ATLASSIAN

The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.

DevEx as a service

The rise of platform engineering

SVEN PETERS | DEVOPS ADVOCATE | @SVENPET

What is a great developer experience?

CAUTION
CAUTION

Charlie's
JASON
ATLASSIAN
Craft Beer Bar
Doble
THE BIRCH
HEADSTOVVE & WOO
PACIFIC ALE
DARKSIDE 77
INDIA PALE ALE
normal

Developer experience

[dɪˈvel.ə.pəɹ ɪkˈspɪr.i.əns]

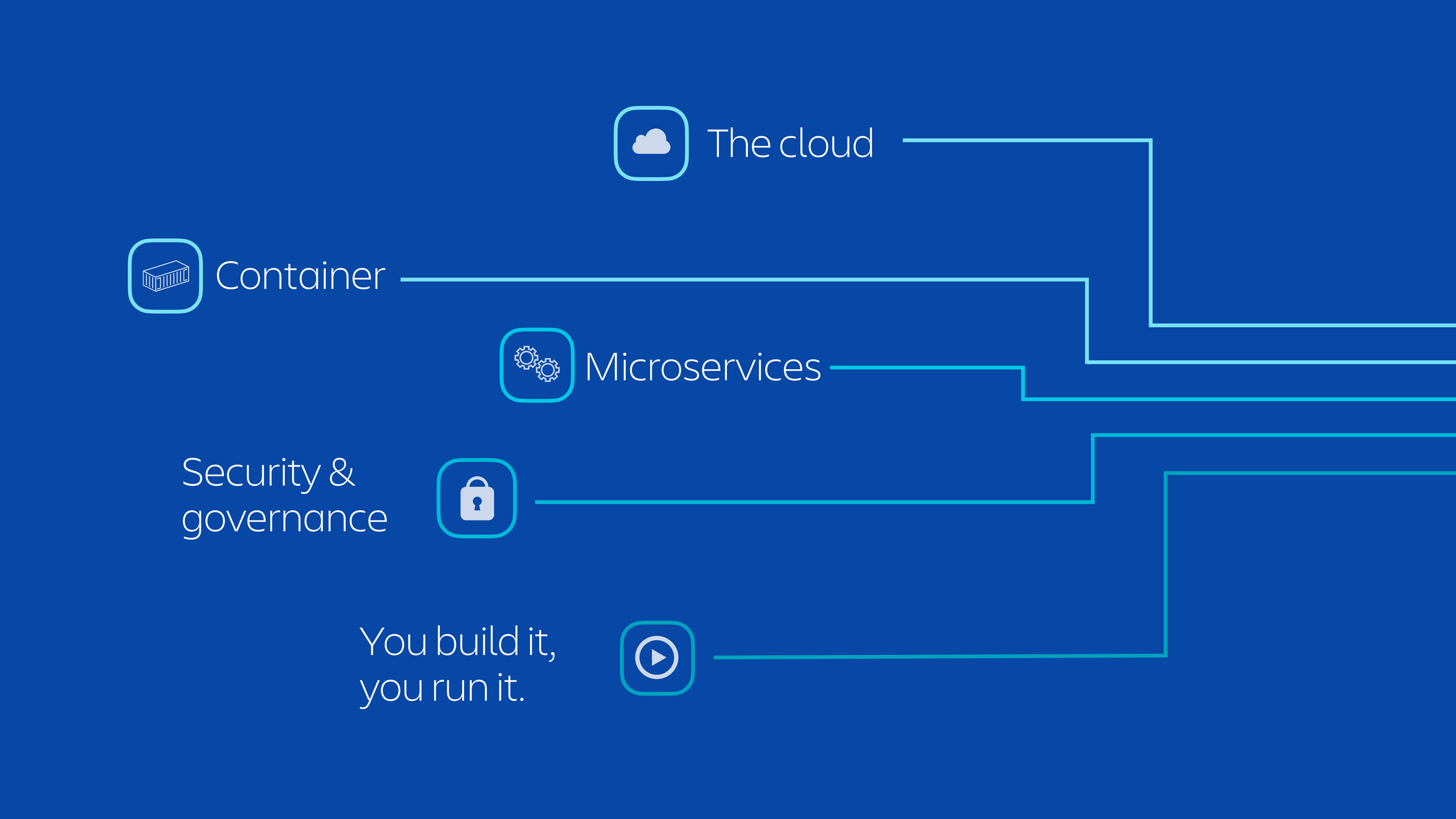
Developer experience refers to how easy or difficult it is for a developer to perform essential tasks needed to implement a change. A positive developer experience would mean these tasks are relatively easy for the team.

