

The Ops in DevOps is a VERB. It is not a Noun!

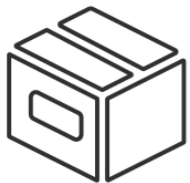
Andy Hinegardner
Technology Manager

Jeremy Castle
Engineering Director



State Farm® is the **36th** ranked company on the 2019 Fortune 500.

State Farm: Numbers Behind the Neighbors



State Farm offers
**about 100
products**



nearly
**19,000
Agents**



nearly
**58,000
Employees**

State Farm has 82.9M policies and accounts in force in the U.S.

Financial Reporting & Analysis - U.S. only as of 12/31/2018



Auto

43.7M

*includes Small Business



Fire

28.0M

*includes Small Business



Life**

8M



Small Business

2.8M



**State Farm
Bank®**

1.9M



Health

884K



**Mutual
Funds**

423K

About 60% of State
Farm households have
more than one product.



#1 Auto Insurer*

in the U.S. since 1942



#1 Homeowners Insurer*

in the U.S. since 1964



#2 largest Life Insurer**

based on policies in force
in the U.S. since 2016

State Farm: Enterprise Technology



6800

employees



2900

software/infrastructure
developers



100's of Technologies

from Java to Mainframe



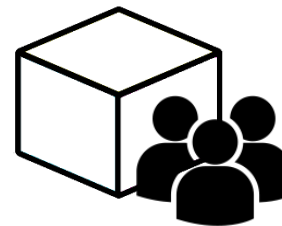
2000+

Web Applications



15

Business Areas
in ET



1200 Product Teams

Where do we fit at State Farm?



