
AWS
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PRT083

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Beyond observability: Using reliability scores to drive results

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Reliability is fundamental

. . . but it is harder than ever to get right

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Challenge:

Large enterprises are moving to DevOps



Running complex or hybrid cloud infrastructure



Automating software lifecycle



Trying to keep pace with cloud-native companies

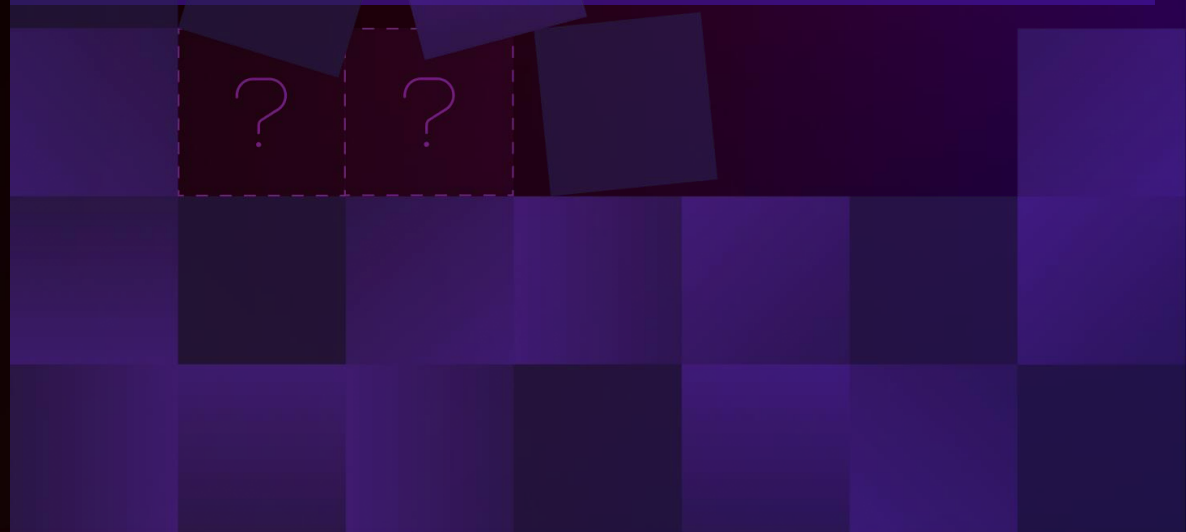
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Challenge:

Going fast without breaking things

- Centralized SRE efforts fail to scale
- Incident response is too late
- Chaos engineering needs more engineering and less chaos



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Challenge:

Unreliability is more expensive than ever



Expensive downtime and opportunity cost



Pausing software development



Manual engineering processes

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Reliability needs a strategy

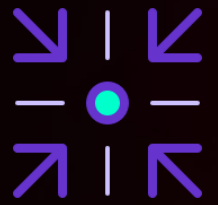
. . . not just capability, but tooling-supported methodology

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Three strategic steps to achieve reliability



