

# SRE. This is the way

Microsoft Cloud Solution Architect

Frank Chen

**What is SRE?**

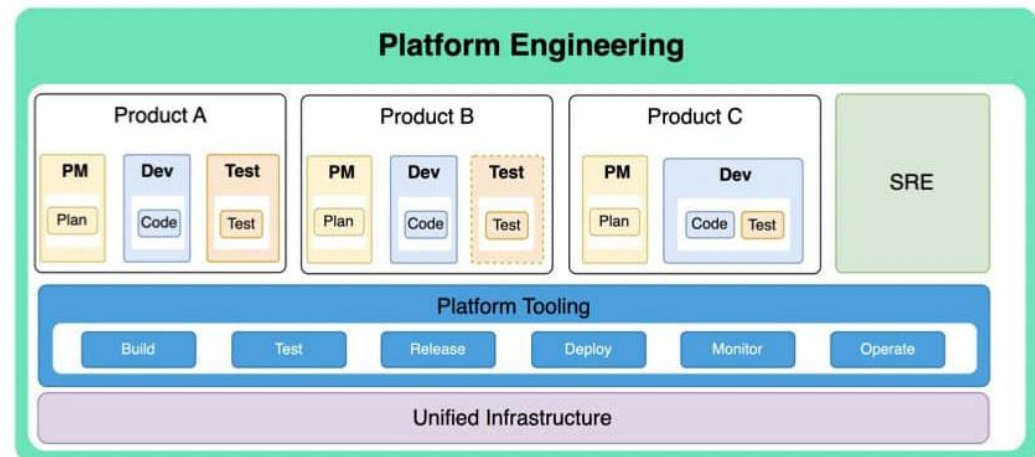
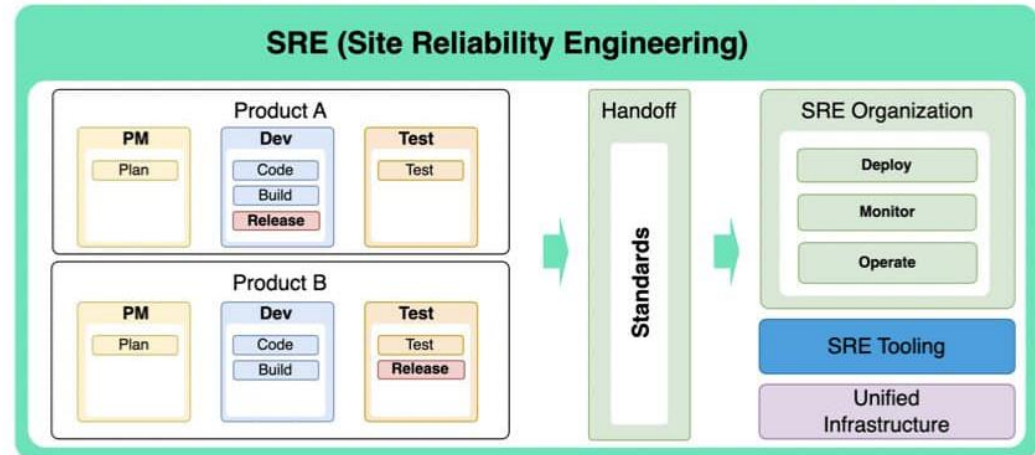
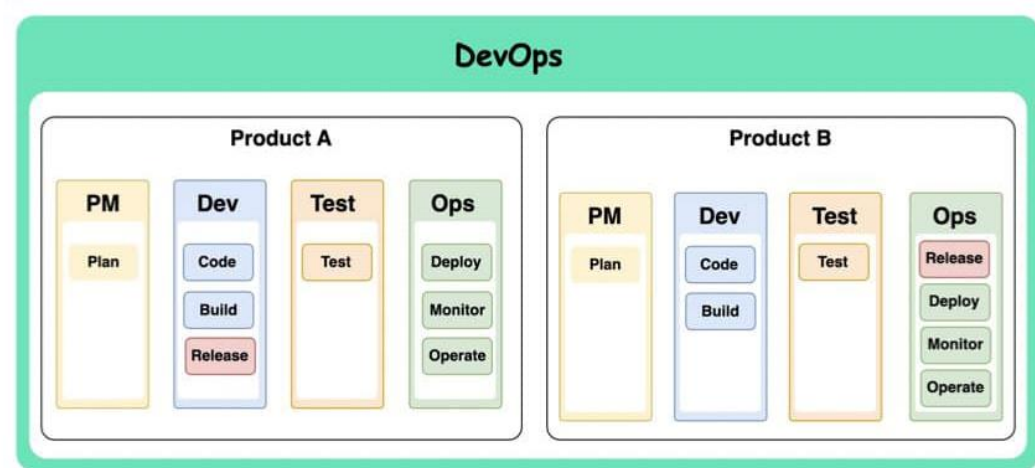
# DevOps

