

# *Feedback Loops:*

## *How SREs Benefit and What is Needed to Realize Their Potential*

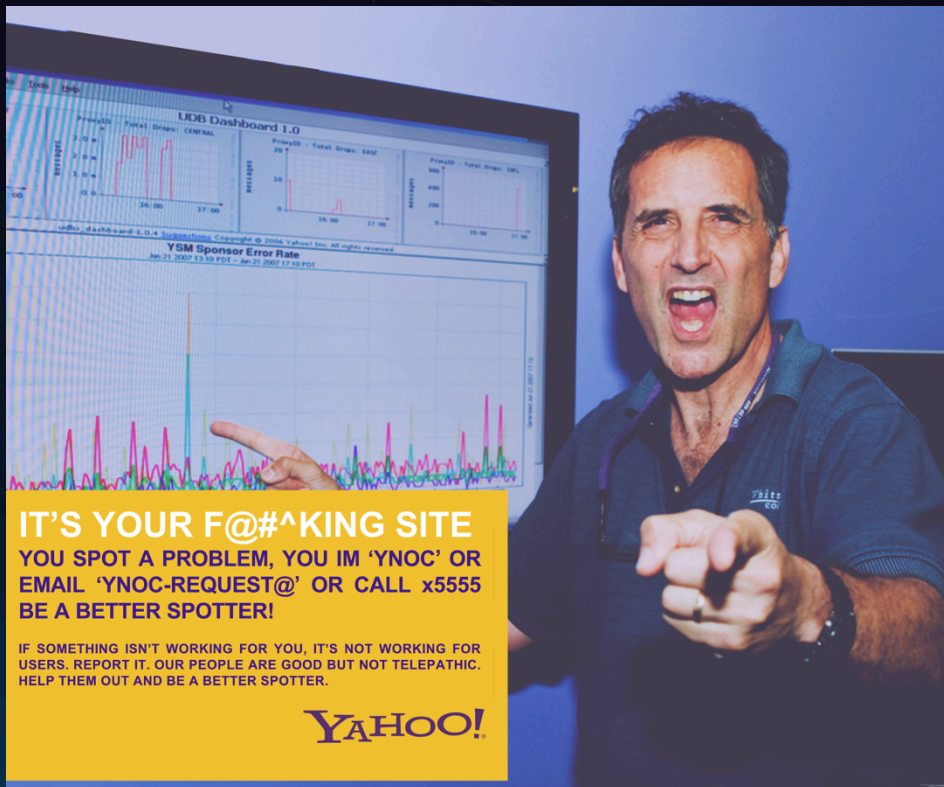


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# The FIRE



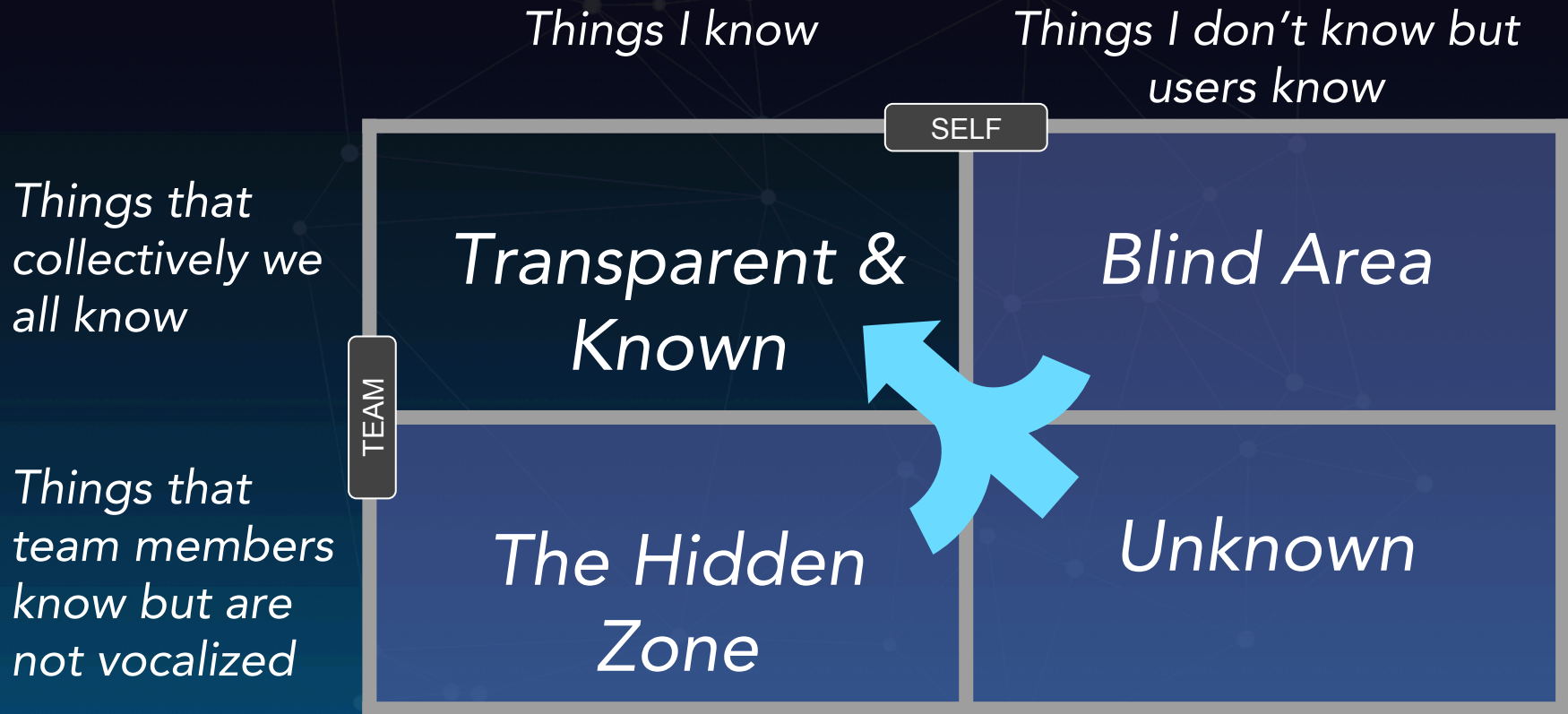


*"If you are not part  
of the solution, then  
you are part of the  
problem"*

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David Henke

# The BLINDSPOTS



# *The FEEDBACK Loop*

*Iterative Feedback  
Loop for course  
correction*



*Fast Feedback  
Loops*

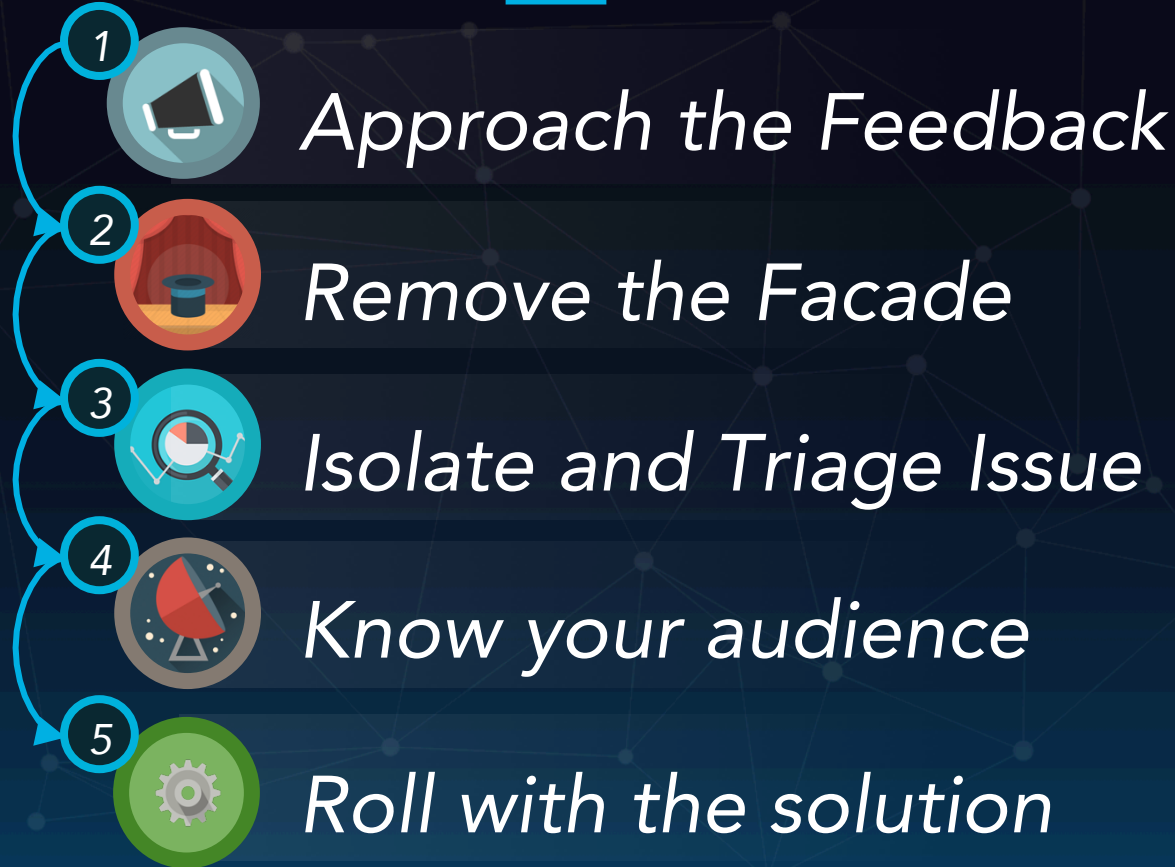


*Process / Project / Tool*



# *The 5 STEP Plan*

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# *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*

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## *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



# Thanks!

MY GREATEST SOCIAL FEAR:



THE ACCIDENTAL CONVERSATION LOOP.

The background features a dark blue gradient with horizontal stripes of varying shades. Overlaid on this is a complex network of thin, light blue lines connecting numerous small, semi-transparent blue dots. These dots and lines are scattered across the frame, creating a web-like or molecular structure. The word "Thanks!" is centered in a white, italicized font.

*Thanks!*

