SITE RELIABILITY ENGINEERING AT DROPBOX

@tammybutow, SRE MANAGER

Jamie Wilkinson @jaqx0r · 5h

I like that @tammybutow is talking about her team first when talking about Dropbox infrastructure. Humans>computers #lca2016

⟲ 2   ♥ 6   •••

Adam Harvey @LGnome · 5h

Enjoyed @tammybutow's #lca2016 talk on database infrastructure at Dropbox — a real grab bag of tools and ideas to go read about!

⟲ 3   ♥ 7   •••

Nathan @shwep · 5h

If you were in a bad mood before going to @tammybutow's talk you'll be enthused and excited now. #awesomeSpeakers #LCA2016
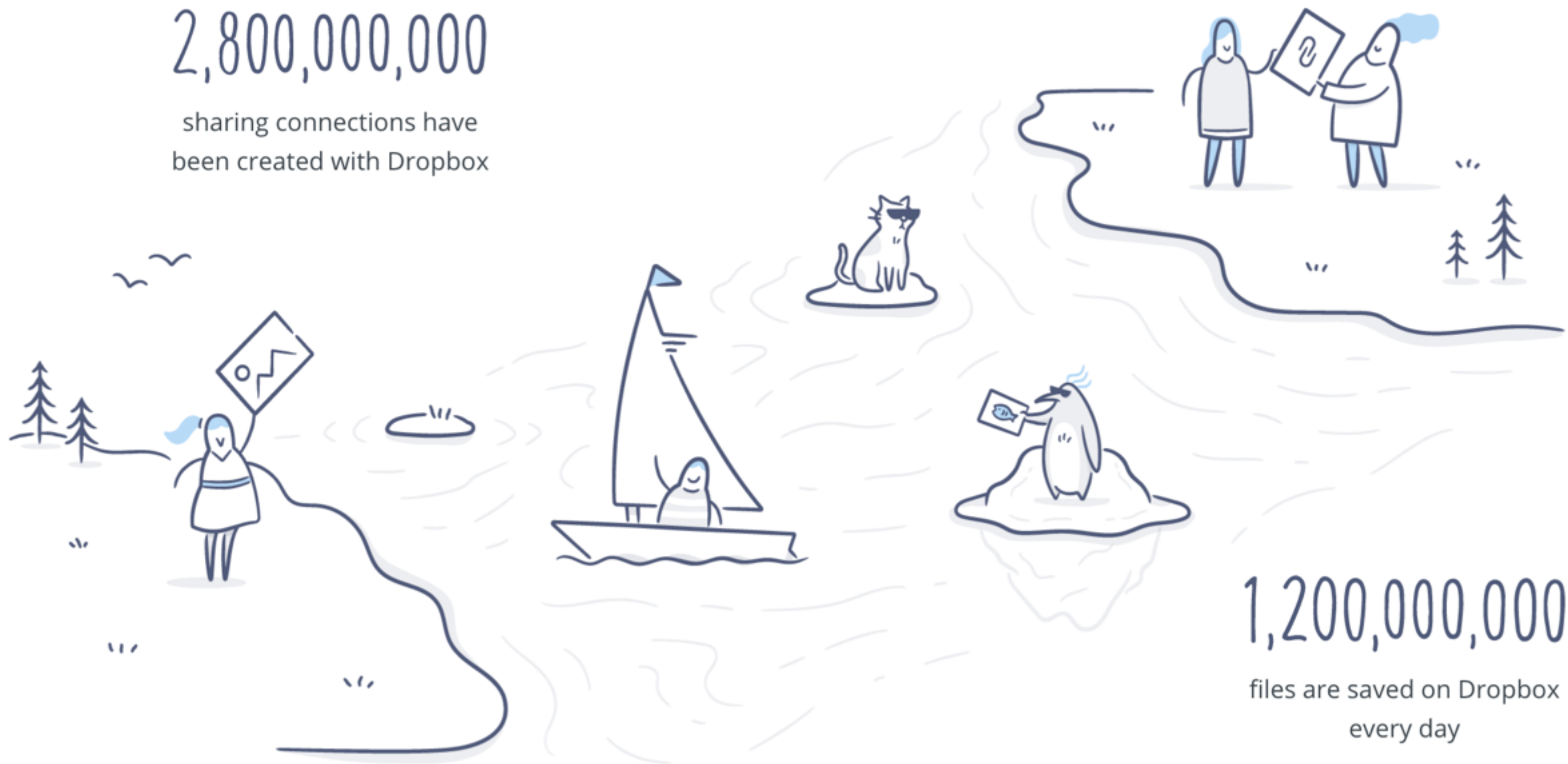
⟲ 2   ♥ 5   •••