Andy Hinegardner

Where I Fit

- Technology Manager
- Resiliency Engineering
- #SREambassador

Responsibilities

- Enterprise SRE Practices and Enablement
- #SREvangelist



Jeremy Castle

Where I Fit

- Engineering Director
- Horizontal Enablement for Enterprise Technology

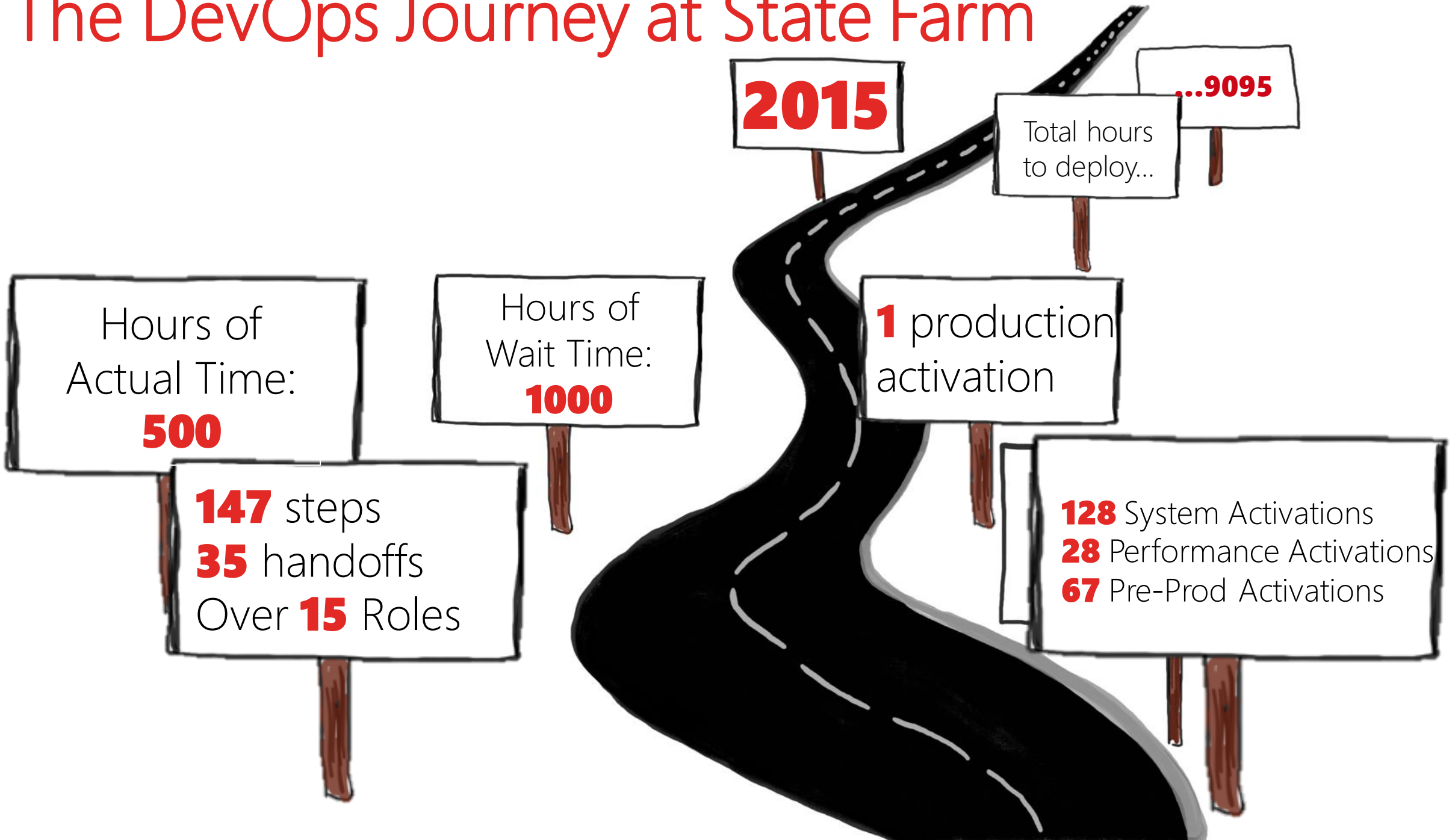
Responsibilities

- Application Development Lifecycle
- Majority of Developer Tools and Experience
- CI/CD Practices and Tools

