



NetEye



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Reliable digital IT experience

NetEye User Group 2023



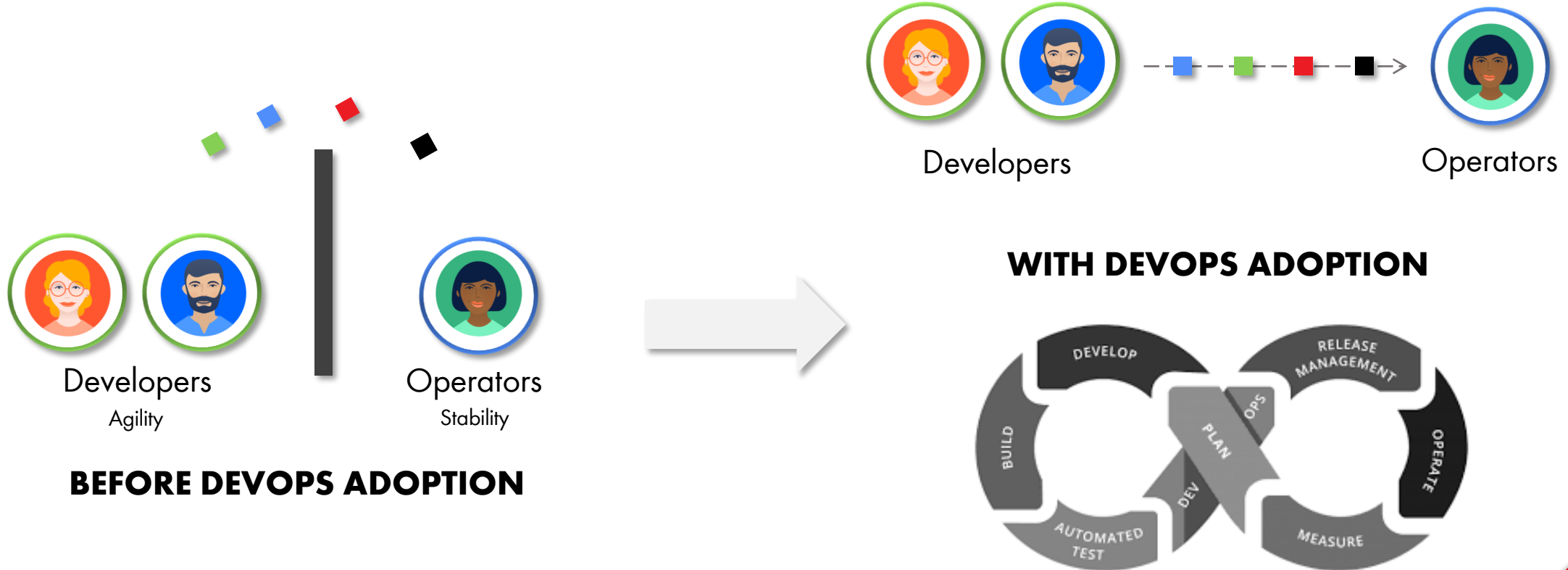
Society

runs on

software services

DevOps Agile Approach

Set of principles building on the Agile movement and best practices for developing and deploying software.



Site reliability engineering practice



Google

"SRE is what you get when you treat operations as if it's a software problem"
(Benjamin Treynor Sloss)



Red Hat

[...] a software engineering approach to IT operations. SRE teams use software as a tool to manage systems, solve problems, and automate operations tasks.



