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<tr>
<th>Time</th>
<th>Session/Room</th>
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<tr>
<td>7:30–9:00</td>
<td>Morning</td>
<td>Coffee and Tea Prefunction</td>
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<td>09:00–10:20</td>
<td>Plenary</td>
<td>Pembroke and Lansdowne Rooms</td>
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<td></td>
<td>Session</td>
<td>Care and Feeding of SRE  [icon] Narayan Desai, Google</td>
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<td>Diversity and Inclusion in SRE: A Postmortem [icon] Niall Richard Murphy, Google</td>
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<td>11:00–12:30</td>
<td>Track 1-Lansdowne Room</td>
<td>Globalizing SRE in a Walkup Culture [icon] Bill Lincoln, Wayfair, and Matt Coleman</td>
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<td>Track 2-Pembroke Room</td>
<td>Systems Engineering SRE Your gRPC—Building Reliable Distributed Systems [icon] Grainne Sheerin and Gabe Krabbe, Google</td>
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<td>Profiling Node Applications [icon] Sasha Goldshtein, CTO, Sela Group</td>
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<td>Track 3-Meeting Room 1+2</td>
<td>Networks and Traffic Load-Shedding: Overview of Different Methodologies [icon] Acacio Cruz, Google</td>
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<td>Managing SSH Access without Managing SSH Keys [icon] Niall Sheridan, Intercom</td>
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<td>Track 4/5-Meeting Room 9</td>
<td>SRE 101 [icon] Laura Nolan, Google</td>
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<td>12:30–13:40</td>
<td>Conference</td>
<td>Luncheon, Sponsored by Palantir</td>
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<td>Track 1-Lansdowne Room</td>
<td>The Dangers of Being Overly-Paranoid [icon] Ingrid Epure, Intercom</td>
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<td>Show Me the RIGHT Numbers! Are Our Users Happy? [icon] Perry Statham, IBM</td>
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<td>Track 1-Lansdowne Room</td>
<td>Use Load Testing to Build a Proper Mental Model of Your Service [icon] John Looney, Intercom</td>
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<td>Traffic Steering using Rum DNS @ LinkedIn [icon] Viranch Mehta, LinkedIn</td>
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<td>17:00–18:00</td>
<td>Happy Hour</td>
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<td>18:00–21:00</td>
<td>Birds-of-a-Feather Sessions (BoFs)</td>
<td>See the BoFs Board in the badge pickup area</td>
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<td>Morning Coffee and Tea Prefunction</td>
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<td><strong>Track 1</strong> Lansdowne Room <strong>Setting Up SRE Teams and Engagements</strong></td>
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<td>How We Try to Make a Lion Bulletproof</td>
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<td>Setting Up SRE in a Global Financial Organization</td>
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<td>Janna Brummel and Robin van Zijll, ING</td>
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<td>From Firefighting to Proactive Work: the Journey of a Small Infrastructure Team in a Hyper Growth Environment</td>
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<td>Alex Gerlic, Intercom</td>
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<td><strong>Track 2</strong> Pembroke Room <strong>Incidents and Oncall</strong></td>
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<td>Resiliency Testing with Toxiproxy</td>
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<td>9:00–10:20</td>
<td><strong>Track 3</strong> Meeting Room 1+2 <strong>Release Automation</strong></td>
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<td>Deploying Changes to Production in the Age of the Microservice</td>
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<td>Application Automation with Habitat</td>
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<td>Mandi Walls, Chef Software</td>
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<td>9:00–10:20</td>
<td><strong>Track 4</strong> Meeting Room 8 <strong>Distributed Systems Reasoning</strong></td>
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<td>John Looney, Intercom, and Theo Schlossnagle, Circonus</td>
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<td>Lisa Carey and Betsy Beyer, Google (Continued from previous session)</td>
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<td><strong>Track 5</strong> Meeting Room 9 <strong>Tech Writing 101 for SREs</strong></td>
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<td><strong>Setting Up SRE Teams and Engagements</strong></td>
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<td>Building a Culture of Reliability</td>
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<td>Tech Leadership in SRE</td>
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<td>Case Study: Lessons Learned from Our First Worldwide Outage</td>
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<td>When Trouble Comes to Town</td>
