# An Anthropological Look at Site Reliability Engineering

Cory Lueninghoener, WirelessCouch Labs



# Humans

# whoami



# whoami



Projected

# whoami

Anthropology,
not demise
(hopefully)



Projected

# Anthropology

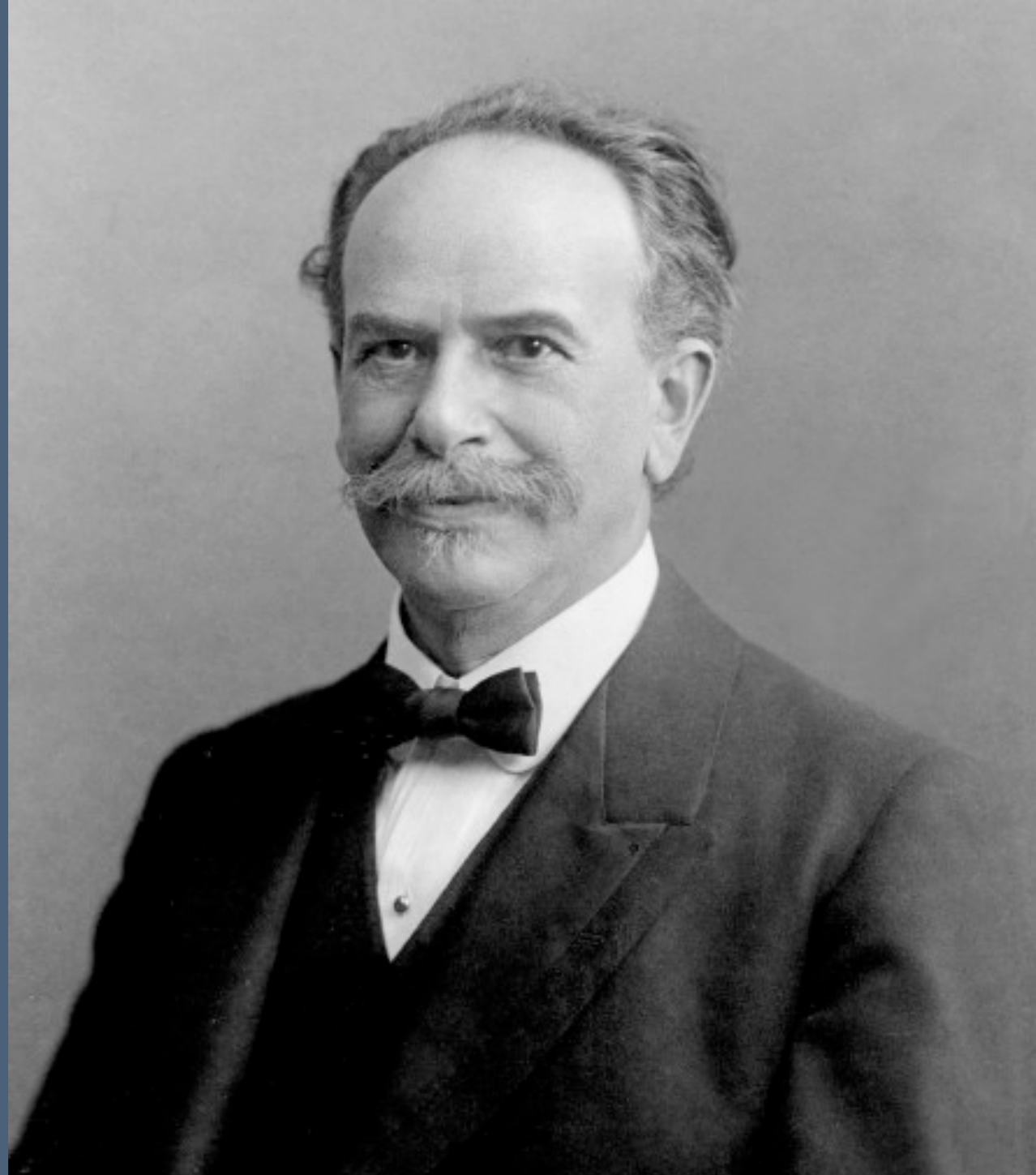
## The Study of Humanity



# Franz Boas

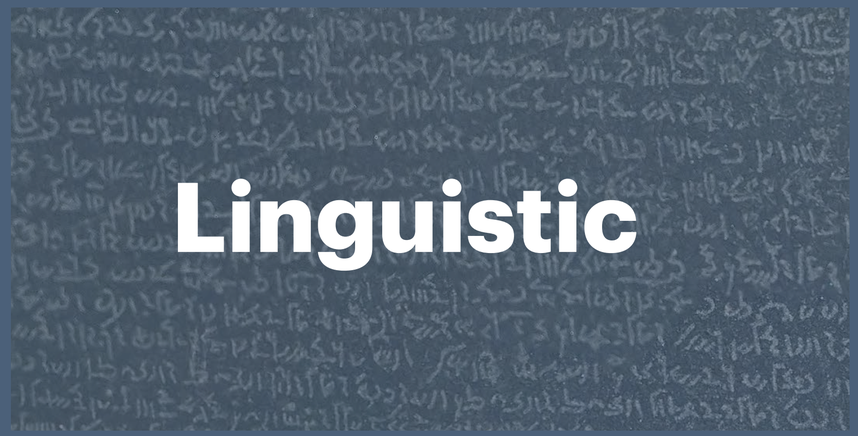
"The Father of Modern Anthropology"

- Physicist, geographer, ethnologist, ethnomusicologist, anthropologist
- Four academic subdivisions of Anthropology: Linguistic, Cultural, Physical, Archaeology
- Highly influential students: Margaret Mead, Ruth Benedict, Zora Neale Hurston, among others



