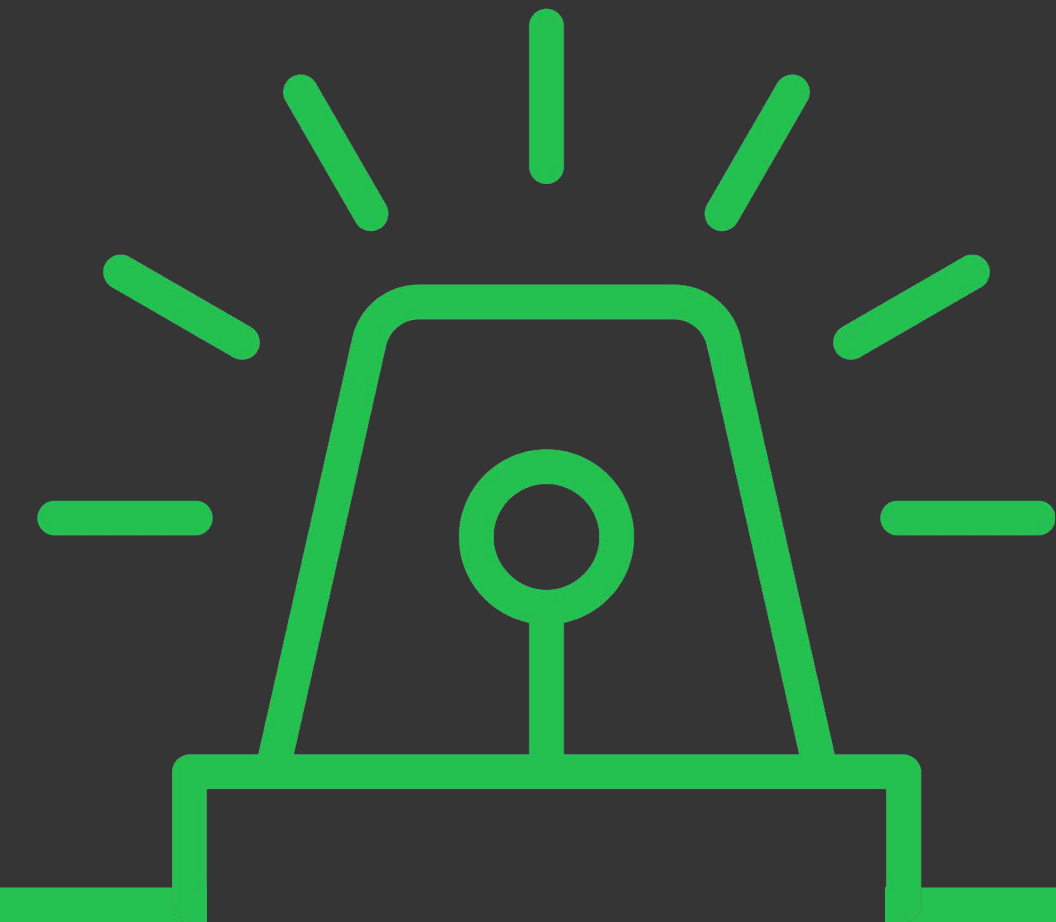


The Lifecycle of a Service



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Service Ownership means people take responsibility for what they deliver, at every stage of a service's lifetime.

What is a service?

A service can be a lot of things

Microservice

Slice of a monolith

Piece of functionality

Internal tool

Component

Shared infrastructure

Feature

A service can be a lot of things

If it provides value to other people, it's a service

Define what a “service” means to you

A service is a discrete piece of functionality that provides value that is wholly owned by a team

Shared understanding

Who is responsible?

“Service mitosis”

Service definitions help with
problem resolution

What about a monolith?

Roles in service ownership

Development Team

Your service should make sense to other people who will interact with it

Naming

Be specific

Names that are specific

- “User authenticator”
- “Payment processor”
- “Shopping cart”
- “Login”
- “Report generator”
- “Email tracking code”

Less amazing names

- PacMan (unless you're actually building PAC-MAN, which I doubt)
- Apollo
- BurgunDB
- Artemis

Descriptions

Descriptions

- What is the intent of this service, component, this slice of functionality?
- How does this thing deliver value?
- What does it contribute to?
- How will this impact customers?

