

We can't all be Shaq

Why it's time for the SRE hero to pass the ball and how to make it happen.





J. Malcolm Preston

Staff Software Engineer - FireHydrant

25+ years

Systems Administrator, Network Administrator, Systems Engineer, DevOps Engineer, Platform Engineer, Infrastructure Engineer, Software Engineer, Developer

Technical Passion

Making complex systems work. Getting a good night's sleep.

Personal Passion

Cooking / Smoking. Sports photography and videography. Spending time with my family.

Basketball



New Hire Orientation











So what's the problem?

Individual

We all bring our own talents and apply them every day with a goal of personal satisfaction.

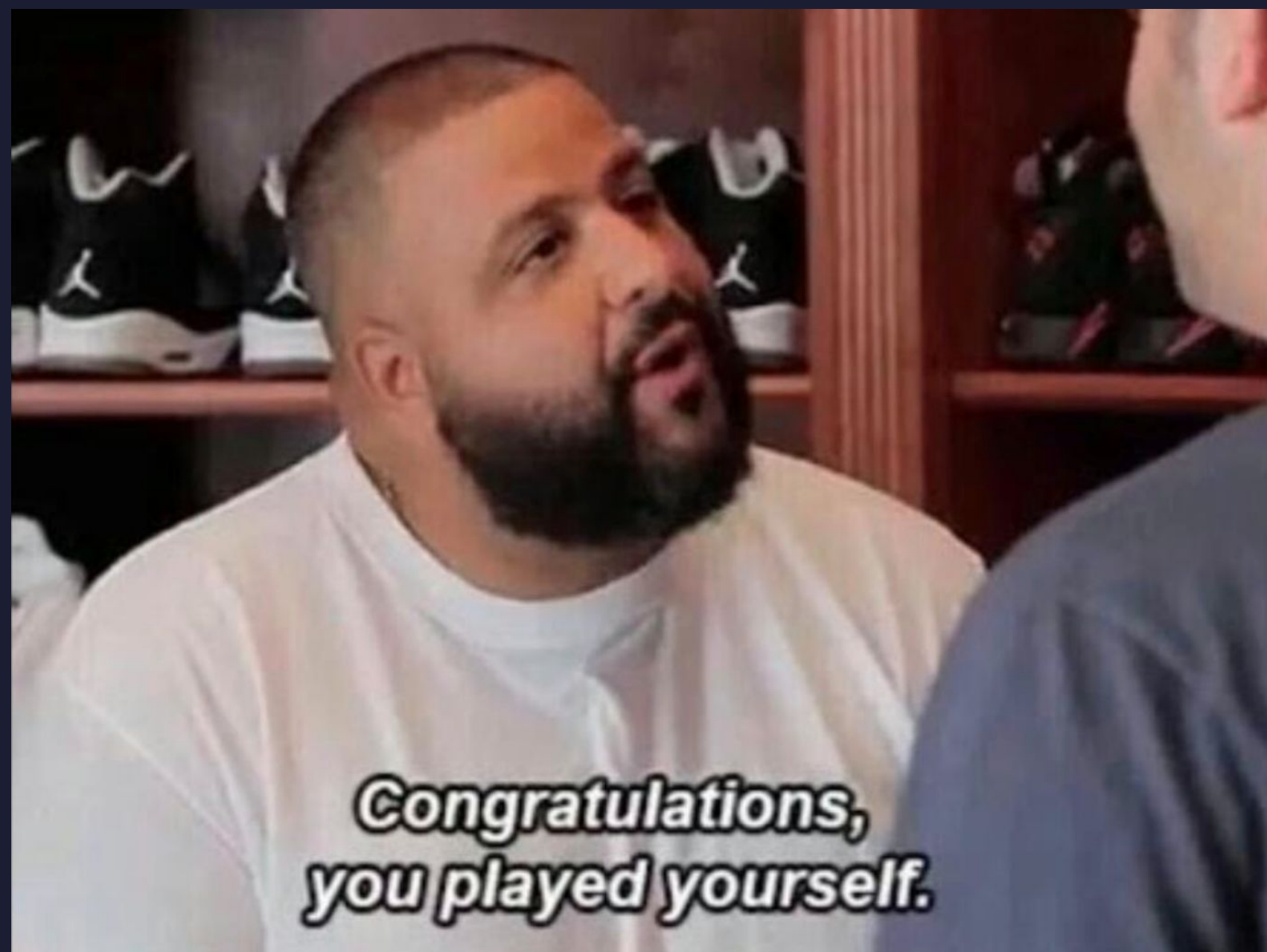
Team

A group of individuals come together under the guidance of a coach or manager as a team, with the goal of winning games this year/season.

Organization

Sponsors teams with a goal of fielding winning teams year after year on a consistent basis.