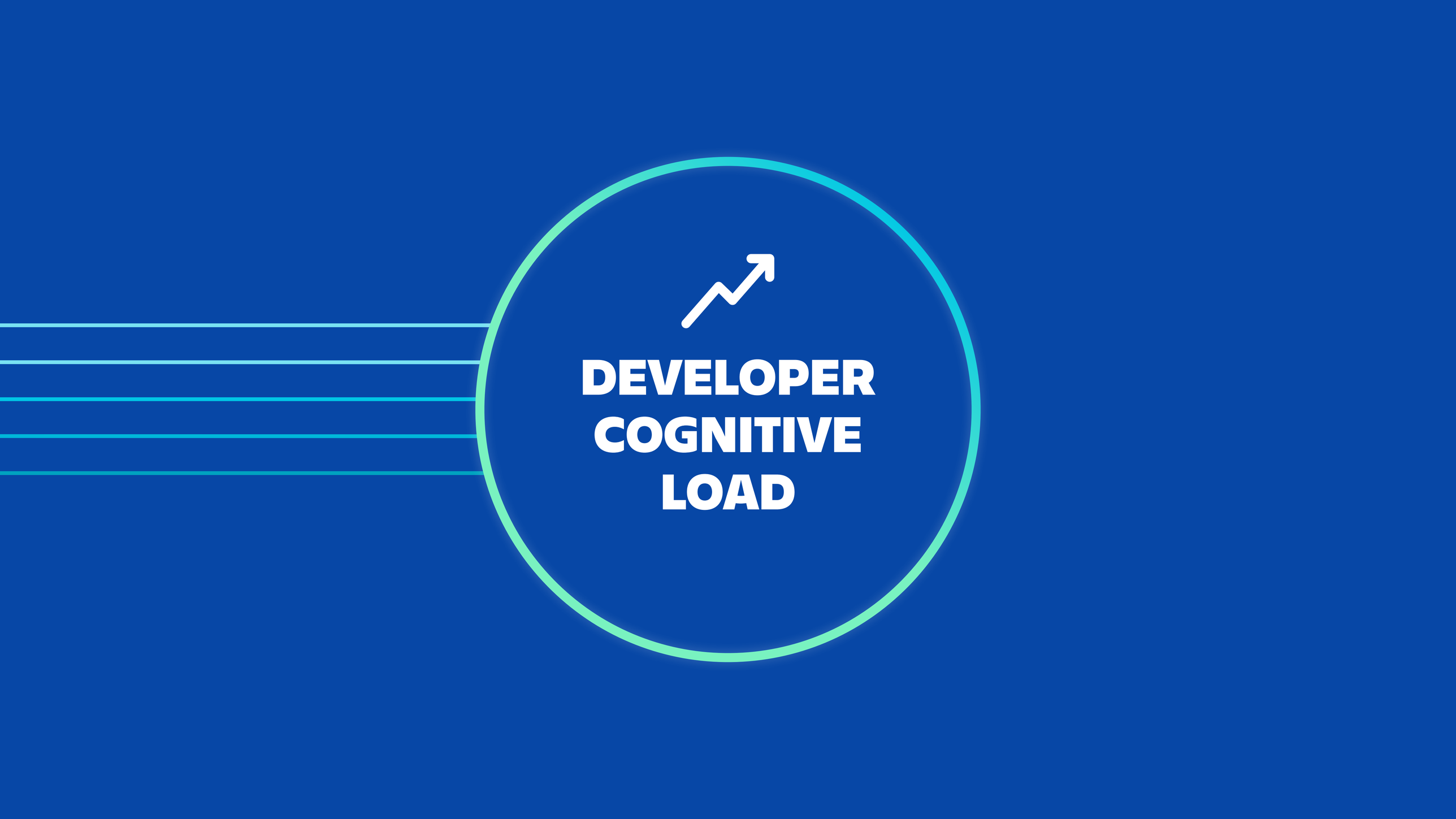
Microsoft – Engineering Playbook

“

You build it, you run it.

Werner Vogels, 2006


The cloud
Container
Microservices
Security &
governance
You build it,
you run it.


DEVELOPER
COGNITIVE
LOAD

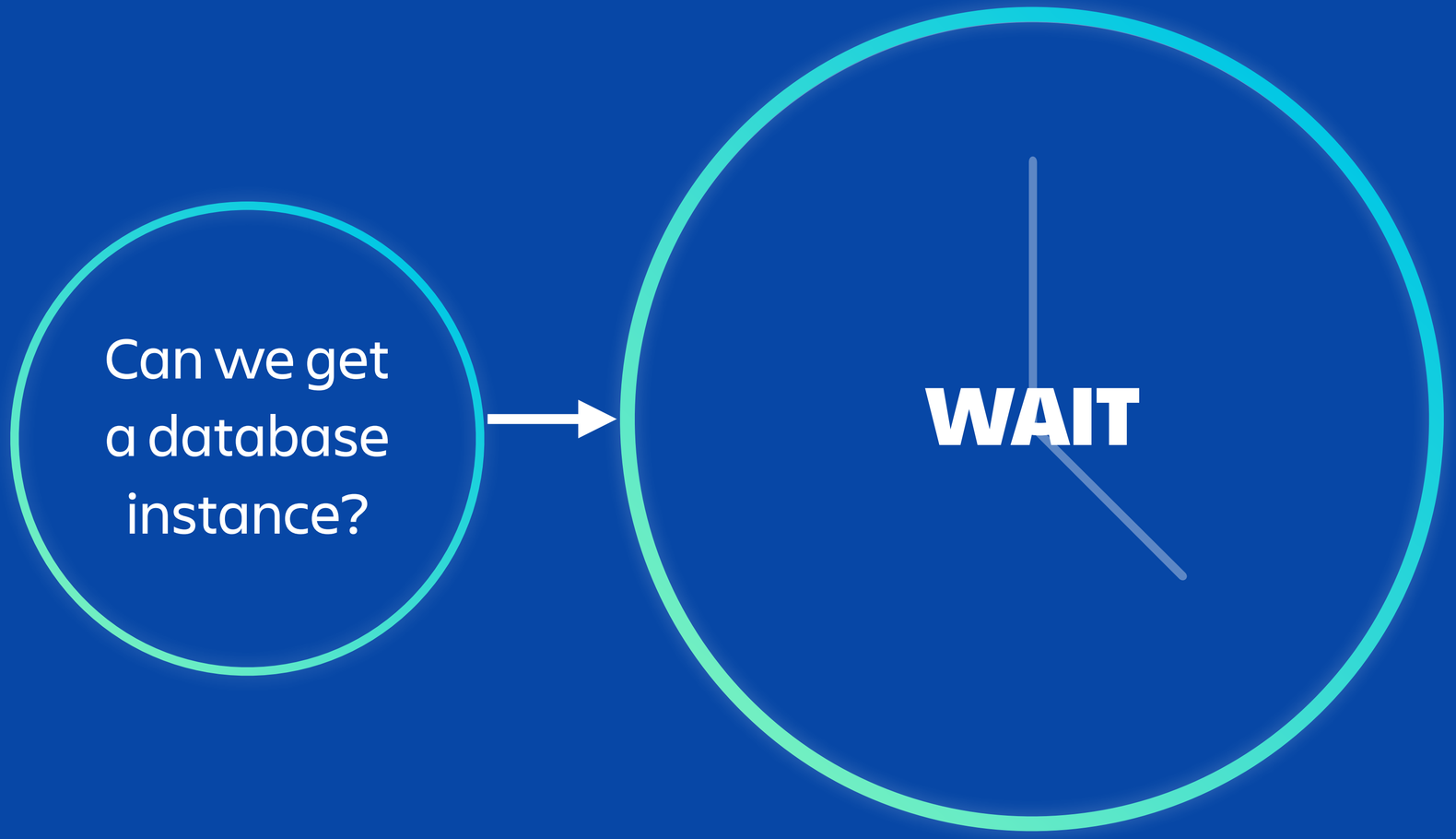
TECHNOLOGIES
&
TOOLS
snyk

TECHNOLOGIES
&
TOOLS
aws
snyk

TECHNOLOGIES
&
TOOLS
Java
aws
snyk
kafka

DEVELOPER
COGNITIVE
LOAD
Java
snyk
kafka
aws

Can we get a database instance?


Can we get a database instance?
WAIT

Can we get a database instance?
WAIT
Here you go...