API

- Versioning
- Clear documentation / examples

Sustainability team

Runbooks

Alerting

Robustness, Resiliency and Reliability

Program management

Responsibilities of program management

- Defining what 'done' is
- Emotional awareness of stress of the rest of the team
- Connective tissue work between different teams and features (help understand and mitigate dependencies)
- Awareness of what it means to pull people away from other projects to solve a problem

Product owner

Customers are always asking for uptime, performance, and security – they just don't usually use those words

Senior leadership

Responsibilities of senior leadership

- Make room in the roadmap for investing in tech debt
- Encourage a culture of cooperation and sharing
- Set goals that balance business priorities with achievable engineering goals

Going deeper

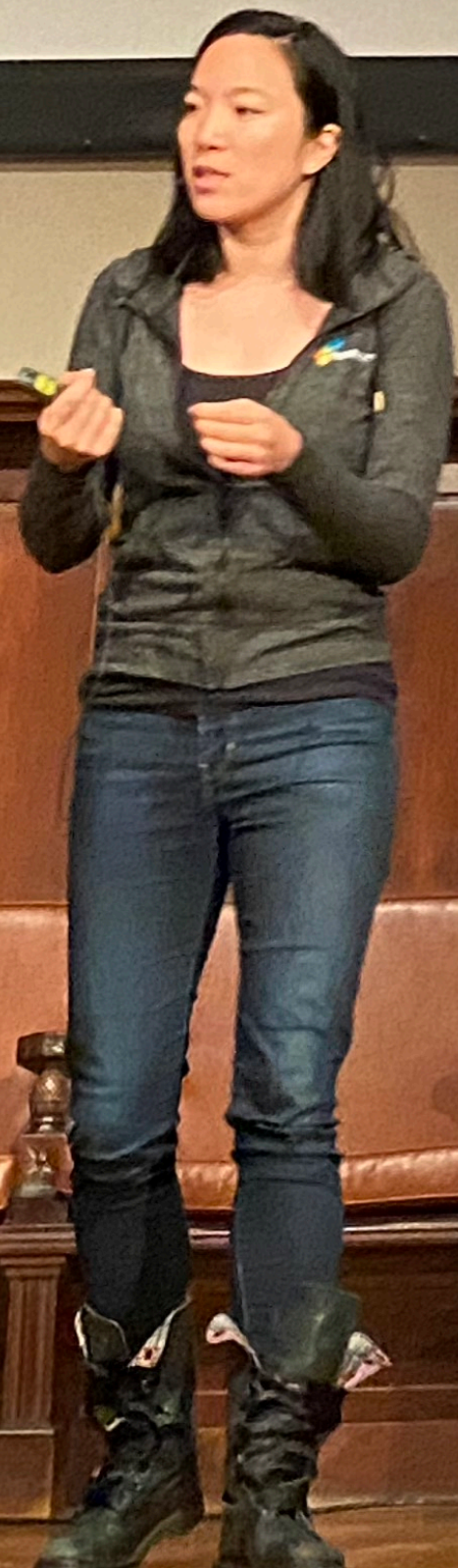
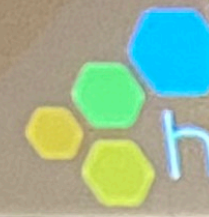
What are you observing about this service?

Observability vs monitoring

DEV OPS

"Works on my
machine"

"The only good
diff is a red diff"





Liz Fong-Jones (方禮真) 

@lizthegrey



Monitoring is your bank telling you you're overdrawn.

Observability is the ability to tell you're running out of money because you're spending too much money on chocolates, cakes and sweets because you've recorded data on what you spent your money on throughout the month.

Empathy-driven alerting

A brief overview of SLA / SLO / SLI

Service Level Indicators (SLI)

- Latency
- Throughput
- Availability

Service Level Objectives

- Made up of SLIs
- Measured over time
- Not contractually set

Service Level Agreements

- Composed of SLOs
- Contractually/legally binding
- Basically, this is where you owe your customer money

The “hadness” point

Alert on SLOs

How does a team respond to this service?

Tuning your service

Investigate patterns

What alerts do you *actually* need?

Suppression of non-actionable alerts

Understand business impact

Lifecycle steps

Designing a new service

Design phase

- Understand the customers (product is a key role here)
- Load testing / staging
- Ensure SRE / sustainability teams are involved early
- Define SLI/SLO/SLA
- Identify alerting requirements
- Documentation (API, runbook, functional service registry if applicable)
- Perform all security checks

Maintaining and iterating

Maintenance and iteration

- Version the service API
- Communicate to consumers
- Proactive maintenance
- Address tech debt consistently
- Testing and deploying/releasing the service (CI/CD, testing in prod, etc)

Retiring a service

Retiring and sunseting

- Identify consumers
- Determine business impact of retiring
- Communicate / offboard consumers

Service ownership includes
communication, compromise, and
commitment.

