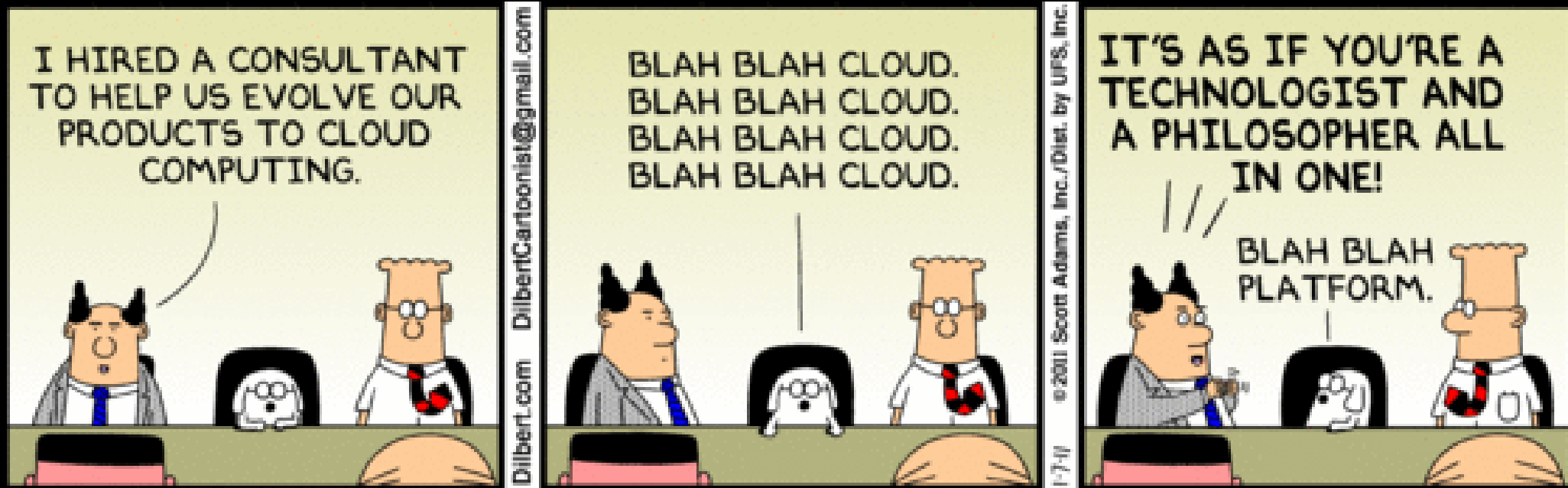# Battle Wounds from a Cloud Site Reliability Engineer

… And a few lessons

By Jane Miceli
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Dilbert

Agenda

- Introduction to SRE
  - What is it?
  - How does it impact business?

- Why me? Why SRE?

- Battles: Stories from the trenches

- Winning the War
  - What can I do about it?

- Questions?

Why do we need Site Reliability Engineers?

What is the purpose of SRE?

- To optimize Cloud-based activity providing highly-available and reliable service to customers for business success.

Who does SREs impact?

