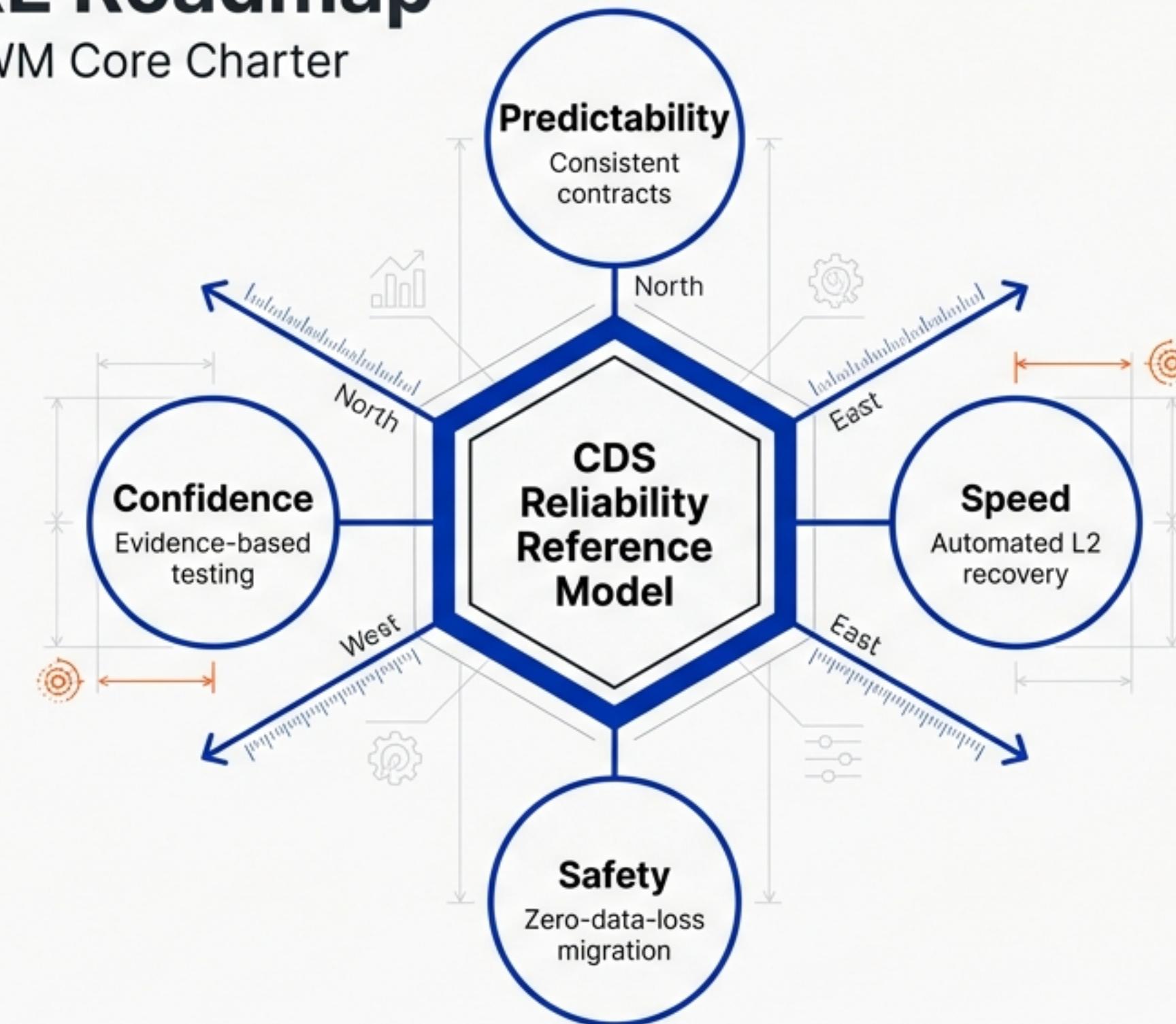


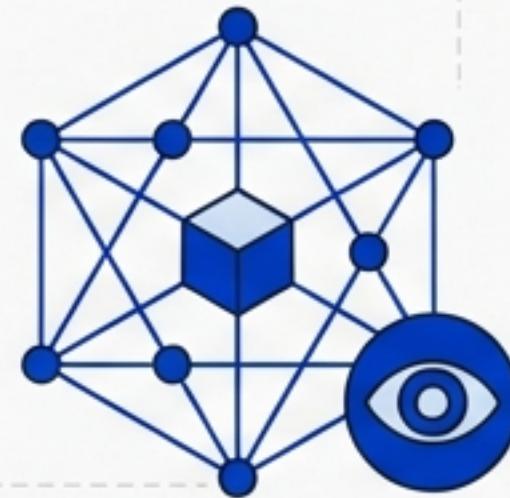
CDS 2026 SRE Roadmap

Flagship Execution of WM Core Charter



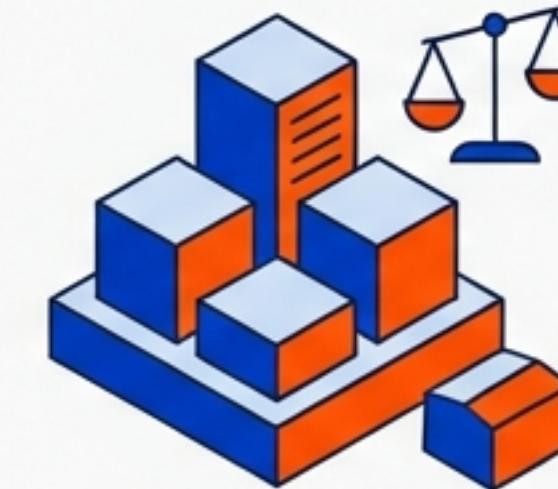
Strategic Intent: Operationalize the WM Core Tech SRE Charter to create a repeatable, governed reliability standard for the firm.

Alignment to WM Core Tech SRE Charter



1. Monitoring & Observability

- 100% Dynatrace OneAgent hygiene
- Adoption of Release Monitoring (linking deployment to health)