Acknowledgements

Lilia Gutnik - @superlilia

Julian Dunn - @julian_dunn

Charity Majors - @mipsytipsy

Liz Fong-Jones - @lizthegrey

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If you enjoyed this talk, here's more about me

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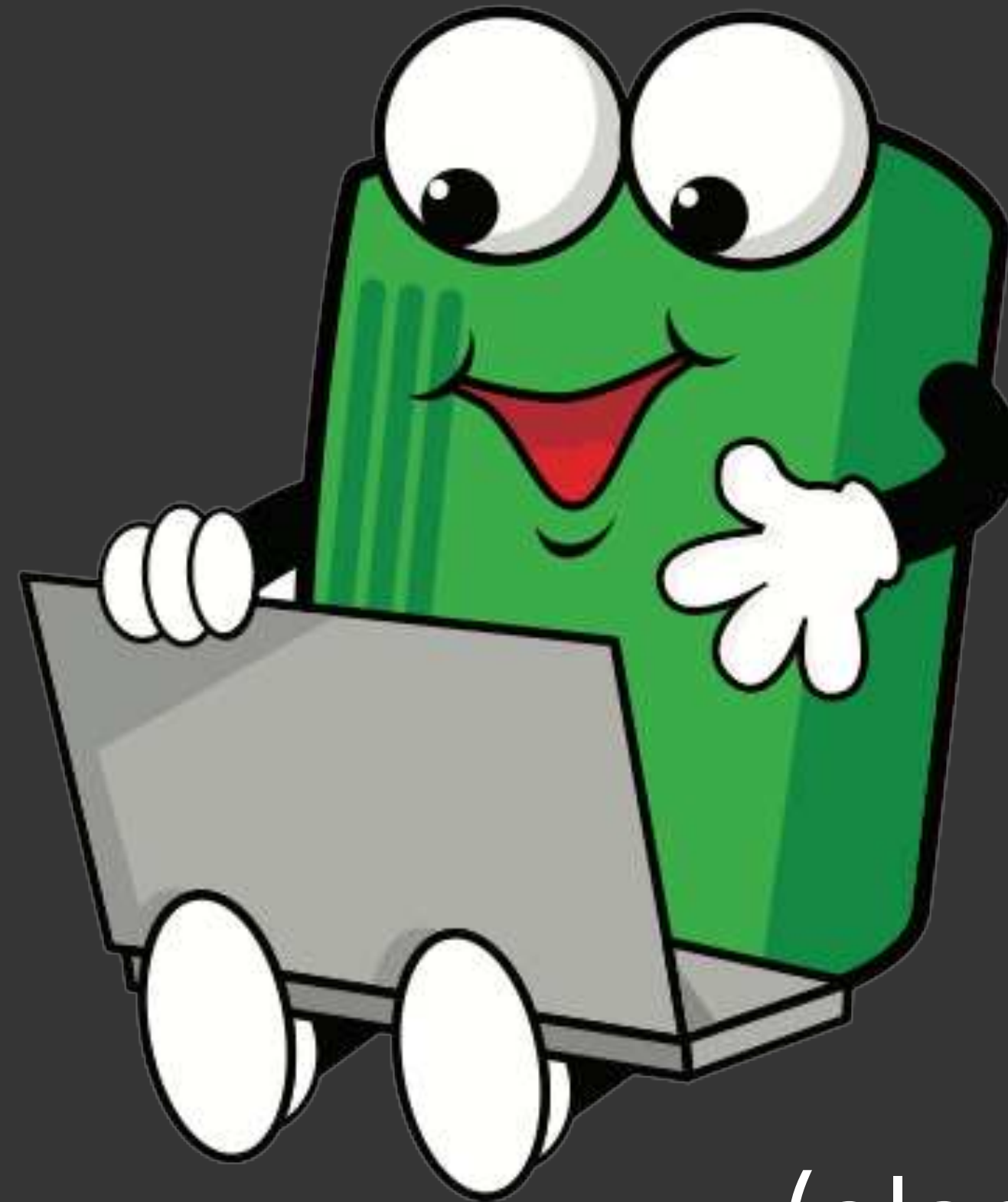
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March 26



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