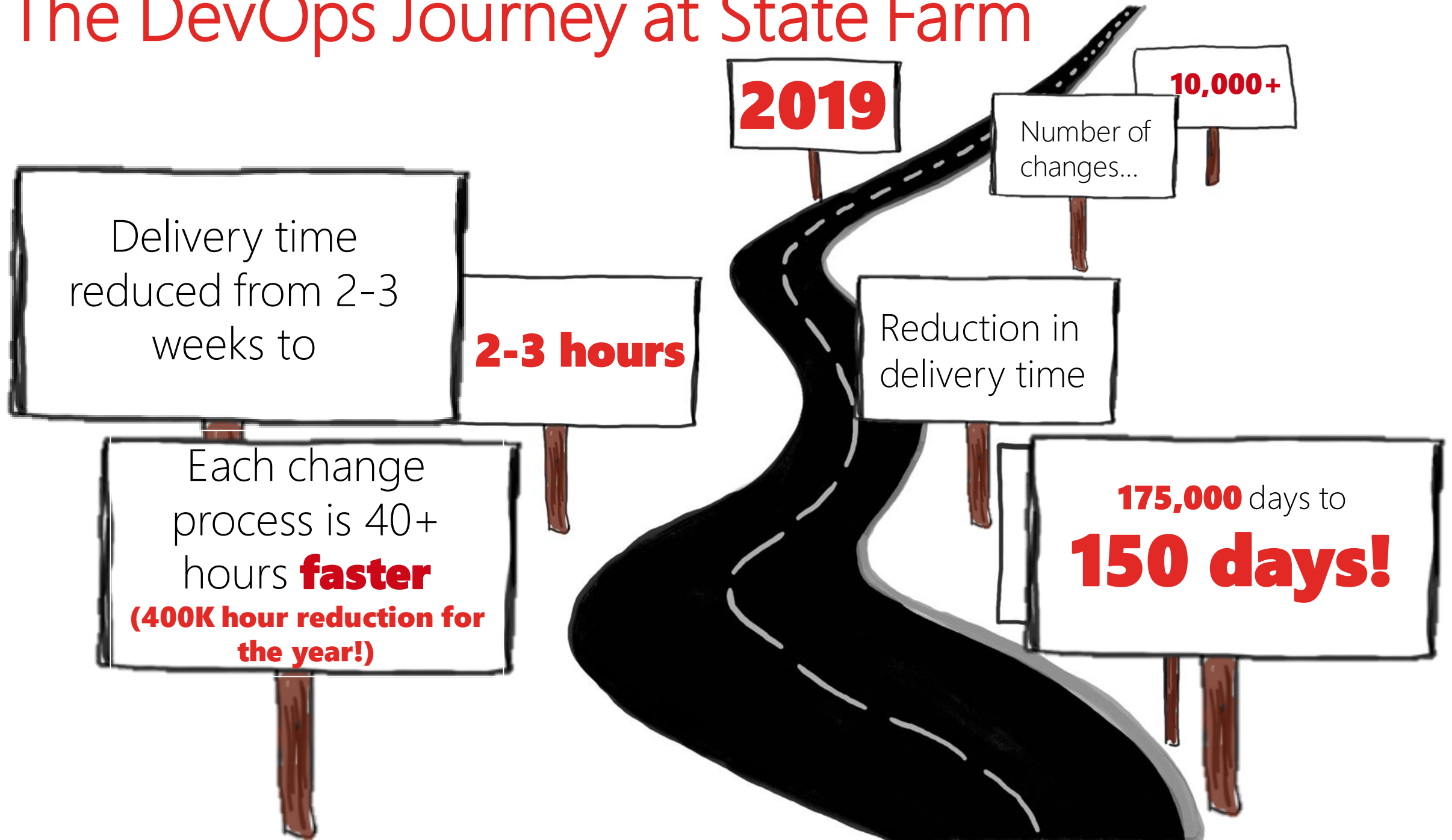
2015 Value Stream Map



The DevOps Journey at State Farm



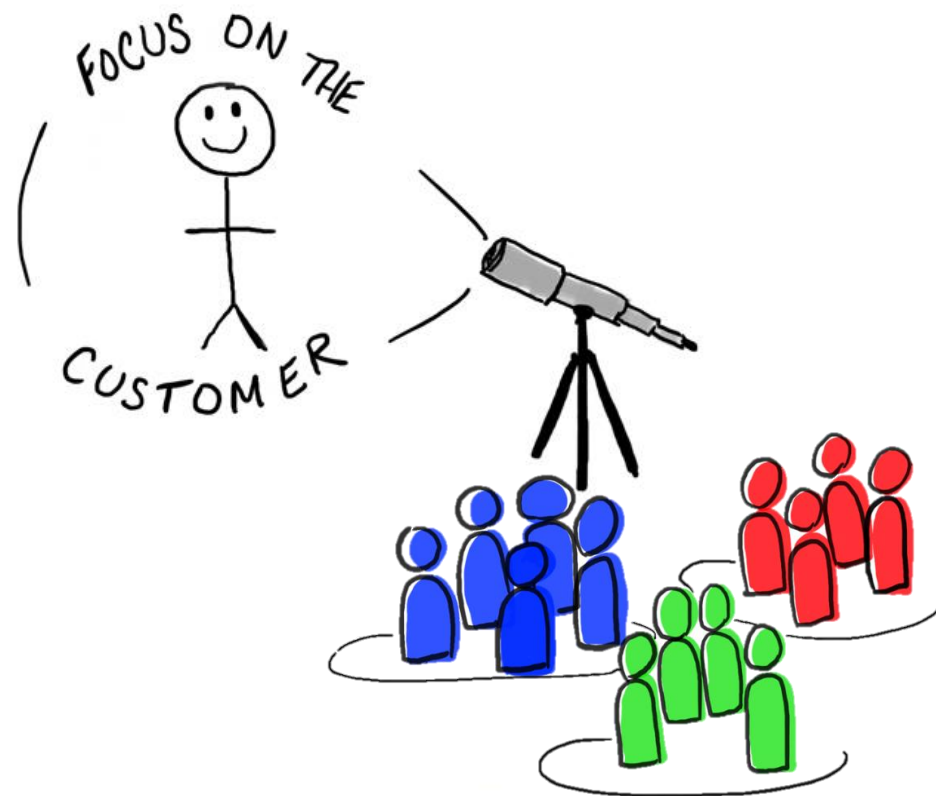
The DevOps Journey at State Farm





PROJECT

to



PRODUCT

You get DevOps!

And, you get DevOps!



And, you get DevOps!

Day 1 – People are Happy!

Let's Remove Friction for Our Teams!

- **GitOps**
- **Platform Enablement**
- **Pipelines**
- **Developer Experience**



Day 2 - Operations isn't a Noun?

I thought Operations was a Team?

I must monitor my application?

What is observability?



Fix your DevOps Grammar

**Let's get Leadership
Excited about DevOps!**

Site Reliability Engineering



Get Leaders Excited

Host a DevOps Leadership Summit!

Industry Speakers are Cool!

Make Everyone a Unicorn

What Can We Share?



**We are new at
this..**



**We are new at
this..**

But Really..