vs.

# SRE

vs.

# Platform Engineering



# SRE Concepts

- **SLI/SLO**
- **Error Budgets**
- **Blameless postmortems**
- **Eliminating Toil**

# SRE Concepts

- **SLI/SLO** → how you model reliability
- **Error Budgets** → how you fight for resource
- **Blameless postmortems** → how you collaborate with other teams
- **Eliminating Toil** → how you do more with less

# SRE As Job Title

An Evangelist for  
Site Reliability Engineering

# The Way to GO

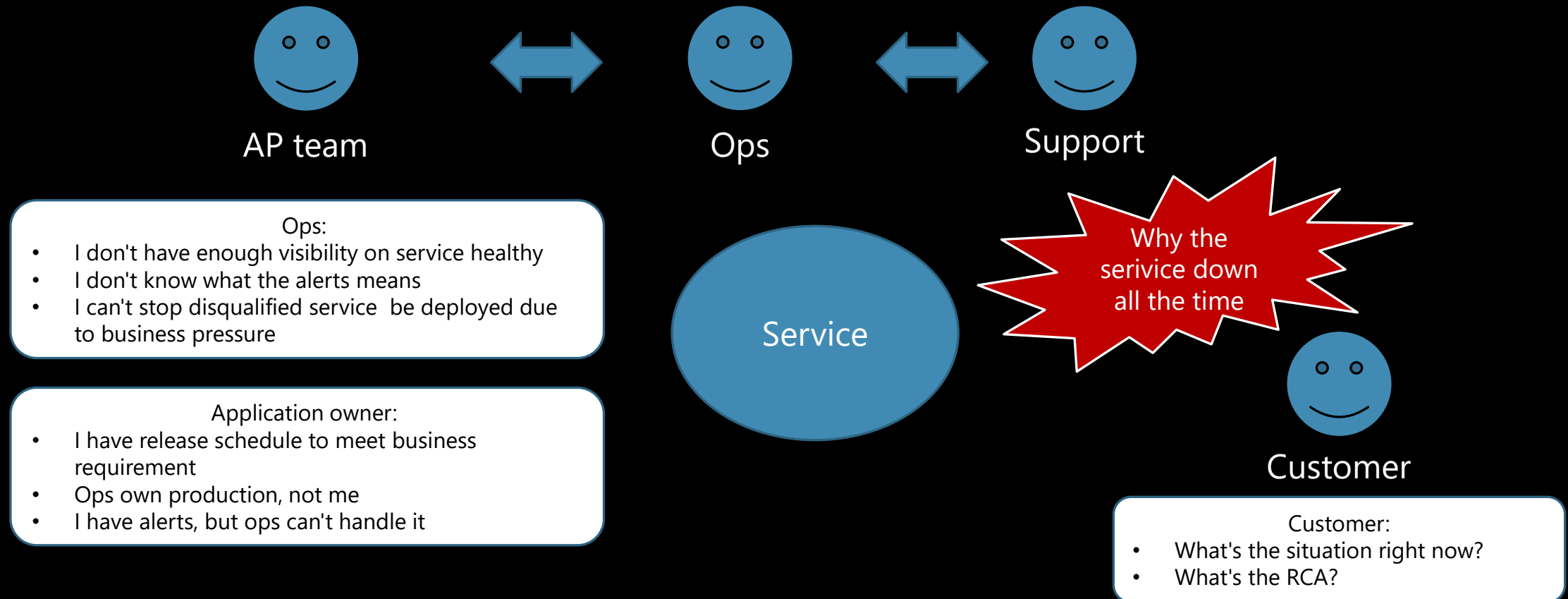
- **Getting Started**
- **Plan for Continuity**

