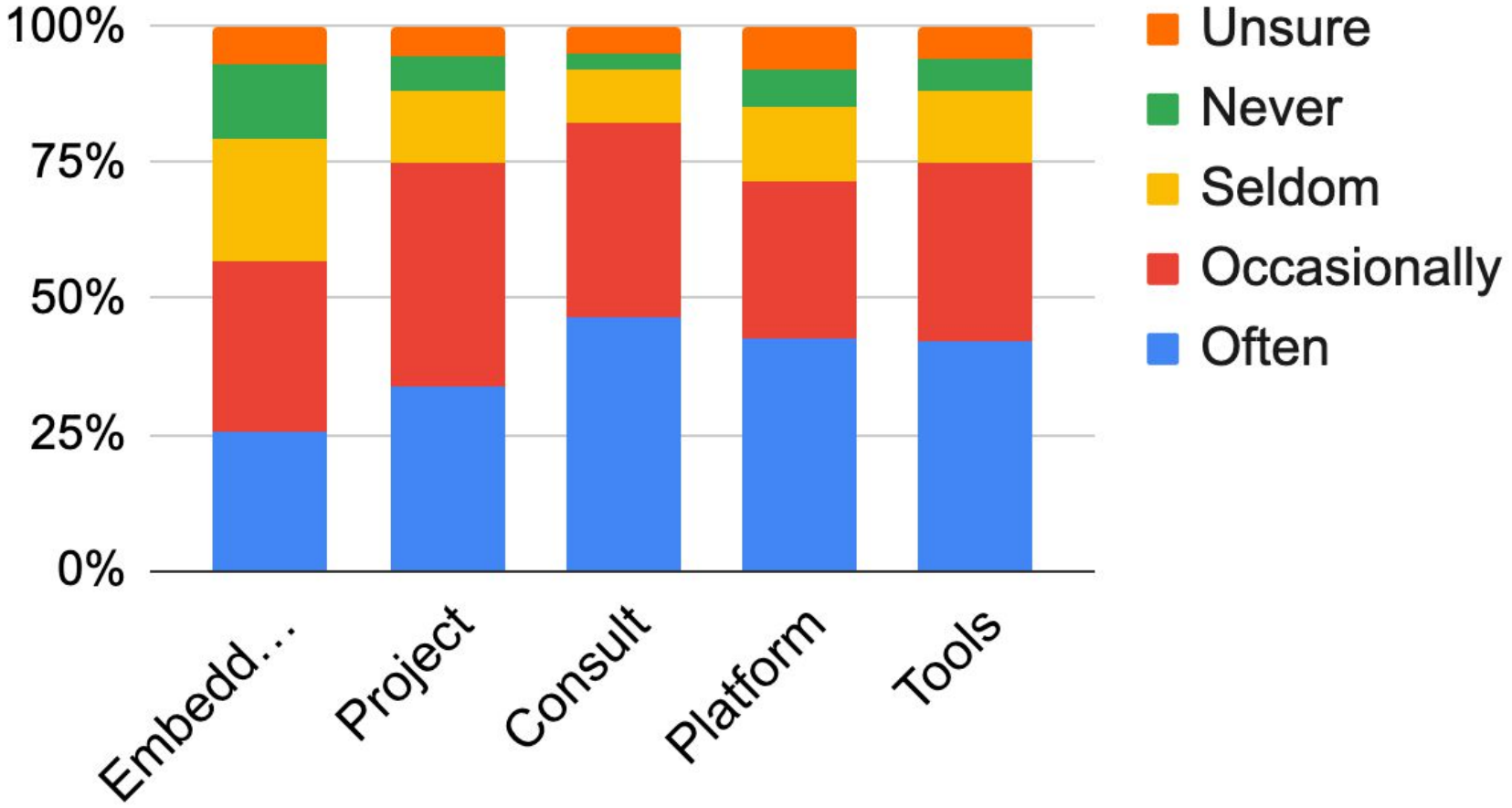
Size of “Tool Sprawl” Problem

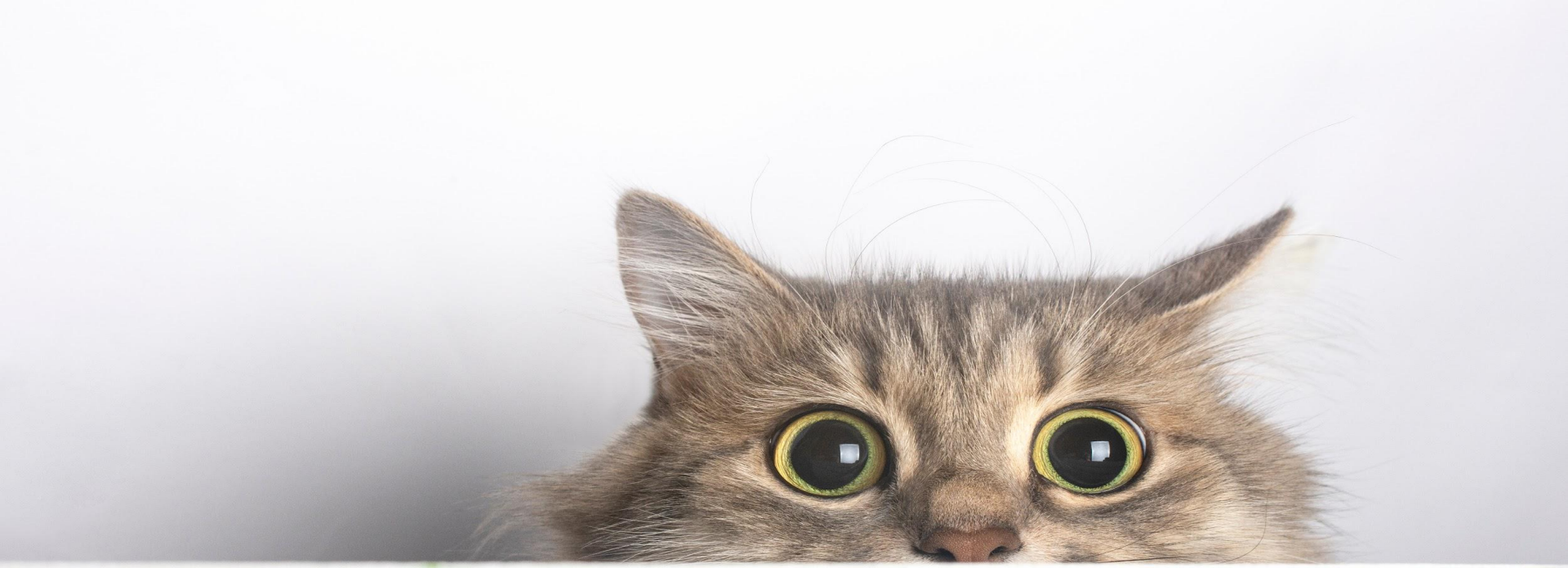


Organizational Reporting

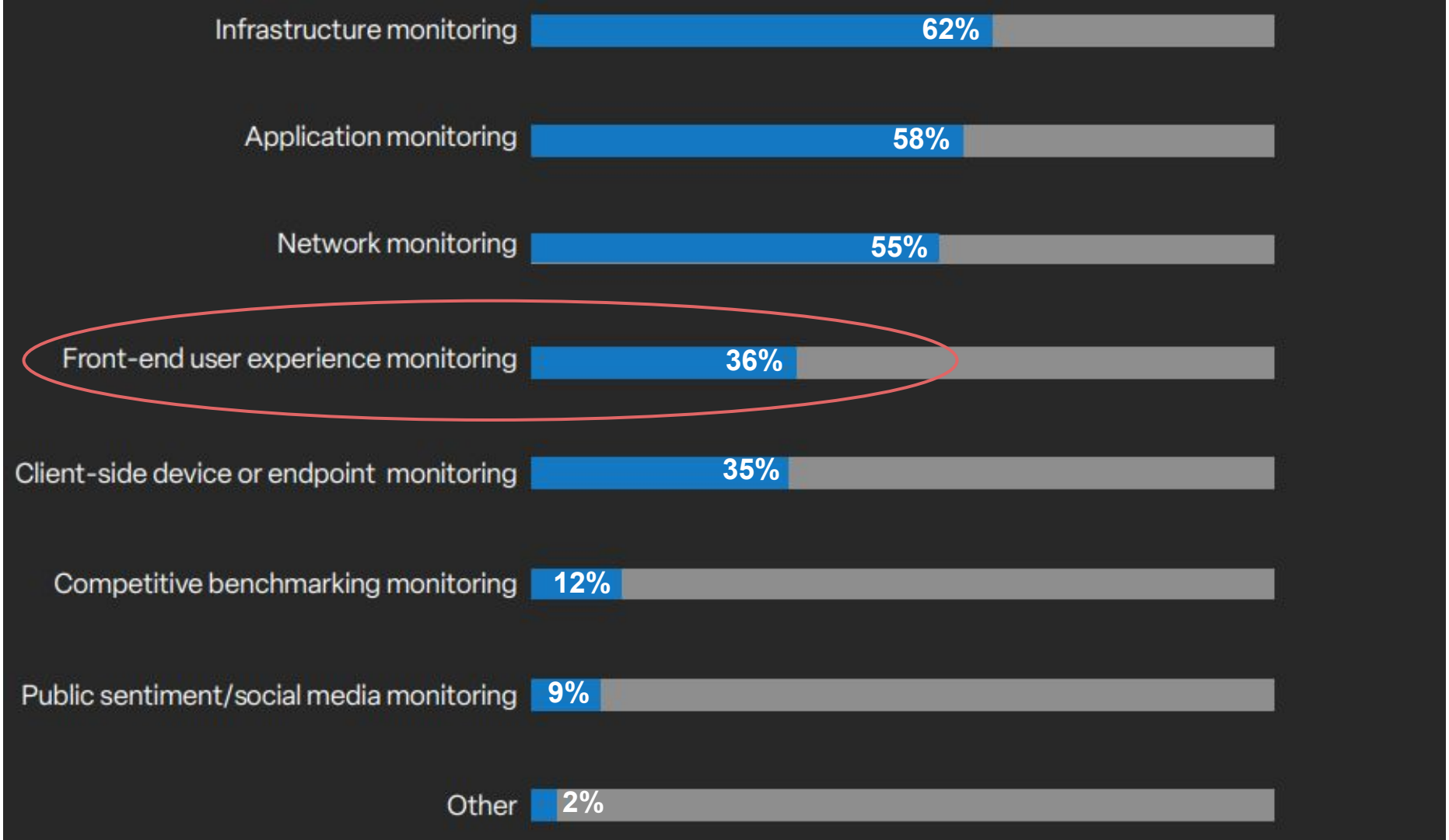


