The Launch and Hand-off Readiness Review at Google

William T. Thomason

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The case study found in our textbook “The DevOps handbook” about Google can be very interesting to read. In this paper, we will discuss the case study and how Google handled their launch and hand-off readiness reviews. Let us start in 2004; an engineer named Ben Treynor Sloss coined the term “Site Reliability Engineer” (SRE) to describe the engineer’s position at Google. At this time Treynor Sloss only started with a staff of seven SRE’s that ended up growing to over 1,200 by 2014. Treynor resisted labeling a definition of what SRE’s are, however he once described them as “what happens when a software engineer is tasked with what used to be called operations.” These SRE’s can only assigned to the product lines that have the highest importance to the company and can only be assigned after products have self-managed their service in production for at least six months.

Google ended up developing two sets of safety checks for two critical stages of releasing new services called the Launch Readiness Review (LRR) and the Hand-Off Readiness Review (HHR), by doing this helps ensure that the self-manages product teams can still benefit from the collective experience of the SRE organization that was created at Google. Let us learn about these two stages a little more in depth.

References

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