SRE & Unicorns – A Match Made in Heaven

How to retain and cultivate SREs

SREcon18 Americas
March 28, 2018

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Bloomberg SRE Vision

We harness the power of automation through software development to deliver reliable, stable services to our customers.
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Bloomberg SRE Guiding Principles

• SRE Teams are a team of developers
• SRE Teams treat operations as a software problem
• SRE Teams own the stability and availability of the production environment
• SRE Teams ensure visibility into latency, performance, and capacity, while any changes are applied in an automated way
• SRE Teams cannot be successful in a vacuum. They collaborate with SRE teams and are embedded in feature teams
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Provide variety – every few weeks – such as,

- monitoring
- provisioning
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Embrace Failure

• Let them make a mistake and help adjust so they get it right the next time.

• Provide them psychological safety.

• Of course, assess the risk and consequences of failure.
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Reducing On-Call Stress

• Improve telemetry to reduce alerts
• Empower them to make decisions
• Provide clear escalation path
• Blameless post-mortem
• Give them time off
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Learning Opportunities

• Create learning opportunities where they can contribute to some open source projects or create InnerSource programs

• Have them contribute to work areas outside of their specific job descriptions

• Allow them to attend conferences like SREcon
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Thank You

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