From Ops to SRE in a Brazilian Startup

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Who am I?

I AM Matheus Rossato

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Who am I?

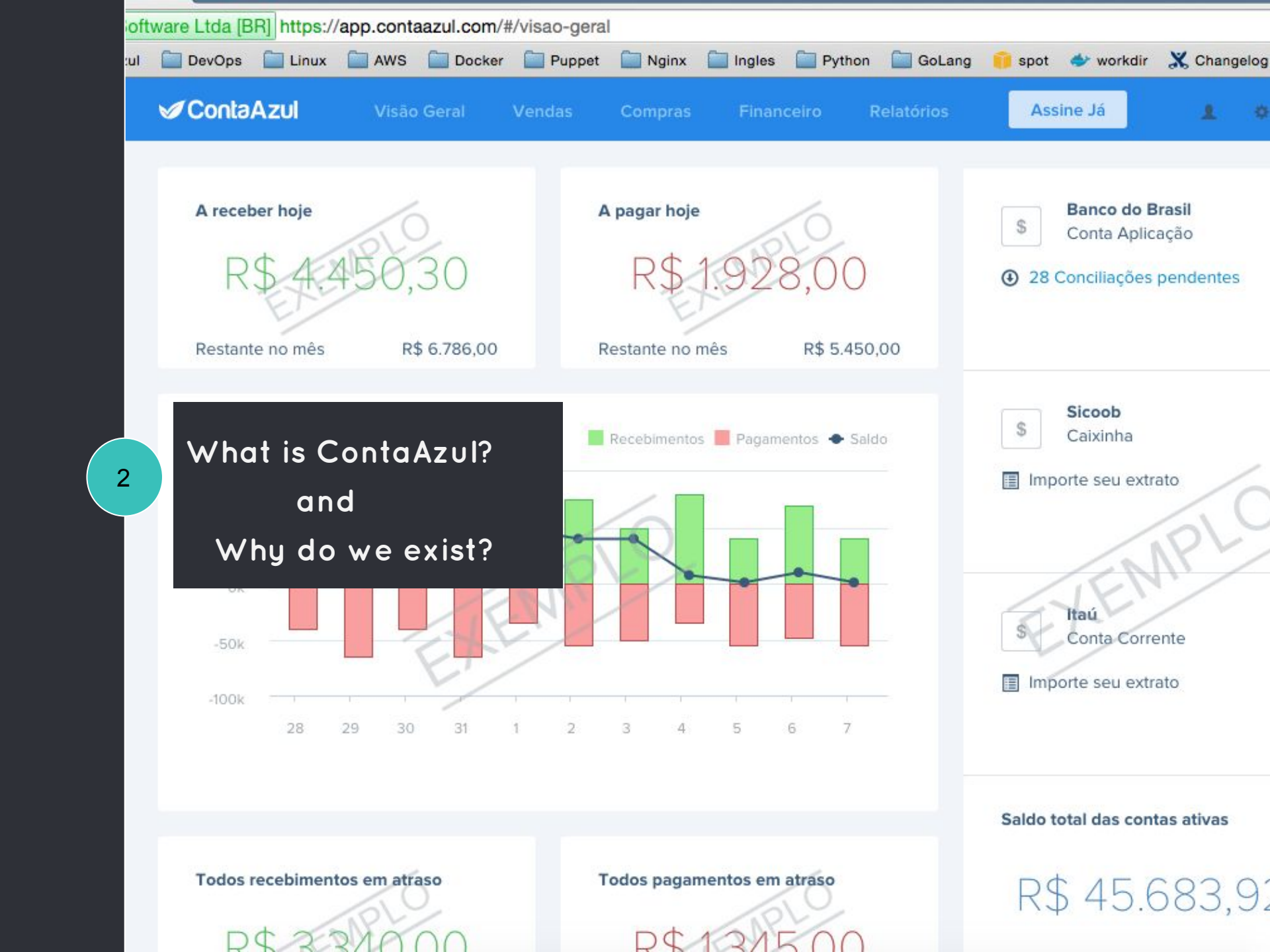
I AM Luiz Muller

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Agenda

- 1st - What this Brazilian startup does
- 2nd - A brief context/history
- 3th - Why Ops is such a gray area
- 4th - DevOps done wrong
- 5th - Why move to SRE
- Takeaways



2

What is ContaAzul?
and
Why do we exist?