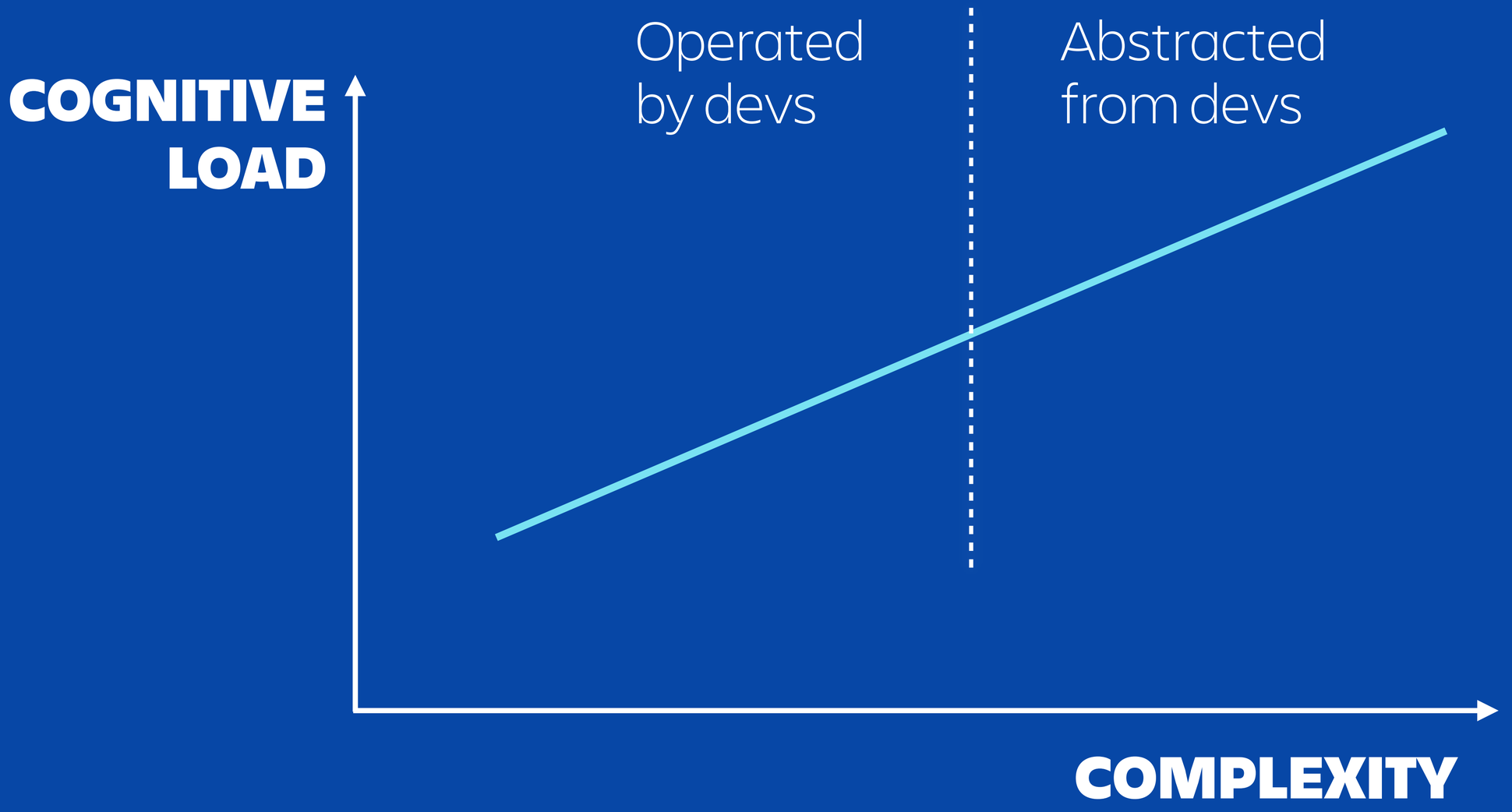
YOU BUILD EVERYTHING,
YOU RUN EVERYTHING

