

## SRE: Strategy Must Haves



**Full Strategy 101 Requirements:** Vision, Strategies, Practices and Initiatives (Tactical), Partnerships, Culture, Outcomes, Defined Impact/Value.

The vision must account for the future state of user experience, financial prudence, and innovation. The strategy must demonstrate a high-level feasible way of delivering on the vision. The initiatives/practices support how the strategies play out. Partnership is the ones who we are going to work with to get it done. Culture is how we conduct ourselves. Outcomes are the tangibles and impact/value are what those tangibles create.

These are some strategies that can help provide value and support the overall SRE vision. *Most initiatives can have strategies of their own.*

1. **Center of Excellence** – Consulting practice setting best practices
  - a. *Advisory council* – Leaders and Engineers join to establish the definition of SRE.
  - b. *Scorecards* – Creation of metrics (SLIs/KPIs/OKRs) that prove we are succeeding in our vision.
2. **Focus Areas**
  - a. *R&D* – Where can we invest that will yield greater results into the future?
    - i. *AI*
      1. *Monitoring - Anomaly detection, predictive analytics*
      2. *Selfheal and Self-service*
      3. *Incident Prevention*
    - ii. *Technology Investment*
      1. *Tooling*
      2. *Platforms and Development*
      3. *Test and Release Technology – Service Mesh,*
      4. *Kubernetes, Public Cloud Journeys*
    - iii. *Digital Immune System*
  - b. *Risk and Audit* – How do we find risks and make sure best practices are adhered to?
  - c. *FinOps and Capacity*
  - d. *Production First Programs*
    - i. *Postmortem/RCA*

- ii. *Incident Response*
    - iii. *Toil Management*
  - e. *Product Management –*
    - i. User Experience
      - 1. *Customer Experience*
      - 2. *Developer Experience*
      - 3. *Engineer Experience*
    - ii. Engineering
      - 1. *Roadmap and Capacity Planning*
      - 2. *Design*
      - 3. *Development*
    - iii. Business
      - 1. Marketing – SRE awareness in the organization.
      - 2. Sales –Sell SRE to app teams.
      - 3. Operations – Maintain and run the SRE team in relation to the product.
      - 4. Finance – How to ensure the SRE team provides more financial benefits than it costs to run.?
      - 5. Support – How products will be supported?
      - 6. Communications: education, conferences, forums, guild, workshops
- 3. **Talent Development**
  - a. Career Path – Hiring, Training, Progression
  - b. Propagation Plan – Where are the Embedded SREs

**Partnerships:** Product, Platform Engineering, Operations, Command Center, Monitoring Team, Cybersecurity....

**Culture:** Humility, Persistence, Creativity, Blamelessness, Fun.....