Start from small, make **influence**

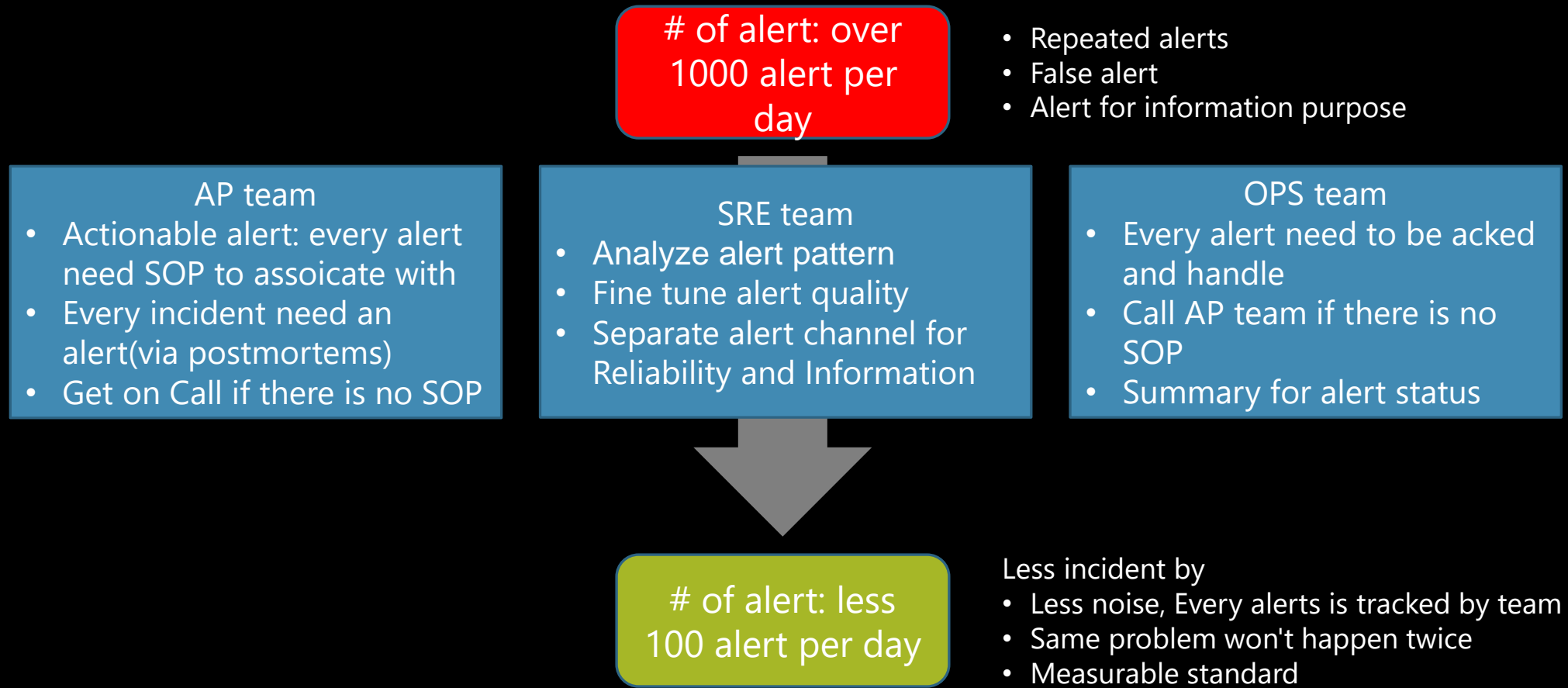
Getting Started



# The Real World, when will we need site reliability engineering?

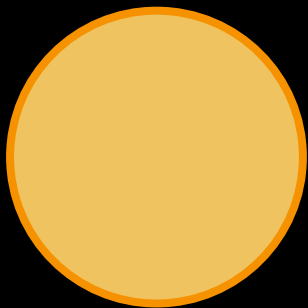


# Start from small, make influence

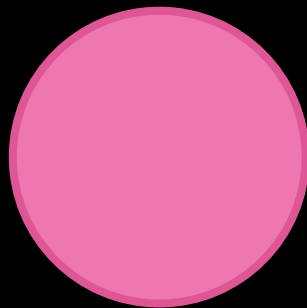


# Plan for Continuity

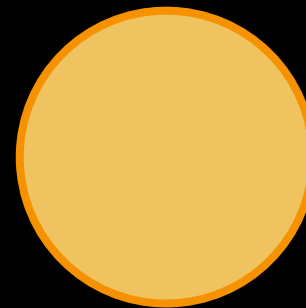
# 1. Identify Organization Type



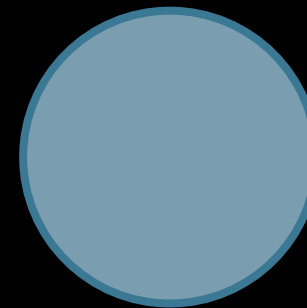
● Dev



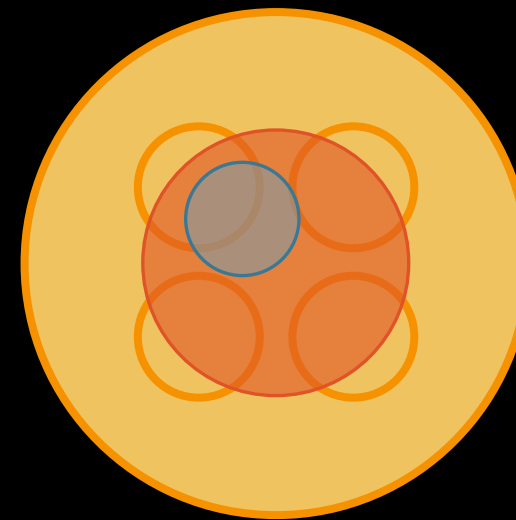
● SRE



● Dev



● Ops



● DevOps

● Dev

● Ops

# Tips

## No "BEST" type

- **Lower communication effort**
- **Open for organization changes**