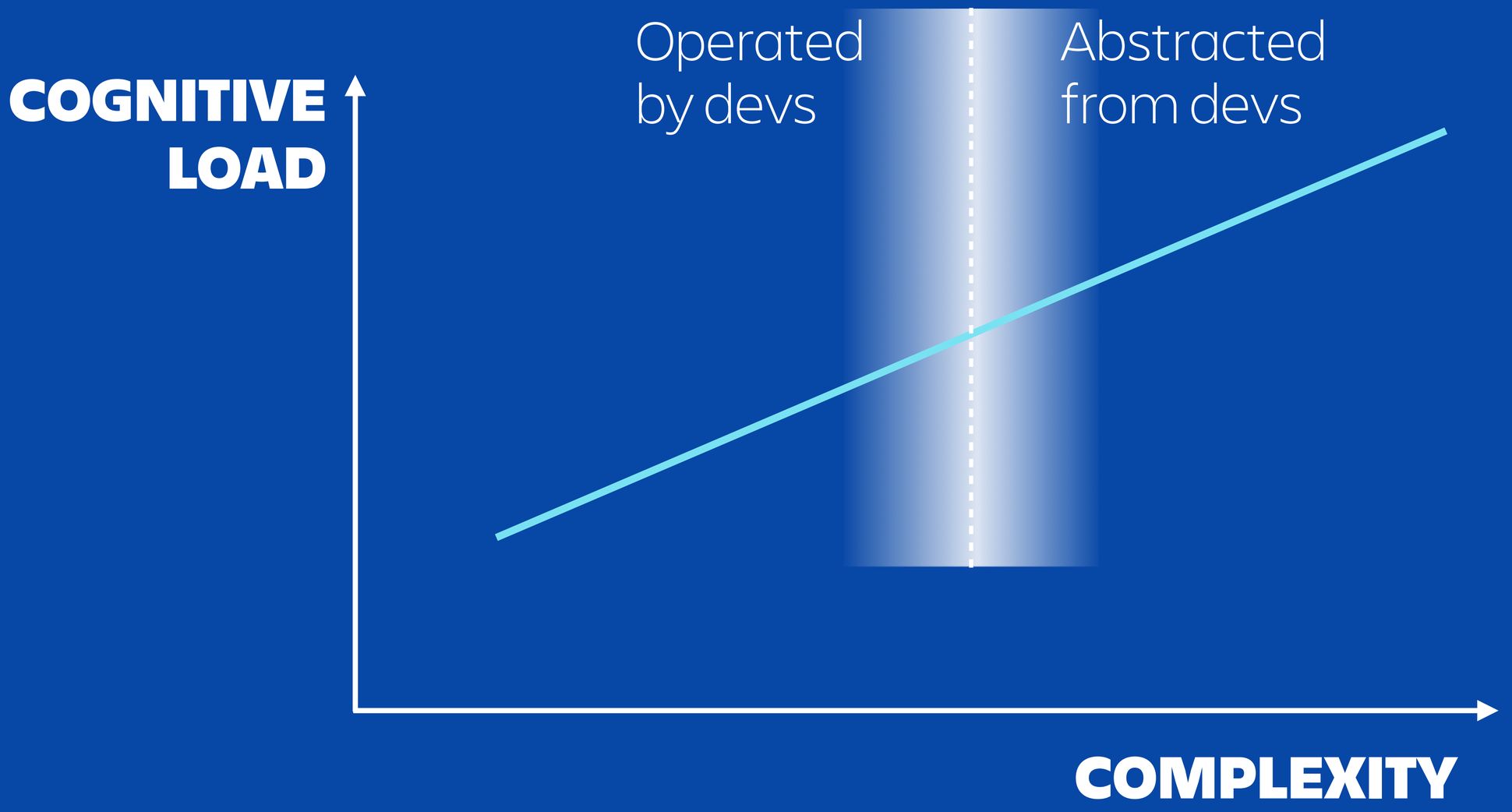
SOFTWARE SPRAWL

ANOTHER TEAM'S
RESPONSIBILITY

POOR

DEV EXPERIENCE


COGNITIVE LOAD
Operated by devs
Abstracted from devs
COMPLEXITY

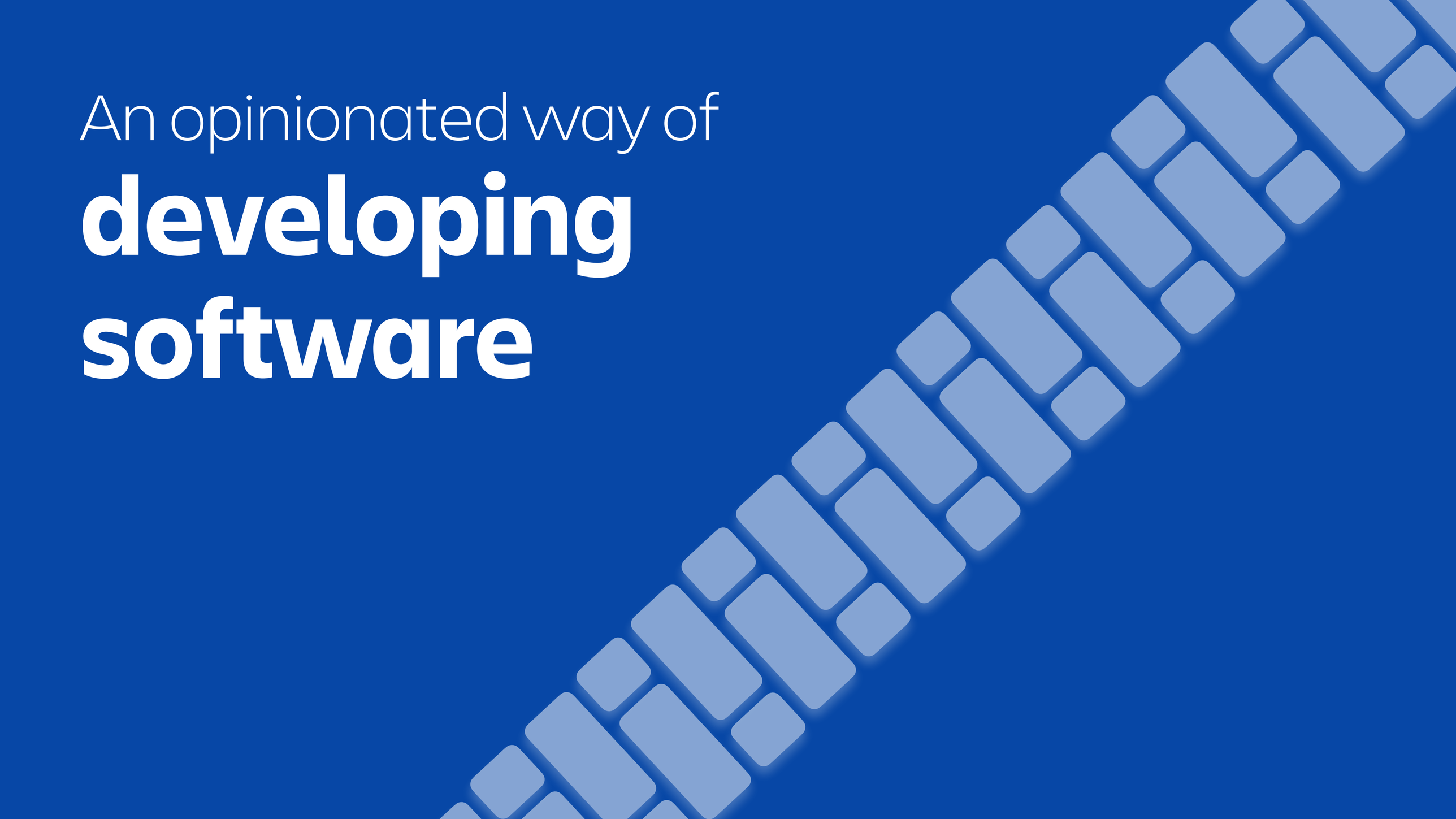

COGNITIVE LOAD
Operated by devs
Abstracted from devs
COMPLEXITY

INTERNAL

DEV PLATFORM