# Anthropology

## Four Traditional Academic Subdivisions





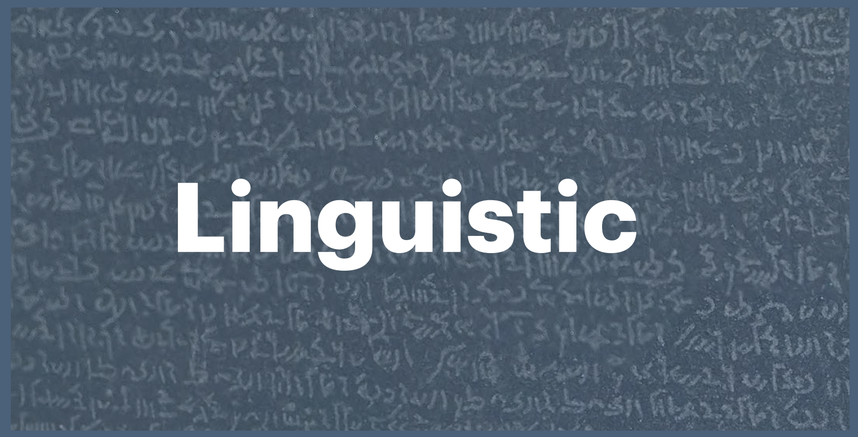







# Anthropology

## Four Traditional Academic Subdivisions





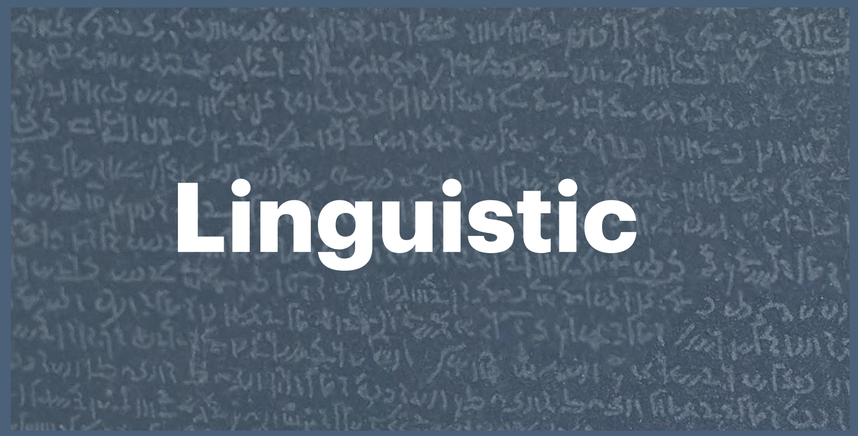






