bit.ly/reliability-discuss-a

Date and Time:
18 October 2022 - All items on the board
16:08 (UTC+00:00)

Facilitator:
Dave Stanke

Attendees:
███████████████████████████████████████
██████████

Summary:

Actions:

Learnings:

Topics discussed:

automated dedicated incident chat rooms? or use persistent team rooms. both?
neither?
Votes: 5
Suggested by: ██████████

Comments:
- ██████████
  Tool should emulate protocol -- ICS is a public-sector framework for managing incidents

SRE best practices with serverless architectures?
Votes: 3
Suggested by: ████

Comments:
- ██████████
  All services are serverless, from the user POV

GitOps: Is infra-as-code hurting our automation ability when implemented fully? If I have to create a Merge Request for a downstream system each time something needs to change upstream, is it really automated then? Perhaps there's a balance of GitOps implementation?

Votes: 3

Suggested by: ▨▨

Comments:

How many tiers (if any) of alerts are appropriate?

Votes: 3

Suggested by: ▨▨▨

Comments:

- ▨▨▨▨▨

  "it's hard."

Do teams maintain formal SLAs for services with specific client (teams)? How do you account for the reliability / SLIs of downstream services?

Votes: 3

Suggested by: ▨▨

Comments:

- ▨▨▨▨

  https://www.youtube.com/watch?v=-lHPDx90Ppg

When I build systems in the cloud with multiple
services, I feel like I'm building brittle Rube Goldberg machines. How can one do better?

Votes: 2

Suggested by: ▨▨▨

Comments:

- ▨▨▨▨

  Tracing can help!

- ▨▨▨

  Popular tracing solution: https://www.jaegertracing.io/

Topics voted on but not discussed:

do bugs from incidents get treated with higher priority? every time?

Votes: 4

Suggested by: ▨▨▨▨

Comments:

Monitoring for canary release or a/b functionality

Votes: 2

Suggested by: ▨▨▨▨

Comments:

- ▨▨▨▨▨
  Compare Canary vs. Control

do you use "approved" architectures, say
for Tier 1, Tier 2 apps? or does each app have its own shape?

Votes: 1

Suggested by: ▨▨▨▨▨▨

Comments:

is sustainability (carbon) in mind when deciding system layout/footprint/architecture?
(yet?)

Votes: 1

Suggested by: ▨▨▨▨▨▨

Comments: