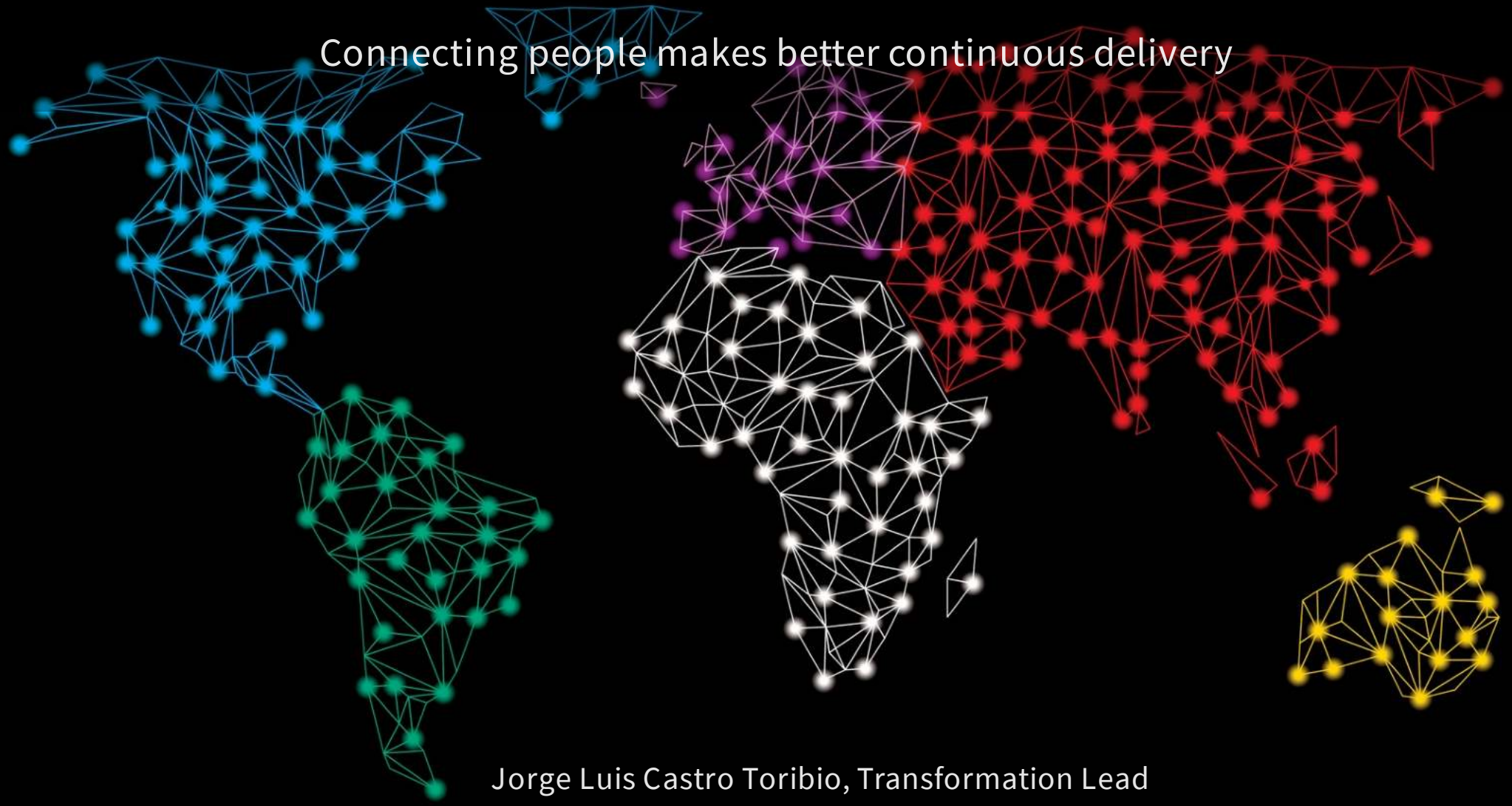
BUILDING MORE RELIABLE PRODUTS THROUGH SRE COMMUNITY OF PRACTICES

Connecting people makes better continuous delivery



Jorge Luis Castro Toribio, Transformation Lead

Jorge Castro

JORGE LUIS CASTRO TORIBIO

Agility & DevOps & SET & Digital Transformation Lead & Coach & Program Manager - Keynote Speaker

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/jorgeluiscastrotoribio

Sharing is caring

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Evolving Agility

In this talk we are going to share our experiences facing the business challenges to build more reliable product to meet customer needs at enterprise level dealing with team collaboration, sharing knowledge, skills gaps, “hands on”, Walk the talk situations and more bottle necks in our great software development paths

LETS TAKE CARE OF THE BASIC

WHAT IS SITE RELIABILITY ENGINEERING?

