

**TOP
5
CONSIDERATIONS**
for CIOs

What are the...

main steps to creating resilient site engineering capability?

Define Objectives and Metrics

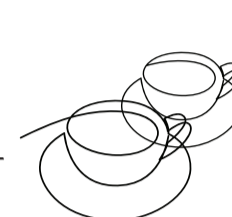
Formula 1 cars are engineered to win

How well is your IT engine tuned?

Know what to measure and why

Clearly define the objectives of the resilient site engineering (SRE) initiative, aligning them with the organisation's overall business objectives and customer expectations.

Bottom line: Imagine a world where functional areas come together to solve service problems. Find a balance between the metrics that matter to the service or customer as it pertains to your SRE efforts. McKinsey found companies implementing cross-functional teams improved first-time-right delivery from 65% to over 80%, increased CSAT, and reduced call centre requests by one-third.



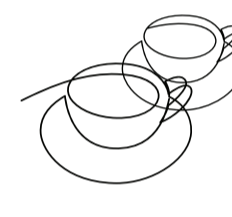
Implement Automation and Tooling

Do it once, do it from scratch

Do it twice, automate it!

Leverage automation and technologies to streamline repetitive tasks, eliminate manual processes, and increase operational efficiency. Implement monitoring, alerting, and incident tools to detect and respond to issues proactively, minimising downtime and service disruptions

Bottom line: In an increasingly technically complex world, we can only cope so far without automation. According to BCG, organisations that adopt SRE practices benefit from a higher degree of automation, which reduces manual toil, minimises errors, improves efficiency and allows you to work at scale.



Cultivate a Culture of Reliability

Clamp down hard? They'll find a way around

Loosen the reins? Expect scandals

Balance wisely

Foster a culture of reliability, collaboration, and continuous improvement, emphasising the importance of reliability, availability, and performance in delivering exceptional customer experiences.

Bottom line: Sometimes you don't have time for fall-back processes and must *fix-forward*. You can only do this if the team is *always on* and servicing your product lifecycle, both new and old. Netflix service ownership model sees teams accountable for the reliability of the systems they develop.

After 30+ years of experience...

“ Organisations always have time to learn when it sits at the forefront of transformation. Cultivate a cultural mindset that brings back the *engineer* within. Those who safely (and with integrity) tinker, break, and play evolve skills more effectively than others. So hack away!



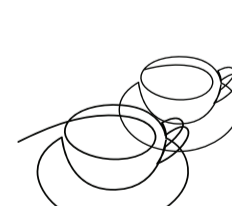
Establish Incident Management Processes

The Chaos Monkey reigns supreme

Can your SRE practices withstand the pressure?

Conduct regular incident retrospectives to identify root causes, address systemic issues, and implement preventive measures to enhance system resilience and stability.

Bottom line: *Chaos engineering* involves deliberately introducing failures into systems to spot weaknesses and improve resilience. Are Greg Orzell notes: “Chaos Monkey taught us that a system that cannot withstand failure is destined for failure. By proactively introducing controlled chaos, we uncover vulnerabilities and build stronger, more resilient systems”.



Continuous Learning and Iteration

Bring back Tinkerbell!

Who tinkers, wins!

Embrace a culture of experimentation, allowing teams to test new technologies, methodologies, and best practices to optimise reliability and performance.

Bottom line: IT engineering struggles under the weight of change, systems, and processes. Engineers must focus on fixing, patching and moving on the next thing.

Create a safe environment where engineers / developers can *break, tinker* and learn off each other. Satya Nadella says: “Hackathons foster an unparalleled environment for innovation and learning, enabling engineers and developers to collaborate, experiment, and rapidly prototype solutions—which often leads to breakthrough ideas and significant skill enhancement.”



Like to delve into, dissect or draw on my experience over a coffee — let's set up a time...