- Standardized logging & alert integration (Netcool/ServiceNow)



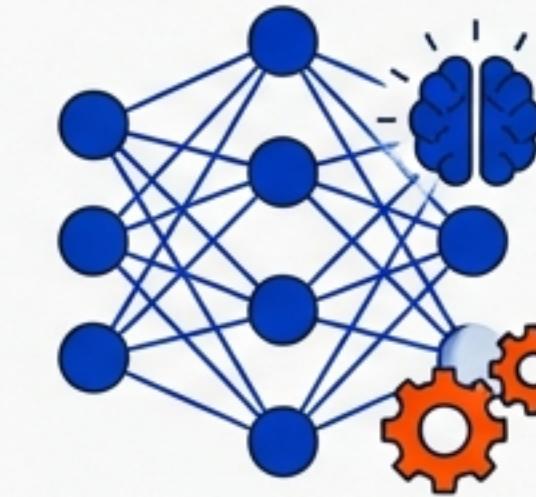
2. NFR & SLO

- Recalibrate SLOs to reflect RTO & client expectations
- Strict error budget governance with burn-rate reporting



3. Stability & Resilience (SRR)

- Reduce P1/P2 incidents and aging tickets
- Institutionalize Production Readiness Reviews (PRR)



4. AI for SRE

- Establish data foundation for AIOps360
- SRE Delta automation for reliability recommendations