SRE is what hapens when you ask a software engineer to design and operations functions

Service Level Objectives (SLOs)

Incident Response Processes

Focuses on running systems in production

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SITE RELIABILITY ENGINEERING PRINCIPLES

1. SRE needs SLOs with consequences
2. SRE must have time to make tomorrow better
3. SRE teams have the ability to regulate their workload
4. Failure is an opportunity to improve

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#REAL_LIFE: ONCE UPON A TIME...

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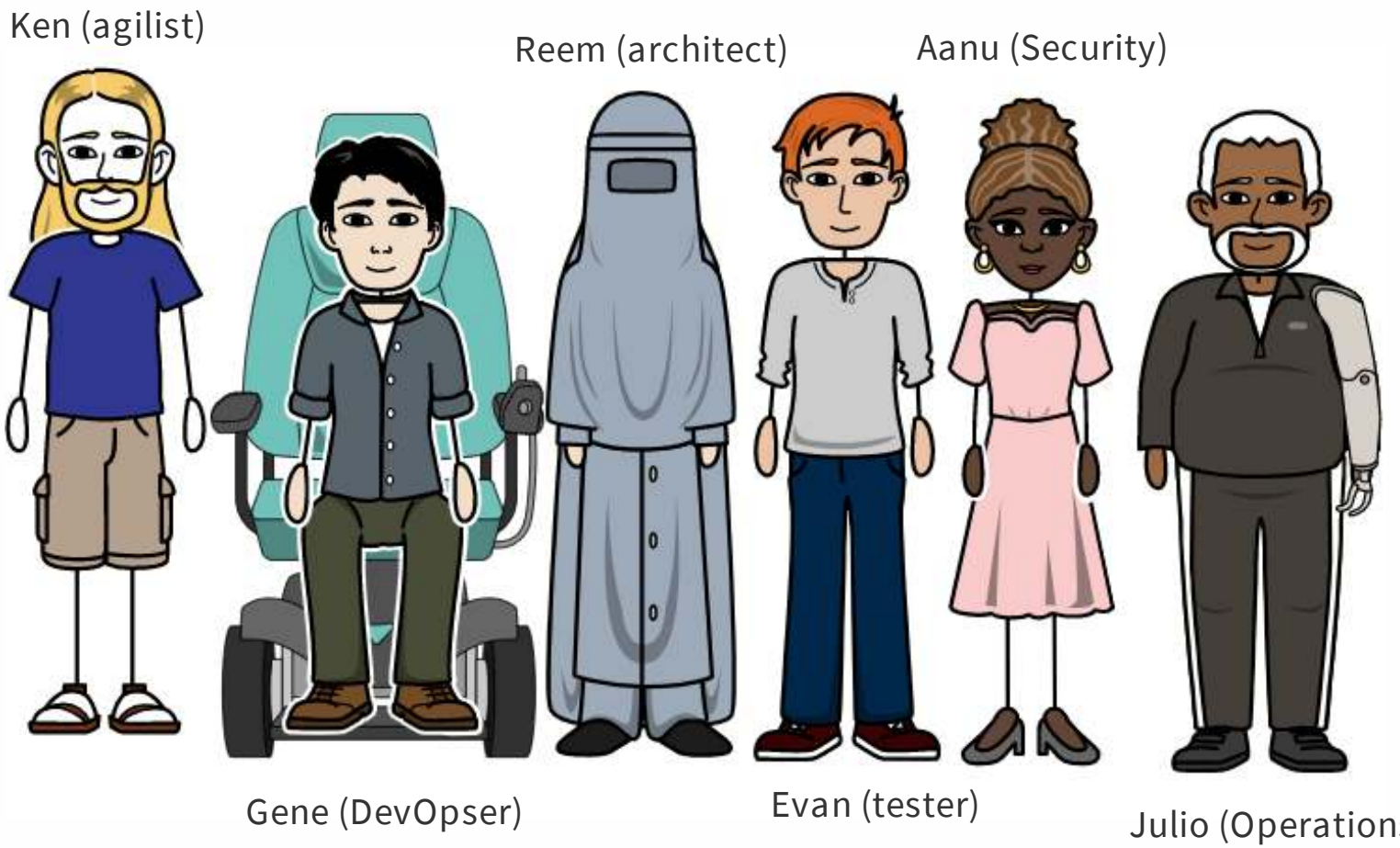
GLOBAL AND DIVERSE TEAMS INVOLVED IN CONTINUOUS DELIVERY



and more...

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SOME OF OUR PROBLEMS

Not realiable services

low product availability

Lack of enterprise capabilities

Low Organizational Resilience

Lack of collaboration and sharing

After go production

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"CHANGE IS HARD. NOT CHANGING IS WORSE."