TODAY

LET'S INVENT A BETTER FUTURE.
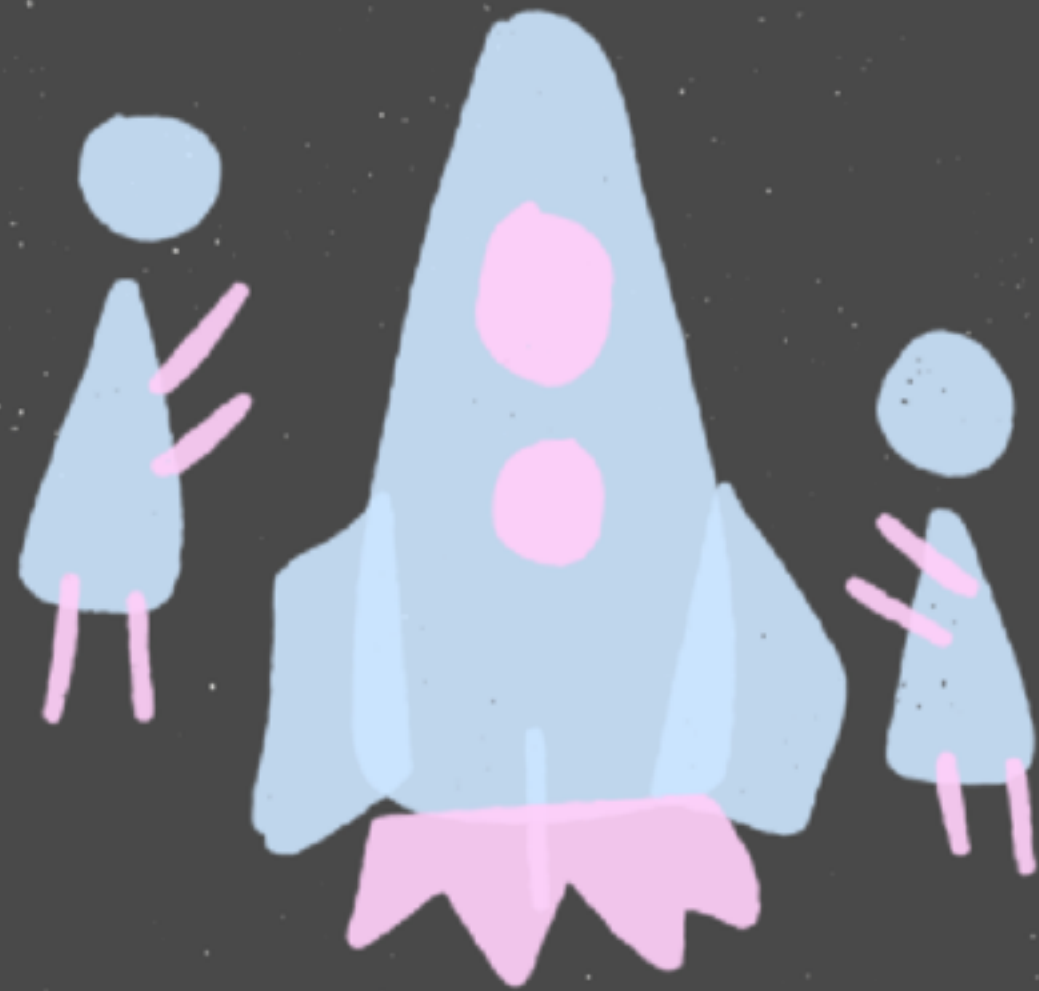
2,800,000,000