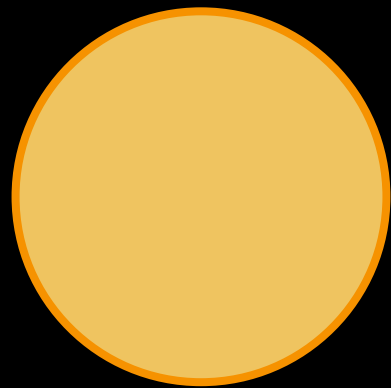
## Identify Stakeholders

- **Customer**
- **Business owner**
- **Collaborator**

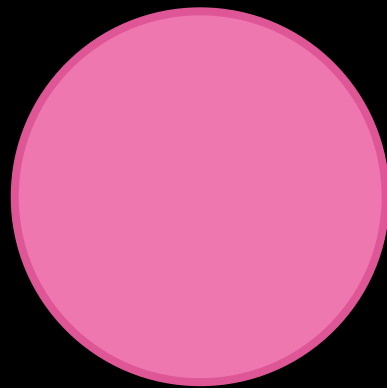
## Shared Responsibility

- **Clear R&R**
- **Blameless culture**

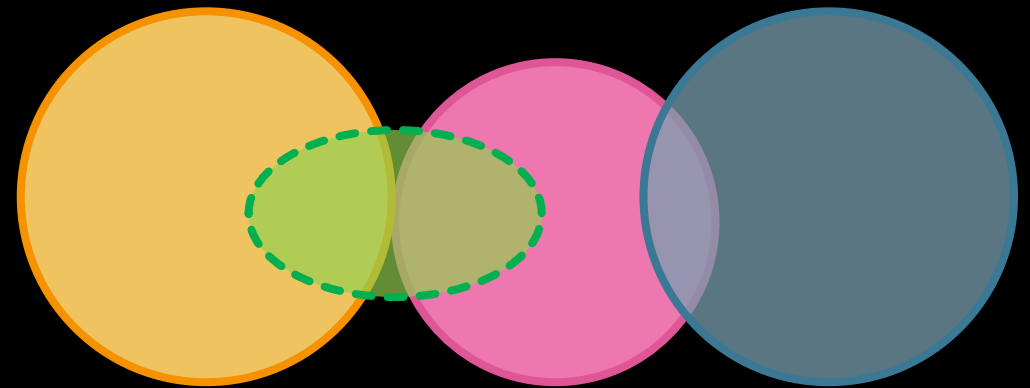
# No BEST type



● Dev



● SRE



● DevOps

● Dev

● SRE

● Ops

**Anti-Type H: Fake SRE**

**Type H: SRE Team(Google model)**

# Identify Stakeholders

- Data Visibility
- Permission Design
- Communication Tools



Grafana



Status



Customer

Business Analytics



Business owner

Observability



Support



Ops



AP team

