

CUSTOMER RELIABILITY ENGINEERING ON GOOGLE CLOUD PLATFORM

The industry's leading methodology for helping companies operate reliably in the cloud at scale.

Rackspace's Customer Reliability Engineering (CRE) provides expert Site Reliability Engineers (SREs) to jump-start adoption of Site Reliability Engineering (SRE). Using Google frameworks, Rackspace engineers teach the same SRE methodologies that Google teams use on some of the world's most reliable apps, including Gmail, YouTube, Google Maps and others. Workshops may be selected individually or in pre-defined bundles based on improvement objectives (e.g., availability). All workshops are led by Google-certified CREs who provide guidance tailored to the unique goals of the organization.

WHY RACKSPACE FOR CUSTOMER RELIABILITY ENGINEERING?

The Rackspace CRE service was produced in partnership with Google based on its internal SRE experience and the experience of several high-profile customers in the Google Customer Reliability Engineering (CRE) program. As the exclusive CRE managed service partner in North America, Rackspace employs a CRE team hand-selected by Google that has undergone extensive training with senior Google SREs and CREs. This training, plus the firsthand experience of Rackspace in operating the world's largest clouds, qualifies Rackspace CREs to lead workshops on implementing Google SRE principles, addressing performance/reliability/cost tradeoffs, solving key application issues, and improving the reliability of critical applications.

These workshops present standard SRE practices in an easy-to-consume format, including lectures, labs and interactive workshops with Rackspace CREs. Common discussion topics include SRE definition and team development; on-call guidance monitoring and health checks; SLO, SLA and SLI definitions and creation; risk analysis; DiRT-like reliability drills, tests and postmortem reviews; and application reviews with remediation efforts. Whereas DevOps focuses on automation, SRE drives business outcomes.

KEY FEATURES

Planning Assistance: For major launches or high-traffic, high-growth periods.

Tailored Advice: From Rackspace customer reliability engineers.

Business-Level Objectives: Set and agreed to as a cross-functional team.

Tools and Processes: Applicable to your organization upon completion.

Business Needs Represented as Objective Series of Metrics (SLIs)

Real Direction/Processes to Improve Business-Level Objectives

Short Cuts to Avoid "Learning Through Mistakes"

On-Site or Remote Training by Google-Certified CREs

Premier Partner

Google Cloud

TRUST RACKSPACE

- Leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- Exclusive provider of Google's CRE offering in North America
- Extensive track record in reliability across half of the Fortune 100

"THE PAIRING OF RACKSPACE'S STRONG SERVICE CULTURE WITH GOOGLE'S CRE PRACTICE IS AN IMPORTANT STEP FORWARD IN PROVIDING ENTERPRISE-READY CUSTOMER SUPPORT CAPABILITIES ON GCP."

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COURSE DESCRIPTIONS

FOUNDATIONAL WORKSHOPS

For organizations considering or just getting started with Site Reliability Engineering (SRE)

TITLE	OVERVIEW
Introduction to Site Reliability Engineering	<ul style="list-style-type: none"> Learn the Google Site Reliability Engineering (SRE) framework Review definitions and examples of SLOs, SLAs and SLIs Explore real-world examples on how SRE can be applied and identify the value that SRE brings to an organization
Service Level Objective Workshop (Theoretical)	<ul style="list-style-type: none"> Learn fundamental concepts and techniques required to build a successful SRE team Participate in interactive, cross-functional discussions on how Site Reliability could work in your organization Review practical examples of where your organization has (or should have) SLOs defined

INTERMEDIATE WORKSHOPS

For organizations ready to make real and lasting changes to the reliability of their critical applications

TITLE	OVERVIEW
Service Level Objective Workshop (Practical)	<ul style="list-style-type: none"> Learn why a well-defined and measured SLO is crucial to the SRE approach See how key tools like an error budget and a risk analysis can be used to guide the decisions necessary to balance your investment in reliability vs. investing in application features or other business priorities Understand how to think about and create SLOs within your own organization Work with CREs to create SLOs for your specific application
Applied Operations	<ul style="list-style-type: none"> Learn operational processes and procedures to help ensure that your team can scale as your service does by: <ul style="list-style-type: none"> Reducing Toil Dealing with Interrupts Being on-call Conducting Incident Response Management Fostering a Postmortem Culture

ADVANCED WORKSHOP

For organizations ready to implement the service level objectives they have identified for their applications

TITLE	OVERVIEW
Application Reliability Review	<ul style="list-style-type: none"> Conduct an in-depth review to determine how to best prioritize and implement agreed-upon SLOs, including: <ul style="list-style-type: none"> Software and platform architecture Capacity and scaling Development and release engineering Failures and outages Service maturity Monitoring Security and risk assessment

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