

# Module One

Welcome to Developing a Google SRE Culture

1. Key Points
2. Reflection Activity

## 1. Key Points

- Customers' experiences with your service tell you how reliable it is.
- In many IT organizations, development and operations teams have conflicting priorities.
- Site Reliability Engineering (SRE) is the practice of balancing the velocity of development features with the risk to reliability.
- SRE can benefit IT teams, regardless of whether they are using cloud or on-premises technology, for both large projects and daily work.

## 2. Reflection Activity

Have you ever had a concern about your service's reliability? If so, what caused this concern? Were there internal or external factors? How did you address it?

Write down your thoughts below, and keep your experience in mind as you learn about Google's SRE practices.

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