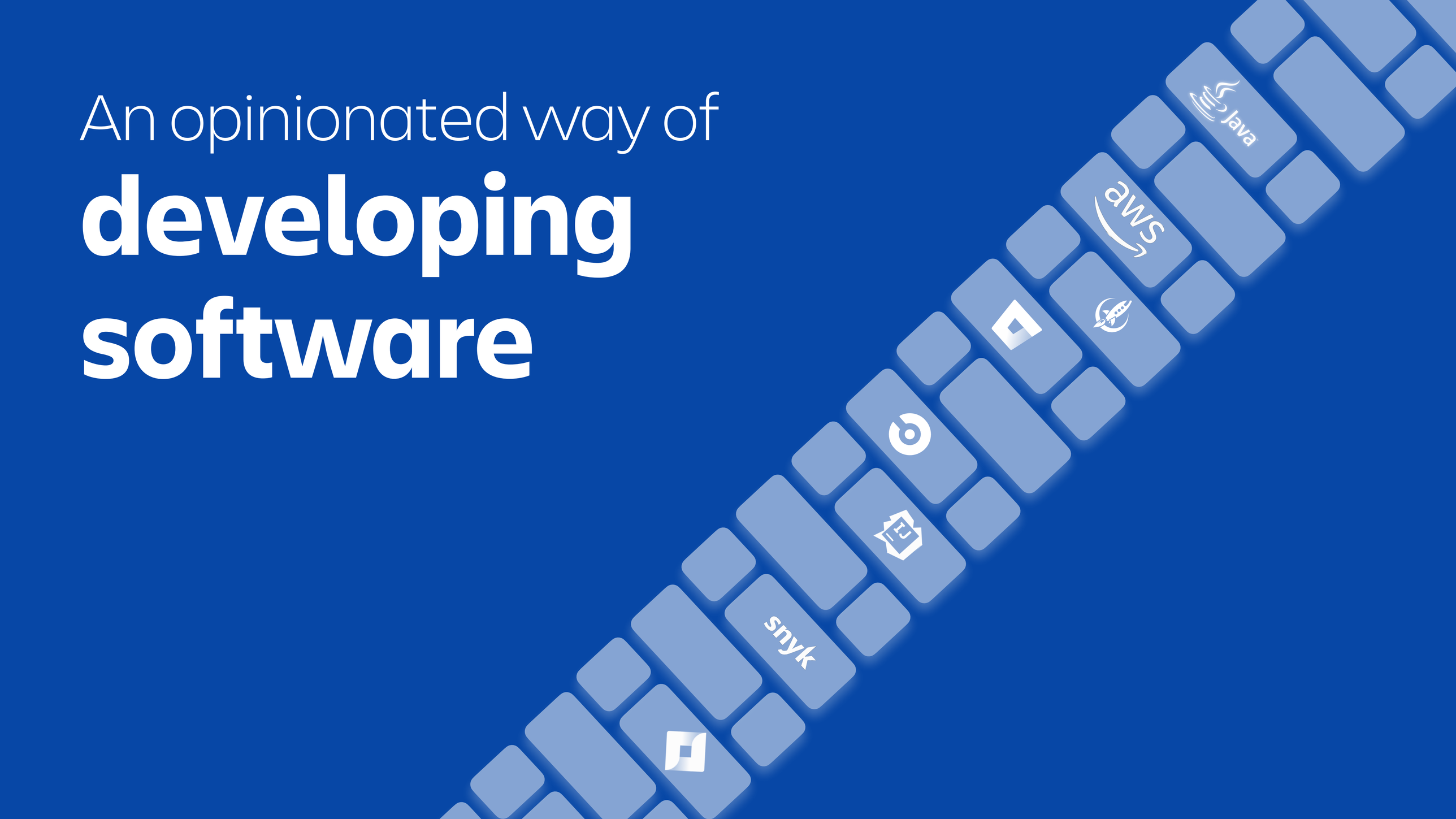
An opinionated way of

developing software



An opinionated way of

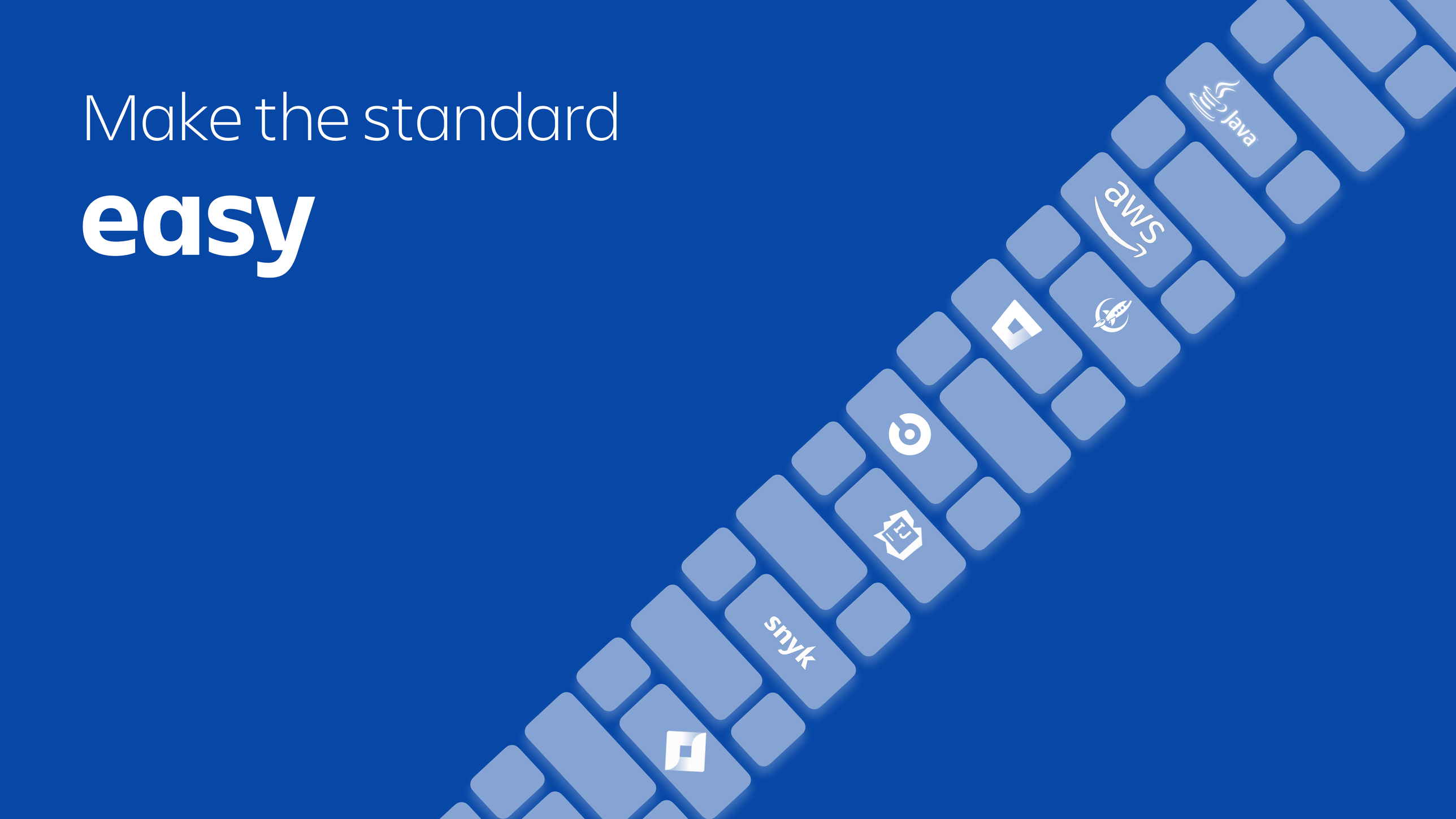
developing software



NETFLIX
The Paved Road
Spotify
The Golden Path

Make the standard

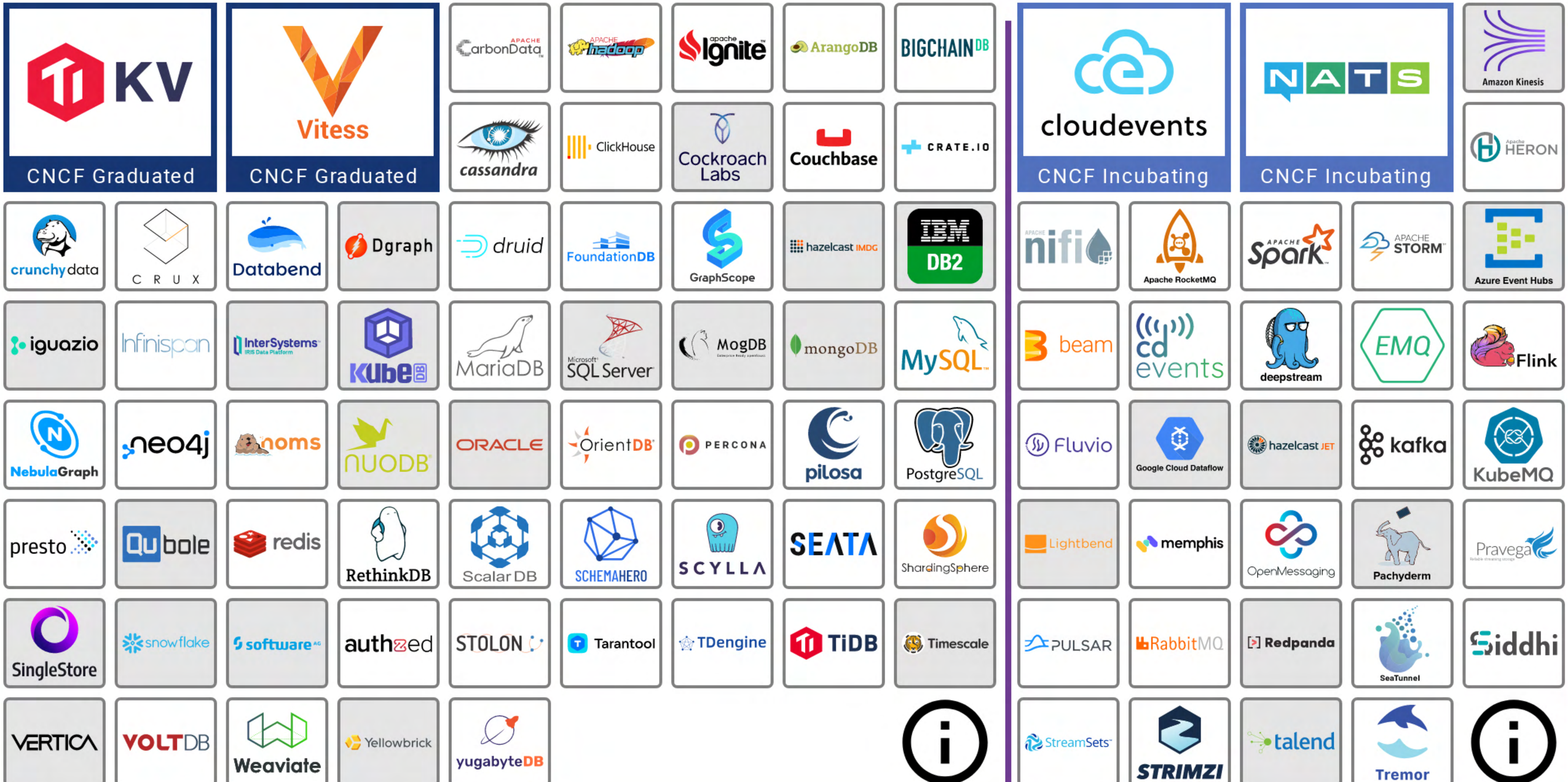
easy



Too much choice?

