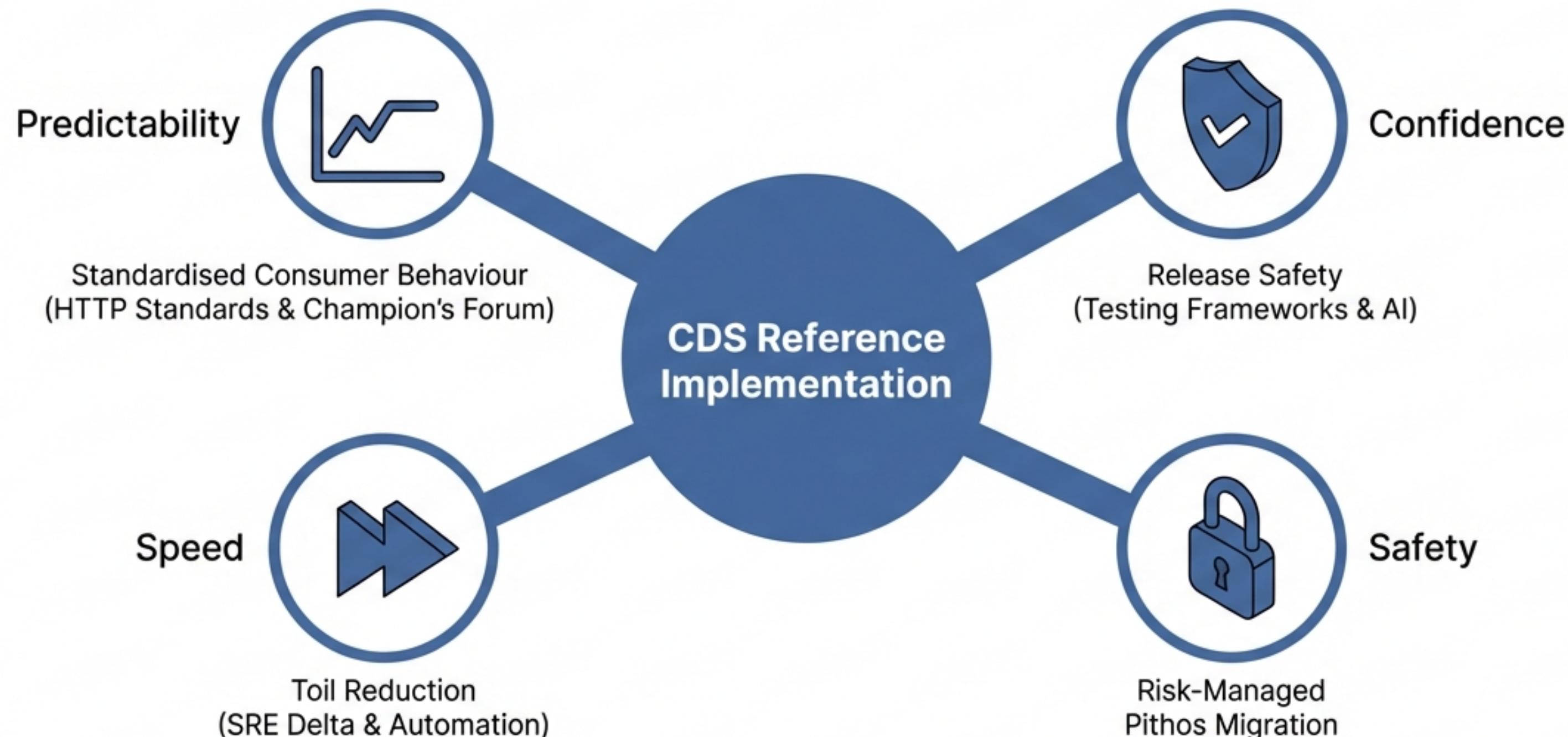


CDS 2026 SRE Roadmap: Flagship Execution of the WM Core Charter

Operationalising the Reference Implementation for Stability, Reliability, and Resilience.



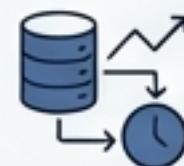
Strategic Goal: Building the blueprint for engineering rigour across the organisation.

Strategic Anchor: Alignment with the WM Core Tech SRE Charter

1. Monitoring & Observability



- 100% Dynatrace OneAgent hygiene & SaaS migration
- Automated synthetic/RUM for critical paths
- Standardised logging & Netcool/ServiceNow integration

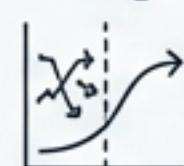
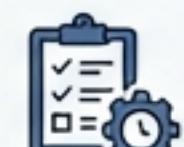


2. NFR & SLO



- Critical journeys onboarded to AppStatus 2.0
- Recalibrated SLOs with Product Owner signoff
- Strict Error Budget governance & burn rate reporting

