

SRE: Changing the way value is delivered

SREs own the safeguarding of the customer journey while reducing infrastructure expenses, increasing operational efficiency, and improving the customer/developer/engineer experience. They have an in-depth understanding of how the user experience, technology and business intersect and where they provide value.

SRE makes things better (safer), faster and cheaper by creatively using technology, streamlining processes, reducing toil, preventing incidents, and increasing capacity efficiency (just to mention a few). This is done by means of wearing any of the following hats: Product Management, Automation and Development, Incident Prevention and Management, Problem Management and RCAs, Observability, Capacity Management/Planning and FinOps, and Test/Release/Pipeline. Sometimes SREs are interviewing users, analyzing chat data, trudging through alert data, managing incidents, writing code, deploying services, performing RCAs, presenting on capacity management, improving documentation, rewriting alerts, writing formulas to link engineering to business, calculating the ideal pod cpu to memory ratio, risk hunting and the list goes on - all with goal of improving and protecting the user experience and reducing costs.

I invite you to perform any of the below mathematical experiments to see the potential value of SRE in your organization (I will do a separate blog exploring more value deriving math such as process efficiency, capacity waste, ...):

1. **Incident Costs per year (time is money):** *Average MTTR * # Major Incidents per year * Average Cost Per Minute (Cost per Minute = Time spent (customer support, ops, etc.) * rate + revenue/profit lost + opportunity loss),*
2. **Internal Support costs per year:** *Internal support chat duration hours aggregated over 1 year * average hourly pay of a support engineer * average hourly pay of a developer*
3. **Toil costs per year:** *Total non-novel issues over a year (incidents that occur more than 52x per year) * average minute rate of a support engineer * 5 minutes*