Nancy A. Hart

COMMUNITY OF PRACTICES (COP)

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Evolving Agility

> “GROUPS OF PEOPLE WHO SHARE A CONCERN OR A PASSION FOR SOMETHING THEY DO AND **LEARN** HOW TO DO IT BETTER AS THEY **INTERACT** REGULARLY”

Etienne Wenger-Trayner and Beverly Wenger-Trayner

Jorge Castro

OUR FIRST THOUGHTS..

Building WoWs (practices and bahaviours)

Make collaboration part of our DNA

Build outcome-centered planning

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SRE COMMUNITY OF PRACTICES (SRECOP)

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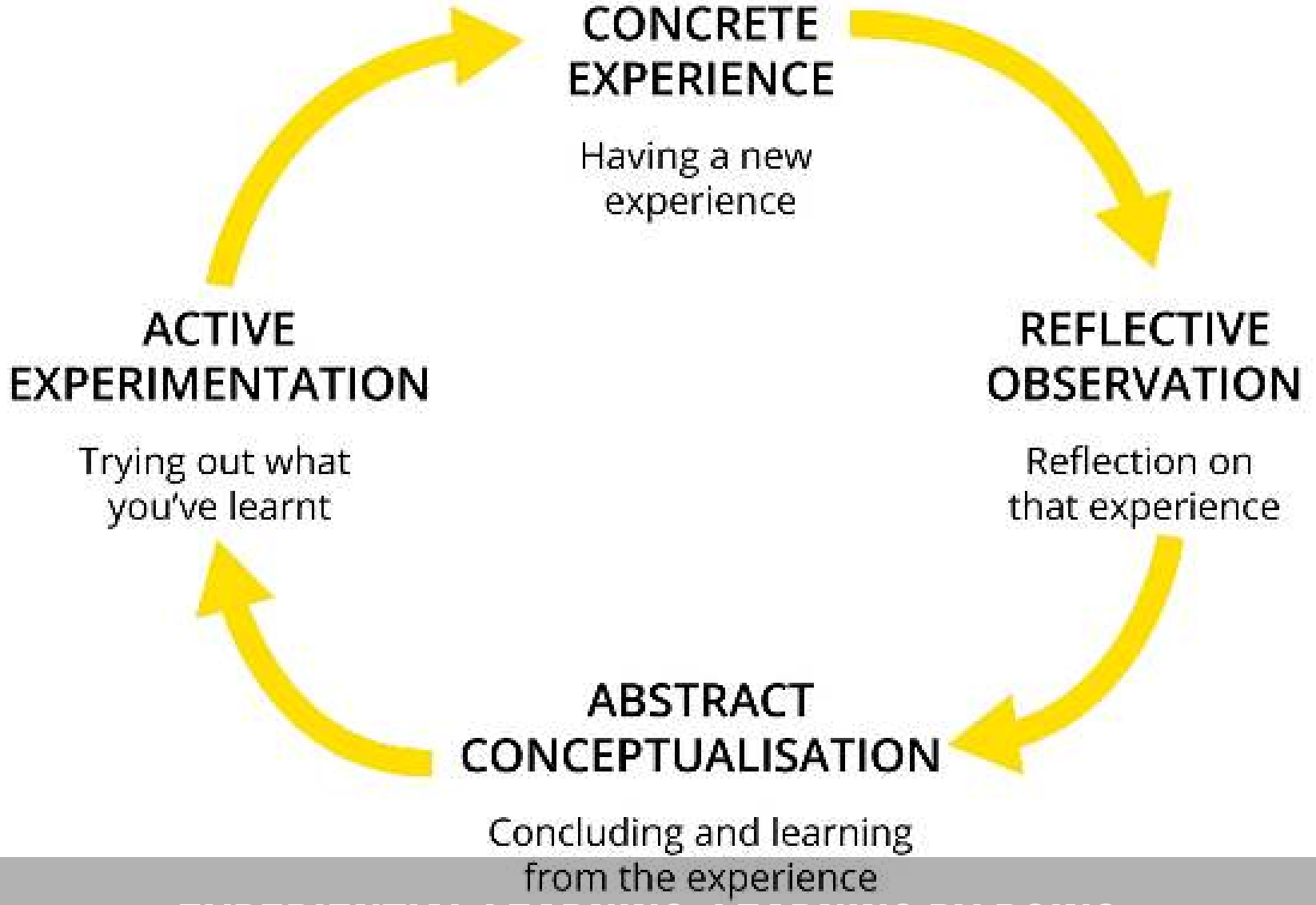