***Congratulations,
you played yourself.***

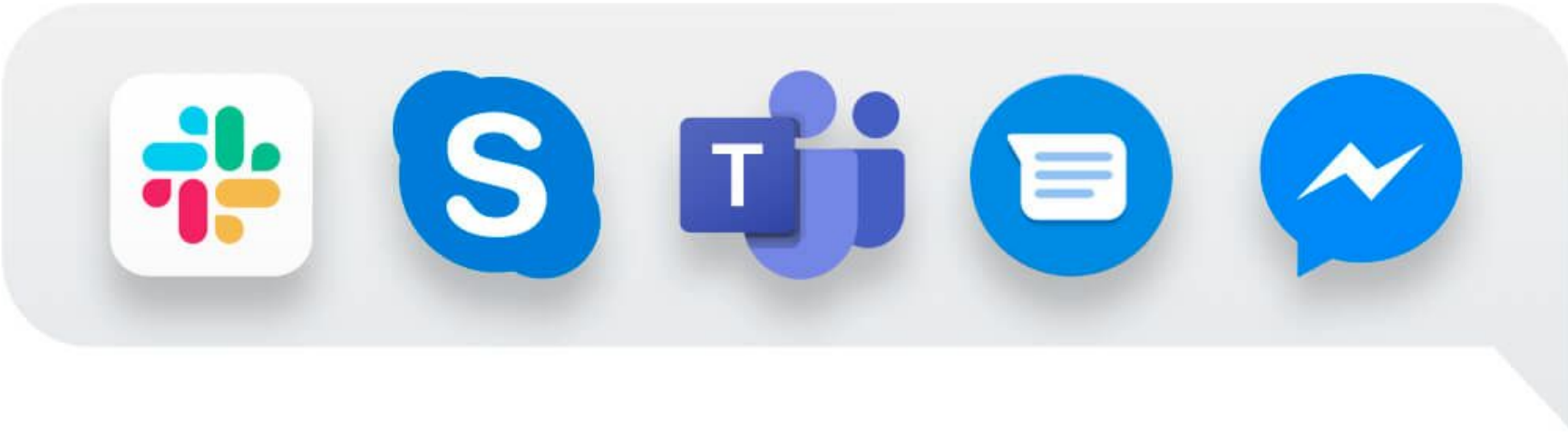








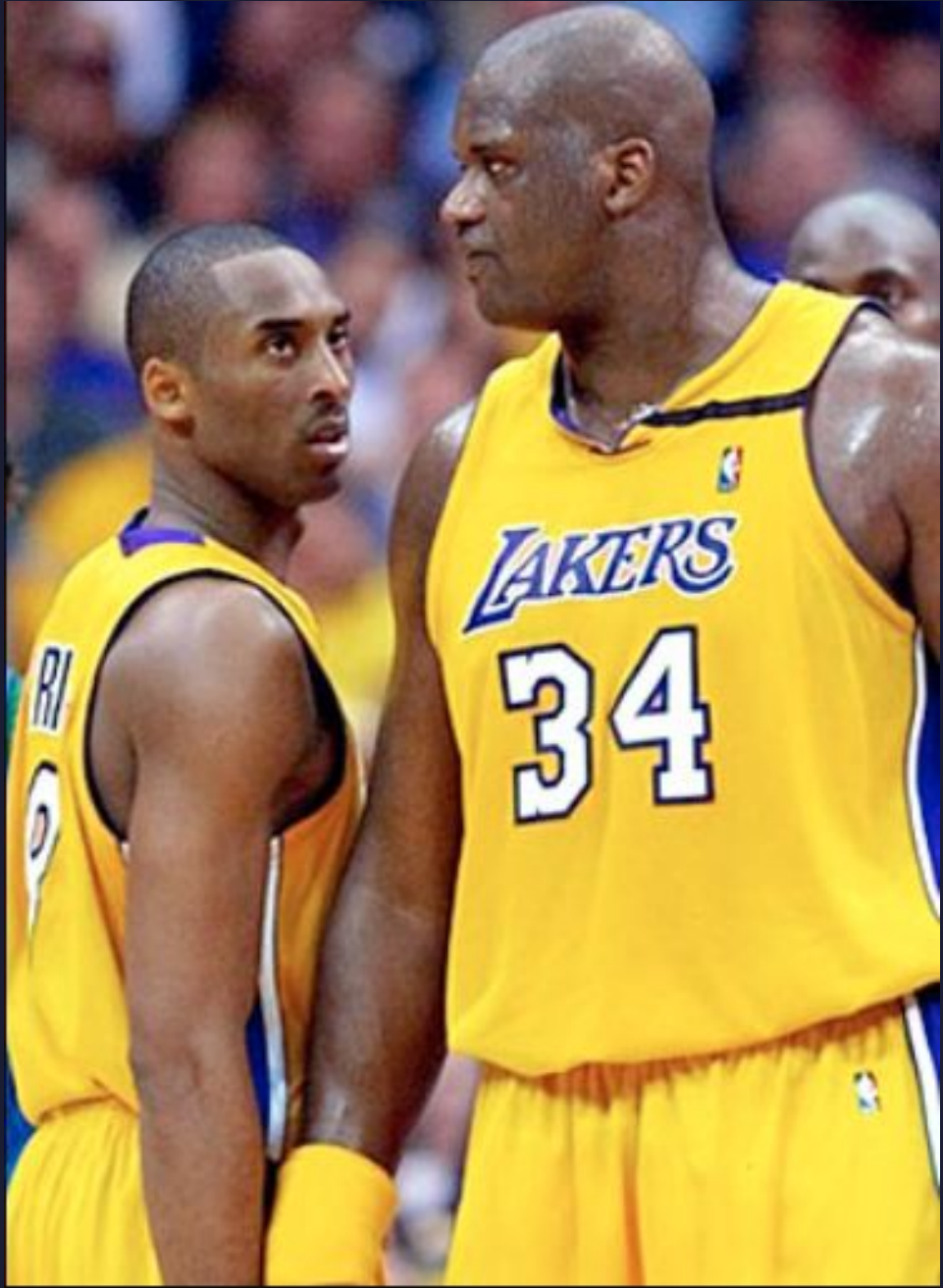










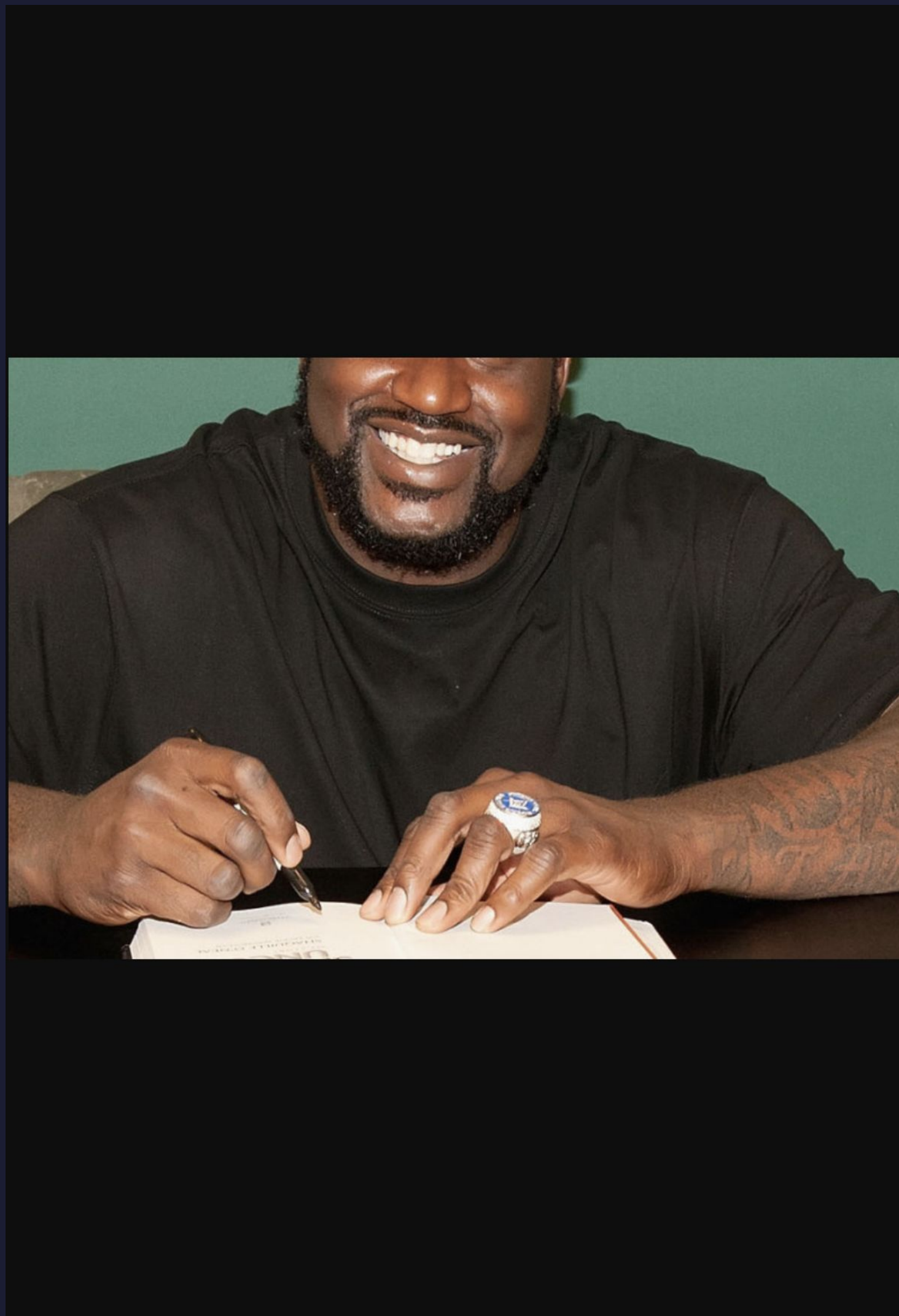


A photograph of three people sitting around a table in a modern office or meeting space. They are looking at laptops. The woman on the left is typing on a laptop. The woman in the middle is smiling. The man on the right is looking at his laptop. There is a glass of water on the table. The image has a purple and blue color overlay.

**Where do we go from
here?**



Break the cycle



01.

Document what you do.

I got paged, what's the first thing I do?

Where do I look to get service statuses?