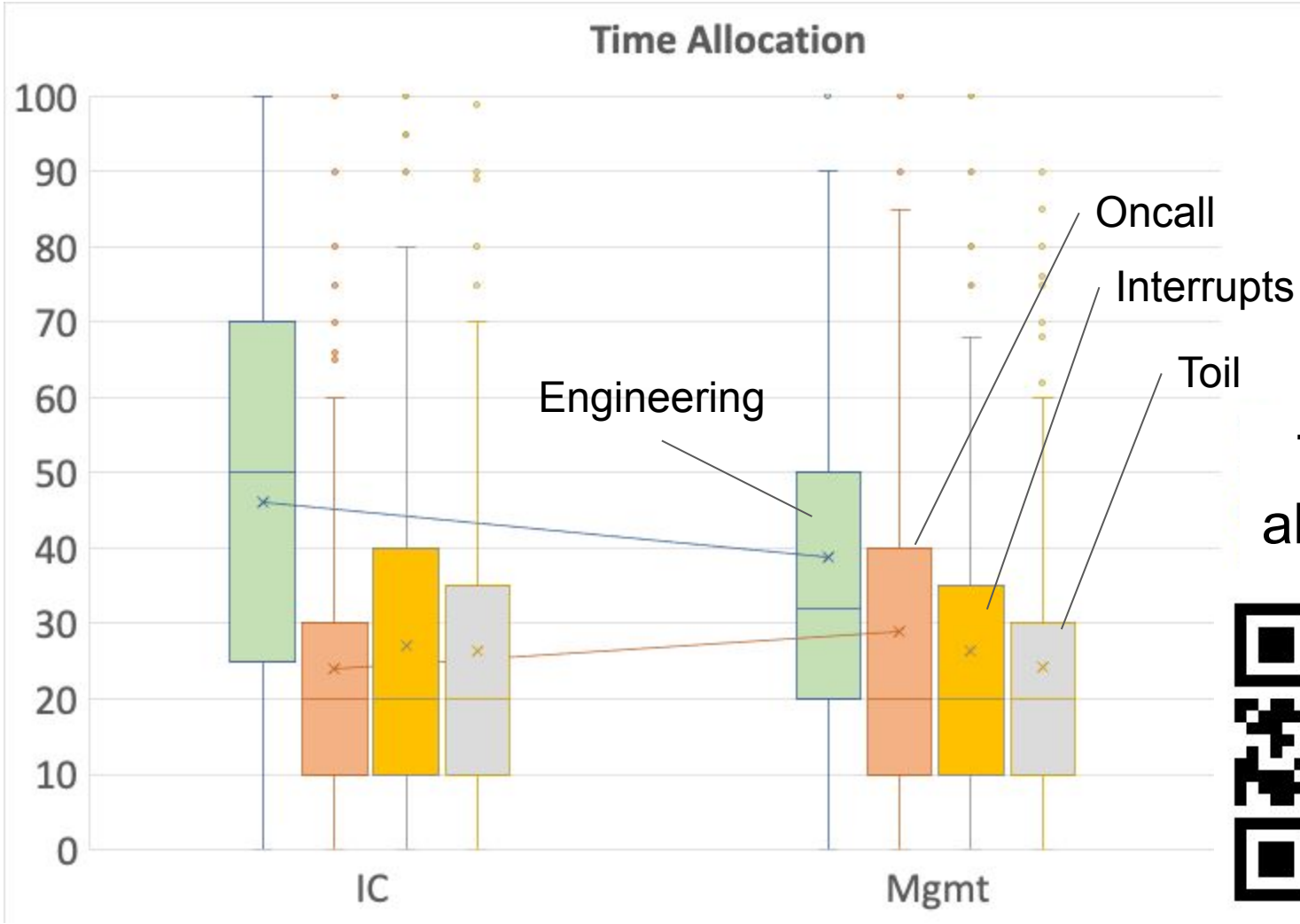
Engagement Models





Surprising


Infrastructure monitoring
62%
Application monitoring
58%
Network monitoring
55%
Front-end user experience monitoring
36%
Client-side device or endpoint monitoring
35%
Competitive benchmarking monitoring
12%
Public sentiment/social media monitoring
9%
Other
2%



Talking about toil:

Running a business requires…

1. Revenue (aka paying customers)
2. Brand / Product
3. Efficiency

#1

Have you ***written*** down the problem you are trying to solve?

#2

How will you determine and measure ***success***?

How ***long*** will it take?

