

## Case Study-36 SRE Incident Response & Reliability



### Problem

Teams struggle with **slow incident detection**, fragmented logs, and inconsistent on-call responses. This leads to **increased MTTR**, customer impact, and stress for engineering teams.



### Solution

Implement an SRE-driven **Incident Response Framework**:

- Set up **centralized observability** (Prometheus, Grafana, ELK, Datadog).
- Automate **alert routing** through PagerDuty/Alertmanager.
- Establish **clear runbooks** for common production issues.
- Measure **SLIs, SLOs, and Error Budgets** for reliability baselines.

This builds a culture of **proactive reliability**, not reactive firefighting. SRE improves incident management by using observability, automation, and well-defined SLOs to reduce MTTR and ensure consistent production reliability.

#SRE #SiteReliabilityEngineering #IncidentManagement #DevOps #Observability  
#ErrorBudgets #MTTR #SLI #SLO