Problem Statement: Operational Friction & Risk

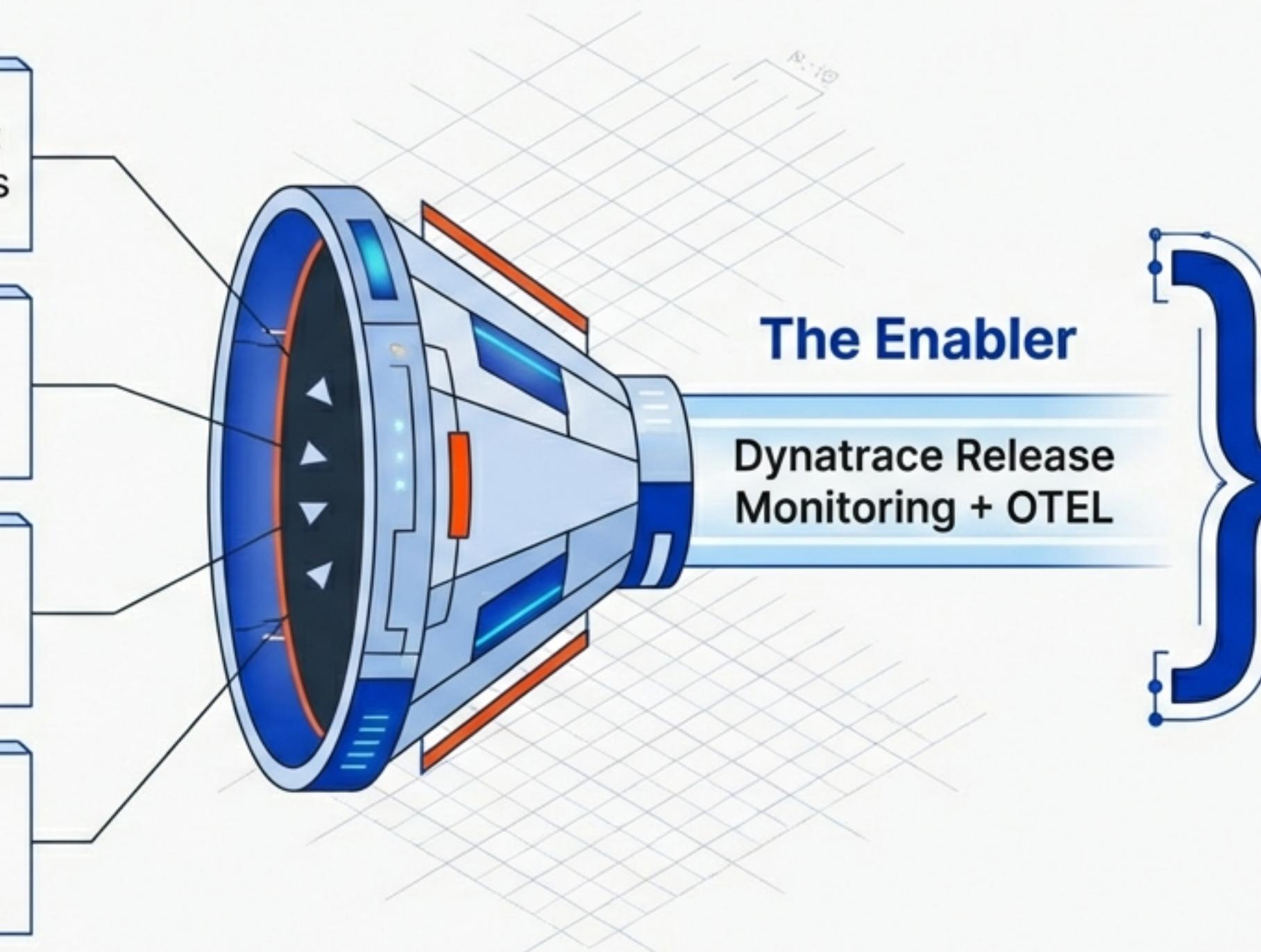
The Friction

Consumer Unpredictability:
Inconsistent HTTP semantics

Change Risk:
Long regression cycles
& blind spots

Operational Toil:
Manual L2 recovery
& slow MTTR

Migration Risk:
IBM CM → Pithos data
corruption risk



The Enabler

Dynatrace Release
Monitoring + OTEL

Risks become
Visible, Versioned,
and Measurable



Alignment Map: The 8 Strategic Initiatives

The Initiatives	Observability	NFR/SLO	Stability	AI for SRE
Observability Foundation				
Dynatrace Release Monitoring	●		●	
OTEL Maturity	●			
Telemetry Alignment	●			
Governance & Reliability				
SLO Recalibration		●		
PRR Institutionalization		●	●	
Incident & Toil Reduction			●	
Future-Proofing				
AIOps Data Foundation				●
Migration Safety (Shadow Validation)	●		●	