sharing connections have
been created with Dropbox

1,200,000,000
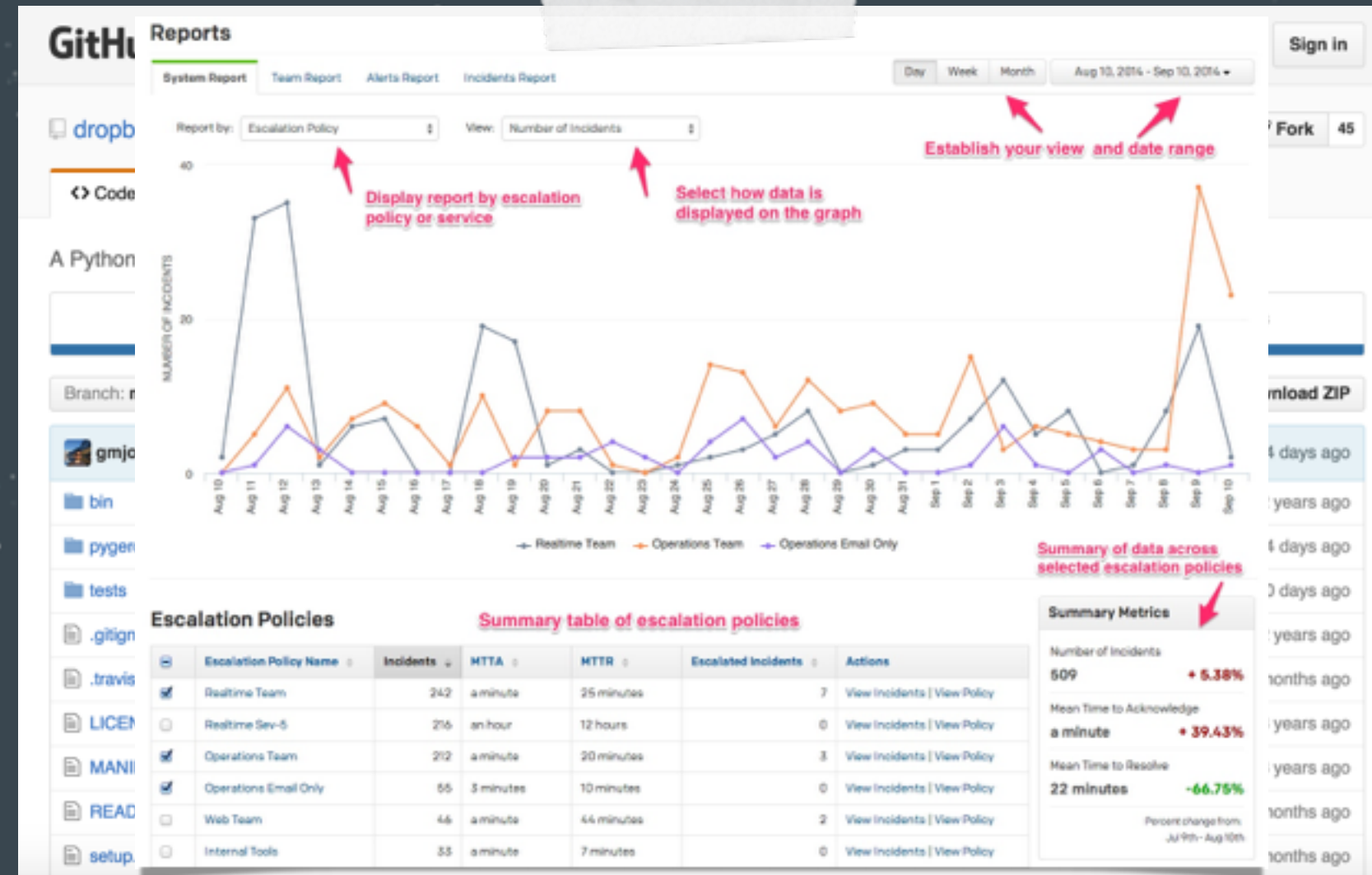
files are saved on Dropbox
every day