- C-suite: CEO, CIO, CFO,

- VPs

- Directors

- Managers

- Teams
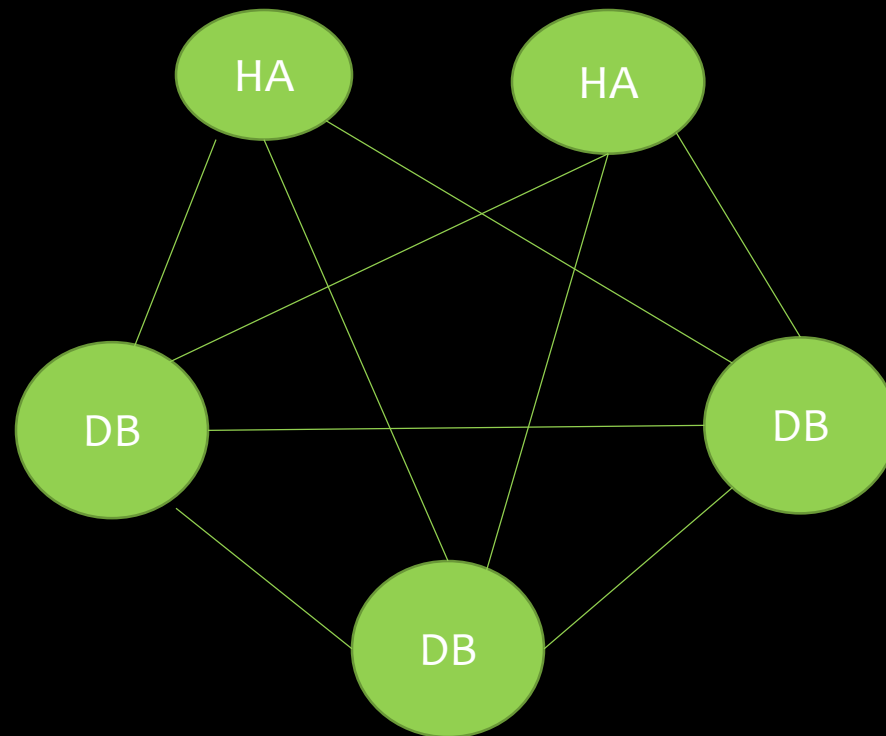
- Customers

- The Board

What tech is used in SRE?

Battles: Attrition
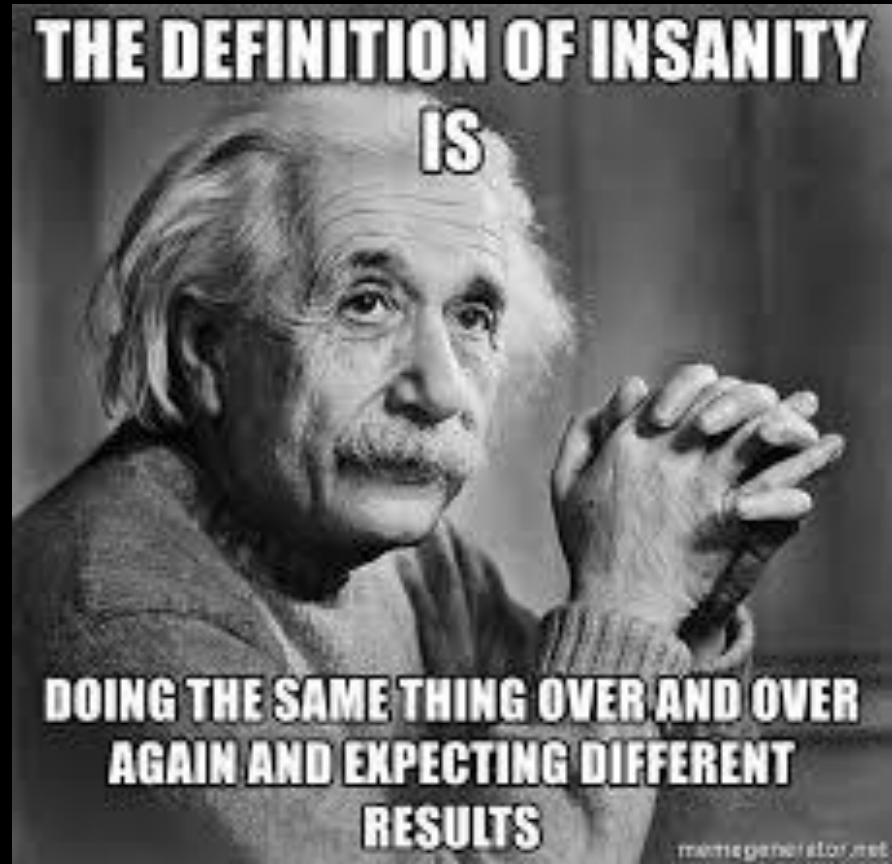
Battles: Alarm-mageddon

Battles: Foobar

Battles: Lacking Preparation

Winning the War: Making SRE Experience Suck Less

Winning the War: Solidarity amongst Soldiers

Winning the War: Solid Retrospectives

What are your
questions?

What more information?

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