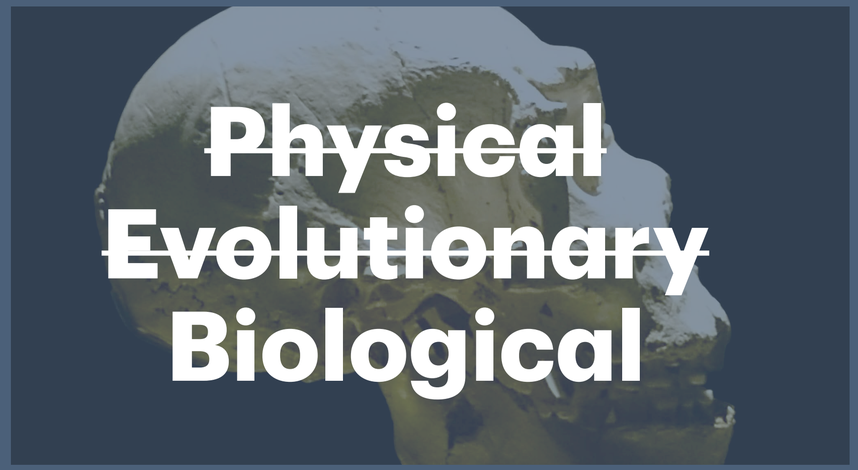

# Anthropology

## Four Traditional Academic Subdivisions





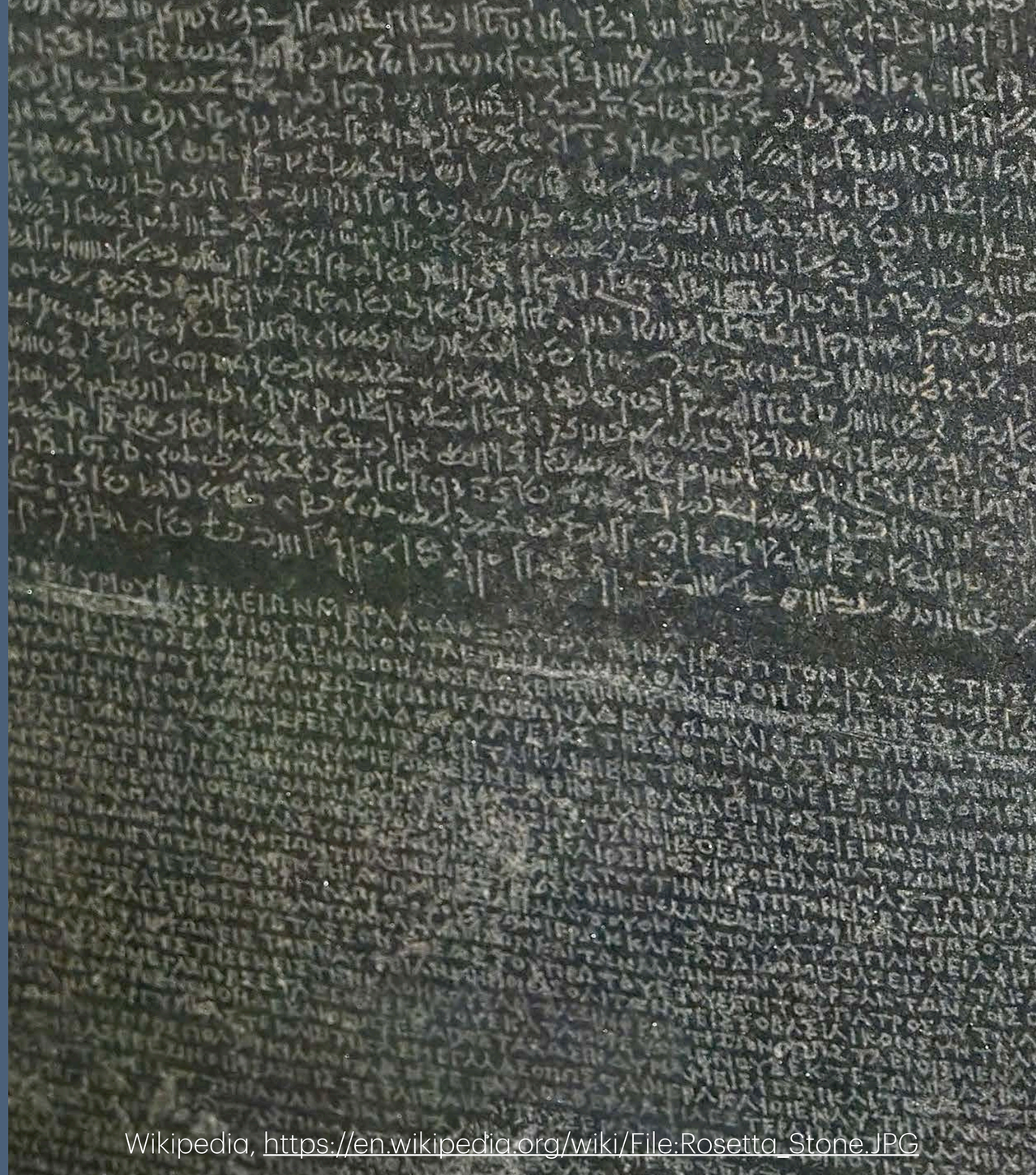







# Linguistic

How does language influence social life, social identity, and group membership?