The Strategic Pivot: Dynatrace Release Monitoring

BEFORE: Infrastructure Focus



- Generic host health monitoring
- Question: Is the server running?
- Blind to code-level regressions
- Reactive alerting based on thresholds

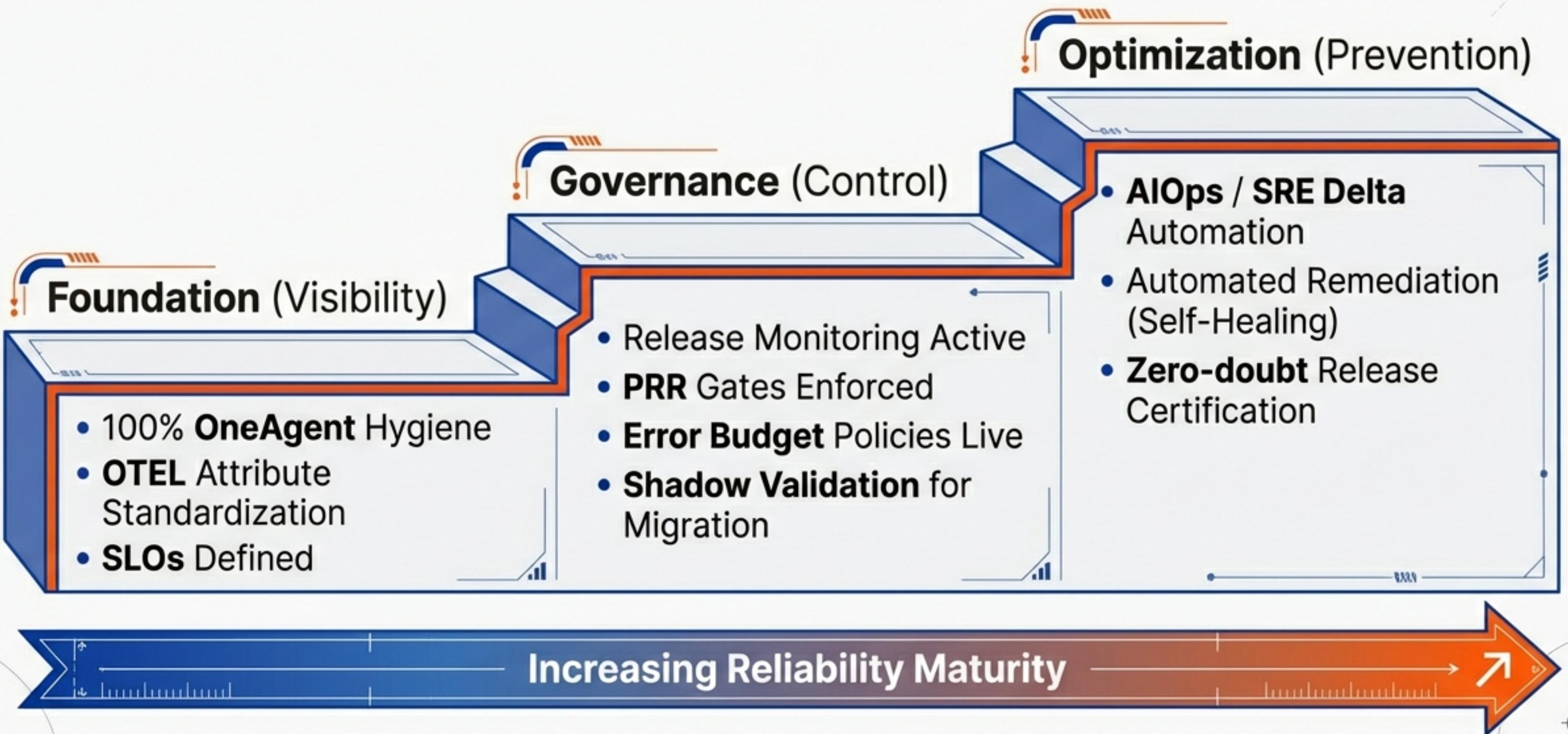
AFTER: Version-Aware Focus



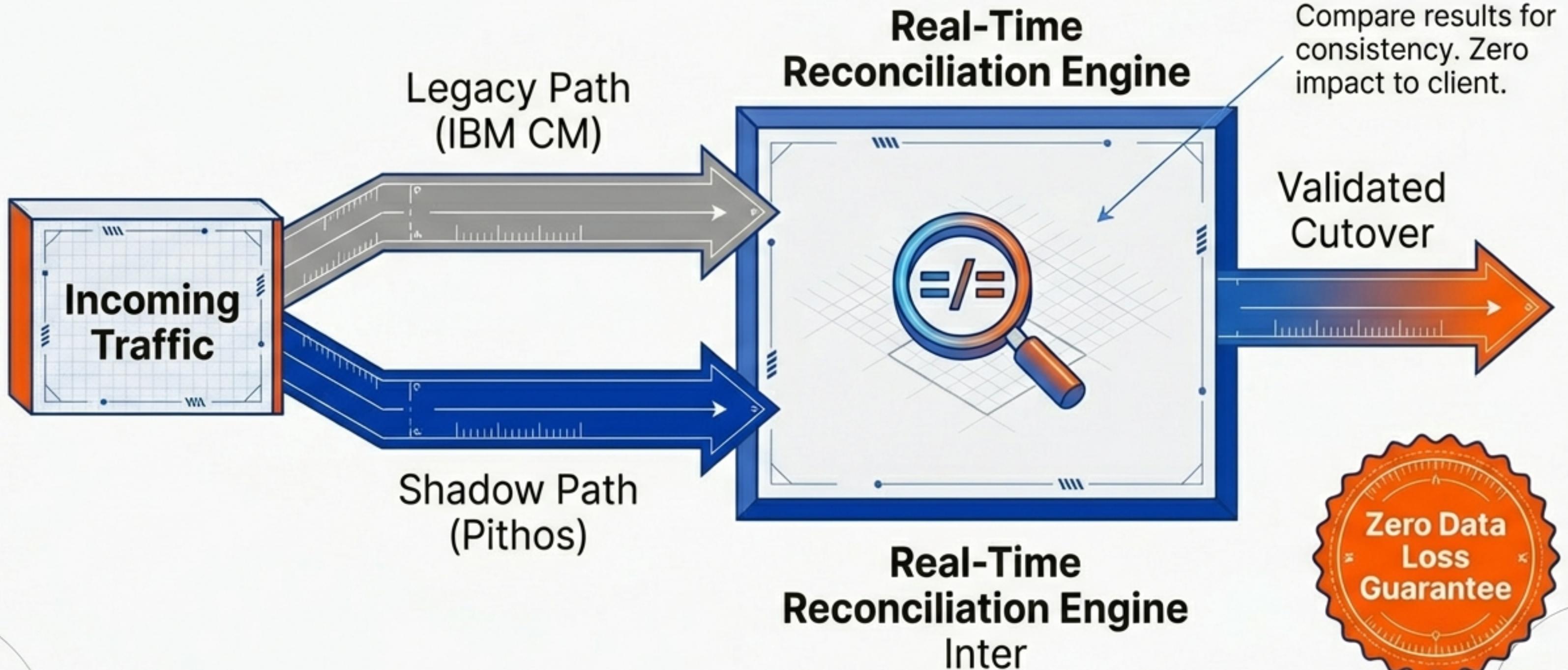
- Release-specific health tracking
- Question: Is V2.1 better than V2.0?
- Automated regression attribution
- Deployment events linked to metrics

Key Takeaway: Moving SRE from “**Keeping the lights on**” to “**Guarding the Change**”.

Execution Strategy: Maturity Model



Critical Path Safety: Zero-Data-Loss Migration



Commitment to Outcomes

Definition of Success



Predictability: Standardized contracts and behavior established.

Confidence: Regressions caught during release, not after.

Speed: MTTR reduced via automated context.

Safety: IBM CM → Pithos migration completed with zero data loss.

**CDS will serve as the verifiable Reference Implementation
for the WM Core Tech SRE Charter.**