Database

Streaming & Messaging

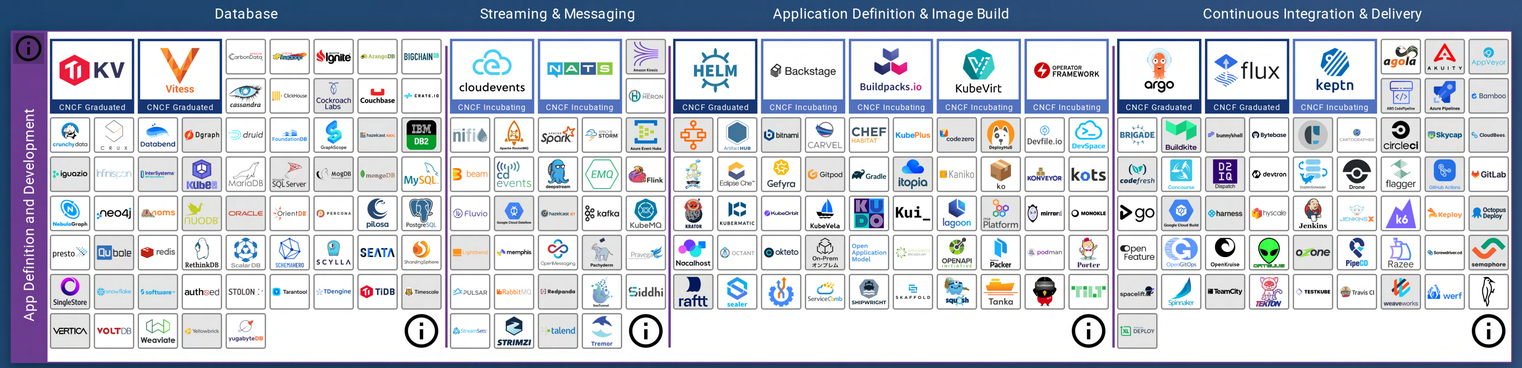


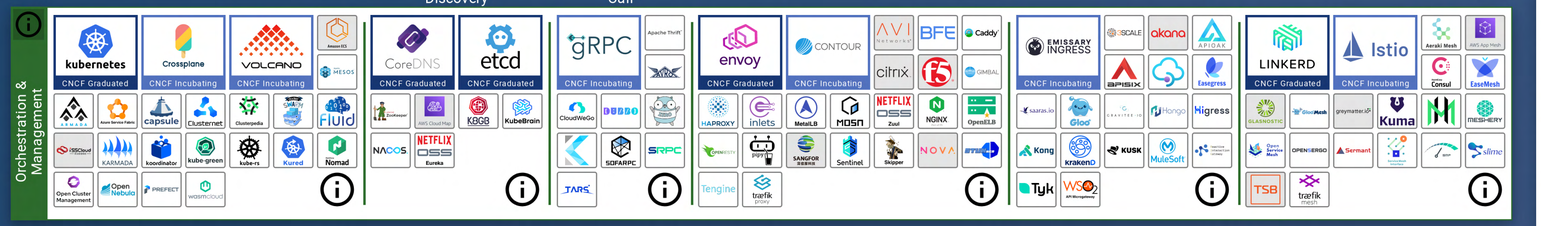
CNCF Cloud Native Landscape

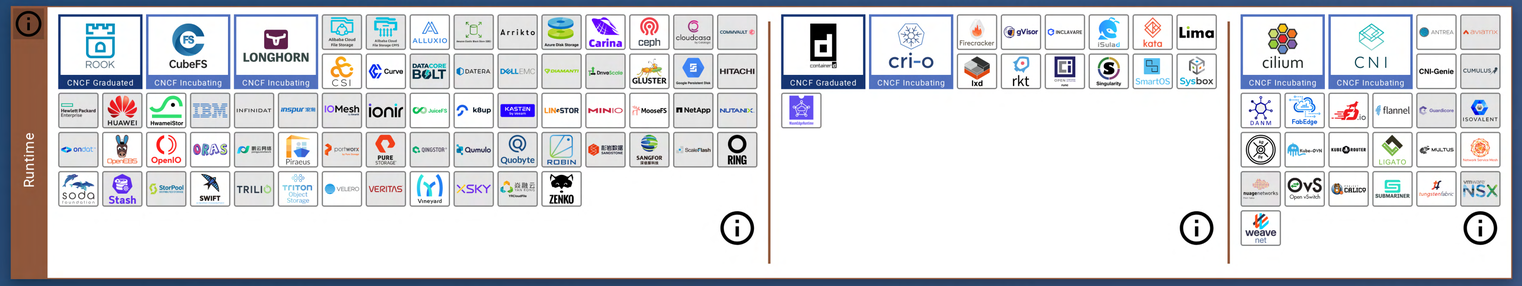
1.0

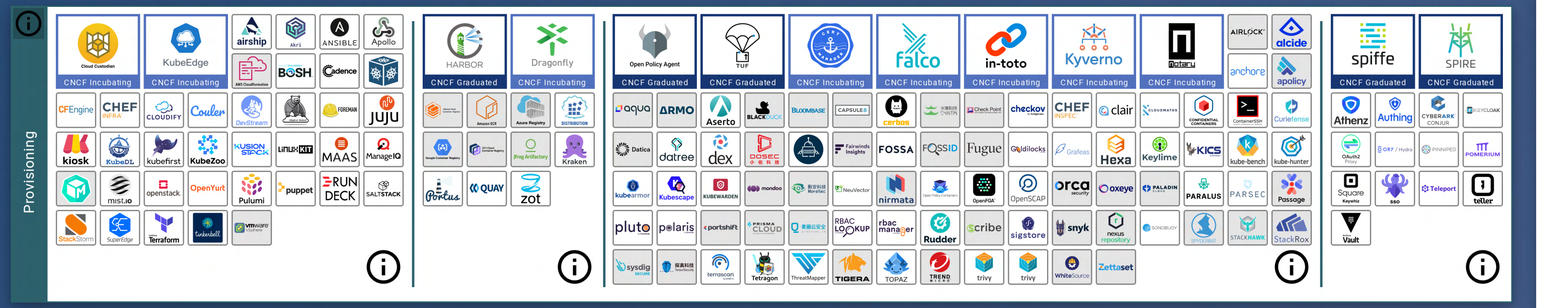
Overwhelmed? Please see the CNCF Trail Map. That and the interactive landscape are at l.cncf.io