## **2. Modeling reliability**



# Tips



**Right indicator for  
right stakeholder**



**Connect to business  
value**



**Communication  
channels**



**Continuous  
improvement process**

# Right indicator for right stakeholder



Business owner, Customer

Business Value/SLA/Cost

to connect to Business



SRE, Product owner,  
AP owner

SLO/SLI  
Uptime/Error rate/Latency/# of Alerts

to evaluate reliability



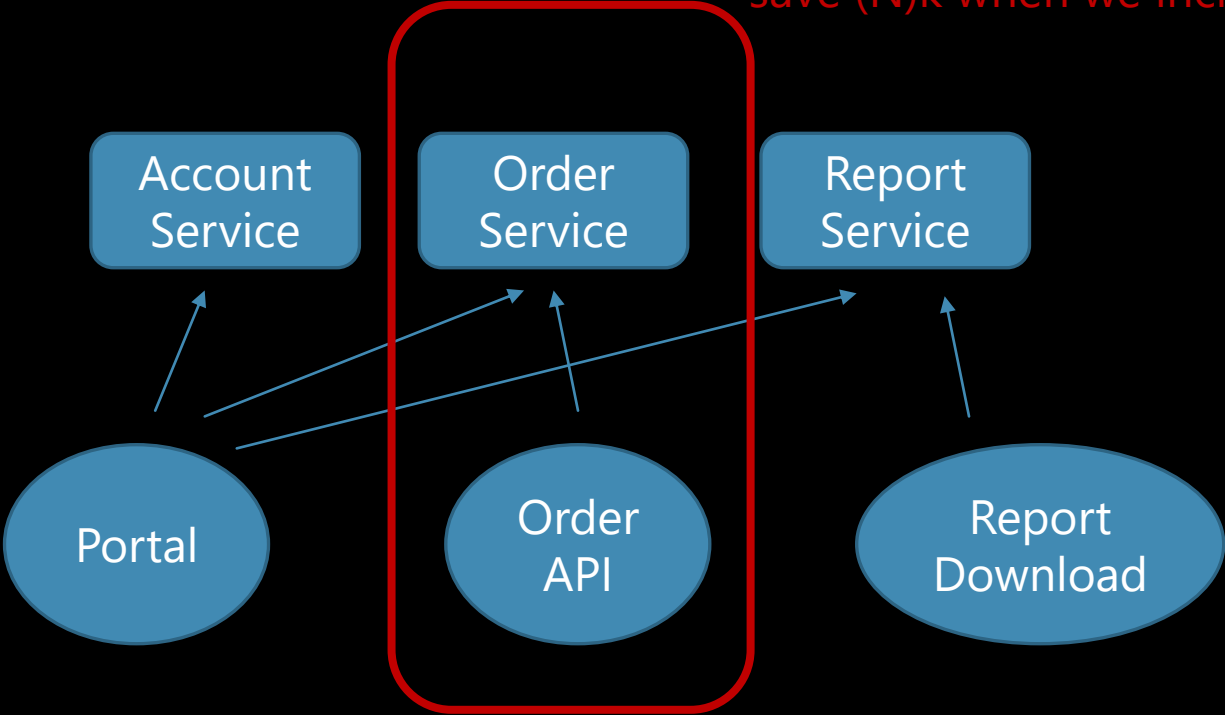
AP owner

Metics/Trace/Log

to collect data for reliability

# Connect to Business

save (N)k when we increase reliability by (M) %