400M

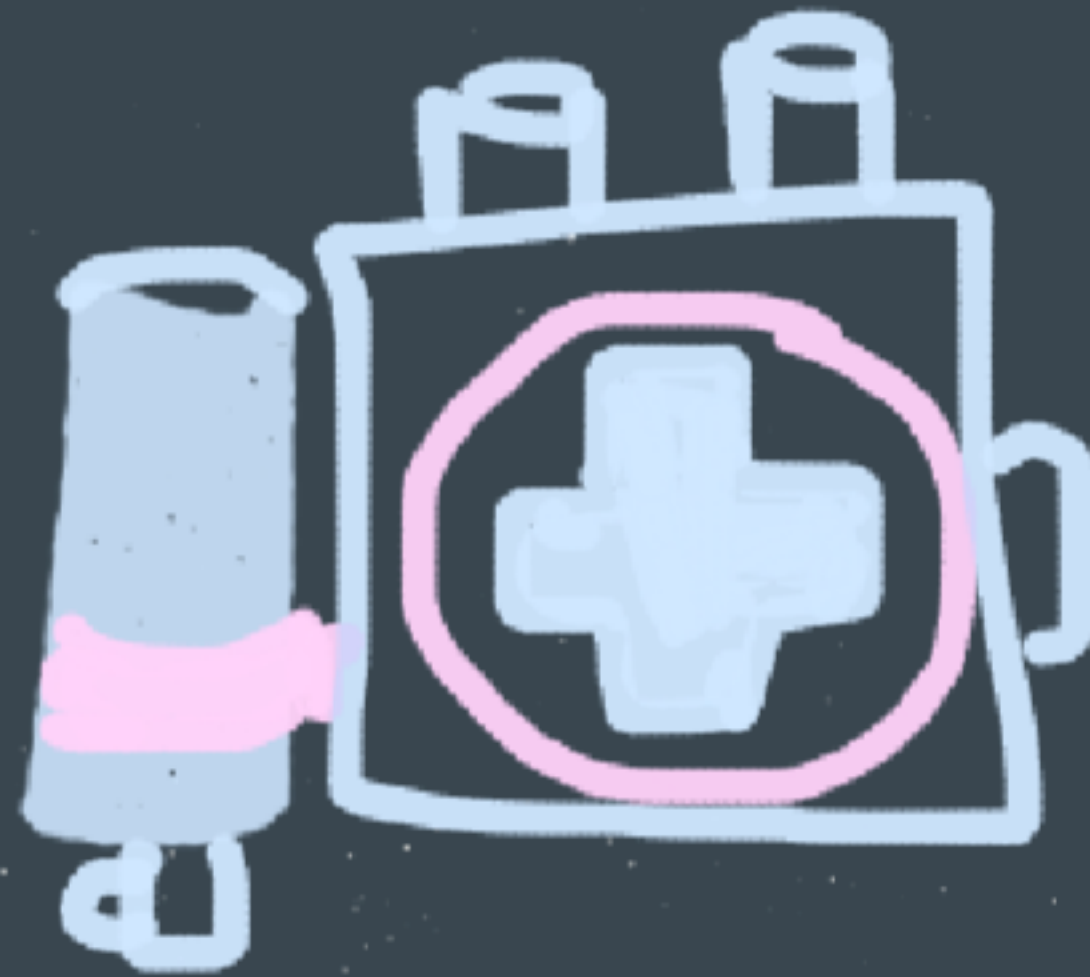SITE RELIABILITY ENGINEERS

SWEAT THE DETAILS

AUTOMATION

PYGERDUTY
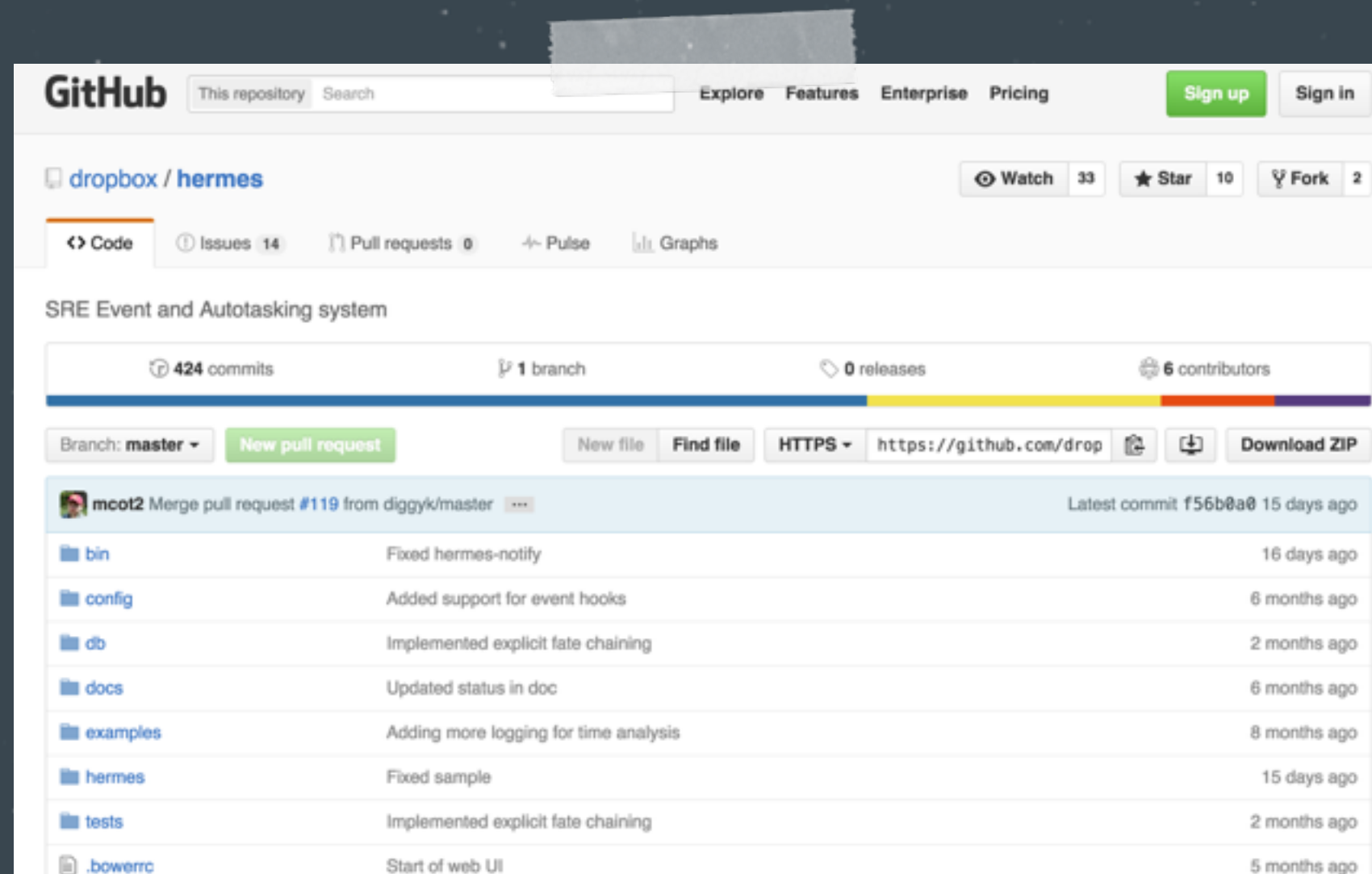## REDUCE PAGES BY 10x

MONITORING & ALERTING
IT'S OK TO SNOOZE