EXPERIENTIAL LEARNING, LEARNING BY DOING

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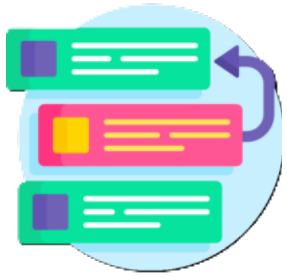
SRE COP TEAM

Community of Practices

Core or organizing team



CoP Instanced Backlog (Gap analisys Business needs vs Enterprise capabilities)

Shared Objectives

CoP Lead

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LEARN FROM THE PAST, ESPECIALLY FROM THE FAILURES

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COP IS AN INVESTMENT

SRE COP ALIGNED TO BUSINESS STATEGY

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SOME EXAMPLES OF OKRS (BE SURE TO DELIMITATE YOUR CONTEXT)

1

O: Improving Reliability and Availability

KR: Achieve a X% reduction in the number of incidents impacting production services)

2

O: Improve team collaboration

KR: Launch X cross-functional workshops or hackathons with global groups from different teams

3

O: Increase SRE enterprise capabilities

KR: Increase participation in SRE-related training courses or certifications by X% within the community

Frame 18

DRAFT

NTTDATA

[redacted] Minimal Viable Community

Community Canvas

Check out the full Community Canvas here

1. Purpose Why does the community exist?

2. Audience Who is this for and what is our selection process?

3. Values Which 3 principles are important to us?

4. Goals In the next 12 months, what are 3 metrics that will define success for us?

5. Experience What happens in our community on a recurring basis that helps us achieve our goals and expresses our values in action? Also consider **onboarding**: how does the experience in the community start?

6. Roles What different roles can members play in our community? What's the give/get relationship?

7. Rules What guidelines and boundaries help us achieve our purpose and represent our values?

8. Governance How do we make decisions? Who gets to decide what?

9. Communication What are the simplest channels for us to communicate with each other? What is a healthy rhythm?

MVC: MINIMUM VIABLE COMMUNITY CANVAS

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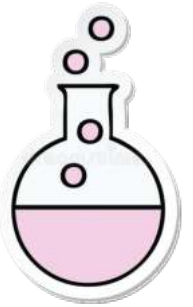
#1: PURPOSE

BRINGING TOGETHER EXPERTS AND ENTHUSIASTS TO SHARE KNOWLEDGE, SKILLS, AND EXPERIENCES RELATED TO IMPROVING THE RELIABILITY AND PERFORMANCE OF DIGITAL SERVICES AND BUILD DOERS CULTURE

Jorge Castro

About #2 Audience : SRE engineers, developers, DevOpsers, operation engineers

About #3 Values : #SharingKnowledge #Experimentation #Collaboration #outcome-based



About #4 Goal : Aligned to transformation and business goals

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ABOUT #5...
COMMUNITY MEMBER EXPERIENCE= F(REALITY, EXPECTATION)

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SOME FEEDBACK THAT WE GOT ABOUT PREVIOUS COPS INITIATIVES

:"Please less ppts and more coding (ppt-less)"

:"Mob programming session would be nicer than only one coding"

:"More time doing hands-on, I like theory but coding work is better"

:"Share wins and failures about our SRE projects"

Jorge Castro

About #6 Roles : CoP Lead, Core Team (rotary)

About #7 Rules : Schedule, participation, core team agreements, etc.

About #8 Goal : How to to prioritize backlog, OKRs updates, Learning innitiatives decision making, etc

About #9 Communication : Slack, teams, internal social networking, etc

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SOME METRICS RECOMMENDATION

1. # Shares/Collaboration
2. # Experiments (Kaizen)
3. Outcomes (quality, speed, savings, etc.)

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HOW DO WE MAKE COP LAST LONGER AND MORE ENGAGER?

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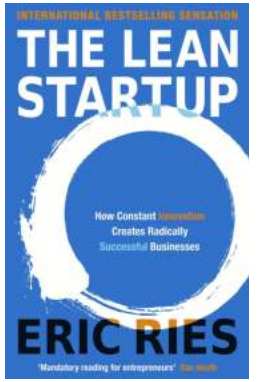
MEG: MINIMUM ENJOYABLE GAME



