**1. Organization**

* Establish a shared understanding of your workload, roles, and business goals across teams.
* Prioritize based on business objectives, risks, and benefits to focus efforts effectively.
* Ensure clarity on responsibilities, decision-making authority, and ownership of components, processes, and procedures.
* Encourage innovation and skill development within teams, leveraging cross-organizational diversity for new perspectives.

**2. Prepare**

* Design workloads to emit necessary telemetry (metrics, logs, traces) for observability and issue investigation.
* Adopt processes that improve the flow of changes into production and allow fast feedback and rapid recovery.
* Regularly evaluate operational readiness and use consistent processes for deployment and changes.
* Implement operations as code to maximize automation, minimize human error, and enable faster iterations.

**3. Operate**

* Measure success based on business and customer outcomes, using metrics to assess both workload health and operational effectiveness.
* Use established runbooks for routine events and playbooks for incident investigation and resolution.
* Ensure clear communication of workload status and operational events to relevant stakeholders.
* Automate responses to known events and manage workloads effectively through dashboards and notifications.

**4. Evolve**

* Dedicate work cycles to continuous improvement, performing post-incident analysis to identify lessons learned.
* Share insights across teams to spread knowledge and drive collective improvement.
* Regularly review and prioritize improvement opportunities, considering feedback from operations.
* Use automation to implement and test improvements, focusing on small, frequent changes for better results.