

ADD0

ALL DAY DEVOPS

NOVEMBER 12, 2020

Daria Barteneva, Microsoft

10 Steps to Implement SLO in Your Organization



Who is Daria?

Where

Russian from Moscow, grew up in Portugal and now living in Ireland

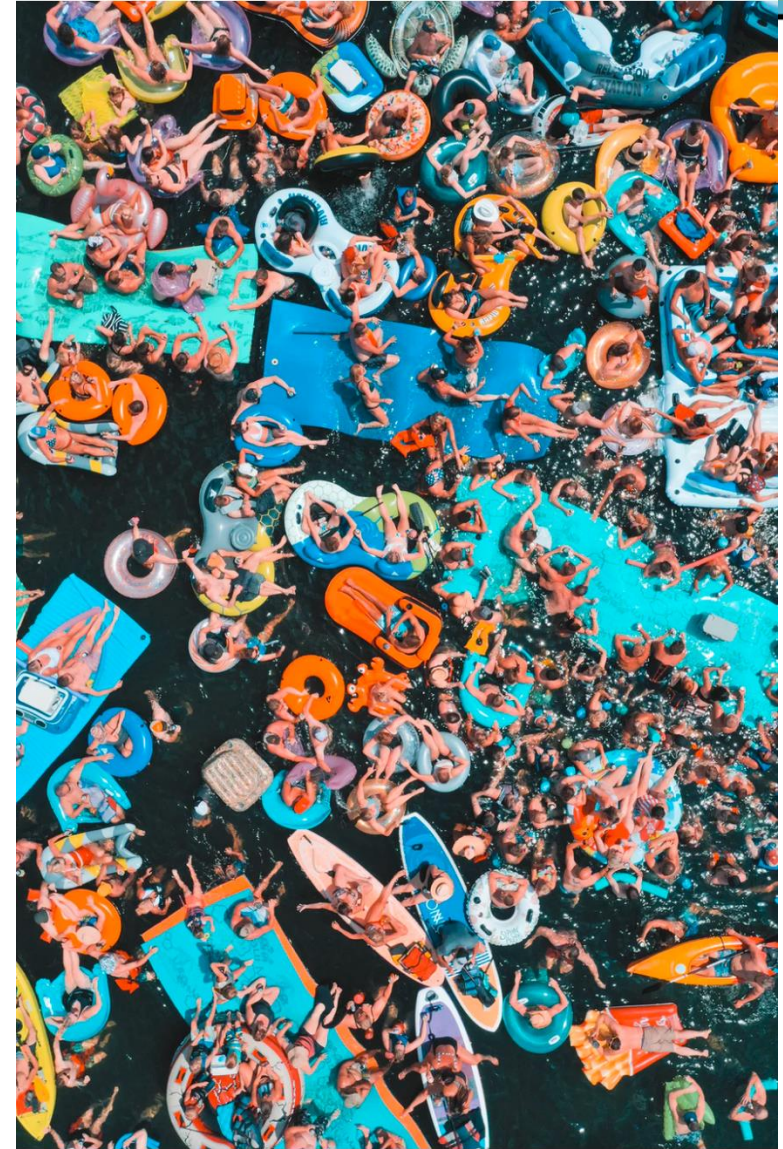
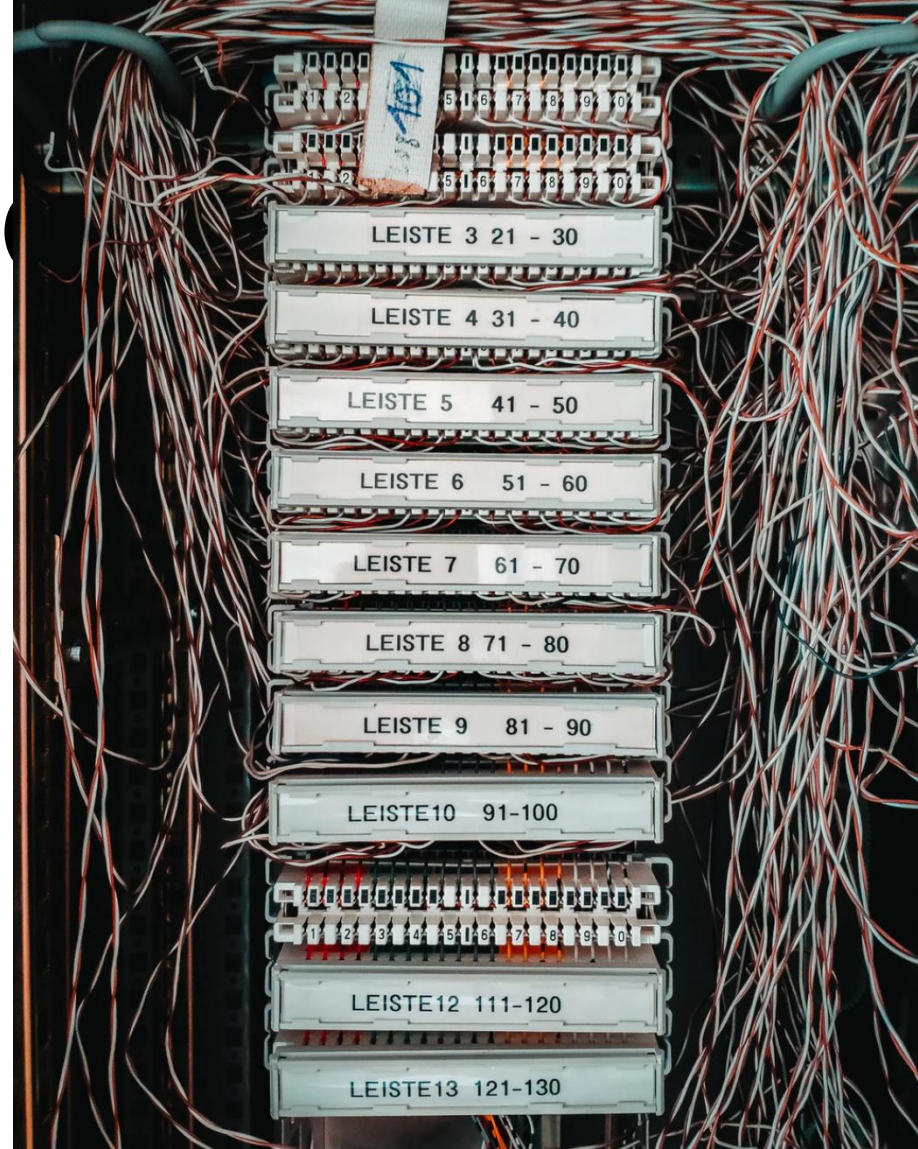
Work