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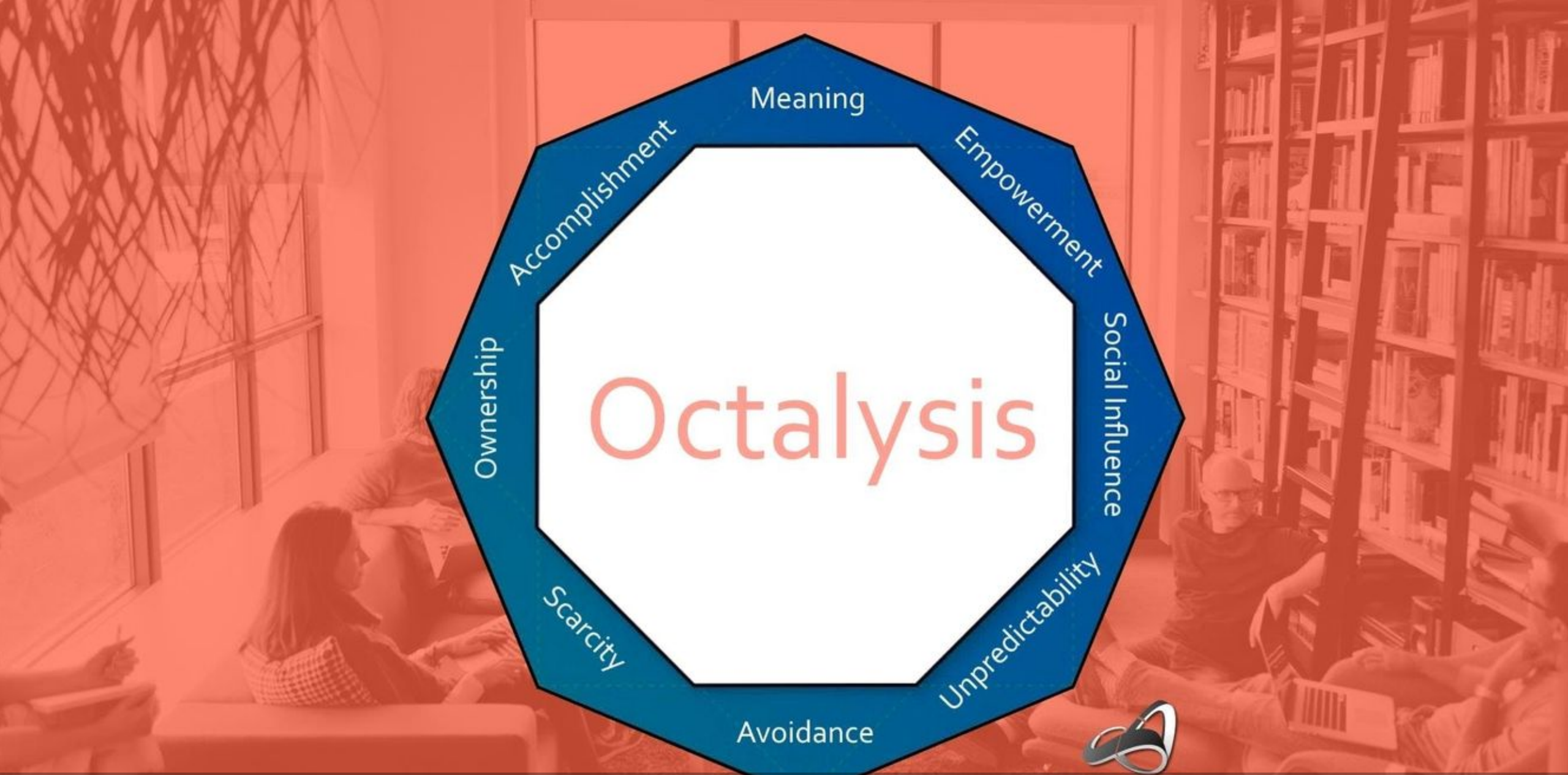