Wikipedia, https://en.wikipedia.org/wiki/File:Rosetta_Stone.JPG

# Language as a Tool

```
while x <= 3:
    if x == 5:
        print("Three, sir!")
```

```
mientras x <= 3:
    si x == 5:
        imprime(“¡Tres, señor!”)
```

# Language Can Act as a Gatekeeper



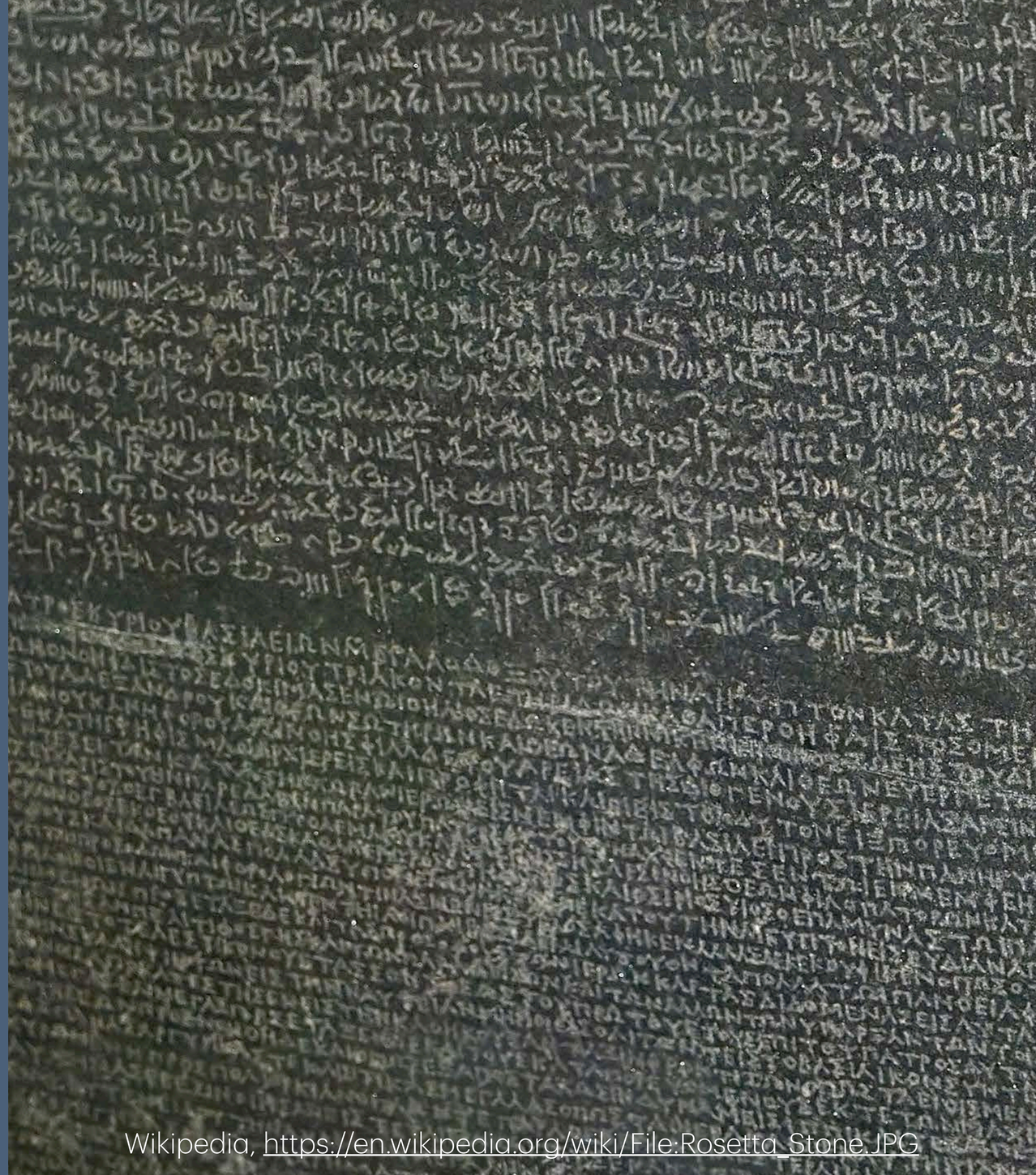
# SRE

# SLA

# SDLC

SMH

# Language is Powerful



Wikipedia, https://en.wikipedia.org/wiki/File:Rosetta_Stone.JPG

# Archaeology

What can recovery and analysis of material culture tell us about human activity and culture?




Wikipedia, https://commons.wikimedia.org/wiki/File:Biface,_Acheul%C3%A9en_-_Cormatin,_Sa%C3%B4ne-et-Loire.jpg

# Artifacts

# SRE Artifacts

# What Do SRE Artifacts Tell Us?

ain.js > updateStatusBar

```
function drawCanvas() {
  layout.draw(ctx);
  cursor.draw(ctx);
}


function updateStatusBar() {
  const piececount = layout.tracklist.length;
  const piececountspan = document.getElementById("piececount");

  const piececounts = {};
  piececountstring = "";

  for (const piece of layout.tracklist) {
    console.log("Adding " + piece.type);
    if (piececounts[piece.library] == undefined) {
      piececounts[piece.library] = {};
    }
    if (piececounts[piece.library][piece.type] == undefined) {
//      piececounts[piece.library][piece.type] = 0;
      piececounts[piece.library][piece.type] = {};
      piececounts[piece.library][piece.type]["count"] = 0;
      piececounts[piece.library][piece.type]["name"] = piece.name;
    }
    piececounts[piece.library][piece.type]["count"] += 1;