None of this is new



Increased Customer Impacts

Missed availability targets

Increased Agent Impact Recovery Times

Small Team

Startup mentality

Broad team skillsets

Target Critical Applications

Customer Facing/Financially Significant

Culture Change

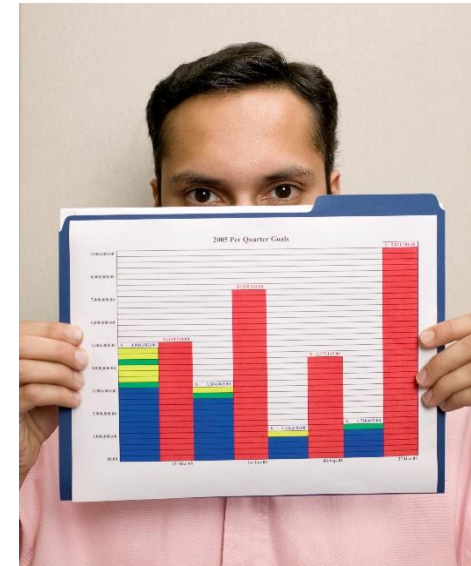
We are in IT – Things will break

Balance Features with Operations

Automate toil

Blameless Post-Mortem

Do you even SRE?



What we Found..

Dependencies

Do you know what you impact and what impacts you?

Observability

Anything weird going on?



Health

Is your app and it's infrastructure healthy, sick or dead?

Traceability

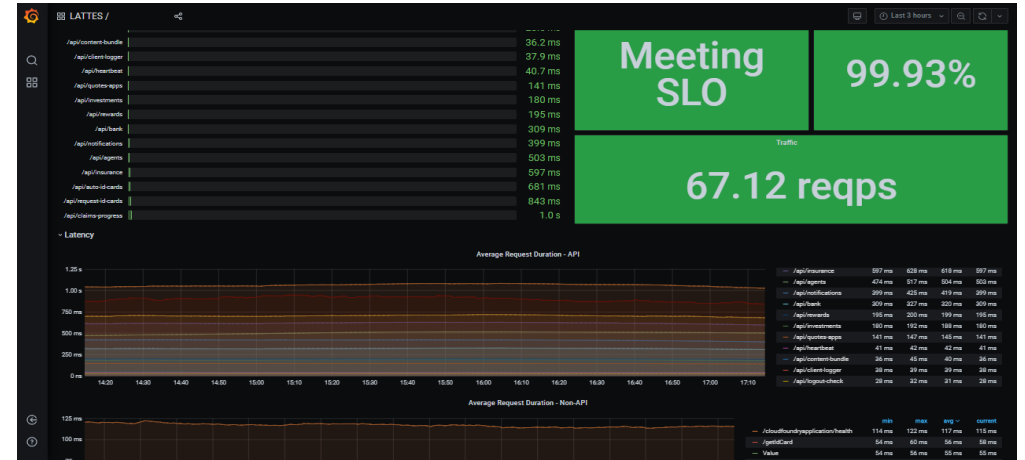
Focus on the customer perspective.

Knowing is half the battle



LATTES

Latency, Availability, Tickets, Traffic & Saturation



SLO/SLI

Establish Targets and Measure

Thresholds/Alerting

Found something? Let others know!

Reduce MTT's (Mean time to)

Lots of MTT's

Detect
Identify
Notify
Repair
Between Failures



Results!!

<24 hours after implementing LATTES we alerted on an event. Recovery time was 54 minutes. A bit better than the usual 1-2 hour recovery time.

Next time the alert fired the app was recovered in less than 9 minutes and action was taken to automate remediation. Progress!!

Focus on the Future



Public Cloud

It will solve all of our problems, right?

Take advantage of resiliency built into the platform

Resilient Deployment and Back out methods

Geographic Redundancy



Architecture, Engineering & Design

Engineer for failure, it will happen

Resiliency is part of design. We all need to do it.

Make SRE Easy

Create consistency

SRE as a platform

Leaders need to support SRE initiatives

So What Now?

Leadership

It all starts here

Support creativity, automation,
experimentation

Expect teams to know the health of their app
or infrastructure

Consistency

Know what you need but don't dictate the
solution

Give teams autonomy and responsibility for
their solutions

Give teams time to tackle technical debt/toil

Measure Everything

AUTOMATE EVERYTHING!



Thank you.

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Here to help life go right.®