Microsoft

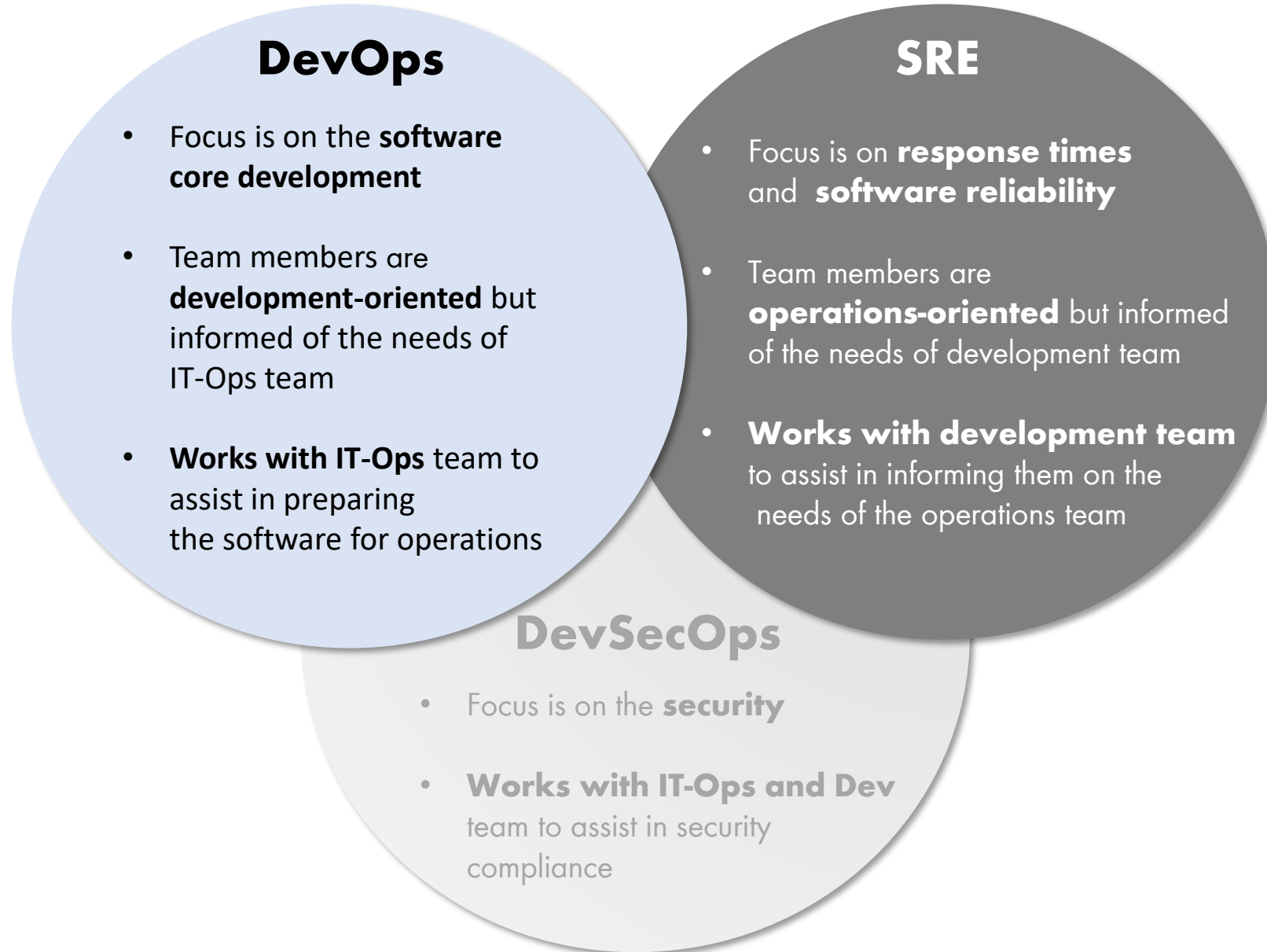
[...] an engineering discipline devoted to helping an organization sustainably achieve the appropriate level of reliability in their systems, services, and products.



aws

[...] Site reliability describes the stability and quality of service that an application offers after being made available to end users.

SRE as Service Management approach



Class SRE implements DevOps



Reduce Organization Silos



Accept Failure as Normal



Implement Gradual Change



Leverage Tooling & Automation



Measure Everything

SREs: desired state of services

Enough room for error and enough room to roll out feature reliably

Service Level Indicator (SLIs)

"What do we measure?"

Product



SRE

SWE

request latency, request per second, failure per request

Service Level Objective (SLOs)

"When do we take action?"



SRE

Product

binding target for a collection of SLIs

Service Level Agreement (SLAs)

"What does the user expect?"



Sales

Customer

business agreement based on SLOs



Accept Failure as Normal

Reliable digital IT Experience requires SRE Observability



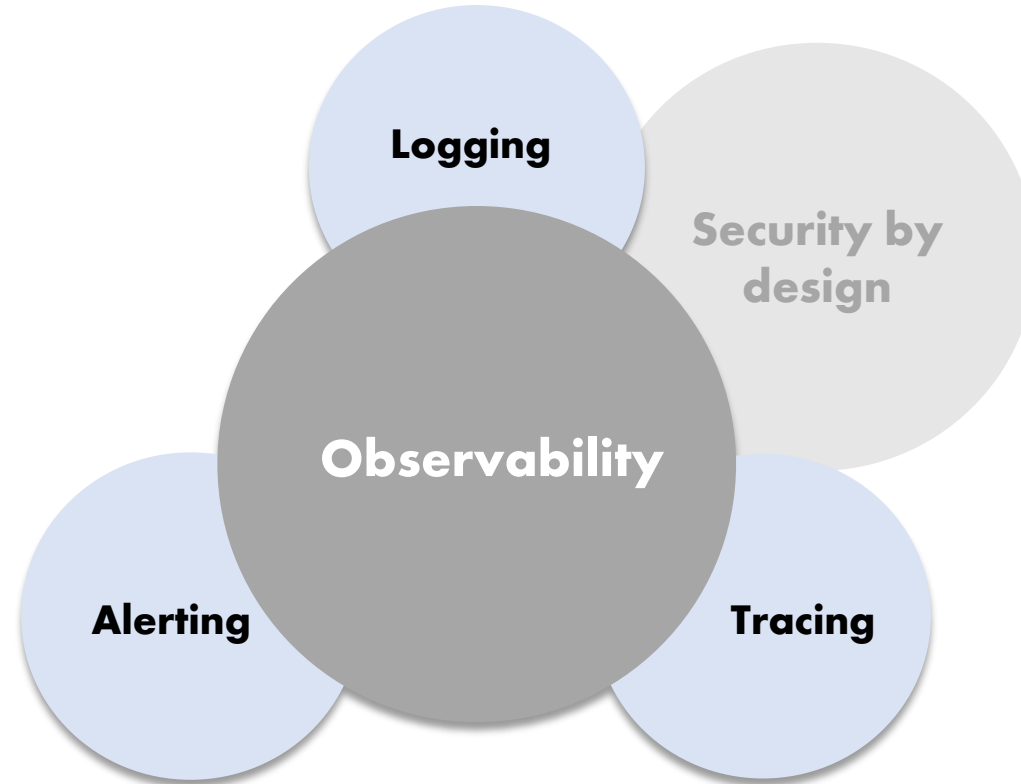
Detect and diagnose issues as they happen to **avoid customer-impacting outages** or **performance degradation**



