

Module Six

Apply SRE in Your Organization

1. Key Points
2. Reflection Activity

1. Key Points

- **Kitchen Sink/"Everything SRE" team:** We recommend this approach for organizations that have few applications and user journeys and where the scope is small enough that only one team is necessary, but a dedicated SRE team is needed in order to implement its practices.
- **Infrastructure team:** This type of team focuses on maintaining shared services and components related to infrastructure, versus an SRE team dedicated to working on services related to products, like customer-facing code.
- **Tools team:** This type of SRE team tends to focus on building software to help their developer counterparts measure, maintain, and improve system reliability or other aspects of SRE work, such as capacity planning.
- **Product/Application team:** This type of SRE team works to improve the reliability of a critical application or business area. We recommend this implementation for organizations that already have a Kitchen Sink, Infrastructure, or Tools-focused SRE team and have a key user-facing application with high reliability needs.
- **Embedded team:** This team has SREs embedded with their developer counterparts, usually one per developer team in scope. The work relationship between the embedded SREs and developers tends to be project- or time-bounded and usually very hands-on, where they perform work like changing code and configuration of the services in scope.
- **Consulting team:** This implementation is very similar to the embedded implementation, except SRE are usually less hands-on. We recommend staffing one or two part-time consultants before you staff your first SRE team.

- Organizations with high SRE maturity have well-documented and user-centric SLOs, error budgets, blameless postmortem culture, and a low tolerance for toil.
- Engineers with operations experience and systems administrators with scripting experience are good first SREs to hire.
- Upskill current team members with necessary SRE skills such as operations and software engineering, monitoring systems, production automation, system architecture, troubleshooting, culture of trust, and incident management.
- Contact your Account Executive or Account Director to learn how the Google Cloud Professional Services team can support your organization's adoption of SRE.

2. Reflection Activity

1. What do you think is your organization's maturity level for adopting SRE? Where does it fit into the SRE journey? Write down your ideas.



1

2

3

Technical

Blameless postmortems
SLOs
Error budgets

CI/CD
Canarying
Toil automation

Reliability measurement
Toil measurement
Monitoring

Cultural

Psychological safety
Share vision and knowledge
Foster collaboration

Design thinking
Prototyping
Change management

Goal-setting
Transparency
Data-driven decision making

2. Think about your IT team composition. Are there already employees with the skillset for SRE? How might you quickly upskill and train these employees to move into the SRE role?