If service down for x minutes, we will

lose 100 USD service credit

lose 10k USD revenue

lose 50 USD service credit

# Communication Channels



Customer



Business owner



Support



Ops



AP team

## Consumption

Ex. Power BI, Grafana, Alerts routing, Notification

## Data Platform

Ex. Azure monitor, Prometheus, Elastic stack, ..etc

## Data Source

Ex. Servers, Cloud services, Kubernetes, Databases, ..etc

# 3. Collaboration

# Tips



**Standard  
/Process**

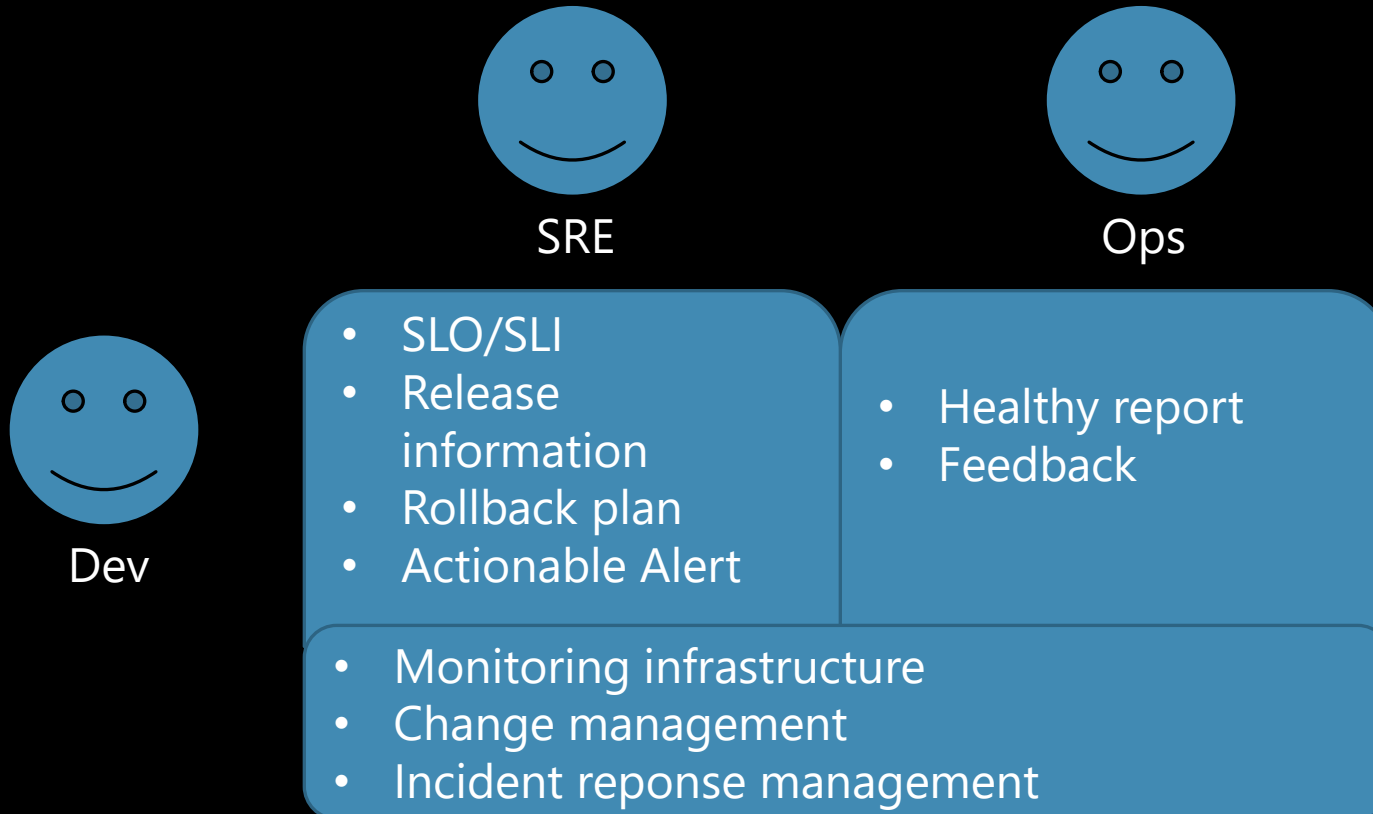


**Tool/  
Platform**

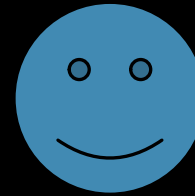


**Make it  
Easy**

# Standard/Process



# Tools/ Platform



SRE