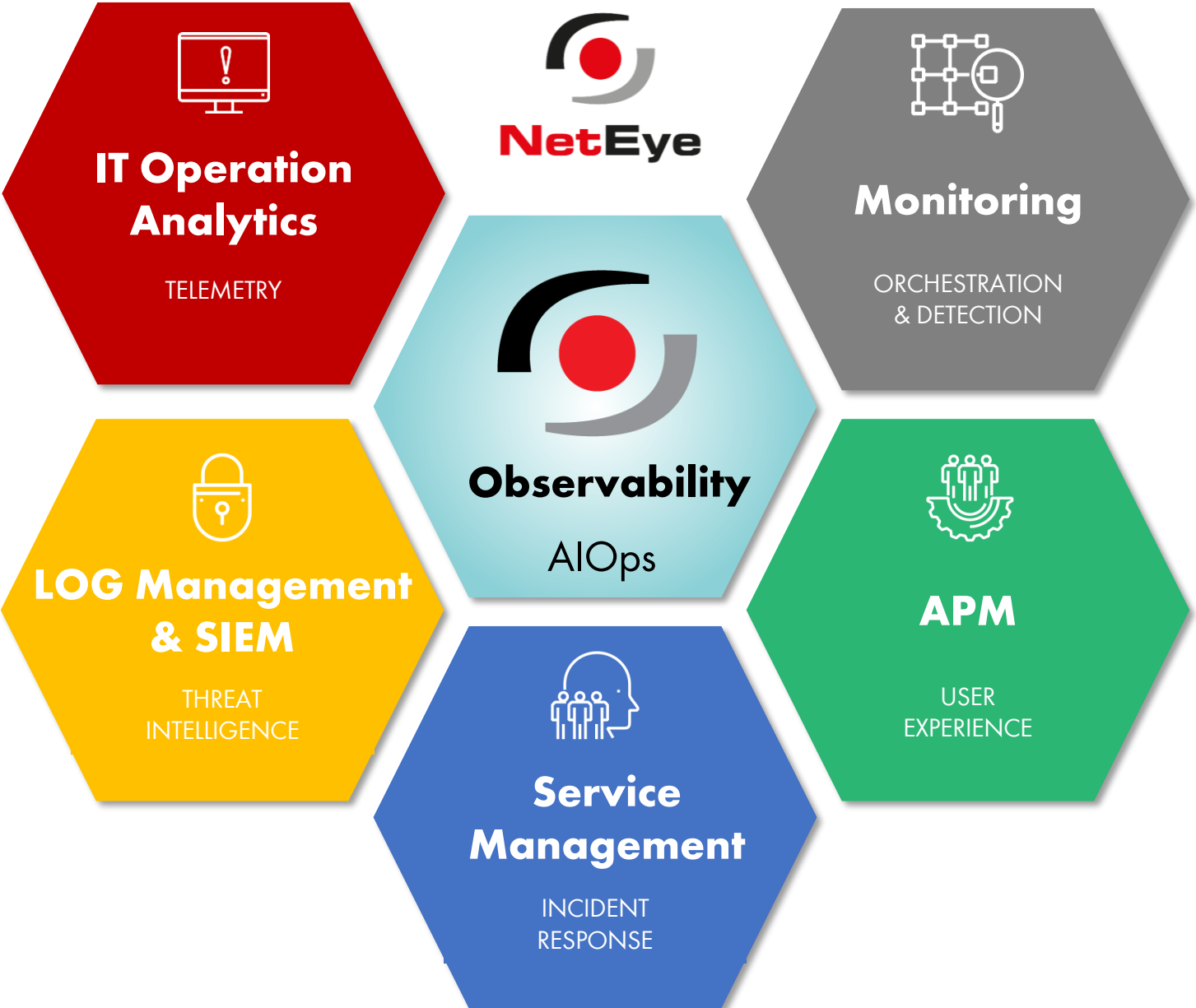
Measure Everything



Reduce Organization Silos