3. Stability, Reliability & Resiliency (SRR)



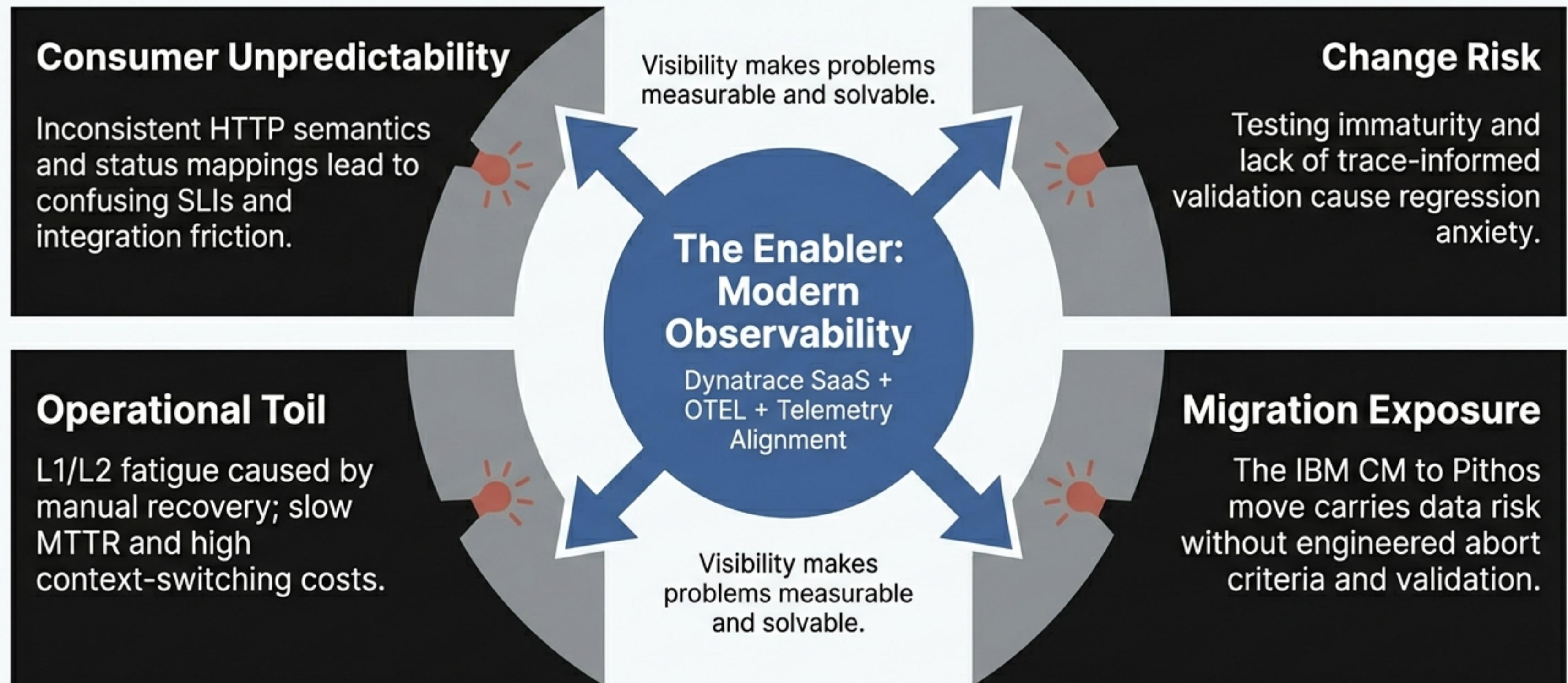
- Standardised Incident Mgmt (P2–P5) protocols
- Production Readiness Reviews (PRR)
- Chaos engineering & reduced ticket aging

4. AI 4 SRE



- AIOps360 adoption
- PR-buddy implementation for reliability code reviews
- Reusable AI solutions working groups