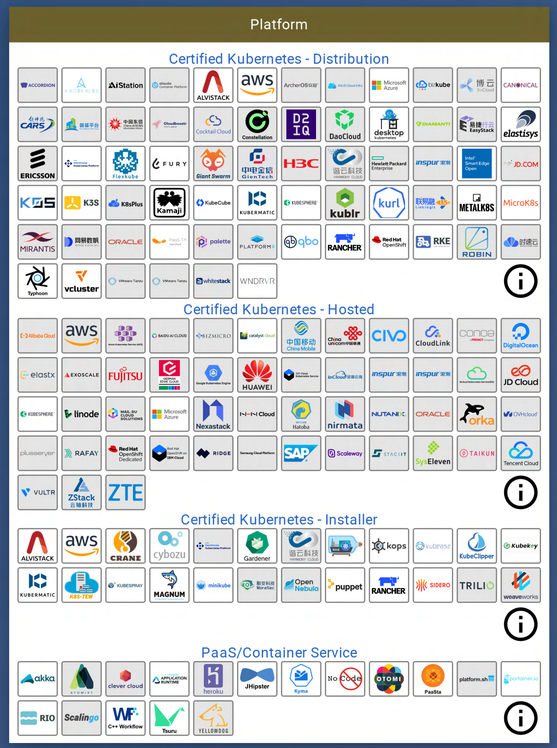
Greyed logos are not open source

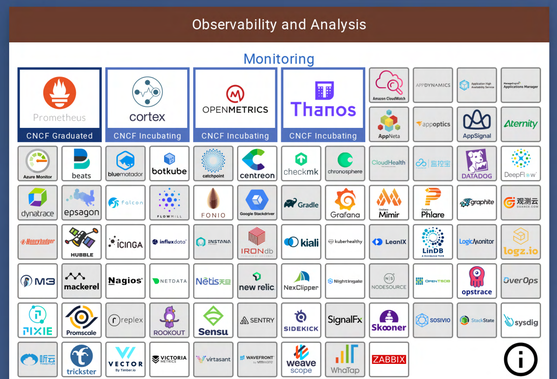


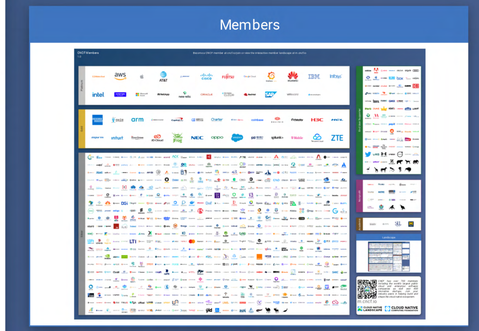


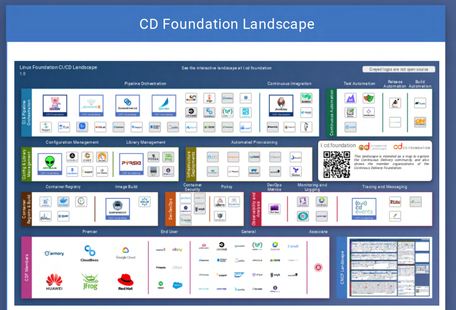












Install → Run → Integrate → Update

Integrate

Bake in

good practices

Tracking

Operation readiness

Compass BETA | Home | Components | Teams | Health | Apps | Create | Give feedback | Search

dragonfruit
Service

- Overview
- Announcements
- Activity
- Dependencies
- Jira issues

APPS

- Swagger UI
- Statuspage
- Service Overview
- Documentation
- Dependencies
- Compliance
- SLIs & SLOs
- DNS Names
- Data Classifications
- Wargames
- Observability
- Micros Deployments
- Stash Keys
- Releases
- Operations
- Asap Keys

Components / Services / dragonfruit

Credo

New Credo | Schedule Review

Credo checks were revisited by the SME stewards for simplification, improved relevance and messaging clarity making compliance to the Credo requirements easier and fun. You might notice some checks deprecated while others have their DoD requirements streamlined. Have a query or feedback? Head to go/credo or drop us a line at #help-credo

CREDO-18173 Tier 1 DONE

Credo Task	Tier	Updated	Status
Service Metrics	Tier 3	2 years ago	DONE
Logging	Tier 3	2 years ago	DONE
Go-live plan	Tier 3	2 years ago	DONE
Backups	Tier 3	2 years ago	DONE
Security Checklist	Tier 2	2 years ago	DONE
Service Resilience	Tier 2	2 years ago	DONE
Releases	Tier 2	2 years ago	DONE
Incident Training	Tier 2	2 years ago	DONE
Disaster Recovery	Tier 2	2 years ago	DONE
24x7 Support	Tier 2	2 years ago	DONE
Customer Awareness	Tier 0	2 years ago	DONE
Third Party Standards	Tier 0	2 years ago	DONE
Capacity Management	Tier 0	2 years ago	DONE
Logical Access Check	Tier 0	2 years ago	DONE

CREDO-15501 Tier 2 DONE

Service health

Compass BETA | Home | Components | Teams | Health | Apps | Create | Give feedback | Search

dragonfruit
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Components / Services / dragonfruit

Linter

Re-run Checks for this service | Settings

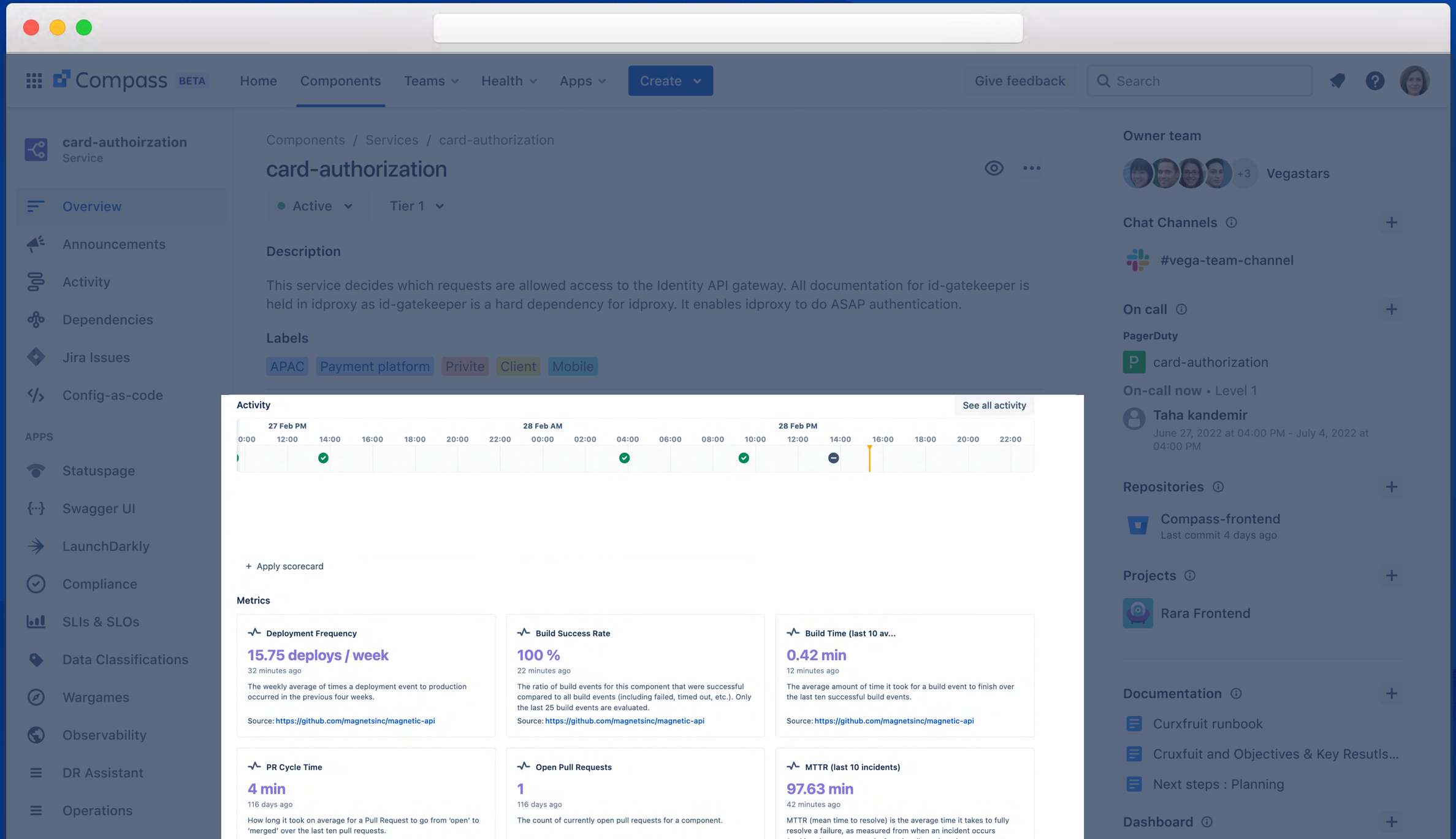
For any help/queries about your linter score contact us at #help-service-linter

