# 03 Reliability Buddy Workshop

## Warm-up & Context (5 min)

- **Senior explains:**
  - "Reliability isn't just about tools — it's about habits, curiosity, and safe failure."
  - The newcomer will drive the troubleshooting; the senior only guides with hints.
- Pick **one small experiment** appropriate for a first-time run (e.g., add 100ms latency to a non-critical service).

## Run the Experiment (5 min)

- Senior triggers the experiment (or lets newcomer do it).
- Newcomer observes what breaks / what signals appear (alerts, dashboards, logs).
- Senior asks prompting questions instead of giving answers:
  - "What do you notice first?"
  - "Where would you look for clues?"
  - "What's your first hypothesis?"

## Troubleshooting Guided Walk (10–12 min)

- Newcomer starts investigating, explains their **reasoning out loud**.
- **Senior plays a supportive coach role:**
  - Encourages them to check dashboards/logs.
  - Points out useful runbooks or system maps.
  - Nudges if they're stuck, but doesn't take over.
- **Experiment difficulty can be adjusted:**
  - **Easy**: single service latency.
  - **Medium**: dependency outage.
  - **Hard**: cascading failure across two systems.

## Reflection Together (6–8 min)

- **Senior and newcomer debrief:**
  - What did newcomer try first?
  - What felt confusing or unclear?
  - Was ownership of the system obvious?
  - Which tools/docs were helpful, which were missing?
- Capture **1–2 improvement ideas** for team runbooks or onboarding docs.

## Wrap-up (2 min)

- **Senior reassures:**
  - "Reliability is learned step by step."
  - "You don't need to know everything — just how to start investigating and who to ask."

→ **Optionally** schedule another session with slightly harder experiment

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### GOALS

- Introduce the newcomer to **reliability mindset** through practice.
- **Build confidence** in reading system signals & asking questions.
- Show that experiments can be **scaled in difficulty** to match experience.
- Create early **psychological safety** around incidents & troubleshooting.

### DURATION

- **30 minutes** total.
- **Flexible**: can scale to 45 min if deeper experiment is chosen.

### VARIANTS

- **Shadow Mode**
  Newcomer only observes, senior drives but explains decisions
- **Reverse**
  Newcomer triggers experiment, senior troubleshoots aloud
- **Progression Track**
  Repeat weekly, gradually increasing complexity

### TIP

- With our new **Steadybit MCP Server**, you can simply ask for a scenario to kick things off. Try it out!

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