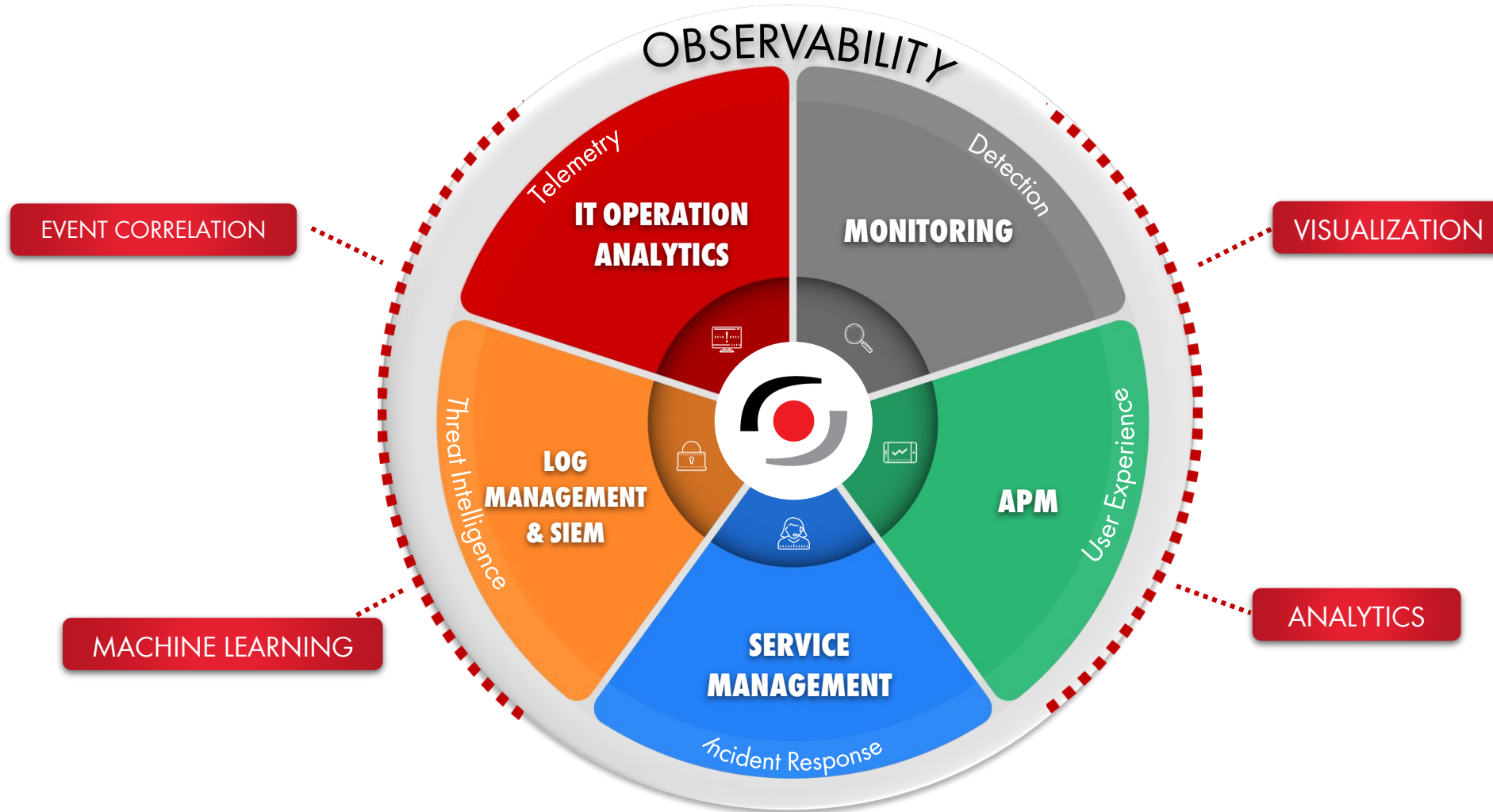
Methods of achieving observability



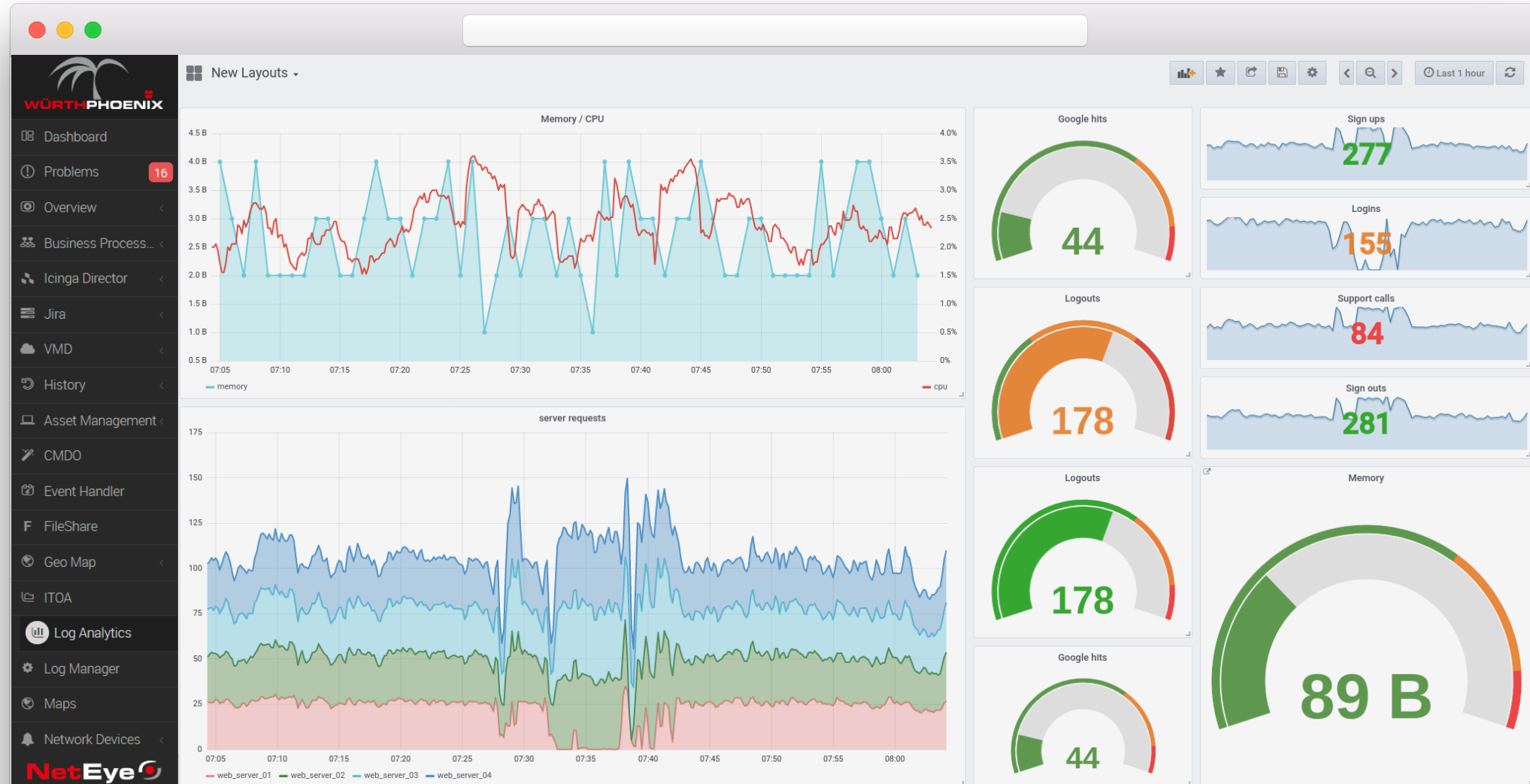