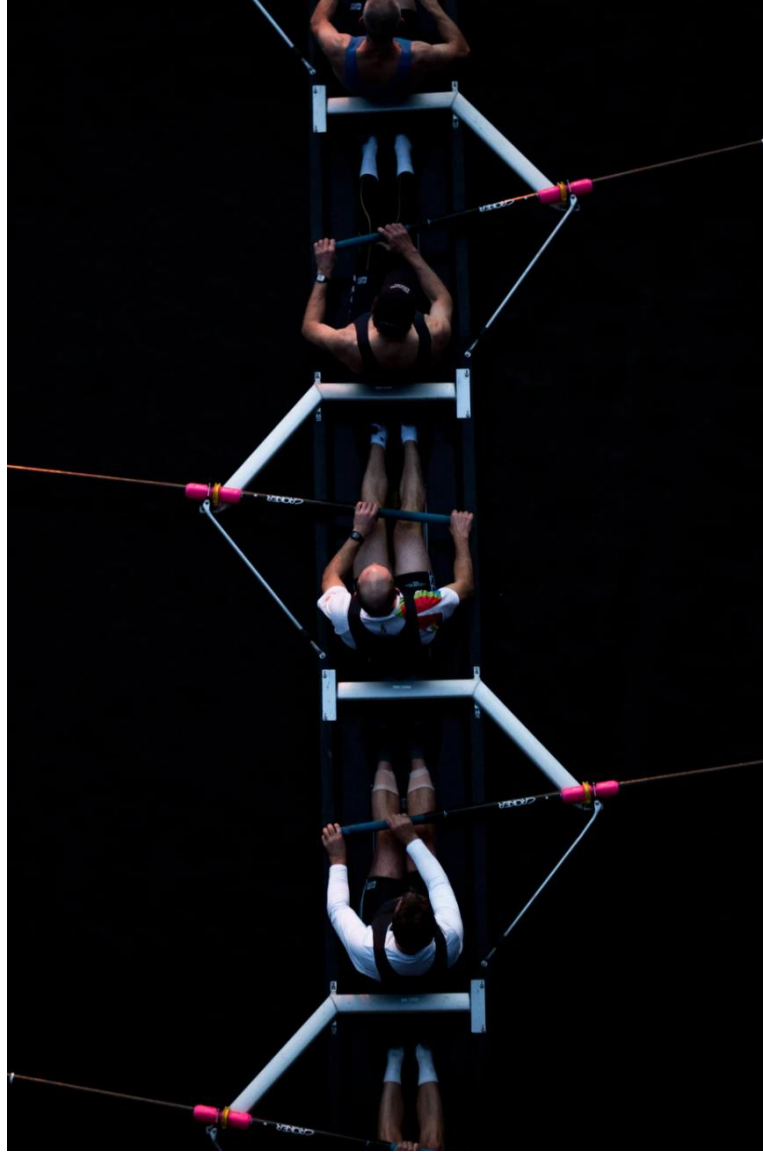
Senior Software Engineer @ Microsoft


This year

SRECon EMEA co-chair and co-authored two chapters for O'Reilly books on SLO and SRE










*“They always say time changes things, but
you actually have to change them yourself.”*
Andy Warhol



Before you start

Leadership buy-in
Manager's support
Horizontal role



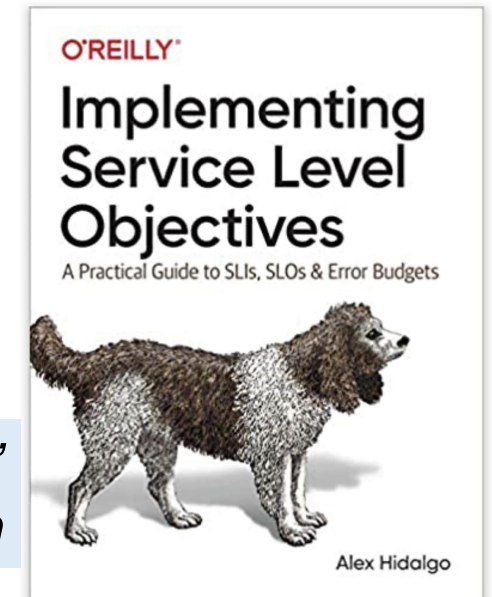
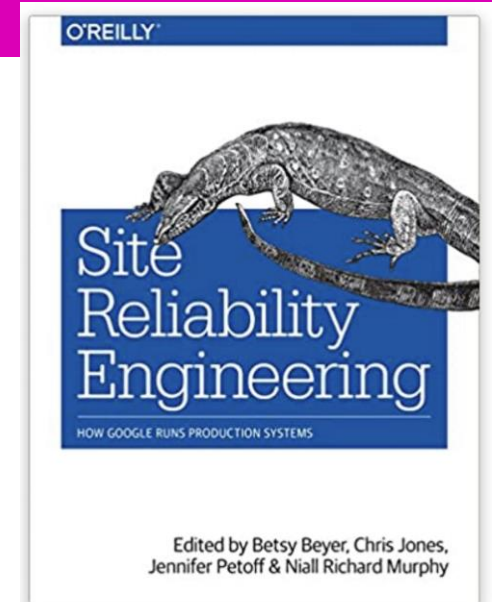
Become an SLO expert

