

Module Five

Regulate Workload

1. Glossary
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1. Glossary

- **Affinity bias:** Tendency to gravitate toward those who are similar to you, such as with race, gender, socioeconomic background, or education level.
- **Confirmation bias:** Tendency to find information, input, or data that supports your preconceived notions.
- **Selective attention bias:** Tendency to pay attention to things, ideas, and input from people whom you tend to gravitate toward.
- **Labeling bias:** Tendency to form opinions based on how people look, dress, or appear externally.

2. Key Points

- Measure reliability with good service level indicators (SLIs).
- A good SLI correlates with user experience with your service; that is, a good SLI tells you when users are happy or unhappy.
- Measure toil by identifying it, selecting an appropriate unit of measure, and tracking the measurements continuously.
- Monitoring allows you to gain visibility into a system, which is a core requirement for judging service health and diagnosing your service when things go wrong.
- Goal-setting, transparency, and data-driven decision making are key components of SRE measurement culture.
- To make truly data-driven decisions, you need to remove any unconscious biases.

3. Reflection Activity

1. Think about how your IT teams work. What are some things you know they are already measuring? What are some things you think they should measure that they don't already measure?

2. How do you currently set and measure goals in your organization? Is there anything you think you could improve about the process?