YU-KAI CHOU

GAME DESIGN + HUMAN DESIGN

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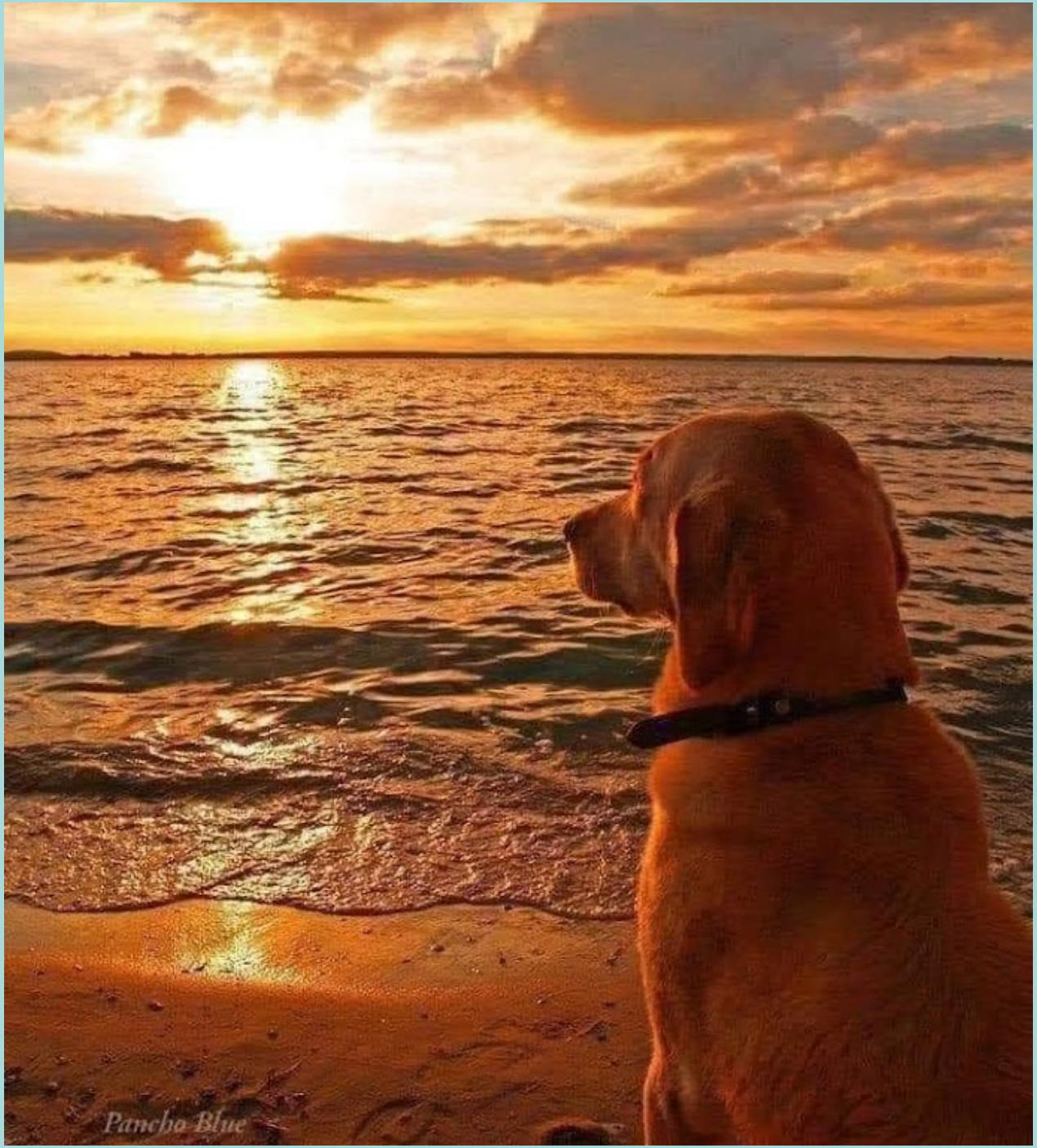
RELIABILITY LEAGUE GAME (GAME DESIGN + HUMAN DESIGN)



WHAT WE ACHIEVED?

- Increase number of experiments that improve the quality of our delivery and products
- Improve services availability through sharing experiences and Mob programming over real code
- Improve turnover rate
- Improve Developer experience and client confidence over our products

