SITE RELIABILITY ENGINEERING
AGENDA

nClouds™

- SRE Concepts
- We're Your SRE Partner for AWS
- Our Process — Getting Started With SRE
- Our SRE Team's Structure & Collaboration
- Our SRE Team Applies Best Practices
- Onboarding Workshop Discussion
- Q&A

SRE CONCEPTS

We think of site reliability engineering (SRE) as a **culture and set of practices to ensure system reliability and maintainability**.

The SRE team:

- Implements best practices, automation, and metrics.
- Strikes the right balance between reliability and feature velocity.

SRE key metrics:

SLI
Service Level Indicators

SLO
Service Level Objectives

SLA
Service Level Agreement

Error Budget

WE'RE YOUR SRE PARTNER FOR AWS

nClouds is serious about Site Reliability Engineering.

You'll be amazed by our team. In fact, straight from our client, *"the team members we have on our account are really good. There is no way I would be able to find that level of talent and experience anywhere else."*

We're a certified AWS Premier Consulting Partner, audited AWS MSP Partner, and AWS Well-Architected Partner, with AWS Competencies in Data & Analytics, DevOps, Migration, and SaaS.

We love AWS infrastructure, and we're eager to support yours.

aws partner network

Premier
Consulting Partner

Data & Analytics Competency
DevOps Competency
MSP Partner
Migration Competency
SaaS Competency

THE CHANNEL CO.
CRN
MSP 500
2021

AWS Well-Architected

OUR PROCESS — GETTING STARTED WITH SRE

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1. Discovery

You provide us with an infrastructure overview. We establish and test communication channels between your organization's designated points of contact (PoCs) and the nClouds support team, detailing your alert/incident response management platform and current Level 2 (L2) and Level 3 (L3) support process (if one exists already). We also gain access to the current runbook(s), if available.
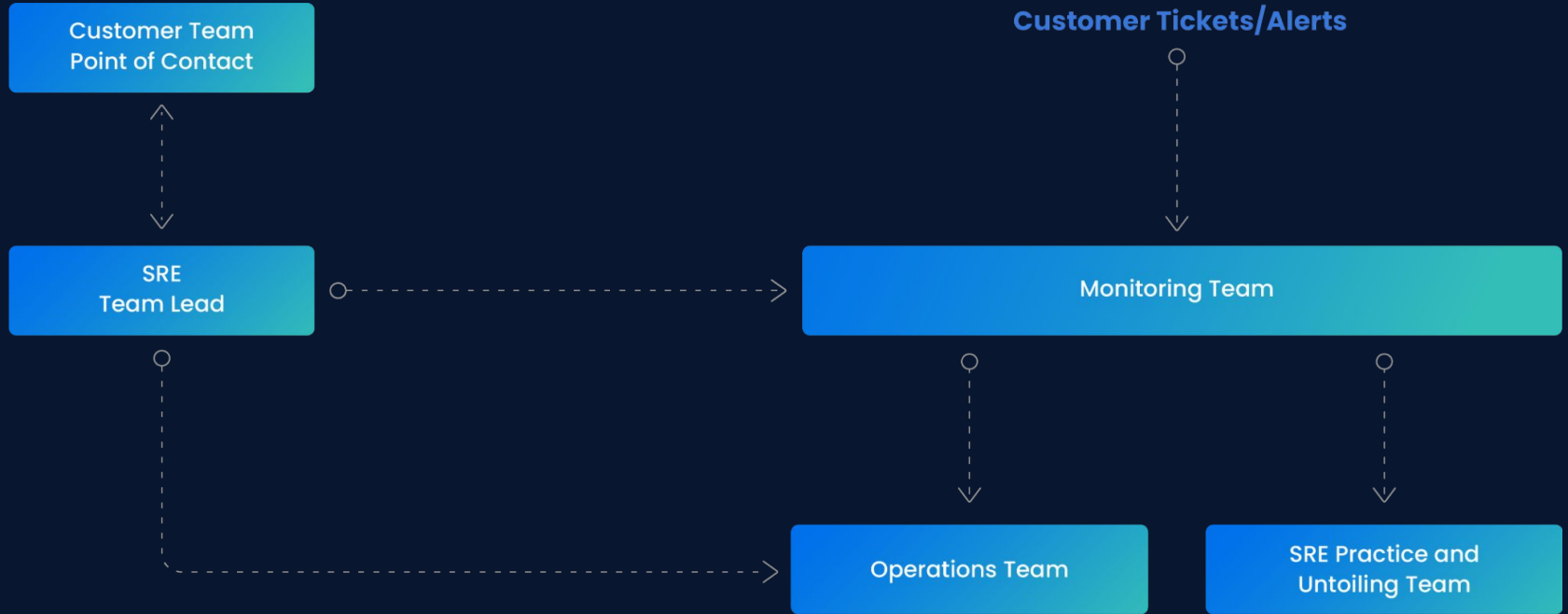
2. Onboarding Workshop

We discuss how to define, measure, and track availability and user happiness, including defining SLIs, establishing an incident management process, and setting up monitoring, observability, an automated runbook and documentation.

3. Transition

We start handling alerts under the supervision of designated client engineer(s). If required, we update your runbook, documentation, and diagrams. At the end of the transition phase, the nClouds SRE team assumes responsibility for maximizing reliability and support services for your environment(s), as defined in a mutually agreed-upon statement of work (SoW) and service-level agreement (SLA).

OUR SRE TEAM'S STRUCTURE & COLLABORATION

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Customer Team
Point of Contact

Customer Tickets/Alerts

SRE
Team Lead

Monitoring Team

Operations Team

SRE Practice and
Untoiling Team

OUR SRE TEAM APPLIES BEST PRACTICES

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Conducts blameless postmortems to prevent repeat incidents & improve future responses.

Blameless Culture

Untoils by reducing technical debt & using automation.

Toil Reduction

Works with your engineers to define & implement SLOs, SLIs, and the Error Budget.

SLOs / SLIs Error Budget

Reduces Mean Time To Detect (MTTD), Mean Time to Acknowledge (MTTA) & Mean Time To Recover (MTTR).

Metrics

Supports & optimizes cloud operations 24/7. Integrates new tools & services for observability.

Performance Management

Maintains the infrastructure with patching & responding to maintenance alerts.

Maintenance

Works with your engineers to red-light or green-light launches based on SLOs.

Deployments

Provides incident management to limit business disruption. Automates runbooks to provide rapid response to alerts.

Incident Management

ONBOARDING WORKSHOP DISCUSSION

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- What does availability mean to you?

- How do you define user happiness?

- Convert availability/happiness into metrics.

- How to track availability and customer happiness.

- Which SLIs reflect failure?

- How will we mitigate failure?

Q&A

Thank You