Why do SRE Teams fail?

Igor Ebner de Carvalho
igore@microsoft.com
Putting lipstick on a pig

• Hiring the right people is hard
• Developing people takes time and effort
• Forcing people into roles, will drive them away
Not acting as a team

- Different teams have different goals
- Not speaking the same language
- Saviour Syndrome
Not moving the needle

• No time to get out of the hamster wheel
• We don’t have the data available
• These goals sound great, but can you be more specific?
Wrong incentives

• Incentivizing company goals.
• What you reward is what you get!
Failure is not an option

• Processes are risk-averse
• Changes are introduced at a slow pace
• Culture focuses on pointing fingers
- Develop current talent
- Pair-up engineers
- Swap SRE/SWE roles
- Hold learning initiatives
- Get experts to mentor the team

- Be "One Team"
- Pair up engineers on projects
- Organize Common morale events
- Be inclusive instead of exclusive
- Eliminate silos

- Set desired goals
- Set the right KPIs
- Get the data
- Use data to drive decisions

- Align incentives with KPIs
- Don’t incentivize non-goals

- Remember: There is no failure, just experiences
- Take calculated risks to push the boundaries
- Growth Mindset
- Learn from setbacks
- Iterate fast
THANKS

igore@microsoft.com

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