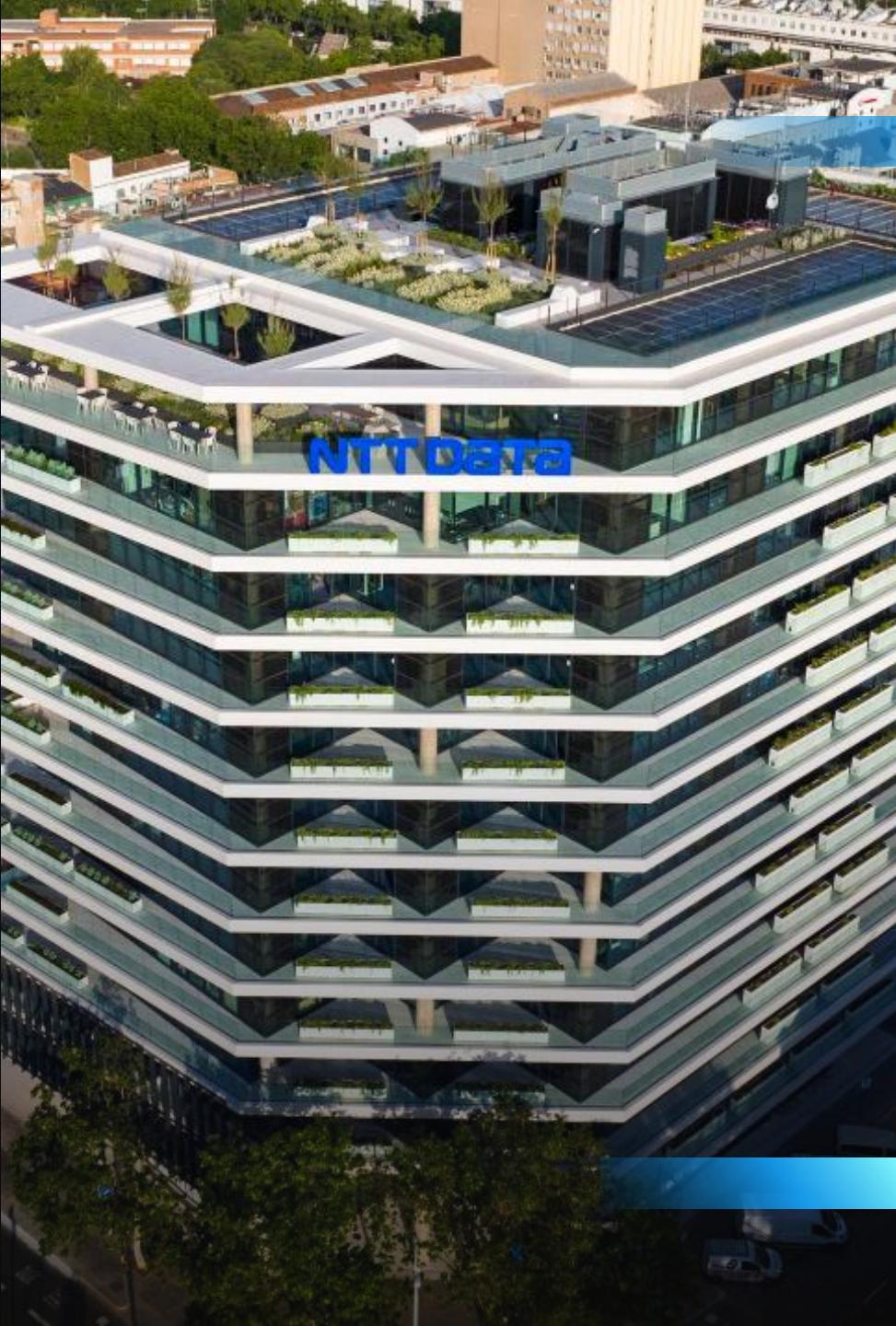


2023



Accelerating Value Delivery with Site Reliability Engineering

The **BCP** Case Study



**Luis Alberto Guevara
Sandoval**

Technology Director



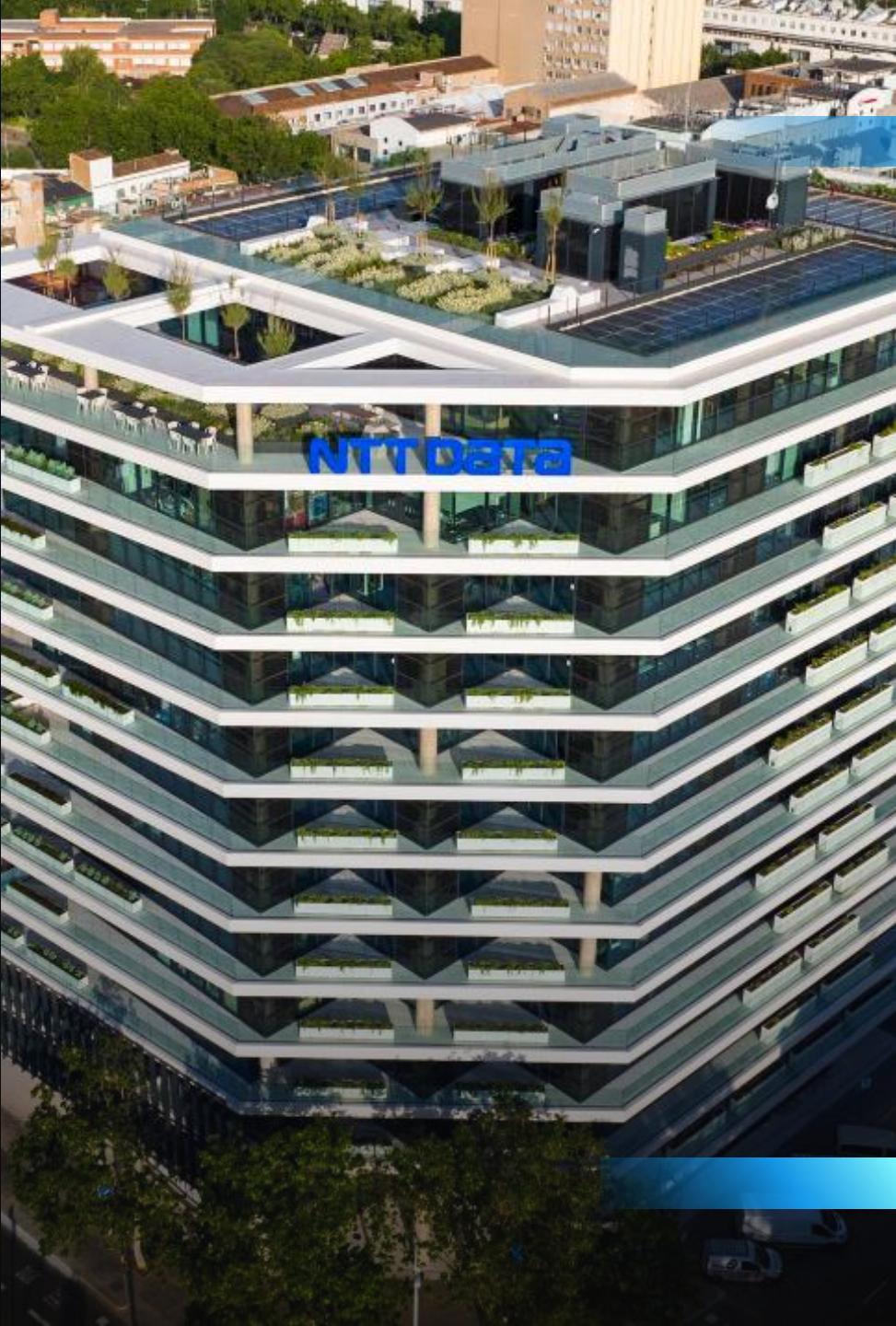
/luis-alberto-guevara-sandoval

75%

of the top 100 Fortune Global
companies choose NTT



NTT Inc., NTT Ltd., NTT DOCOMO, NTT
EAST, NTT WEST, NTT
COMMUNICATIONS, NTT DATA.



We work side to side with clients generating **innovation** and **transforming business plans**.



