

# Professional Services for Site Reliability Engineering



# Overview

Site Reliability Engineering (SRE) is the foundation of how Google builds and operates some of the largest distributed systems in the world. Examples of these systems include YouTube, Android and Google Search, among others. Adopting SRE may mean learning a new approach to balance the velocity of changes with reliability. While the prospect of learning new practices may sound daunting, our [Professional Services Organization \(PSO\)](#) team makes this process seamless for you. No matter what starting point you are at in your SRE journey, we have you covered. Organizations adopting SRE can see improvements in:



Customer experience as SRE teams help design and operate reliable systems



Engineering productivity and happiness, as teams learn to reduce toil



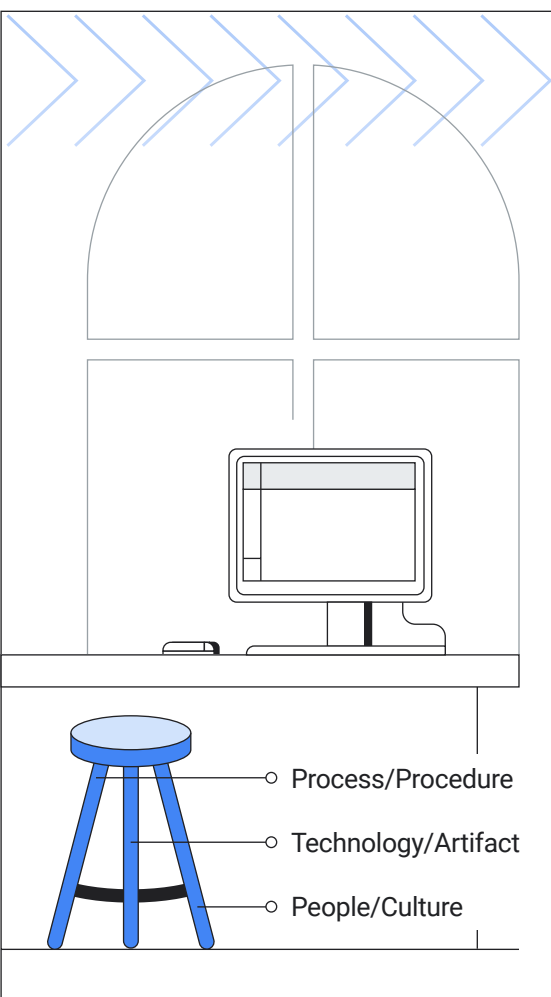
Velocity of product improvements by bridging the gap between developers and operations

With our SRE offerings, PSO enables customers to build sustainable SRE practices. These are based on decades of experience in building and running production systems at scale. First, as a part of our SRE offering, we lead tailored workshops on SRE fundamentals such as Service-Level Objectives (SLO), Service-Level Indicators (SLI), and error budgets to ensure you have a good baseline. Next, we co-develop a variety of documentation, including team charters and team operational policies covering topics such as toil and on-call, incident response, and postmortems. Finally, we facilitate a set of exercises to test these policies in practice and apply them to a specific application. For large enterprises, we repeat these workshops and practices across different teams.



## Why Google PSO

Google Cloud PSO SRE experts have experience in how Google does operations as well as practices that have been adopted outside of Google. The team is an active part of Google’s internal SRE community and the global SRE community at large. This in turn allows the team to stay up-to-date on learnings that work both within Google and externally. Our team members have worked at everything from large enterprises to small startups and have experience in a variety of Agile and DevOps practices, in addition to traditional IT Service Management (ITSM) frameworks. This experience has been invaluable in meeting our customers where they are in their SRE journey, and taking them to where they want to go.



## SRE transformation strategy

When it comes to adopting SRE, it is definitely a marathon, not a sprint. Not every organization will adopt every facet of SRE, but the fundamental idea involves looking at reliability from a user’s perspective and balancing risk with velocity.

The work of building an SRE practice is iterative by nature. The “three-legged stool” of Process/Procedure, Technology/Artifact, and People/Culture must be built up over time in order for the practice to be sustainable. Without a strong culture of blamelessness and psychological safety, teams will revert to their former practices in the face of difficulty. Conversely, even the strongest culture can’t stand up in the long term to poorly built practices and tools.

Our proven approach is to work with early adopter teams to build SRE muscles and then generalize those lessons learned for adoption throughout the organization. Doing this successfully requires strong leadership commitment and a collective agreement that anything we build can be iterated on and changed for the better. Teams need the time to establish their practices and they need support from leadership to change the way they operate and improve communication. Lowe’s, Ulta, Procter & Gamble, Optiva, and Zebra Technologies are just a few companies who were able to build up this “three-legged stool” by working with our team.