+ 550.000

Companies that have used ContaAzul

+ 1.000

Request per second

+ 26

Services running

2 A brief context/history



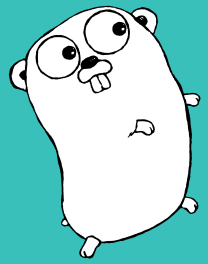
2

How we started

2

How we are building our software/service















3

Why Ops is such a gray area

Operation Phases

1st. Sysadmin/ops and IT, all-in-one group, no devs

2nd. Distributed ops engineers out to teams

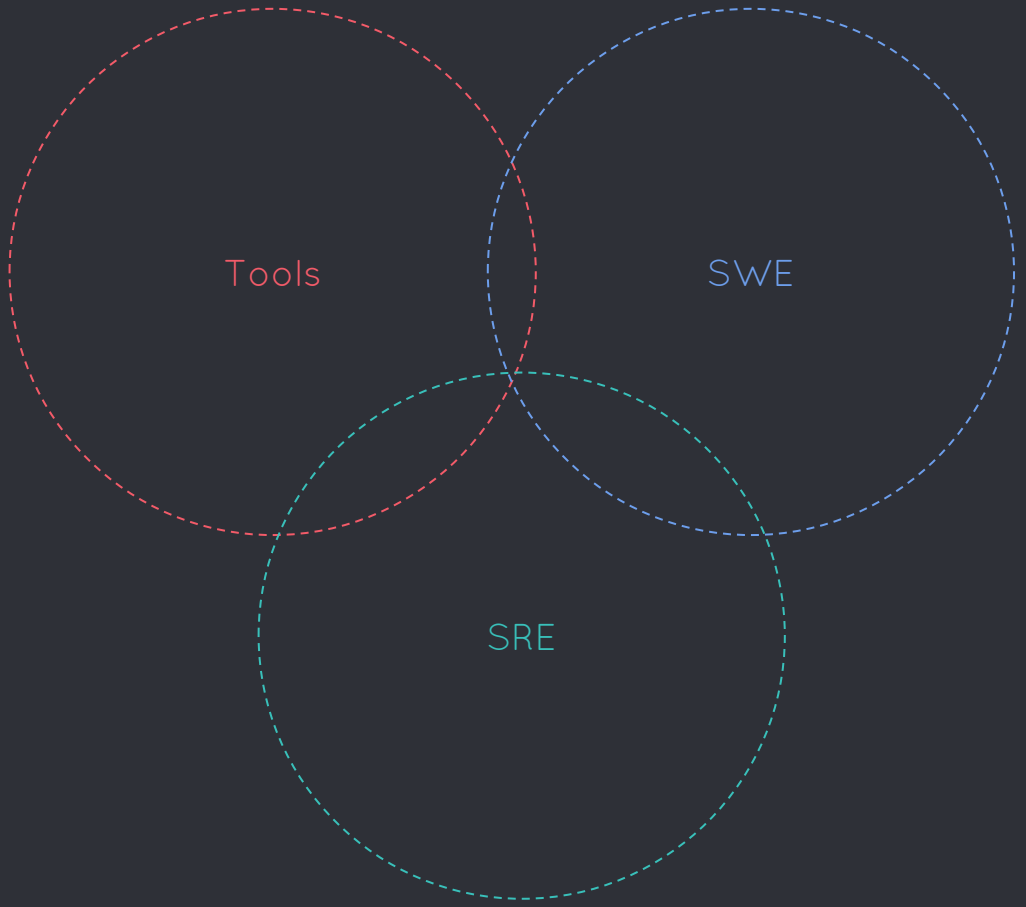
3rd. Splitted ops and IT, them brought 1st dev to ops team

4th. Removed all non-coders from ops and dev teams, and brought more devs

4 DevOps done wrong

5 Why move to SRE

- How the engineereing team is organized





Next Steps

Error budgets

Circuit breaker

New services are microservices, but need refactoring



Takeaways

Hire only coders from the beginning

Clearly define and communicate the team responsibility

Care about the engineering culture and avoid hype terms

Reliability is a product feature not a role

Don't let the PO/PM use the SRE as a alternative for his shortage of personnel as a workaround



Thank you!

QUESTIONS?