To Summarize

In order to achieve these results/solve these problems…

We need the ability(ies) to…

Success metrics look like this…

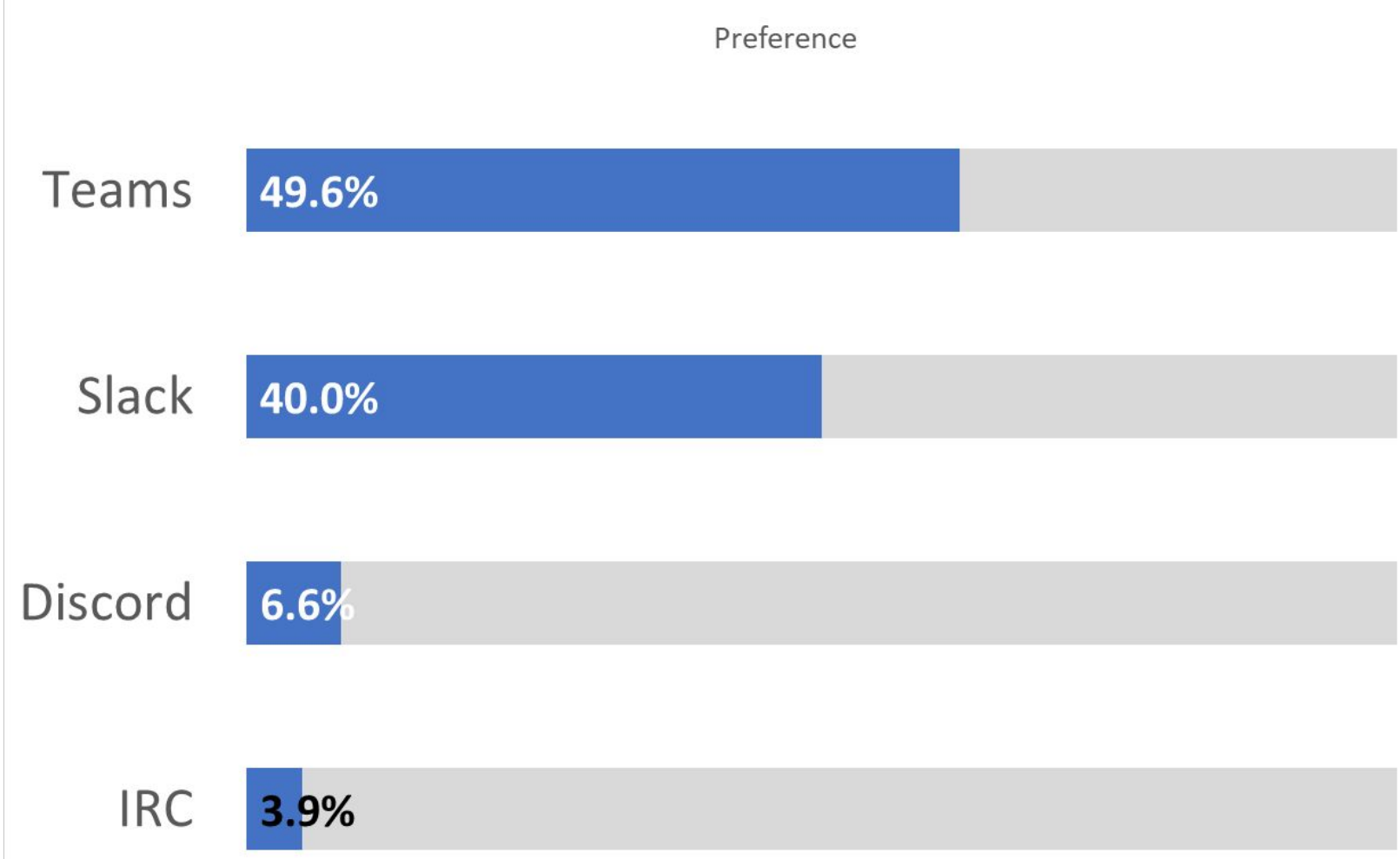
They will be powered by this/these tool(s)...

Speaking of Outcomes, We Need Your Help!

1. Let us know if this rubric for talking to management helps!
2. Help to promote the survey when it comes out in a few months - more respondents is better!
3. Looking for pilot group volunteers:

https://bit.ly/23-pilot

Just one more thing….


Preference
Teams
49.6%
Slack
40.0%
Discord
6.6%
IRC
3.9%

Questions?

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References / Further Reading

- The 2023 SRE Report: https://www.catchpoint.com/asset/2023-sre-report
- https://cloud.google.com/blog/products/devops-sre/how-sre-teams-are-organized-and-how-to-get-started
- Talking about toil: https://www.catchpoint.com/blog/sre-report-2023-findings-from-the-field-toil
- DORA metrics: https://cloud.google.com/blog/products/devops-sre/using-the-four-keys-to-measure-your-devops-performance