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<td>One Ring to Rule them...</td>
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<td>John Tobin, Google</td>
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<td>Dancing with Squads—Do you know what your Code Repos are Telling You?</td>
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<td><strong>Setting Up SRE Teams and Engagements</strong></td>
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<td>Building an SRE Capability Inside a Large Organization</td>
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<td>Sriram Gollapalli, Agilent Technologies, Inc.</td>
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<td>Richard Clawson and Josh Gilliland, Microsoft Azure</td>
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<td>Startup Systems Engineer's Instruction Manual</td>
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<td>Effie Mouzeli, Logicea LLC</td>
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<td>Cognitive Bias and On-Call</td>
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<td>Reducing MTTR and False Escalations: Event Correlation at LinkedIn</td>
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<td>Michael Kehoe, LinkedIn</td>
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<td>The Never-Ending Story of Site Reliability</td>
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<td>Kurt Andersen, LinkedIn</td>
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<td>SRE 101, Revisited</td>
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<td>Automated Debugging of Bad Deployments</td>
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<td>Joe Gordon, Pinterest</td>
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<td>15:30–16:00</td>
<td><strong>Break with Refreshments</strong></td>
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<td>16:00–17:00</td>
<td><strong>Setting Up SRE Teams and Engagements</strong></td>
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<td>The History of How We Came to Be</td>
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<td>Hiring SREs May Be Literally Impossible</td>
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<td>Chris Sinjakli, SRE at GoCardless</td>
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<td>Gamifying Reliability Excellence—The Service Score Card</td>
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<td>Incident Management and Chatops at Shopify</td>
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<td>Fast and Safe Production Monitoring of JVM Applications with BFP Magic</td>
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<td><strong>Track 5</strong> Meeting Room 9 <strong>Linux System Metrics</strong></td>
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<td>Nati Cohen, Here Technologies, and Avishai Ish-Shalom, Wix.com</td>
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<td><strong>Conference Reception, Sponsored by Circonus</strong></td>
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<td><strong>Birds-of-a-Feather Sessions (BoFs)</strong></td>
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<td><strong>Tech Writing: How a Writer Can Make Your Life Easier, and Your Work Have More Impact!</strong></td>
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<td><strong>Postmortem Action Items: Plan the Work and Work the Plan</strong></td>
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<td><strong>SRE Culture</strong></td>
<td><strong>Cloud, SaaS, and Distributed Systems</strong></td>
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<td>Service with an Angry Smile: Passive-Aggressive Behavior in SRE</td>
<td><strong>Run Less Software; Use Less Bits</strong></td>
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<td>Lauri Apple, Zalando</td>
<td>Rich Archbold, Intercom</td>
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<td>The Cult(Ure) of Strength</td>
<td>Monitoring Cloudflare’s Planet-Scale Edge Network</td>
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<td>Emily Gorcenski, Simple</td>
<td>Matt Bostock, Cloudflare</td>
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<td><strong>Monitoring Design Principles</strong></td>
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<td>Theo Schlossnagle, Circonus</td>
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<td>14:40–17:00</td>
<td><strong>Closing Plenary Session</strong></td>
<td><strong>Cloud, SaaS, and Distributed Systems</strong></td>
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<td><strong>And the CFO Wept: AWS Cost Control</strong></td>
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<td>Corey Quinn, The Quinn Advisory Group</td>
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<td><strong>Closing Remarks</strong></td>
<td><strong>Have You Tried Turning It off and Turning It on Again?</strong></td>
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<td>Tanya Reilly, Google</td>
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<td><strong>100 Teams, 100 Ways to Fail</strong></td>
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<td>John Keiser, Microsoft Azure, and Ben Broderick Phillips, Microsoft</td>
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