+52
Countries



Top 10th
Global Company on IT Services



+\$25,7 Billion
In Total Revenue



+15
High Performance Centers in LATAM



+195,000
Professionals operating Worldwide



**Maria Luisa
Polo**

CIO – Software Engineering



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**Erika
León-Ravinez**

Tribe Leader DevSecOps & Resilience



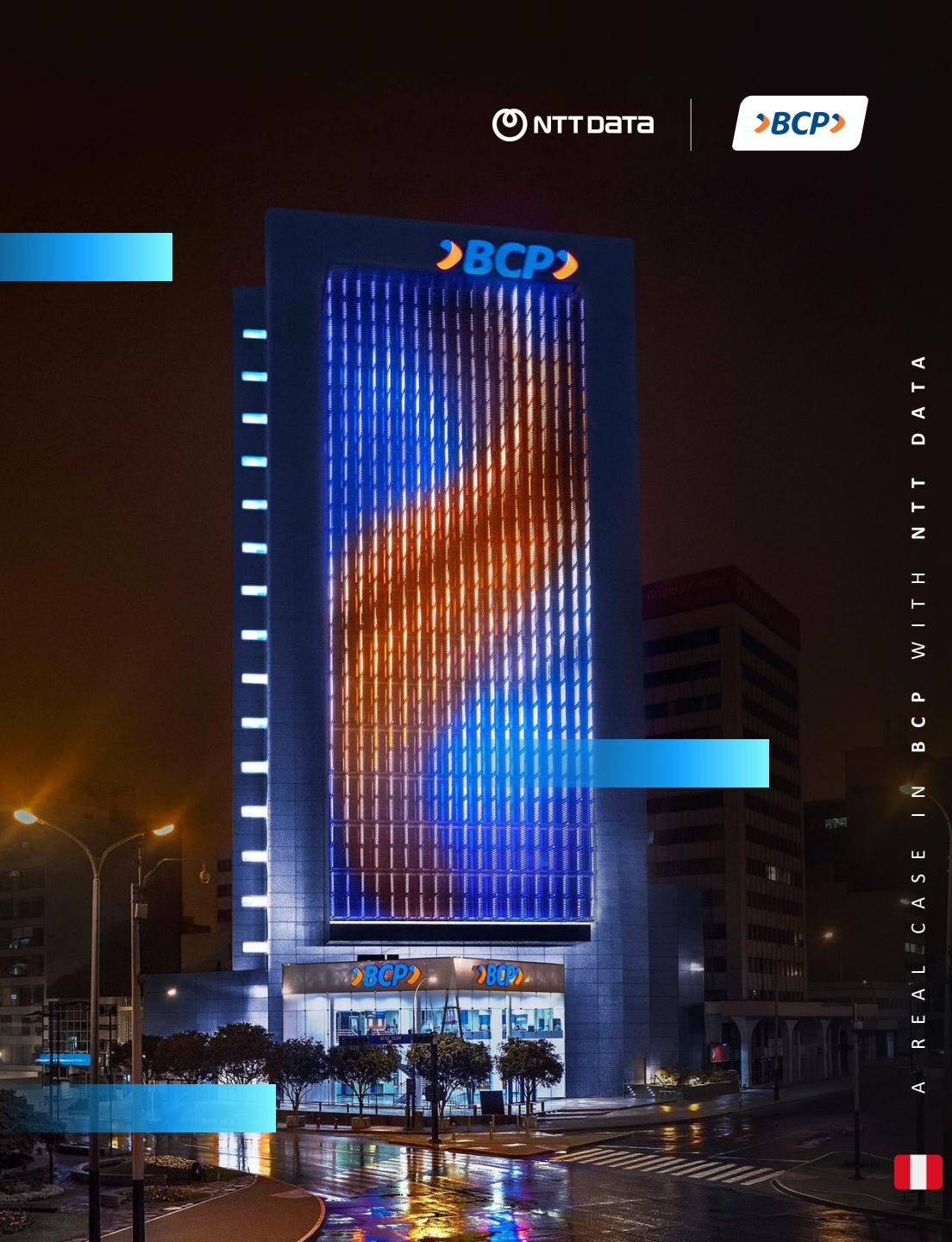
[/erika-león-ravinez](https://www.linkedin.com/in/erika-león-ravinez)

+12.7 MM

Customers 60% digital

6 Digital Labs

Scalable products and
customer centric





Transforming plans into reality.



35

Tribes



6

Digital Labs



+300

Squads



4

countries



15

Centers
of Expertise



17,690

Employees
55% women



+46%

Financial transactions in
Peru



#1 Bank in Peru

+12.7MM

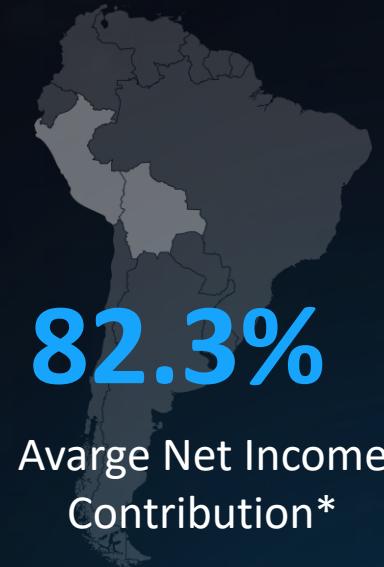
Clients

Facing the Challenge - High Complexity,
Massive Transaction Volume, and Lightning-Fast Spe
ed Required

