SRE Practitioners deliver business value to customers through collaboration with DevOps teams and engineering of reliable, secure application environments and software systems.

**SRE Anti-Patterns**
- SRE is not a rebranding of Ops.
- Alert for user, not system issues.
- SLOs are for perceiving user experiences. False positives are worse than no alerts. Change by replacement, not updating. Incidents have plans, not mob reactions.

**Full Stack Observability**
- Provides high-level overviews of system health and granular insights into failure modes of the system, informs context about its inner workings to uncover systemic issues.

**Platform SRE and AIOps**
- Platform SRE solves organizational scalability challenges by applying product management to promoting unified SRE and DevOps culture.
- AIOps combines big data and machine learning to automate operations including event correlation, anomaly detection, and causality determination.

**SLOs For Customer Happiness**
- Identify system boundaries, define capabilities for each system, define SLI for each capability, define SLO targets, measure baseline.

**Secure and Reliable Systems**
- Non-abstract large-scale design, intentional architecture, design for changing landscape, services architecture, container management, Kubernetes, reactive systems, and deployment strategies such as Canary and Blue-Green.

**Chaos Engineering**
- Chaos Engineering is the discipline of experimenting on a distributed system in order to build confidence in the system’s ability to withstand turbulent conditions.

**SRE is the Purest Form of DevOps**
- SREs code infrastructure and tools; set SLOs, alerts, and report against the SLI such as availability; workload is capped; use tracing and APM tools to understand applications performance and do on-call and postmortems.

**Benefits**
- **Organization:** Stable, reliable services, improved customer experience, culture of collaboration between development and operations.
- **Individuals:** Knowledge and skills for implementing secure and reliable, fault-tolerant systems, observability, intelligent operations, and human skills.