usenix SRECON

EUROPE
MIDDLE EAST
AFRICA

Wednesday, 30 August, 2017

09:00–10:20

Plenary Session

Care and Feeding of SRE
Narayan Desai, Google

Diversity and Inclusion in SRE: A Postmortem
Niall Richard Murphy, Google

11:00–12:30

Track 1	Track 2 Systems Engineering	Track 3 Networks and Traffic	Track 4/5
Tech Writing: How a Writer Can Make Your Life Easier, and Your Work Have More Impact! Betsy Beyer, Google	**SRE Your gRPC—Building Reliable Distributed Systems (Illustrated with GRPC)** Grainne Sheerin and Gabe Krabbe, Google	**Load-Shedding: Overview of Different Methodologies** Acacio Cruz, Google	**SRE 101** Laura Nolan, Google
Make Haste Slowly: Balancing SRE Diligence in Urgency Driven Organizations Jason Hiltz-Laforge, Shopify	**Profiling Node Applications** Sasha Goldshtein, CTO, Sela Group	**Managing SSH Access without Managing SSH Keys** Niall Sheridan, Intercom	
Want to Solve Over-Monitoring and Alert Fatigue? Create the Right Incentives! Kishore Jalleda, Yahoo, Inc.			

13:40–15:00

Track 1	Track 2 Systems Engineering	Track 3 Networks and Traffic	Track 4	Track 5
The Dangers of Being Overly-Paranoid Ingrid Epure, Intercom	**Standing On the Shoulders of Giants: Unleashing the Power of Scriptable Load Balancers** Emil Stolarsky, Production Engineer, Shopify	**Networks for SREs: What Do I Need to Know for Troubleshooting Applications** Michael Kehoe, LinkedIn	**Mastering Linux Performance Tools** Sasha Goldshtein, CTO, Sela Group	**SRE Your gRPC—Building Reliable Distributed Systems (Workshop)** Grainne Sheerin, Gabe Krabbe, and Lisa Carey, Google
Show Me the RIGHT Numbers! Are Our Users Happy? Perry Statham and Niclas Wretström, IBM	**InStream: Large Scale Distribution using Bittorrent, Python, Salt, and Kafka** Harsh Sharma, SRE	**Anycast Is Not Load Balancing** Murali Suriar, Google		

15:40–17:00

Track 1	Track 2 Systems Engineering	Track 3 Networks and Traffic	Track 4 *(Continued from previous session)*	Track 5 *(Continued from previous session)*
Use Load Testing to Build a Proper Mental Model of Your Service John Looney, Intercom	**Capturing and Analyzing Millions of Queries without Any Overhead** Karthik Appigatla, Sr. Database Engineer, LinkedIn, and Basavaiah Thambara, LinkedIn	**Bots Are Fast, Humans Are Smarter—Eliminate Unwanted Traffic and Defend Against DDoS** Felix Glaser, Shopify	**Mastering Linux Performance Tools** Sasha Goldshtein, CTO, Sela Group	**SRE Your gRPC—Building Reliable Distributed Systems (Workshop)** Grainne Sheerin, Gabe Krabbe, and Lisa Carey, Google
Traffic Steering using Rum DNS @ Linkedin Viranch Mehta, LinkedIn	**OK Log: Distributed and Coördination-Free Logging** Peter Bourgon, Fastly	**Google SDN Peering: An Early Engagement Case Study** Murali Suriar, Google		

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Thursday, 31 August, 2017

09:00–10:20

Track 1 Setting Up SRE Teams and Engagements	Track 2 Incidents and Oncall	Track 3 Release Automation	Track 4	Track 5
How We Try to Make a Lion Bulletproof; Setting Up SRE in a Global Financial Organization Janna Brummel and Robin van Zijll, ING **From Firefighting to Proactive Work: the Journey of a Small Infrastructure Team in a Hyper Growth Environment** Alex Gerlic, Intercom	**Incident Command at the Edge** Lisa Phillips, Fastly **Resiliency Testing with Toxiproxy** Jake Pittis, Shopify	**Deploying Changes to Production in the Age of the Microservice** Samantha Schaevitz, Google **Application Automation with Habitat** Mandi Walls, Chef Software	**Distributed Systems Reasoning** John Looney, Intercom	**Tech Writing 101 for SREs** Lisa Carey and Betsy Beyer, Google

10:50–12:30

Track 1 Setting Up SRE Teams and Engagements	Track 2 Incidents and Oncall	Track 3 Release Automation	Track 4 *(Continued from previous session)*	Track 5 *(Continued from previous session)*
Building a Culture of Reliability Arup Chakrabarti, PagerDuty **Tech Leadership in SRE** Sean Rees, Google	**Case Study: Lessons Learned from Our First Worldwide Outage** Yoav Cohen, Imperva Incapsula **When Trouble Comes to Town** Michael Gorven, Facebook	**One Ring to Rule them...** John Tobin, Google **Dancing with Squads—Do you know what your Code Repos are Telling You?** Don Cronin, Program Director, DevOps Insights; Rob Orr, Program Director, SRE DevOps Services	**Distributed Systems Reasoning** John Looney, Intercom	**Tech Writing 101 for SREs** Lisa Carey and Betsy Beyer, Google