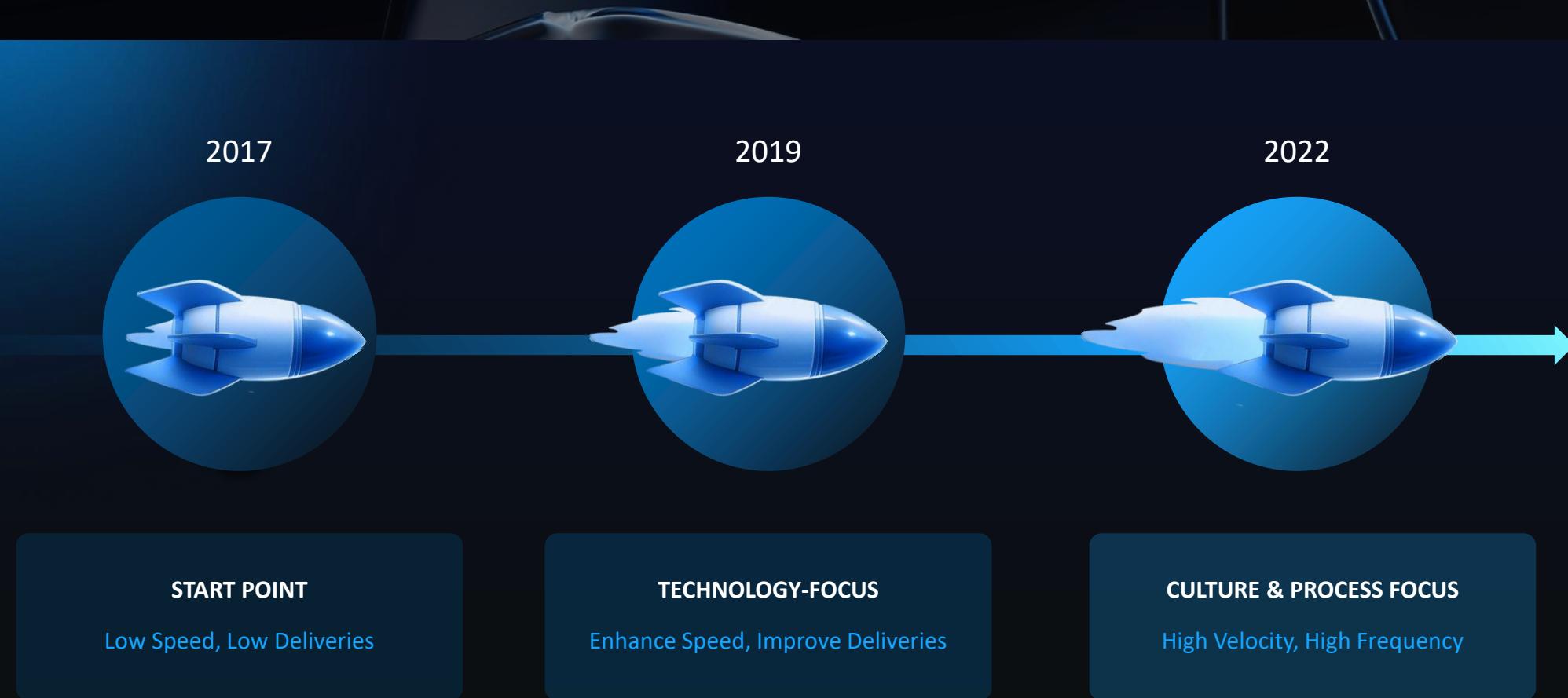
82.3%

Average Net Income
Contribution*

Total based on main Credicorp
subsidiaries



A Strategy for Accelerating Development



These steps are the key elements of our strategy for **accelerating development**.

We Make the Difference:

Turning Plans into Reality / Year 2022



36k
Releases per year



4 Days
Deployment Time



With Great Power...

...Comes Great Responsibility.



Pandemic brought high demand for digital services,
resulting in an increase in operational incidents.



Observability

Structural
design issues

Availability



Scalability



Dependencies

We needed something to ensure the continuity of our goal:

the assurance of operational stability.

Hope is Not a Strategy: Leveraging SRE for Problem Solving



Site Reliability Engineering

SRE is a discipline that blends aspects of [software engineering](#) with [site reliability](#) to create [scalable](#) and [highly reliable](#) software systems.

It covers everything from [planning](#) to [operation](#).



Software Value Stream

Plan

- Requirement Management

Design

- DesignOps
- GitOps
- DataOps
- CloudOps
- DevEx
- Performance Eng

Dev

- Continuous Integration
- Doc as a Code

Testing

- Continuous Testing
- TDM
- Service Virtualization

Traditional focus

Ops

- Continuous Delivery (Human factor)
- Continuous Deployment (NO Human factor)

Post Ops

- Continuous Feedback (Automated Rollback)

Software Value Stream



From Theory to Reality:

The story for our SRE Success



2021



Gathering References and Adaptation

- Knowledge: DevOps Institute, NTT Data, Google, and McKinsey.
- Experience: Top banks globally.

