Module Four

Make Tomorrow Better than Today

1. Glossary
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1. Glossary

- **Continuous integration:** Building, integrating, and testing code within the development environment.

- **Continuous delivery:** Deploying to production frequently, or at the rate the business chooses.

- **Canarying:** Deploying a change in service to a group of users who don't know they are receiving the change, evaluating the impact to that group, and then deciding how to proceed.

- **Toil:** Work directly tied to a service that is manual, repetitive, automatable, tactical, or without enduring value, or that scales linearly as the service grows.

2. Key Points

- Change is best when small and frequent.

- Design thinking methodology has five phases: empathize, define, ideate, prototype, and test.

- Prototyping culture encourages teams to try more ideas, leading to an increase in faster failures and more successes.

- Excessive toil is toxic to the SRE role.

- By eliminating toil, SREs can focus the majority of their time on work that will either reduce future toil or add service features.

- Resistance to change is usually a fear of loss.

- Present change as an opportunity, not a threat.

- People react to change in many ways, and IT leaders need to understand how to communicate with and support each group.

3. Reflection Activity

1. Think about work your IT teams do that could be considered toil. How much of that toil is bad? How much is good? Write down your thoughts about the type of toil that you would consider automating, and the toil that you would consider keeping.

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2. How might you present adoption of SRE culture and practices as an opportunity to your IT teams and other leadership? Brainstorm some ideas below.

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