Dev



Azure DevOps

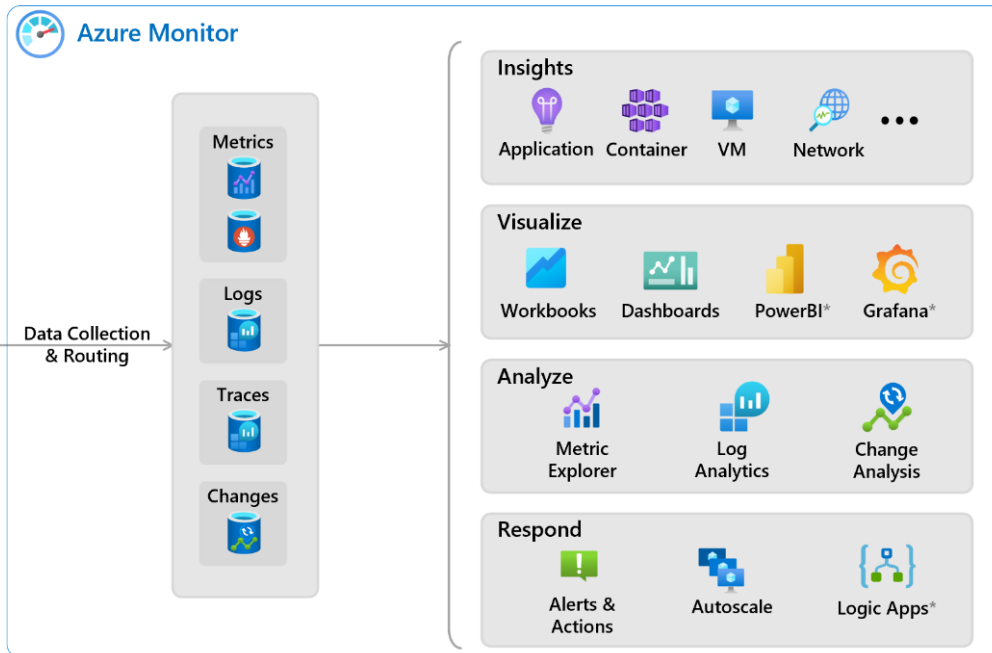
Release pipeline



Data Sources

Data Platform

Consumption



Integrate



Event Hubs\*



Azure Storage\*



Import / Export  
APIs



Business  
owner



Ops



Customer



# Recap

SRE improve site reliability by **collaborating** with teams and facilitating environment for **reliability visibility**, process and standard for **continuously improvement** in an **efficient** way.



**More Information about  
SRE on Azure**

# Thanks



**Microsoft Azure Taiwan**

Facebook 官方粉專



**Azure Taiwan User Group**

Facebook 交流社團