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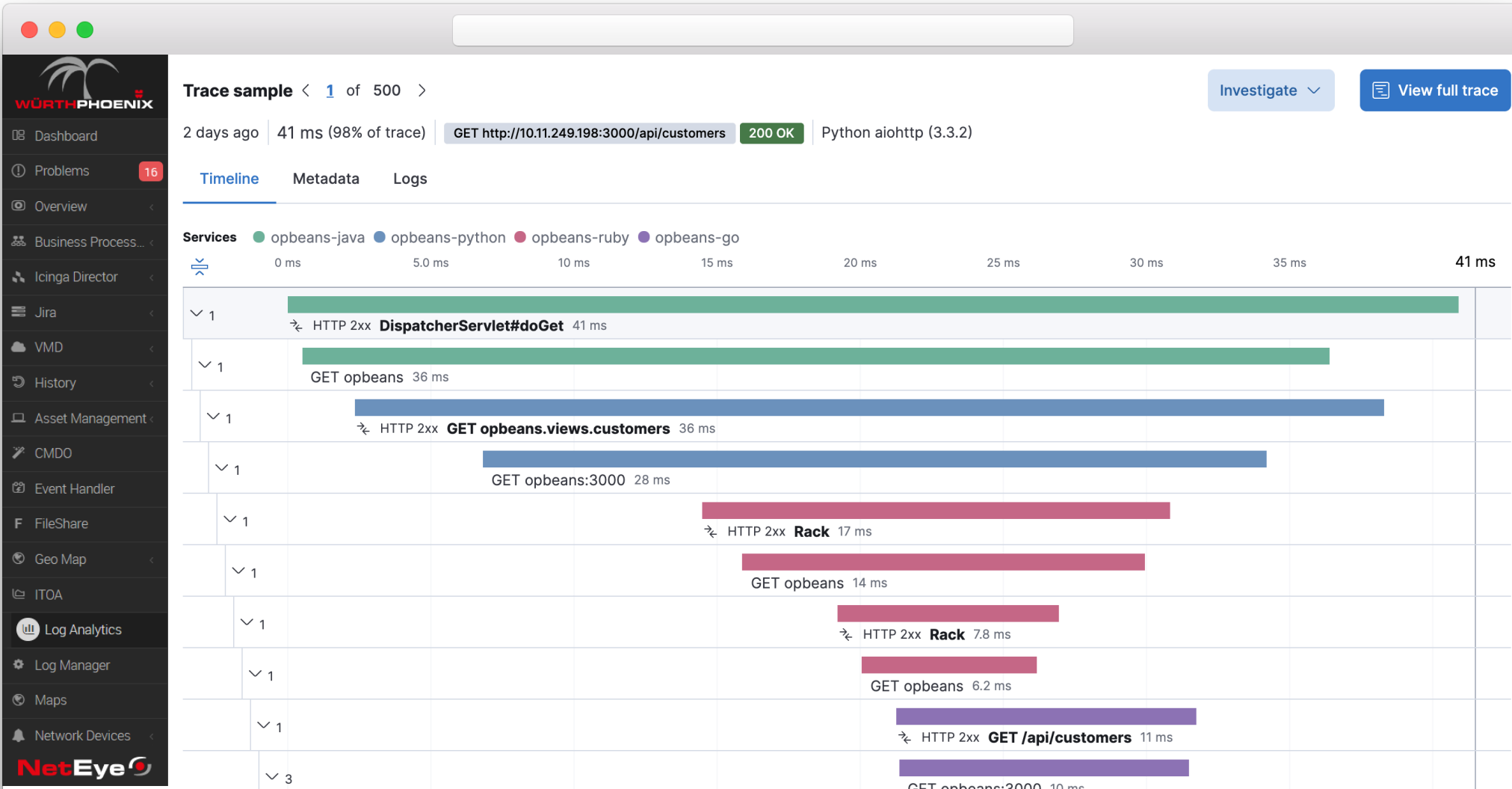