  }

  for (const library in piececounts) {
    //piececountstring += library + ": ";
    for (const type in piececounts[library]) {
      piececountstring += " &#10095;&#10095; " + piececounts[library][type]["name"] + ": "
      piececounts[library][type]["count"] + " (#" + type + ")  ";
    }
  }

  piececountspan.innerHTML = piececount;
  piececountspan.innerHTML = piececountstring;
}
```

This paints an incomplete picture

# What Do We Value?

# Artifact Interpretation




Wikipedia, https://commons.wikimedia.org/wiki/File:Biface,_Acheul%C3%A9en_-_Cormatin,_Sa%C3%B4ne-et-Loire.jpg

# Biological

AKA “Physical”, AKA “Evolutionary”

What are the biological and behavioral aspects of humans and their ancestors?



Wikipedia, https://en.wikipedia.org/wiki/File:Skull5_complete_right_Sima_de_los_Huesos.jpg

# Human Evolution

# Distracted by Laptops?

# Feeling Guilty?

# Looking for Snacks?



# Use Evolution to Your Advantage



Wikipedia, https://en.wikipedia.org/wiki/File:Skull5_complete_right_Sima_de_los_Huesos.jpg

# Cultural

What are the origins and ongoing implications of cultural variation among human populations?



Wikipedia, https://en.wikipedia.org/wiki/File:Zozobra_(1341071479).jpg

# Origins of Culture

# SRE Materialism

# SRE Idealism

# SRE Culture

## Why Can't We Stop Asking "What Does It Mean to Be SRE"?

Tuesday, 15:55–16:40

Laura de Vesine, Reddit

Show details ▸

## The Future of Operations

Tuesday, 16:45–17:30

Effie Mouzeli, Bytemobile Inc.

