From Ops to SRE in a Brazilian Startup

Luiz Muller
Matheus Rossato
Who am I?

I AM Matheus Rossato

SRE Team Leader
rossato@contaazul.com
Who am I?

I AM Luiz Muller

SREngineer

luiz.muller@contaazul.com
1st - What this Brazilian startup does
2nd - A brief context/history
3rd - Why Ops is such a gray area
4th - DevOps done wrong
5th - Why move to SRE
Takeaways
What is ContaAzul? and Why do we exist?
+ 550,000
Companies that have used ContaAzul

+ 1,000
Request per second

+ 26
Services running
2 A brief context/history
How we started
How we are building our software/service
Why Ops is such a gray area
Operation Phases

1st. Sysadmin/ops and IT, all-in-one group, no devs

2nd. Distributed ops engineers out to teams

3rd. Splitted ops and IT, them brought 1st dev to ops team

4th. Removed all non-coders from ops and dev teams, and brought more devs
DevOps done wrong
5 Why move to SRE
How the engineering team is organized
Next Steps

Error budgets  Circuit breaker  New services are microservices, but need refactoring
Takeaways

- Hire only coders from the beginning
- Clearly define and communicate the team responsibility
- Care about the engineering culture and avoid hype terms
- Reliability is a product feature not a role
- Don’t let the PO/PM use the SRE as a alternative for his shortage of personnel as a workaround
Thank you!

QUESTIONS?