

Welcome to the Site Reliability Engineering Center! (3 minutes)



Our Vision: To remain **connected and engaged with our customers and growing Ohana**, while driving **service reliability and performance** for all customers, via **intelligent detection, command and execution** of production issues as 1 Unified Salesforce.

The Three Pillars of Success

1. **Trust:** Our unified approach to Incident/Event Management and Change Coordination for all Salesforce Infrastructures, which serves as a foundation for the zero fail mission that our customers expect us to get right.
2. **Reliability:** Our use of Infrastructure Matter Expertise (IME) to support and drive resiliency into each of our products and services.
3. **Innovation:** From a holistic level, our approach to manage production operations with software and fuel efficiency and scalability for all teams.

Our Vision as Site Reliability: Dual Charter

1. Ensure service robustness with rapid problem detection, resolution, and remediation.
2. Learn from service incidents, chronic problem analysis, and destructive testing to drive resiliency improvements.

Our Global Ohana (3 minutes)

Our **Follow-the-Sun Customer Support Model** enables 24/7/365 alert resolution, escalation and weekend on-call support for all integrated products around the globe, with approximately five Site Reliability Engineers (SRE's) working 10-hour shifts per location.

From the beginning to the end of each shift, the Site Reliability team follows the **Handover Structure** to brief the incoming team with the information and tools they need to run the environment. The Handover is a tool we have developed within GUS.

To summarize a breakdown of the team locations, the HRN/SF, SIN, and DUB team work during business hours, 7 days a week. The PUNE and BUR teams are located in a single location, but are 24/7 in those locations.

Our Team: Far and Wide

1. San Francisco, CA

2. Herndon, VA
3. Burlington, MA
4. Singapore, SG
5. Dublin, IE
6. Pune, IN

Stretch Break: Check Out Your Surroundings (2 minutes)

Let's talk about the elephant in the room; the large TV monitors broadcasting flashing lights. What's that all about? SRE's use **Refocus**, a visualization platform for service health and status monitoring. Refocus allows you to understand your data in new ways, connect various monitoring tools into one unified platform, and visualize the system health in a transparent display. If you look closely, we're monitoring the real time status for both Global_SR_Services and SR_Grid.

See More Than Refocus? (2 minutes)

The Site Reliability Center has a plethora of monitoring tools such as Splunk, Argus, and GOC++ to use besides Refocus to monitor our services.

Splunk captures, indexes and correlates real-time data in a searchable repository from which it can generate graphs, reports, alerts, dashboards and visualizations.

Argus collects time series metric data from various data sources and allows users a variety of tools to chart and analyze the information.

GOC++ (Global Operations Console) is a GUS-based alert and incident resolution portal. GOC++ dramatically improves alert (event) response time by moving data from SRD into GUS and by leveraging relationships with other GUS features like Chatter, AssetForce, Knowledge Articles, Incidents, and Work items.

Incident Management in Practice (5 minutes)

When an incident occurs, the SR team is responsible for taking command and directing all activities until the incident is resolved.

- Incident Commander: The person in charge of the event that makes strategic decisions. The IC will establish the IC Bridge, which is comprised of the staff supporting the IC.
- Incident Communications Officer: The person responsible for all customer notifications and is the person who is communicating all of the information related to the event to external stakeholders. Has responsibility for keeping track of the Situational Status (SitStat), and updating IRC.
- Incident Documentation Owner: The incident documentation owner is expected to manage the Incident Record (IR), create a complete and precise timeline (which is the incident log, also known as Form 214) , and ensure all vital information is captured during the course of an event.
- Triage & Diagnosis: Is the person supporting the Command Group are resources that may be necessary to resolve the issue and are known as the Unified Command. Their job is to support the IC, even if during Peacetime operations they are a supervisor.
- Continuous Operations: The person monitoring the rest of the system and watching for other issues. Is handling the calls or requests not related to the event.

The SR team is primarily a response organization and should take command of an incident and direct all activities until the incident is resolved and operations are returned to Peacetime. Members of the SR team – the primary emergency responders – will be tasked with designated roles within the IMS.

1. Detection and Transitioning
2. Initial Response
3. Investigation and Diagnosis
4. Resolution and Recovery
5. Closure

Q&A (5-10 minutes)

Please reference the [Site Reliability Engineering Town Hall 2018](#).