Feedback Loops: How SREs Benefit and What is Needed to Realize Their Potential

Pooja Tangi
SRE Technical Program Manager, LinkedIn
The FIRE

This is fine.

I'm okay with the events that are unfolding currently.
"If you are not part of the solution, then you are part of the problem"
The BLINDSPOTS

Things I know

Things I don’t know but users know

Transparent & Known

Blind Area

The Hidden Zone

Unknown

Things that collectively we all know

Things that team members know but are not vocalized

SELF
The FEEDBACK Loop

Iterative Feedback Loop for course correction

Fast Feedback Loops

Process / Project / Tool
The 5 STEP Plan

1. Approach the Feedback
2. Remove the Facade
3. Isolate and Triage Issue
4. Know your audience
5. Roll with the solution
Feedback Loop: Step 1

Approach the Feedback

- Identify the underlying theme and how it is affecting everybody
- Collaboratively agree that there is a problem :)
Feedback Loop: Steps 2 & 3

Remove the Facade
- Gather “the real” feedback
- Socialize amongst individuals through 1:1s, retrospectives, group feedback

Isolate & Triage Issue
- Compose thesis
- Vet feedback with wider SRE community through surveys
- Identify possible solutions
- Determine pros and cons
Feedback Loop: Steps 4 & 5

Know your audience
- Identify the right audience to present feedback
- Get buy-in from the teams
- Find a sponsor to validate approach & artifacts

Roll with the solution
- The simplest answer is often the correct one
- Put the proposal in action and iteratively course correct as needed
The LEARNINGS

Looking Back...
- People are more supportive & vocal than you think
- Never underestimate the power of change

Looking Forward...
- 1:1s & retrospectives
- Virtual working groups
- Roadshows & newsletters
It's very important to have a *FEEDBACK* loop, where you're constantly *THINKING* about what you've done and how you could be doing it *BETTER*.

ELON MUSK
Rinse & Repeat !!!
Approach the feedback
Remove the facade
Isolate & triage the issue
Know your audience
Roll with the solution
Q&A
MY GREATEST SOCIAL FEAR:

HEY, HOW ARE YOU?

DOING WELL, YOU?

GREAT, YOU?

THE ACCIDENTAL CONVERSATION LOOP.
Thanks!