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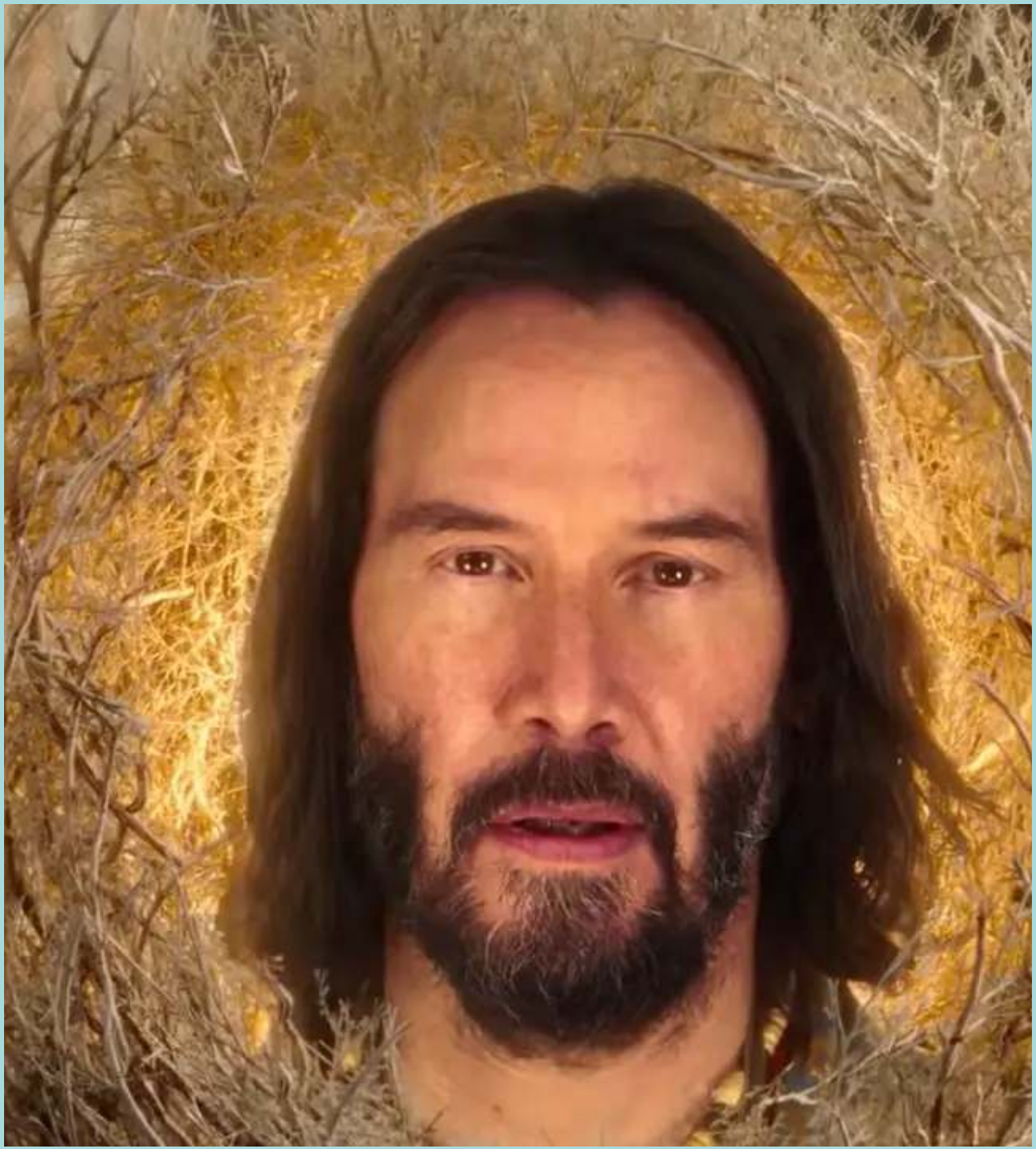

LEARNED LESSONS

- Rotate the CoP core team
- You are What your Community is
- Your business grows as your communities and people grow
- CoPs improve developer experience

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TO SUM UP

SRE COP CAN HELP YOU TO BUILD, ENABLE AND DEVELOP SRE ENTERPRISE CAPABILITIES AS PART OF YOUR BUSINESS GOALS WHILE BUILDING SOCIAL AND TECHNICAL LEARNING SPACES WHERE PEOPLE IS BENEFITED AND HAVE FUN ALSO (POEPLE AND BIZ ORIENTED)