Show details ▸

## How to Establish SRE

Tuesday, 11:00–12:35

John Looney and Stephane Dudzinski, Crusoe AI

Show details ▸

## An Anthropologist's View of Site Reliability Engineering

Wednesday, 13:50–14:35

Cory Lueninghoener, WirelessCouch Labs

Show details ▸

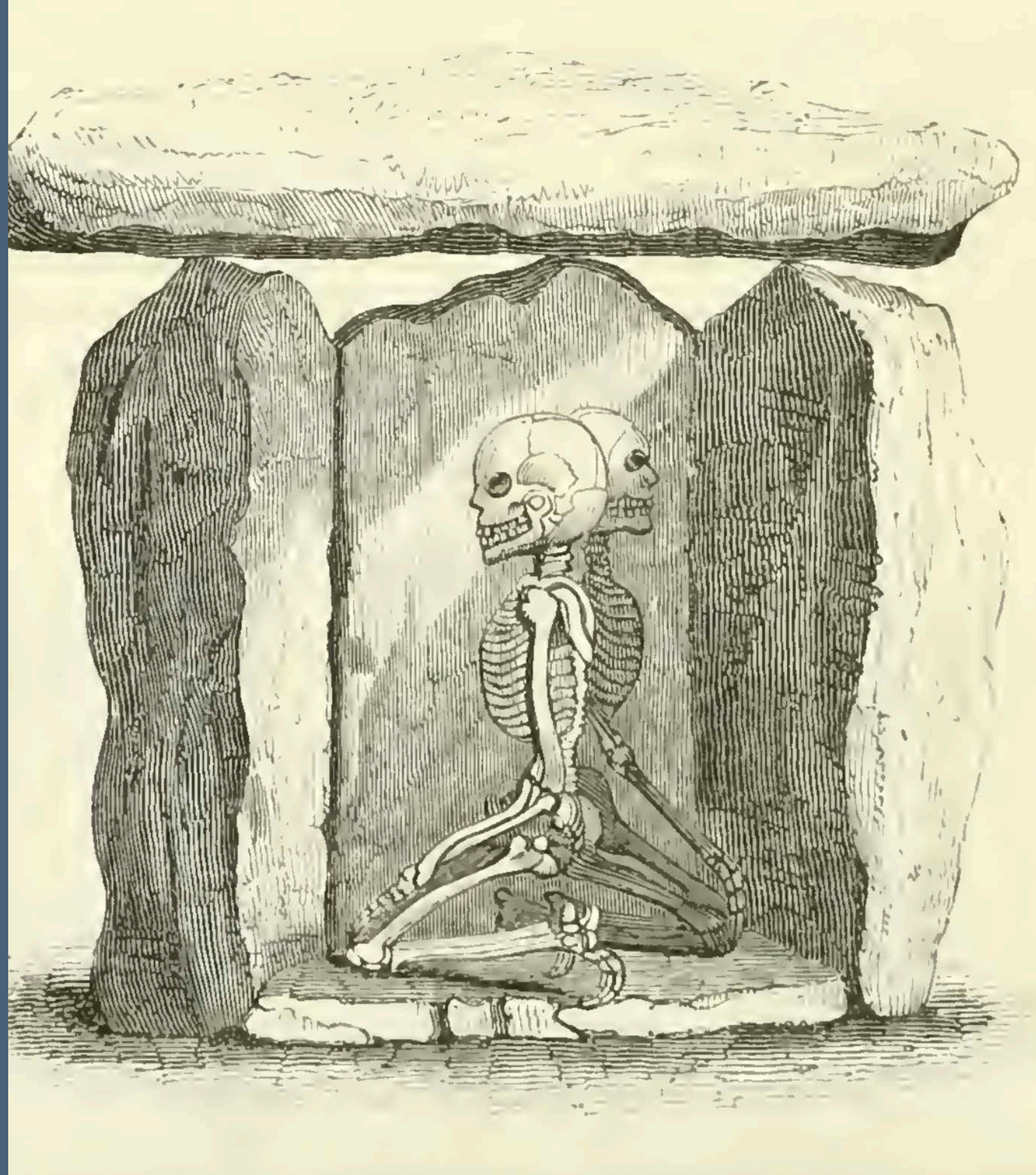
# SRE Cultural Growth



Wikipedia, https://en.wikipedia.org/wiki/File:Zozobra_(1341071479).jpg

# SRE Anthropology

- Whew.  That was a lot.
- Linguistic
- Archaeology
- Biological
- Cultural



# Questions

## For Thought

- How are we using language to improve or gatekeep within our organizations?
- What artifacts are we leaving behind, and what do they tell us about the work we're doing?
- How are we using our innate instincts to help or hurt our abilities to make systems reliable?
- How are we defining our cultures, and how are we transmitting their values?



Image credit: https://en.wikipedia.org/wiki/File:Orang_Utan,_Semenggok_Forest_Reserve,_Sarawak,_Borneo,_Malaysia.JPG

# Arboreal Brachiation



Image credit:
https://commons.wikimedia.org/wiki/File:Sky_Dancer_of_Kaeng_Krachan.jpg

# Thank you!