2021



SRE Pilot

- SRE pilot programs achieved significant results:
 - SRE pilot in Business Banking
 - Chaos Engineering over Yape (P2P Payment App)

2021



Model Definition

- Defined the SRE model.
- Started with a centralized approach.
- Extended services to other Main Apps

2022



Extended Service

- Decentralized services for Digital Channels
- Focused on "alerts and monitoring."
- Maintained centralized services for Business Banking

2023 +



Scaling

- Continued decentralizing services for Digital Channels
- Emphasized "capacity" and "postmortem" (MTTR and availability).
- Centralized services to address components impacting the Main Apps



and



success story

Revolutionizing Operations:



The Impact of SRE as a Strategic Approach



Monitoring (Reactive to Proactive):

Expanding Coverage, Reducing False Positives



Massive Incidents (Postmortems):

Avoiding Repeated Incidents



Deployment and Capacity:

Ensuring Adequate Capacity



Releases:

Ensuring Healthy Releases



Evolution:

Addressing Technical Debt and Obsolescence

↓75%

Alerts in MBBK ≈ 4.2K false positives

↓33%

Recurring errors

↓40%

Recurring errors

↓80%

Errors in releases

+120 backlog

actions to continue working



and



success story

From Theory to Reality:

Navigating the Steps to SRE Success



Availability in Key Channels



Greater access to services / Increased transaction volume / Enhanced user experience

99%

Annual Profit Increases due to Reduction in Operational Impacts

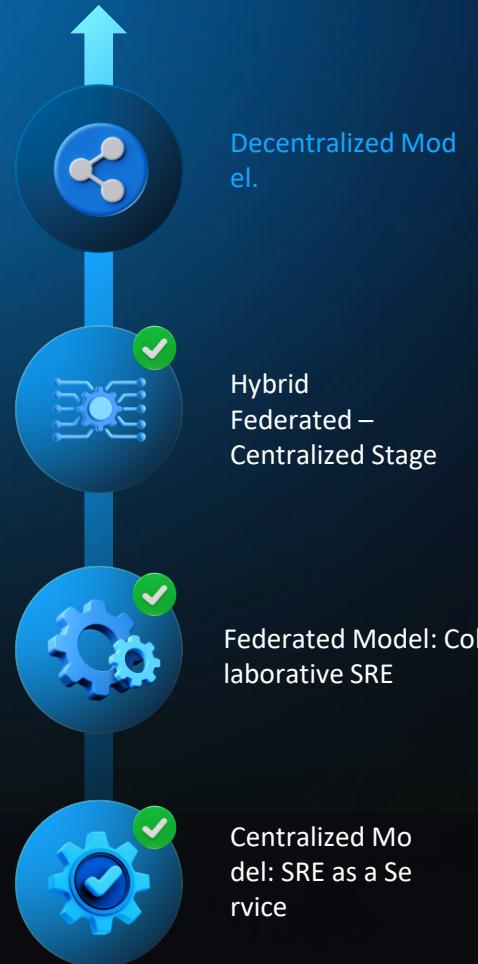


Increased sales revenue / Higher commissions

↑3%

Pioneering Tomorrow with
Technological Advancements

Charting a Course for Tomorrow's Success with Scalability and Technology



Strategic Insights: Key Lessons for Business Success



"Sponsorship: Commitment from the Organization and Leadership"

Insight: SRE success relies on organizational commitment and strong leadership support.



"Culture: Teamwork, Human Capital Focus, and Business Benefit"

Insight: Cultivating a culture of teamwork, prioritizing human capital, and aligning efforts with business goals are critical factors for SRE success.



"Resilience: The Accelerator of Development"

Insight: Achieving rapid development requires integrating resilience into the equation.

Strategic Insights: Key Lessons for Business Success



"Sustainability: Beyond Operational Stability"

Insight: Ensuring operational stability isn't sustainable if SRE is only introduced at the operational stage. It must be embedded throughout the entire development cycle.



"Balancing Act: The Role of Stability Guardians"

Insight: To ensure stability, a counterbalance practice is needed within the organization to protect against business pressures.



"Observability: The Foundation of Resilience"

Insight: Observability serves as the cornerstone of resilience, but it's just the tip of the iceberg.

2023



Accelerating Value Delivery with Site Reliability Engineering **THANK YOU**

The **BCP** Case Study