COLLABORATION INSPIRE PEOPLE TO BECOME DOERS AND THEY MAKE POSSIBLE TO BUILD REALIABLE PRODUCTS

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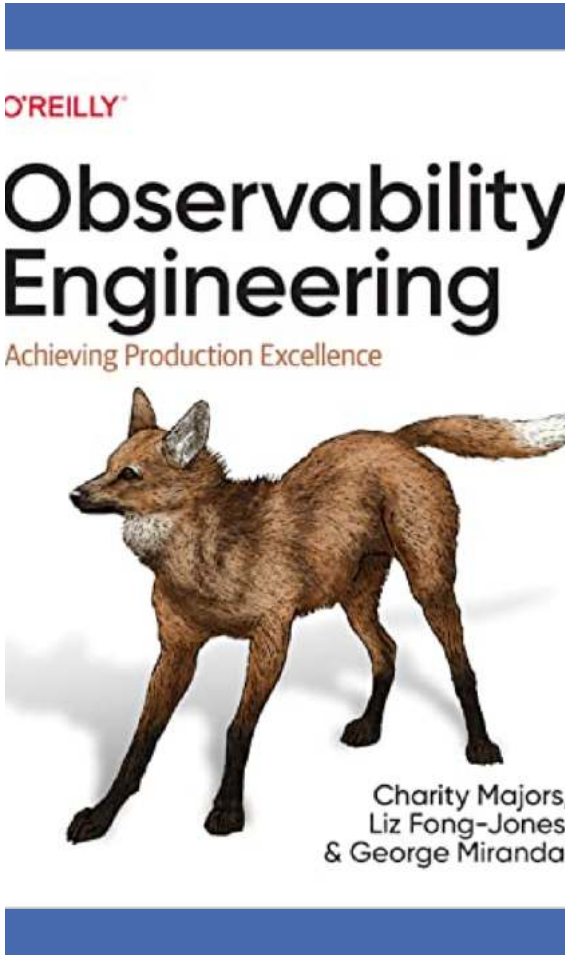
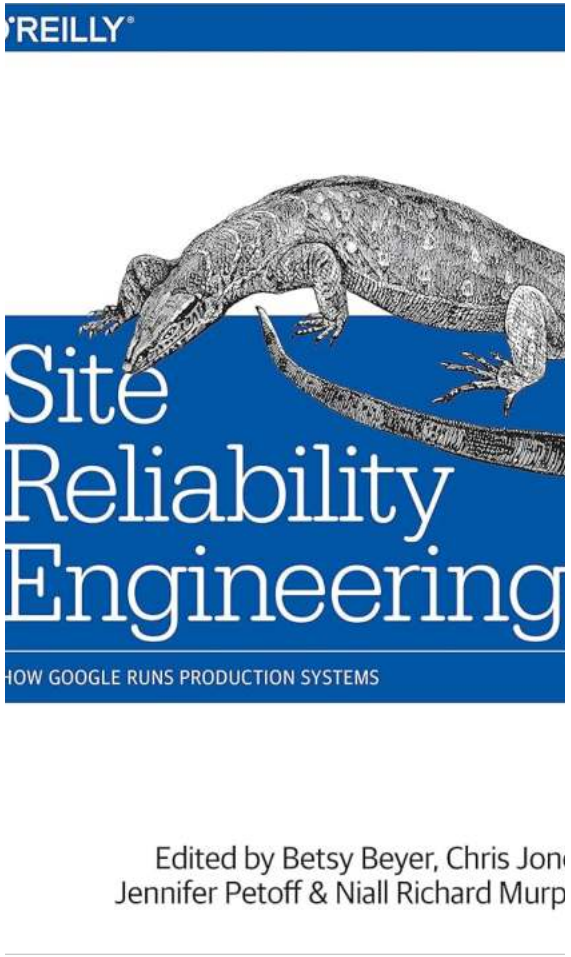
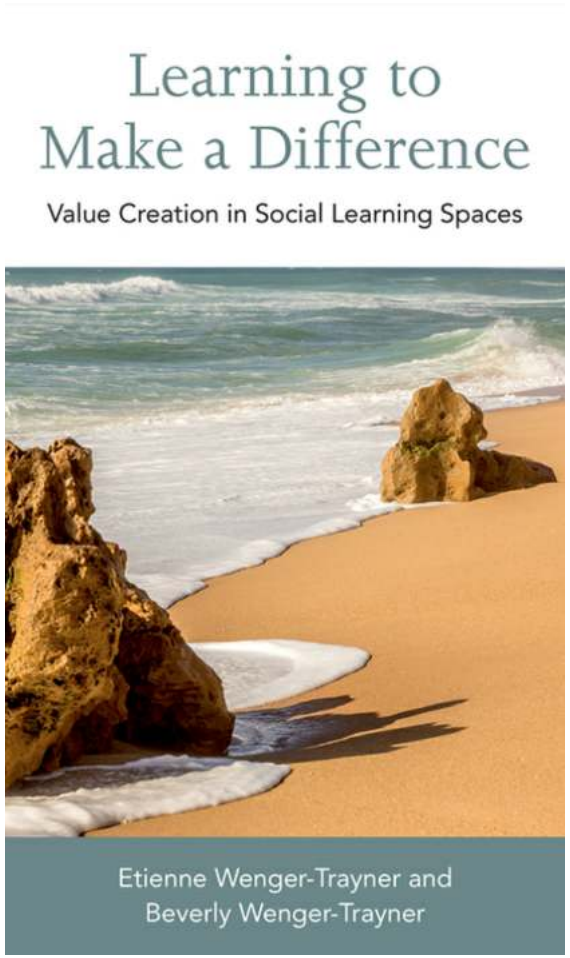
BOOKS

BUILDING SUCCESSFUL COMMUNITIES OF PRACTICE
Discover how connecting people makes better organisations
Emily Webber


O'REILLY
Observability Engineering
Achieving Production Excellence
Charity Majors
Liz Fong-Jones
& George Miranda


REILLY
Site Reliability Engineering
OW GOOGLE RUNS PRODUCTION SYSTEMS
Edited by Betsy Beyer, Chris Jon
Jennifer Petoff & Niall Richard Murp


Learning to Make a Difference
Value Creation in Social Learning Spaces
Etienne Wenger-Trayner and
Beverly Wenger-Trayner

DON'T FORGET

so help and share more

#SharingIsCaring

#ContinuousFun

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Thank you! = ¡Muchas gracias!

Jorge Castro
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