SCRIPTING & AUTO-REMEDIATION

SELF-HEALING SYSTEMS

TOOLS

HERMES
QUESTS & LABORS

DBMANAGER
AUTOMATING DATABASE OPERATIONS
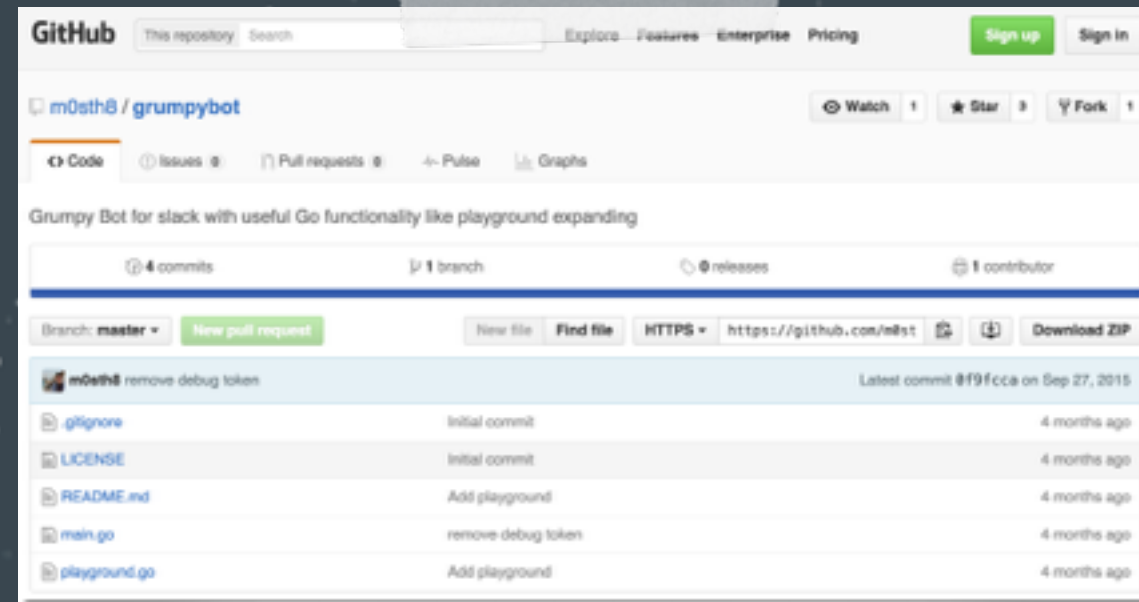
SLACKBOTS
WE MAKE CHAT BOTS IN GO & PYTHON