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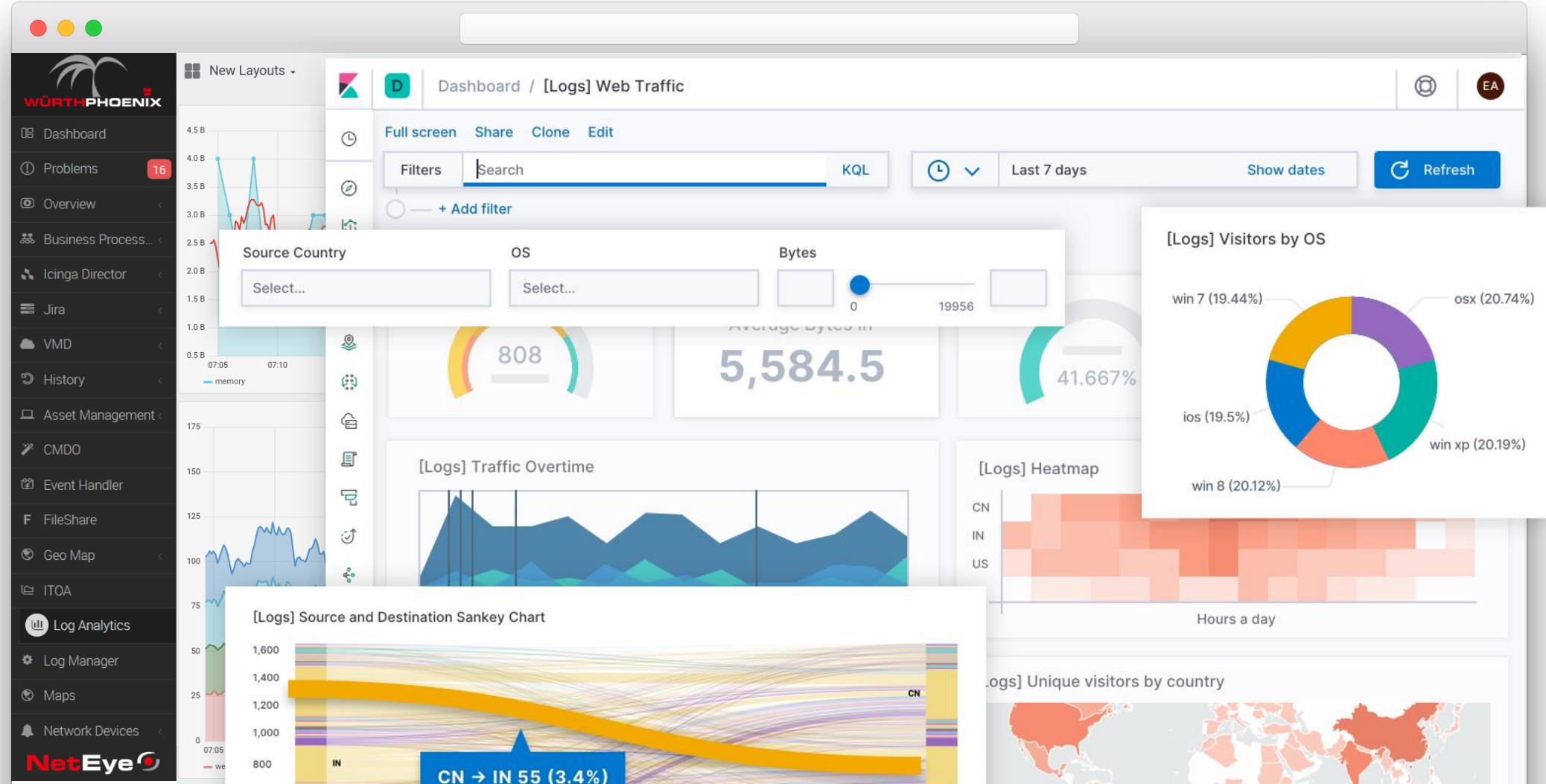
NetEye Observability



