The Founding Principles

- Site Up
- Empower Developer Ownership
- Operations is an Engineering Problem
The Firefighter

- Incident management
- Purely reactive
- Keeps the company alive one more day
## SRE - SWE Roles and Responsibilities

<table>
<thead>
<tr>
<th>SRE (Firefighter)</th>
<th>SWE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Incident Management</td>
<td>• Feature / Product Development</td>
</tr>
<tr>
<td>• Automating manual fire suppression</td>
<td>• Escalation Point for SRE</td>
</tr>
<tr>
<td>• Seeking to understand the stack</td>
<td></td>
</tr>
<tr>
<td>• Monitoring</td>
<td></td>
</tr>
<tr>
<td>• Alerting</td>
<td></td>
</tr>
</tbody>
</table>
The Firefighters
Tools SRE

• Something was always broken, literally
• GCN, post mortem, action Items, repeat
If you can do just two things...

“If you’re going through hell, keep going.” – Winston Churchill

- Every day is Monday in Operations
- What gets measured gets fixed
The Gatekeeper

- Change control
- Reactive towards SWE plans
- Protect “our” site from “them”
## SRE - SWE Roles and Responsibilities

<table>
<thead>
<tr>
<th>SRE (Gatekeeper)</th>
<th>SWE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Management</td>
<td>Feature / Product Development</td>
</tr>
<tr>
<td>Deployments</td>
<td>Request Changes from SRE</td>
</tr>
<tr>
<td>Change Control</td>
<td>Escalation Point for SRE</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Alerting</td>
</tr>
</tbody>
</table>
The Gatekeepers
Tools SRE

- Human gatekeeping doesn’t scale
- Service Guard, dividing users since 2014
If you can do just two things...

“There is no such thing as ‘the hole is in your side of the boat.’” – Fred Kofman

- Attack the problem, not the person
- No human gatekeepers. Build automated gatekeepers that use mutually agreed upon data.
Center of Gravity -

The principle thing or activity that must be kept in balance or under control for an org to operate
Center of Gravity -

“The ability to influence and be influenced by our partner teams”
The Advocate

- Creating a site up culture
- Reactive towards SWE plans
- Rebuilds trusted relationships
# SRE - SWE Roles and Responsibilities

## SRE (Advocate)
- Incident Management
- Monitoring and Alerting
- Partnering in the creation of “gate keeping data”
- Developing systems that empower ownership
- Relentless propagation of Site Up culture

## SWE
- Feature / Product Development
- Escalation Point for SRE
- Monitoring and Alerting
- Partnering in the creation of “gate keeping data”
The Advocates
Tools SRE

• Site up helps everyone.
• Help us help you.
• How do you want to spend your time?
If you can do just two things...

“Consistency over time equals trust.”
– Jeff Weiner

• Be an advocate – make an advocate
• Do not insulate, share the pain
The Partner

- Empowers intelligent risk
- Proactive, joint planning with SWE
- Collaborating to magnify impact
### SRE - SWE Roles and Responsibilities

<table>
<thead>
<tr>
<th></th>
<th>SRE (Partner)</th>
<th>SWE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Incident Management</td>
<td>• Incident Management</td>
</tr>
<tr>
<td></td>
<td>• Monitoring and Alerting</td>
<td>• Monitoring and Alerting</td>
</tr>
<tr>
<td></td>
<td>• Building products for reliability and scale</td>
<td>• Building products for reliability and scale</td>
</tr>
<tr>
<td></td>
<td>• Relentless propagation of Site Up culture</td>
<td>• Feature / Product Development</td>
</tr>
</tbody>
</table>
The Partners
Tools SRE

- All teams plan together with partners
- Contributions to core libraries
- Contributions across org boundaries
If you can do just three things…

“We should operate on what needs to get done, not on an org structure!” – Dan Grillo

- Unified SRE and SWE planning
- Unified SRE and SWE priorities
- Contribute where it counts
- Reliability throughout software lifecycle
- Proactive, one plan for SRE+SWE
- Everyone has the same job.
SRE Evolution

- The Engineer
- The Partner
- The Advocate
- The Gatekeeper
- The Firefighter
Want to have a conversation?
Thank you