AIM HIGHER

ROADMAP

DECIDE ON WHERE TO GO, BUT STAY FLEXIBLE

DISTRIBUTED TEAMS

FOLLOW THE SUN

KTLO
RELIABILITY & AVAILABILITY
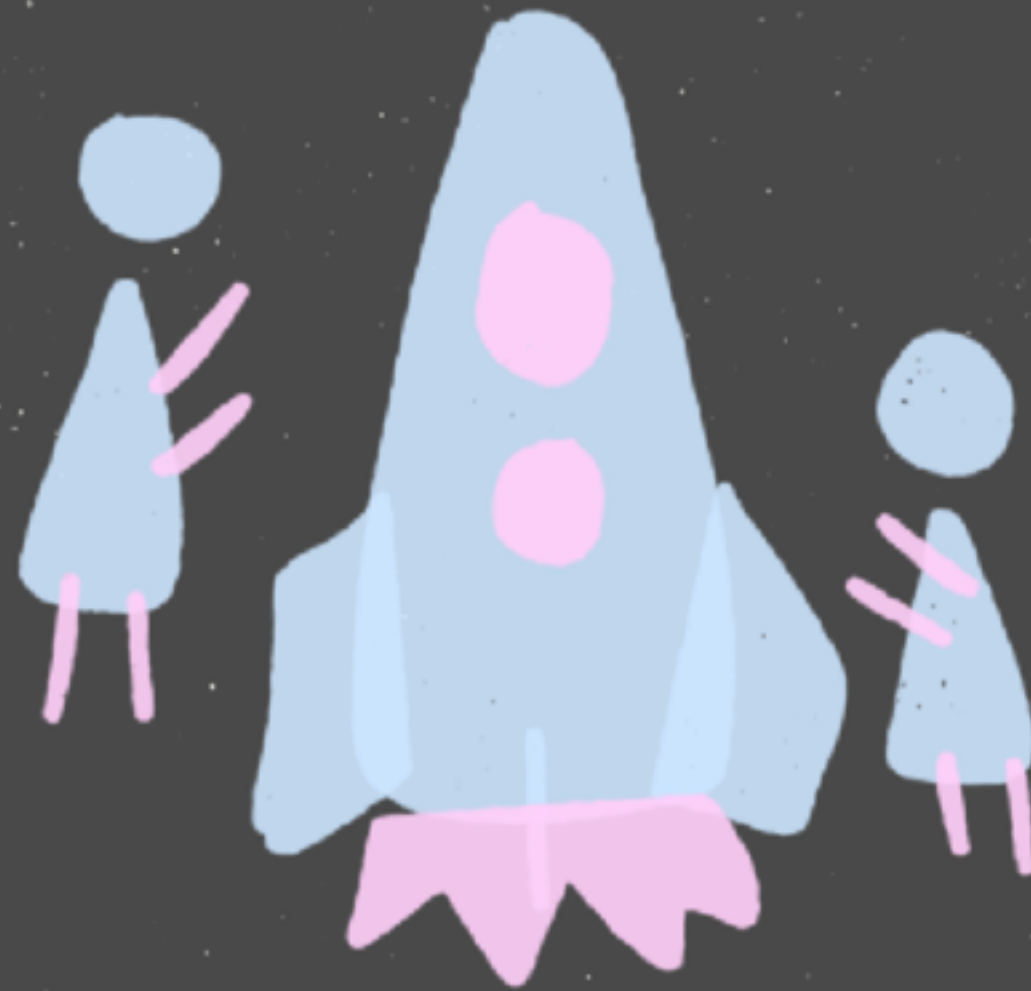
CAPTAIN'S LOG
POST MORTEM FOR EVERY PAGE

DISASTER RECOVERY TESTING
FREQUENT & CROSS-TEAM

FAULT INJECTION

WHAT ARE THE UNKNOWN UNKNOWNS?

WE NOT I
CELEBRATE ACHIEVEMETS

AIM HIGHER. SWEAT THE DETAILS. REDUCE PAGES. INVENT TOOLS. AUTOMATE. SCRIPT. AUTO-REMEDIATE. TRIGGER FAULTS. MONITOR. ALERT. SNOOZE.

CREATE TIME TO BUILD. PLAN. ROADMAP. TRACK. CELEBRATE.

HACK
ALWAYS BE CODING

Q&A