Learn and practice

Prepare your “sales” pitch

Understand what engineers and company executives care about

*“It usually takes me more than three weeks to prepare a good impromptu speech”
by Mark Twain*





Create Supporting artifacts

- **Documentation**
 - **Strategy – why?**
 - **Definition – how?**
 - **FAQ**
 - **Implementation - Step by step**
 - **Use Case - example**
- **Training**
 - **Overview (5-30 min max)**
 - **Hands on workshop**

“Tell me and I forget. Teach me and I remember. Involve me and I learn.”
-- Benjamin Franklin



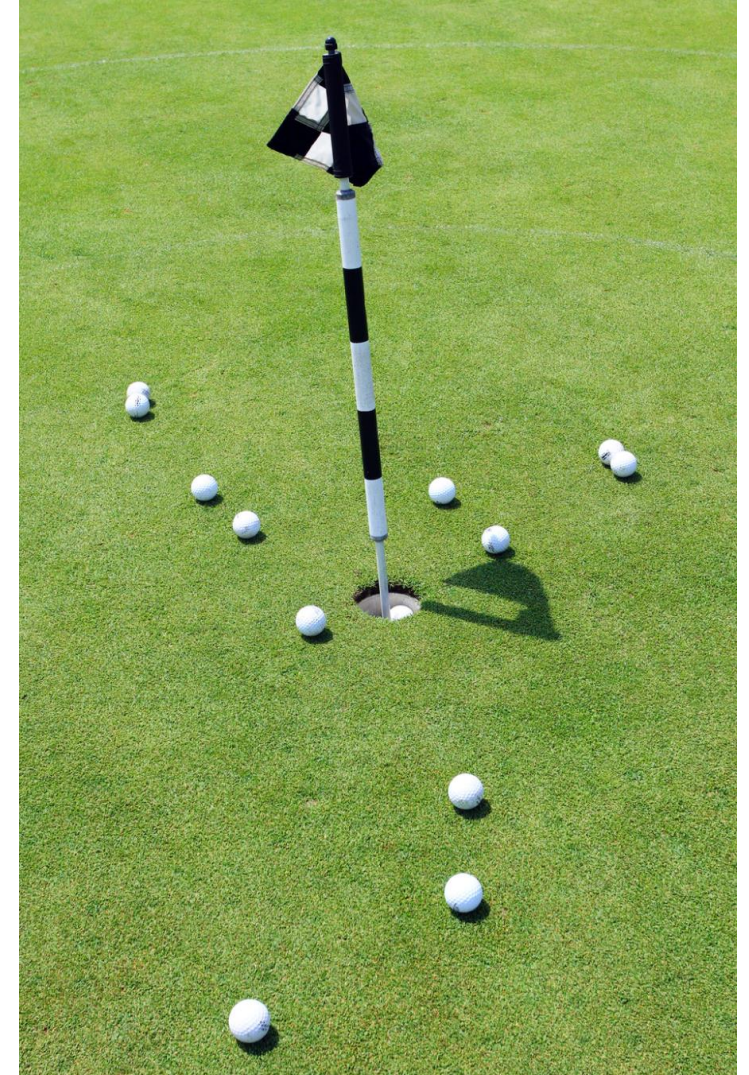
First training and workshop on SLO

- Collaboration
- Scale
- Variety



SLO Pilot

- **First service**
- **Small or/and most used?**
- **Simple or complex?**
- **Dependencies?**
- **Define → Instrument**
- **Build SLI visualizations**
- **Start using SLO**
- **Document this Case Study!**



Communicate!