13:30–15:30

Track 1 Setting Up SRE Teams and Engagements	Track 2 Incidents and Oncall	Track 3 Release Automation	Track 4 *(Continued from previous session)*	Track 5
Building an SRE Capability Inside a Large Organization Sriram Gollapalli, Agilent Technologies, Inc. **The Why, What, and How of Starting an SRE Engagement** Richard Clawson and Josh Gilliland, Microsoft Azure **Startup Systems Engineer's Instruction Manual** Effie Mouzeli, Logicea LLC	**Cognitive Bias and On-Call** Niall Richard Murphy, Google **Reducing MTTR and False Escalations: Event Correlation at Linkedin** Michael Kehoe, LinkedIn **Incident Response Teams in SRE Organizations** Andrea Spadaccini, and Andrew Stribblehill, Google	**Release Engineering Best Practices at Google—the SRE Perspective** Dinah McNutt, Google, Ireland **Automated Debugging of Bad Deployments** Joe Gordon, Pinterest **Debugging at Scale—Going from Single Box to Production** Kumar Srinivasamurthy, Microsoft Corporation	**Distributed Systems Reasoning** John Looney, Intercom	**Linux System Metrics** Nati Cohen, Here Technologies, and Avishai Ish-Shalom, Wix.com

16:00–17:00

Track 1 Setting Up SRE Teams and Engagements	Track 2 Incidents and Oncall	Track 3 Release Automation	Track 4 *(Continued from previous session)*	Track 5 *(Continued from previous session)*
The History of How We Came to Be Niall Richard Murphy, Google **Hiring SREs May Be Literally Impossible** Chris Sinjakli, SRE at Go-Cardless	**Gamifying Reliability Excellence—The Service Score Card** Daniel Lawrence, LinkedIn **Incident Management and Chatops at Shopify** Daniella Niyonkuru, Shopify	**Fast and Safe Production Monitoring of JVM Applications with BPF Magic** Sasha Goldshtein, CTO, Sela Group	**Distributed Systems Reasoning** John Looney, Intercom	**Linux System Metrics** Nati Cohen, Here Technologies, and Avishai Ish-Shalom, Wix.com

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Friday, 1 September, 2017

09:00–10:30

Track 1 SRE Culture	Track 2 Cloud, SaaS, and Distributed Systems	Track 3	Track 4/5
Globalizing SRE in a Walkup Culture Bill Lincoln, Wayfair, and Matt Coleman **Psychological Safety in SRE Teams** John Looney, Intercom	**Building an On-Premise Kubernetes Cluster For a Large Web Application** Daniel Turner, Shopify **Distributed Systems, Like It or Not** Theo Schlossnagle, Circonus **Avoiding and Breaking Out of Capacity Prison** Jake Welch, Microsoft	**The EU's New Data Protection Law—a Survival Guide** Simon McGarr, Data Compliance Europe, and John Looney, Intercom	**Statistics for Engineers** Heinrich Hartmann, Circonus

11:00–12:00

Track 1 SRE Culture	Track 2 Cloud, SaaS, and Distributed Systems	Track 3	Track 4/5
Service with an Angry Smile: Passive-Aggressive Behavior in SRE Lauri Apple, Zalando **The Cult(Ure) of Strength** Emily Gorcenski, Simple	**Run Less Software; Use Less Bits** Rich Archbold, Intercom **Monitoring Cloudflare's Planet-Scale Edge Network** Matt Bostock, Cloudflare	*(Continued from previous session)* **The EU's New Data Protection Law—a Survival Guide** Simon McGarr, Data Compliance Europe, and John Looney, Intercom	*(Continued from previous session)* **Statistics for Engineers** Heinrich Hartmann, Circonus

13:00–14:00

Track 1 SRE Culture	Track 2 Cloud, SaaS, and Distributed Systems	Track 3	Track 4	Track 5
Monitoring Design Principles Theo Schlossnagle, Circonus	**And the CFO Wept: AWS Cost Control** Corey Quinn, The Quinn Advisory Group	**CRE: Expanding SRE to Inside Your Customer's Organisation** Stephen Thorne, Google	**Being an Effective Ally to LGBTQ+, Non-Binary, Women, and POC in the Tech Industry** Chris Stankaitis, The Pythian Group	**Panel: AMA for New SREs** Moderator: Murali Suriar, Google Panelists: Gráinne Sheerin, Google; John Looney, Intercom; Chris Sinjakli, GoCardless; Ola Klapcinska, Google

14:40–17:00

Closing Plenary Session

Have You Tried Turning It off and Turning It On Again?
Tanya Reilly, Google

100 Teams, 100 Ways to Fail
John Keiser, Microsoft Azure, and Ben Broderick Phillips, Microsoft

Persistent SRE Antipatterns: Pitfalls On the Road to Creating a Successful SRE Program Like Netflix and Google
Jonah Horowitz, Stripe, and Blake Bisset

17:10–17:20

Closing Remarks

Program Co-Chairs: Avishai Ish-Shalom, Wix, and Laura Nolan, Google