NetEye Observability



NetEye Observability



Alerting for SRE must be actionable

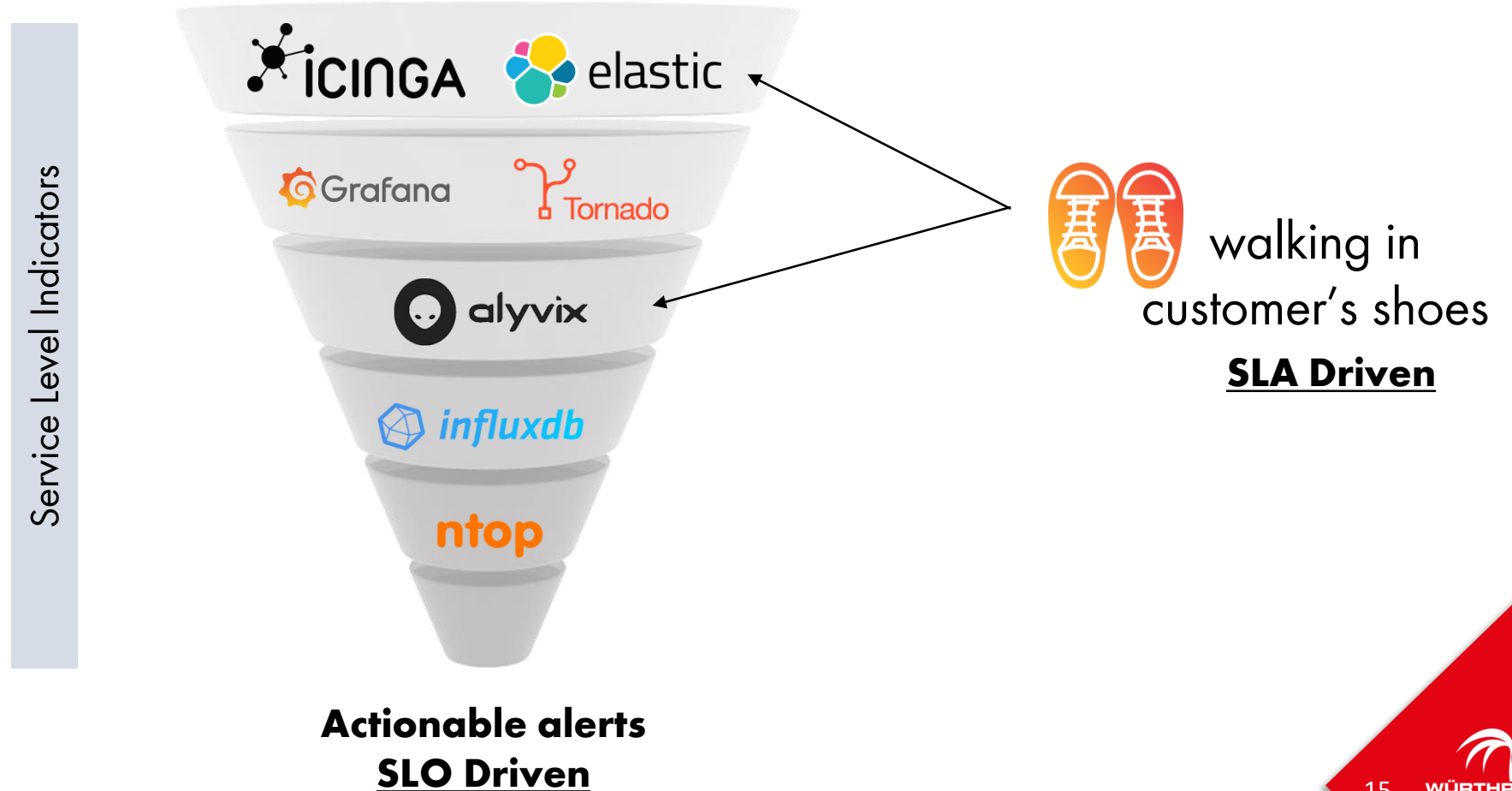
Non-actionable alerts are useless: they create noise and make the monitoring system not trustable



Actionable alerts
SLO Driven

Alerting for SRE must be actionable

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Alerting for SRE must be actionable

Non-actionable alerts are useless: they create noise and make the monitoring system not trustable