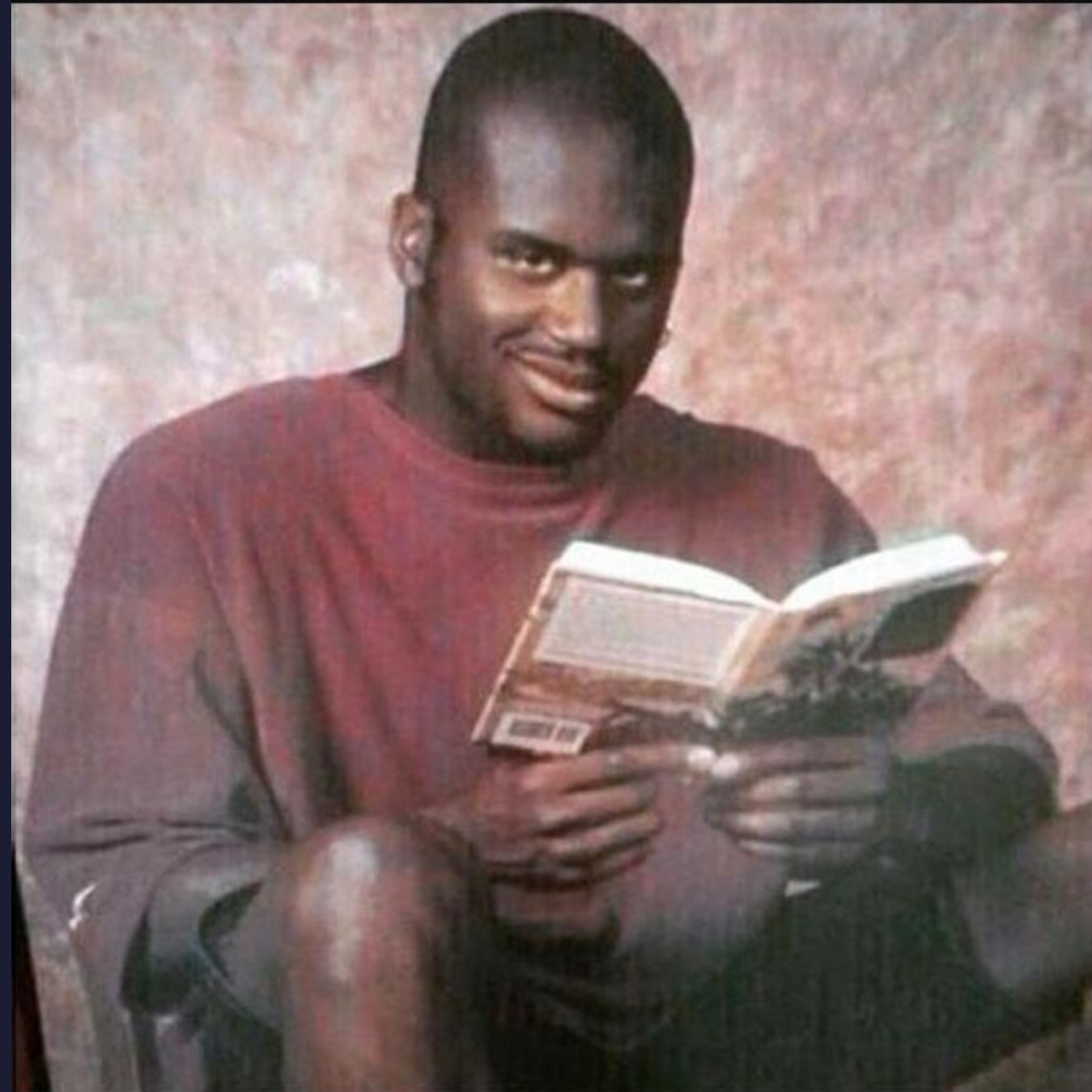
How do I know who to call after triaging?

How do I revert a deploy?

What impact does this have on internal and external customers?

What are my thoughts on fixing this issue going forward?

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02. Assume the incident commander role

Resist the urge to dunk during non-critical incidents.

Provide guidance and help teammates figure out what you would normally do.

Allow your teammates to assume roles where they can have impact.

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Oscar Robertson

THE BIG O

My Life, My Times, My Game

03. Question the status quo.

What does your alerting and on-call system look like, and is it optimal?

What observability tools are you using, and is it effective?

What incident management tools are you using?

Is the product roadmap influenced by retrospectives?

A winning incident management strategy





**We've got you covered from
when the incident starts until
you learn from the
retrospective**