

***“SRE IS WHAT YOU GET WHEN  
YOU TREAT OPERATIONS AS IF  
IT’S A SOFTWARE PROBLEM.”***

THIS IS A PHRASE THAT WAS COINED BY GOOGLE: [HTTPS://LANDING.GOOGLE.COM/SRE/](https://landing.google.com/sre/)

***“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