The Good, the Bad, the Ugly

3 learnings of an sre

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Proactive over reactive approaches
proactive > reactive

• It’s all about the numbers
• reactive = less productivity
proactive approaches

- focus on building tools to prevent outages or minimize impact
proactive approaches

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- chaos engineering
chaos engineering

• introduce failure to test resiliency
• opportunity to learn and improve system
proactive approaches

• focus on building tools to prevent outages or minimize impact
• chaos engineering
• gamedays
gamedays

• run a scenario of a malicious attacker on system

• how does team respond?
incident management
effective incident management

- clearly defined roles
effective incident management

- clearly defined roles
- learn from experiences
“Any operational surprise is a potential opportunity for learning.”

Lorin Hochstein – Sr Software Engineer, Netflix
monitoring coverage
Why is this important?

- detect issues sooner
- minimize impact
- more customer satisfaction
How can we ensure coverage?

understand what is important
How can we ensure coverage?

understand what is important

monitor slis
Overview of SLI, SLO, SLA

SLI
X should be true ...

SLO
Y proportion of the time

SLA
Or else ...

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From New Relic Blog
How can we ensure coverage?

- Understand what is important
- Monitor SLIs
- Regularly audit alerts
How can we ensure coverage?

- Understand what is important
- Regularly audit alerts
- Monitor SLIs
- Review from outsiders
Why are they important?

01 less bias, better code
02 more innovation
03 change the status quo

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Key Takeaways

- proactive over reactive approaches
- effective incident management
- sufficient monitoring coverage
- outside perspectives
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