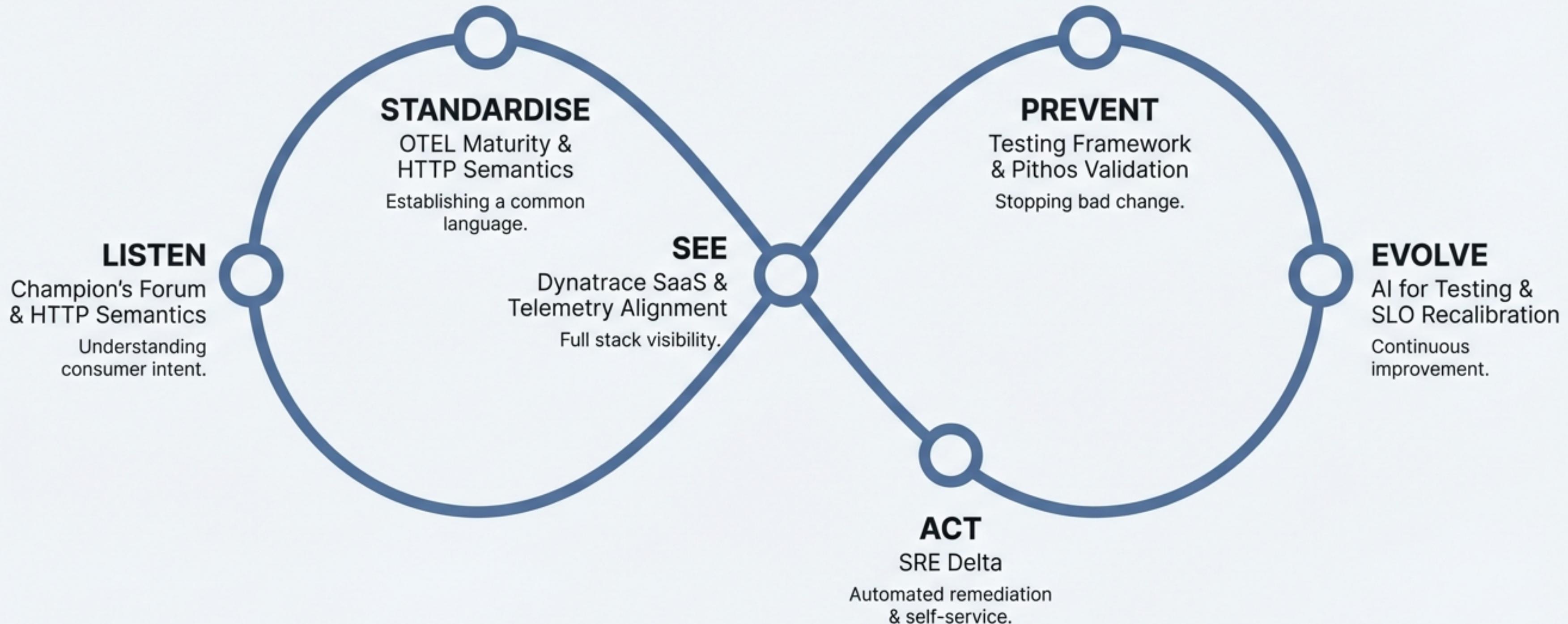
The Friction Points & The Enabler



Initiative-to-Charter Alignment Map

Initiatives	Monitoring	NFR/SLO	SRR	AI4SRE	Contribution Statement
Dynatrace SaaS					Foundation for 100% hygiene & golden signals.
OTEL Maturity					Standardised instrumentation & trace attributes.
Telemetry Alignment					Correlated logs/metrics for critical journeys.
Pithos Migration					Resilience launch via shadow reads & safe cutover.
SRE Delta					Self-service L1/L2 automation & guardrails.
Testing Framework					Trace-informed generation & regression triage.
HTTP Refactor					Truthful SLIs & consistent consumer contract.
Champion's Forum					Feedback loop to recalibrate SLOs & expectations.

The Reliability Operating System



2026 Deliverables: Definition of Done

Dynatrace SaaS

Parity achieved;
Golden Dashboards
live; Netcool
integration complete.

OTEL Maturity

100% critical journey
tracing; standard
attributes enforced.

Telemetry Alignment

Logs/Metrics/Traces
correlated in SaaS;
legacy tools retired.

Pithos Migration

IBM CM retired; S3
live with shadow-read
validation & zero data
loss.

SRE Delta

L1/L2 workflows
automated; RBAC &
audit trails active.

Testing Framework

Trace-informed test
generation live; Flake
rate <1%.

HTTP Refactor

Error taxonomy
standardised;
Backward compatibility
layer operational.

Champion's Forum

Monthly cadence
established; Change
comms channel
active.

2026 Execution Sequencing

	Q1: Foundations	Q2: First Outcomes	Q3: Scale & Enforce	Q4: Institutionalise
Outcome: Enabler	Dynatrace SaaS Initial Migration		Legacy Tool Deprecation	
Outcome: Safety	Pithos Shadow Reads Start (Low Risk)		Pithos Progressive Cutover (Waves 1-5)	IBM CM Decommission
Outcome: Predictability	Champion's Forum Launch	HTTP Status Definitions Finalised		Strict Semantic Enforcement
Outcome: Speed		SRE Delta Pilot (Top 3 Workflows)		SRE Delta General Availability
Outcome: Confidence		OTEL Standards Published	AI Testing Rollout	

Governance: Metrics, Risks & Asks

KPI Scorecard

Category	Target Metric
Consumer	Escalations ↓ 30% Contract Incidents ↓ 50%
Change Safety	Failure Rate ↓ 20% Regression Detection ↑ 40%
Ops Health	Toil Eliminated (Hours) ↑ Pages/Week ↓
Migration	Shadow-read mismatch < 0.01% Zero Sev-1 Cutover Incidents

Risks & Asks

Risks & Mitigations

- Risk:** HTTP changes break consumers.
Mitigation: Backward compatibility layer + Forum comms.
- Risk:** Pithos data divergence.
Mitigation: Engineered Abort Criteria & Shadow reads.
- Risk:** Telemetry Cost.
Mitigation: Strict sampling & scope governance.

Leadership Asks

- Approval for sequencing (WIP limits).
- Political support for "Standards Enforcement" (HTTP/OTEL).
- Capacity protection for Engineering teams during Q3 migration.