

# You own it, you run it

## Operations at SoundCloud

saltmarch

GREAT INDIAN  
**DEVELOPER**  
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# Intro: SoundCloud

Who I am and where I work

a cloud full of sounds

135M tracks, 12M artists, 175M listeners

300+ employees

no ops team

# Intro: me

Who I am and where I work

Engineer in *Production Engineering*

(platform, monitoring, availability)

# Intro: Agenda

Where we came from

Where we are today

Why we did it

How you can do it

Where we came from



# A brief history

## of Engineering at SoundCloud

2008-2010 Rails monolith, "app team", ops team

2011/2012 some services, some teams, "platforms team"

2013-2015 semi-autonomous teams, ~100 services

# Today

~400 services

feature teams and collectives

shared components & libraries

continuous delivery

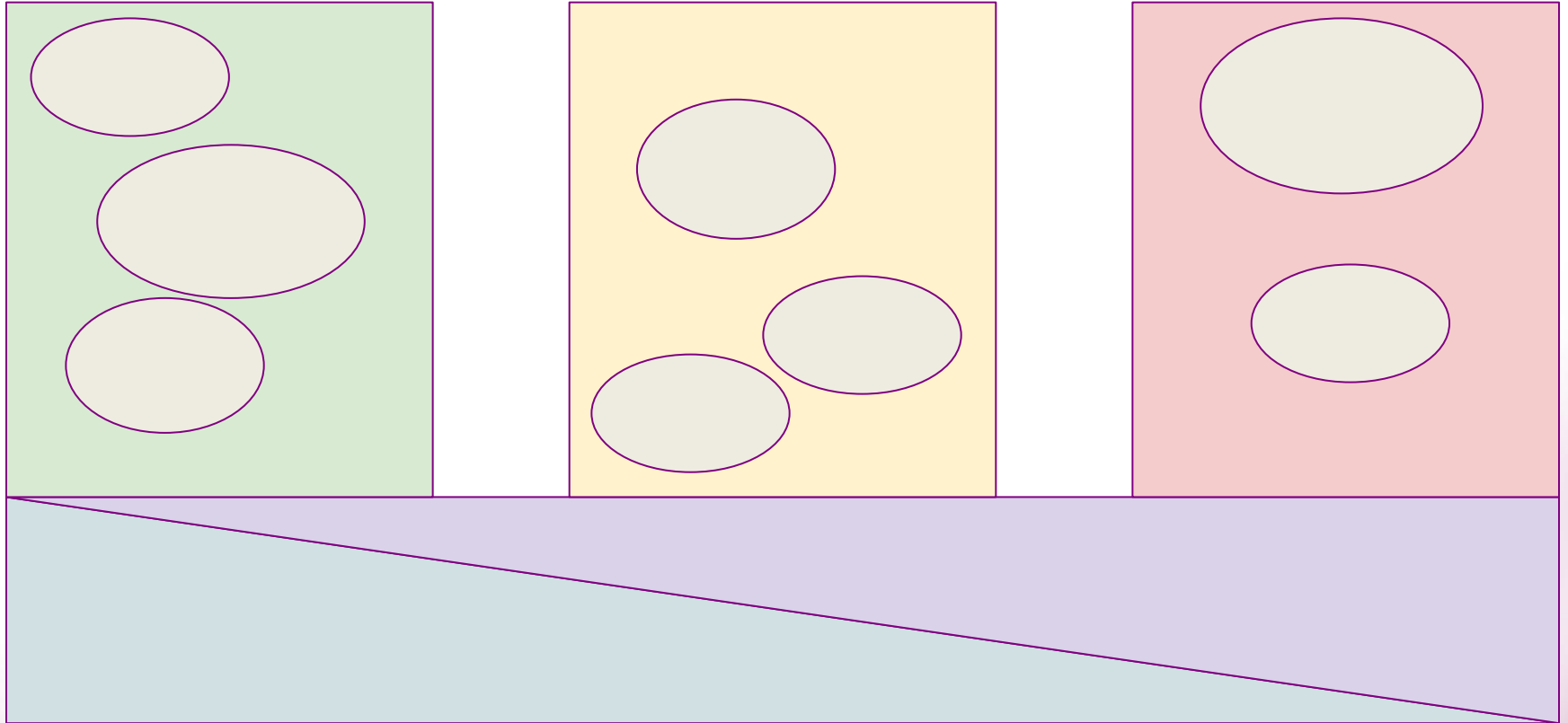
Where we are today





# Org chart

simplified



# Ownership

You ~~build~~ own it, you run it

every

feature • service • codebase

is owned by a team

# On Call

owners are on call for what they own  
groups of teams work together to reduce load  
remove alerts • write documentation

# Shared Components

avoid shared infrastructure

be flexible

don't duplicate work

Why we did it



# Delivery

get more done, consistently

autonomy

predictability

velocity

# Personal growth

learn something new every day

no pure specialists

internal mobility

# Better systems

simple  
resilient  
operable



How you can do it



# Prerequisites

basic automation

openness

pride

trust

# Expanding ownership

testing & deployment

on-call

provisioning

dependencies

internal moves  
escalation paths  
documentation  
tooling

# Postmortems

learn

improve

commiserate

Slides:  
[bit.ly/gids17-soundcloud](https://bit.ly/gids17-soundcloud)



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