“The single biggest problem in communication is the illusion that it has taken place.”
-- George Bernard Shaw

- **Internal meetups / conferences**
- **Engineering reviews**
- **Demo Days**
- **Newsletter**
- **Email distribution list**



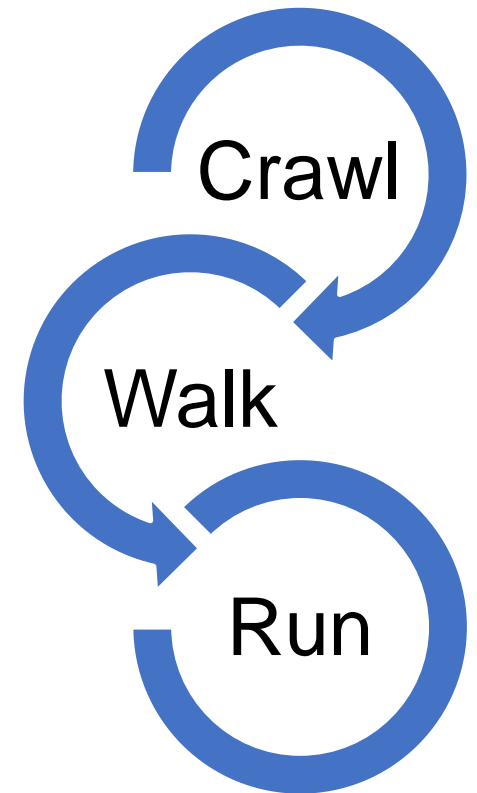


Challenges



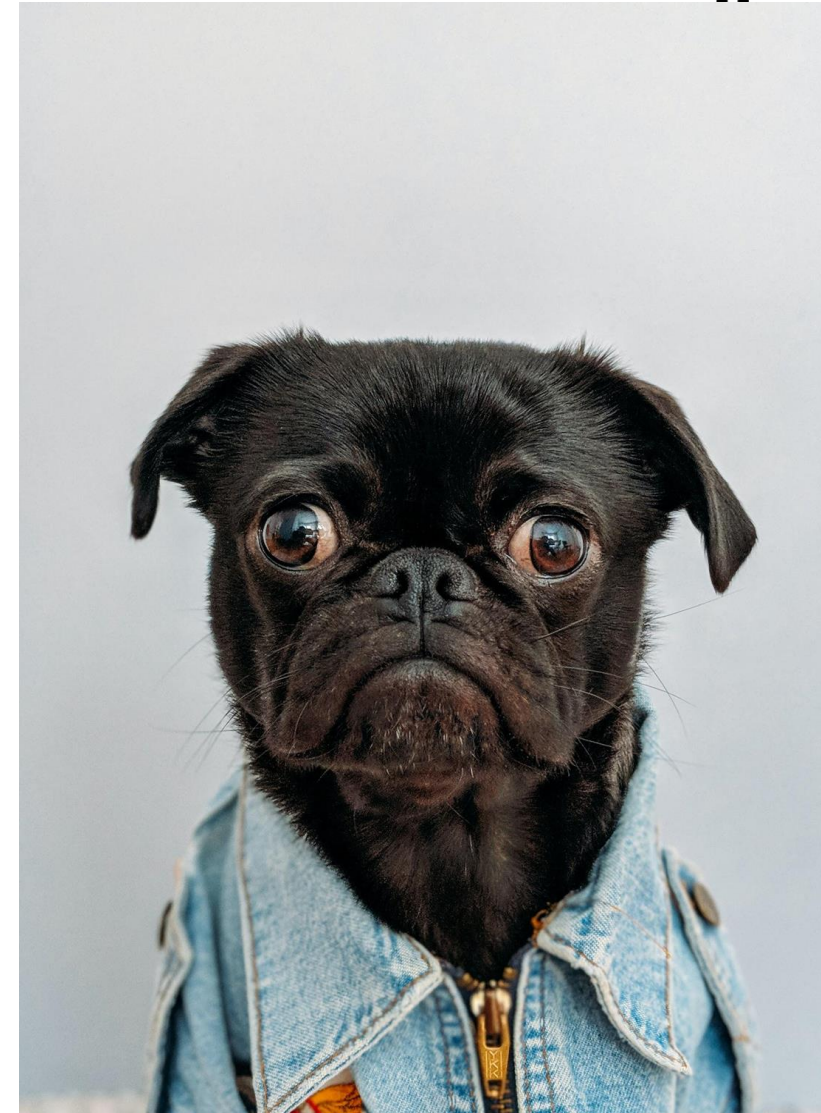
Iterate

- **Now that you built foundations...**
- **Keep adding services to SLO early adopters**
- **Community of SLO Experts**
- **Scale your SLO training across regions**
- **Catalogue of Case Studies**
- **Scale your communication**



