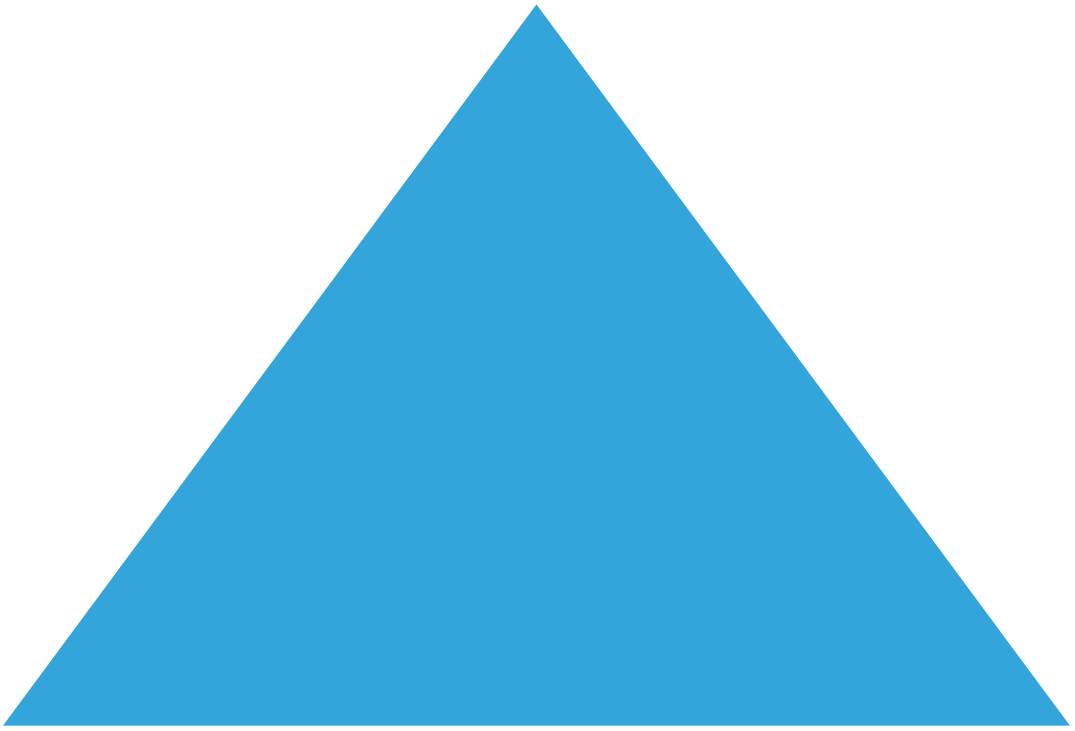


CORRESPONDENCE

EMBRACE RISK

- ▶ Accept failure as normal
- ▶ Balance reliability with innovation
- ▶ Defining acceptable levels of risk and failure



Innovation /
Change



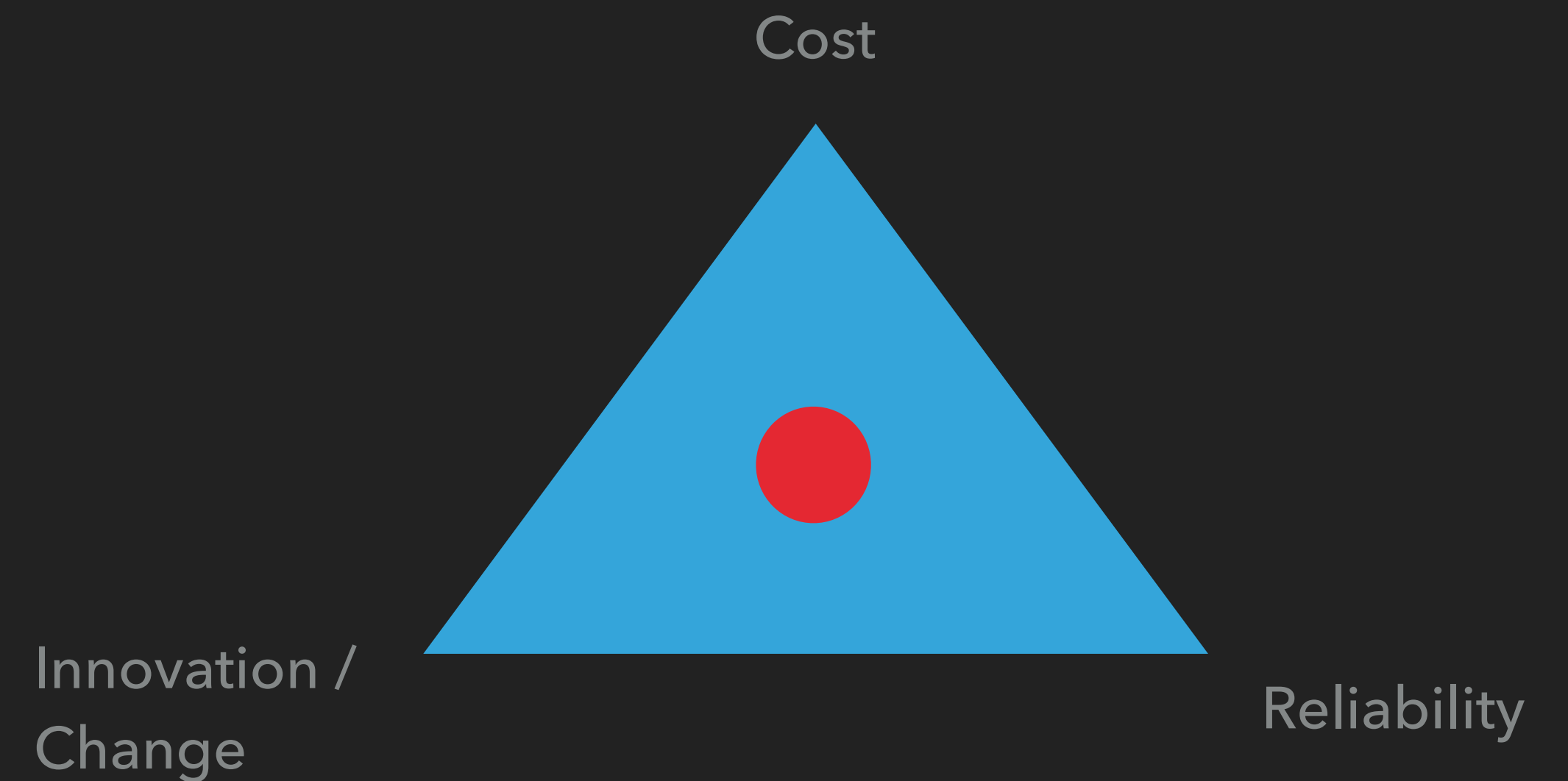
Reliability

cost



EMBRACE RISK

- ▶ Accept failure as normal
- ▶ Balance reliability with innovation
- ▶ Defining acceptable levels of risk and failure



SERVICE LEVEL OBJECTIVES

- ▶ Defining & reviewing of SLIs and SLOs
- ▶ Managing error budgets
- ▶ Risk management & decision making based on SLOs and error budget