SRE For Enterprise-Scaled
And SRE’s importance

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sekardinesh
Enterprise-scaled organizations; the older the organization is, the older the systems, process, culture are...

“Change is the only constant”

- Does this axiom hold true for enterprise-scaled?
- What are some challenges they face?
- Why it is important for enterprise-scaled to adopt SRE? and
- How to go about it.

Dinesh Kumar Sekar

SRE Transformation & Competency Development

- Core SRE Transformation Management
- Driving SRE adopting across systems and teams
- Up-skill, re-skill and re-purpose teams aligning to SREs practices
“It is a truth universally acknowledged that systems do not run themselves. How, then, should a system—particularly a complex computing system that operates at a large scale—be run?”

*It’s all well and good to be inspired by core technology serviced organizations!!!*

*Many enterprise-scaled organizations are NOT GOOGLE!*

*“Hope is not a strategy”*
Few Challenges Faced By Enterprise-scaled

- Legacy environments and /or systems.
- Majority of systems have low DevOps CI/CD maturity.
- Workforce, Silo organization structure and silo culture (“you build it, you run it”)
- Workforce and upskilling / repurposing (e.g: operations adopting engineering)
- Workforce and more workforce to handle more incidents
- Legacy processes and controls (e.g: ops cannot touch codes)
- Buy-in from stakeholders on ‘Error-Budget’
What then..?

- Modernizing critical legacy applications is hard...
- Adopting SRE principles and practices is hard...

But...

- Glassdoor on SRE - > 54,000 open positions (8\textsuperscript{th} June). Both from tech firms (GitHub, Spotify, Apple) and non-tech companies (GE, Chase, Walmart, etc., )

WHY ?

*May be.. Every other organization wants to be like Amazon. Would you like to be? (avg. deployment rate of 11.6 seconds with >1000 deployments / hour)*
The Big Question…

**How could** an enterprise-scaled organization adopt SRE?

**How could we** integrate the SRE discipline into existing enterprise-scaled?
ITIL4 – Guiding Principles for SRE

Service Reliability Hierarchy

- Monitoring
- Incident Response
- Postmortem / Root Cause Analysis
- Testing + Release procedures
- Capacity Planning
- Development
- Product

SRE Transformation Focus Areas

- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimize and Automate

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## Benefits SRE Delivers…

<table>
<thead>
<tr>
<th>Challenges as discussed earlier</th>
<th>Benefits SRE delivers</th>
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<tbody>
<tr>
<td>Legacy environments and/or systems.</td>
<td>SRE inherently encourages a culture and adoption of DevOps</td>
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<tr>
<td>Majority of systems have low DevOps CI/CD maturity.</td>
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<tr>
<td>Workforce, Silo organization structure and silo culture (&quot;you build it, you run it&quot;)</td>
<td>Shared objectives – Improved reliability, automation where possible, MTTR and etc.</td>
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<tr>
<td>Workforce and upskilling / repurposing (<em>e.g.</em> <em>operations adopting engineering</em>)</td>
<td>SRE teams to embrace engineering skillset and operational mindset.</td>
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<td>Workforce and more workforce to handle more incidents</td>
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<tr>
<td>Legacy processes and controls (<em>e.g.</em> <em>ops cannot touch codes</em>)</td>
<td>KISS - Keep it simple and practical, stupid.</td>
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<tr>
<td>Buy-in from stakeholders on ‘Error-Budget’</td>
<td>Business realized value will automate buy-in</td>
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THANK YOU!

Meet me in the Network Chat Lounge for questions