Celebrate achievements

- ... even when everything seems lost



Continuously Improve



TIME Hypothetical timeline of how to drive adoption of literally ANYTHING!

Learn X

Document & build training about X

Communicate and bring everyone along on understanding X! Communicate more. And even more!

Everyone getting trained!

Early adopter(s), Case studies

Late adopter(s), Case studies

A lot of other work

Magic – people come to you and tell you how X is helping them!

Celebrate successes. Blame yourself for failures. Do blameless retrospectives.

More unplanned work, cause you keep inventing new ways of using X...

Start talking about X at technical conferences and write books!

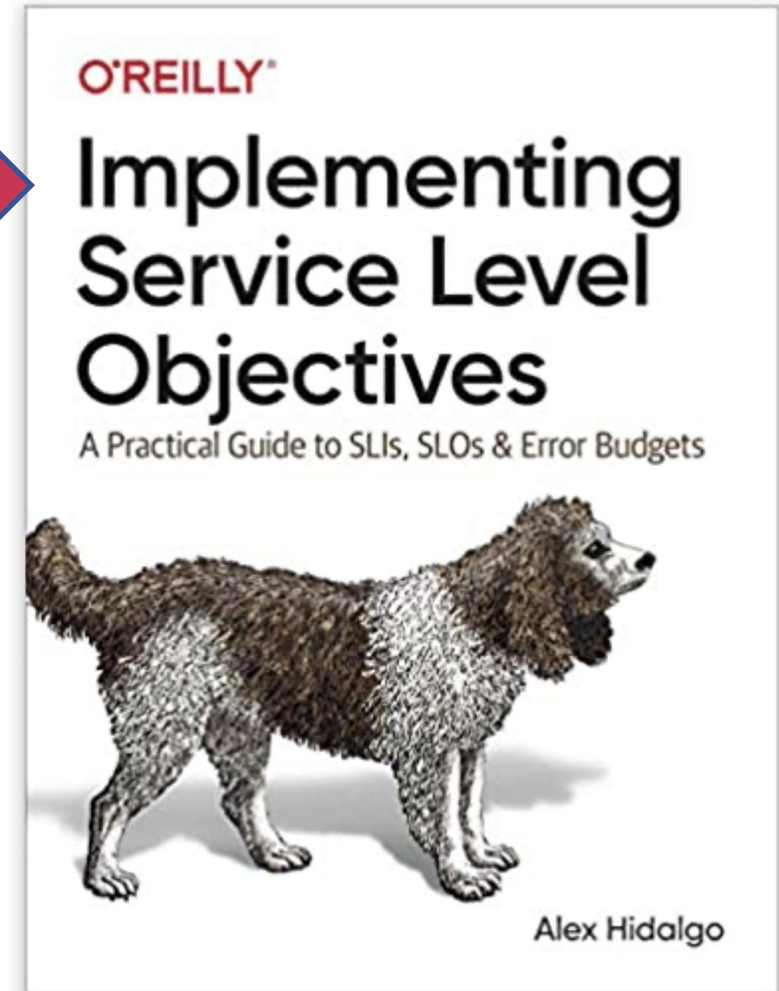
Is it still X or did it evolve by now and is a new thing called XYZ? 😊

Keep going!

Thank You!

All pictures in this presentations are from
<https://unsplash.com/>
(except “Who is Daria” slide and O’Reilly book covers)

Learn More!





THANK YOU TO OUR SPONSORS