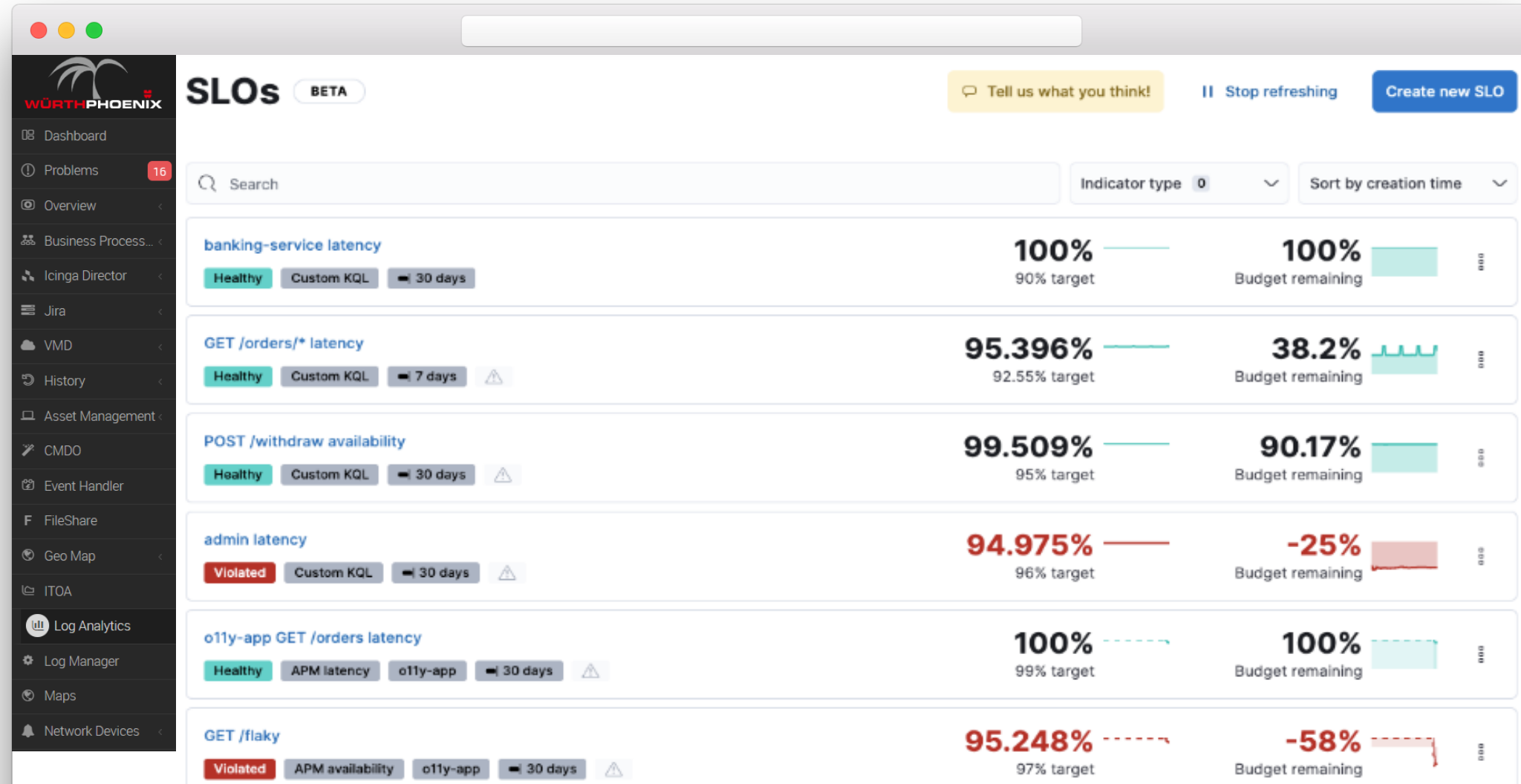


Error Budget Monitoring

Correct communication (CSRE) will reduce error budget consumption !!!



**Accept
Failure as
Normal**



Eliminating Toil

«If a human operator needs to touch your system during normal operations, you have a bug.
The definition of normal changes as your systems grow.» Carla Geisser, Google SRE



Leverage
Tooling &
Automation

RECOGNIZE IT AS A TOIL

- Manual
- Repetitive
- Automatable
- Tactical
- No enduring value
- On with service growth

TRACE IT



⚡ Jira Service Management

AUTOMATE IT

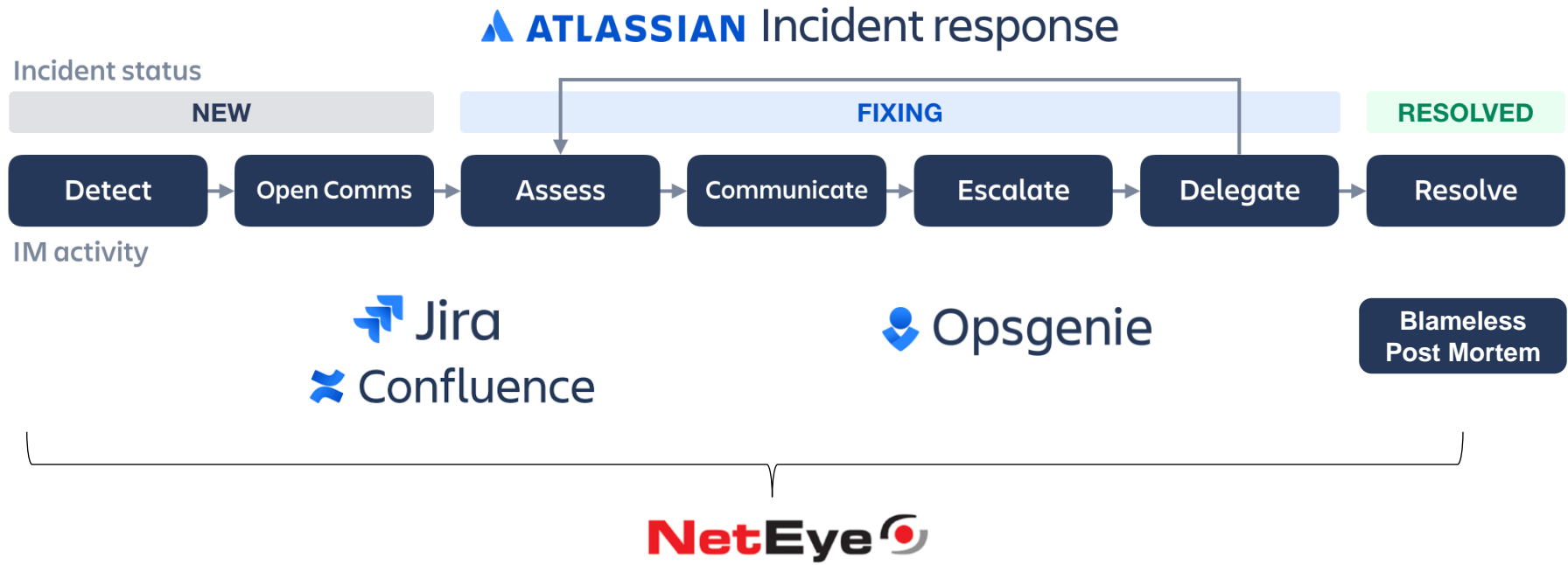


Bitbucket
Pipelines



*In SRE, we want to spend time on long-term engineering project work
instead of operational work*

Incident Response: learning from failure



- Assume good intentions
- Focus on fact, no perception
- Identify causes, not culprits
- Don't react
- Be consistently blameless

Truly blameless!

Immediate benefits of SRE adoption

- ▶ Higher levels of application reliability and resiliency
- ▶ Increased efficiency through automation
- ▶ Improved customer satisfaction and retention
- ▶ Driving a culture of continuous improvement
- ▶ Business agility alignment



Immediate benefits of SRE adoption



and Talent retention and acquisition ...



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Thank you



Gold
Solution Partner

