

***“SITE RELIABILITY ENGINEERING SEEKS TO
BALANCE THE RISK OF UNAVAILABILITY WITH THE
GOALS OF RAPID INNOVATION AND EFFICIENT
SERVICE OPERATIONS, SO THAT USERS’ OVERALL
HAPPINESS—WITH FEATURES, SERVICE, AND
PERFORMANCE—IS OPTIMIZED.”***

MARC ALVIDREZ, SITE RELIABILITY ENGINEER, MOUNTAIN VIEW

***“HERE’S WHAT YOU DO WHEN SOMEONE BREAKS
SOMETHING OR FINDS SOMETHING VERY DIFFICULT TO
DEBUG: YOU SAY THANK YOU [...] FINDING THIS EDGE
CASE, HIGHLIGHTING THIS OVERCOMPLICATED PART
OF OUR SYSTEM, POINTING OUT THIS GAP IN OUR DOCS.
AND THEN YOU GO MAKE IT SO NOBODY CAN BREAK IT
THE SAME WAY AGAIN.”***

TANYA REILLY, GOOGLE SRE 2005 - 2018