1. Baseline
Score each service against common test and criteria



2. Remediate
Identify, prioritize, and implement reliability improvements



3. Automate
Maintain standards with continuous testing and scoring

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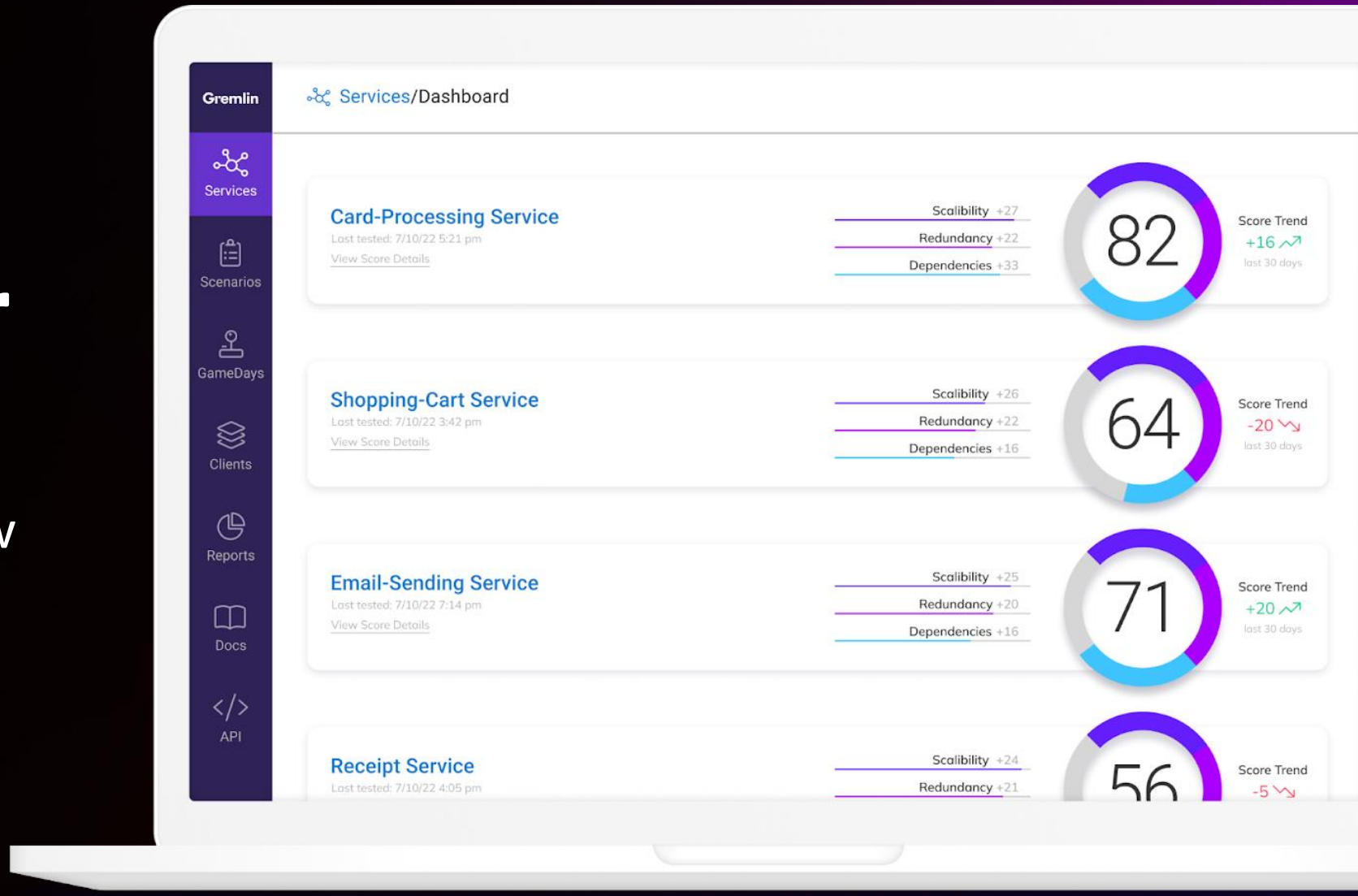


How teams standardize and automate reliability, one service at a time

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Set the standard for reliability

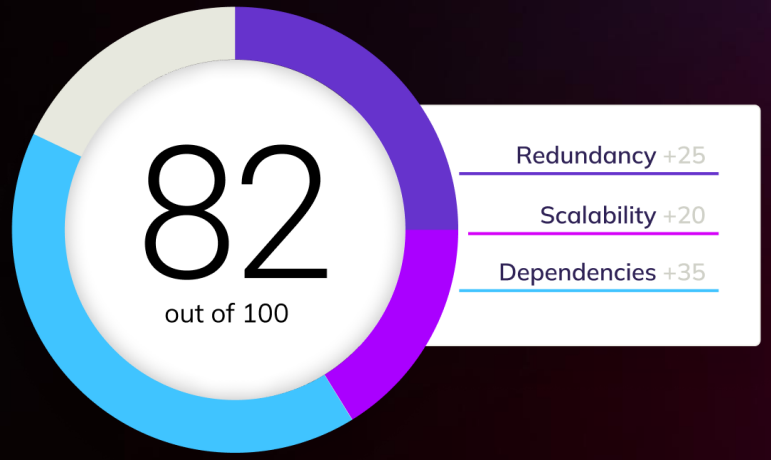
Single, **standardized** view of **reliability** across all services and teams



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The Gremlin Reliability Score

A standards-based, **proactive** approach to measure **reliability**.



Host + Zone Failure

CPU + memory exhaustion

Dependency latency

Dependency loss

RELIABILITY SCORE | CATEGORY | TEST

Standardized

- Scoring (ranges)
- Categories and weighting
- Tests
- Result impacts
  - No points for untested
  - Half points for failed
  - Full points for passed
  - Results degrade

Bespoke

- Your services
- Your health or performance signals (golden signals)
- Your accountability

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Thank you!

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