98%

1 action items | 33 passed | 0 errors | 23 not applicable

Check	Component	Executed	Score
Check Poco Health Coverage and/or linter score is less than 70% for the following environments: ['stg-east']	security_risk	6 hours ago	50/100
Check Pre Prod Deployment An active pre-production environment: stg-east exist for the service	reliability	6 hours ago	100/100
Check Sonarqube Integration Service has recently been analyzed by SonarQube	sonarqube	6 hours ago	100/100
Check Credo Passed Credo is passed for the service	credo	6 hours ago	100/100
Check Poco Enabled Poco is enabled in all environments.	security_risk	6 hours ago	100/100
Check Survey Status The security risk assessment survey has been completed.	security_risk	6 hours ago	100/100
Check Vuln Tickets No open VULN tickets found for service	security_risk	6 hours ago	100/100
Check Slauth Enabled SLAuth is enabled in all environments.	security_risk	6 hours ago	100/100
Check Tls Configuration TLS is configured securely for Service	security_risk	6 hours ago	100/100
Check Security Assistant Installed	security_risk	6 hours ago	100/100

The whole picture


Compass BETA
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Teams
Health
Apps
Create
Give feedback
Search
card-authoirzation
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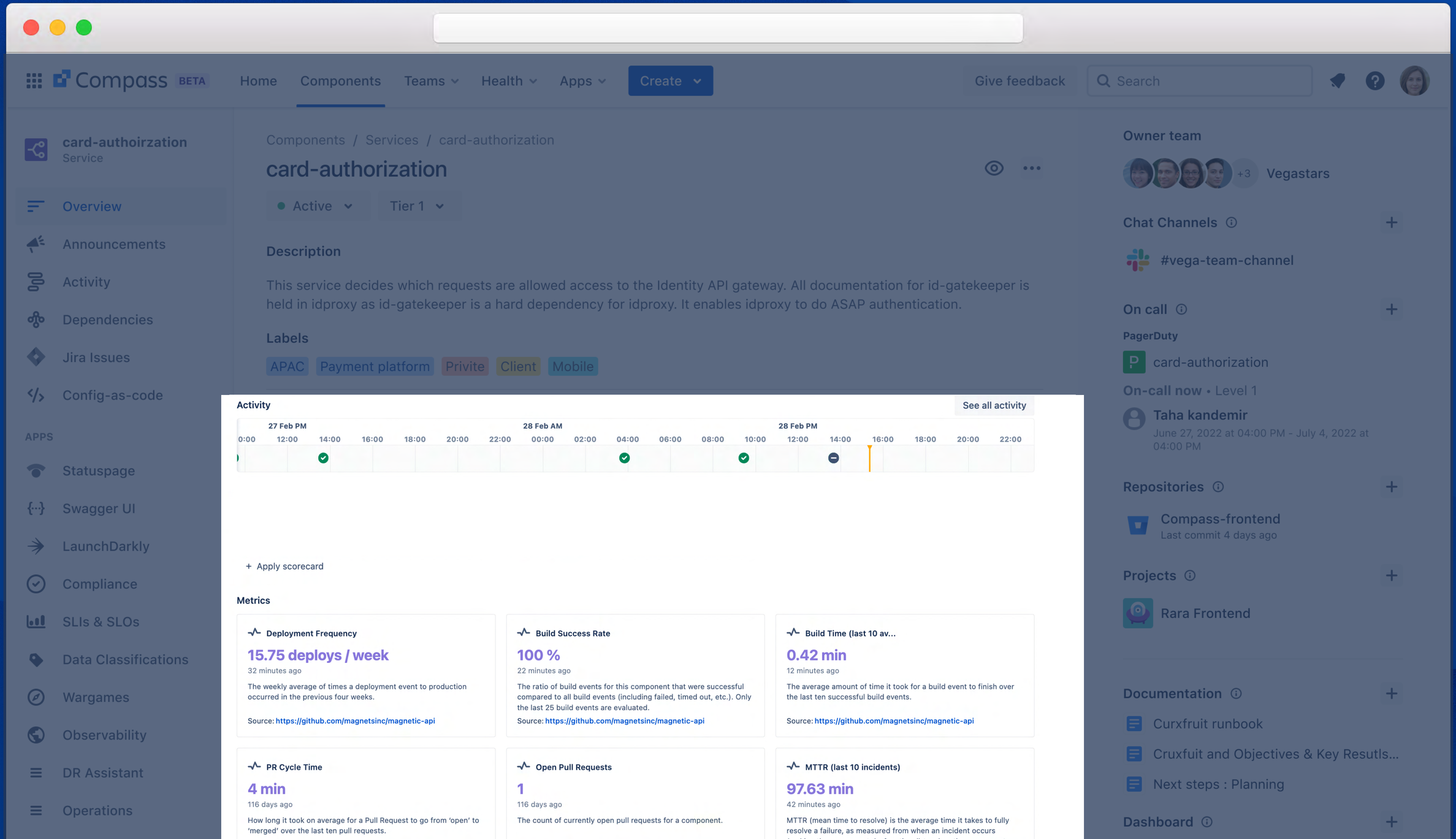
Operations
Components / Services / card-authorization
card-authorization
Active
Tier 1
Description
This service decides which requests are allowed access to the Identity API gateway. All documentation for id-gatekeeper is held in idproxy as id-gatekeeper is a hard dependency for idproxy. It enables idproxy to do ASAP authentication.
Labels
APAC
Payment platform
Privite
Client
Mobile
Activity
See all activity
27 Feb PM
28 Feb AM
28 Feb PM
0:00
12:00
14:00
16:00
18:00
20:00
22:00
00:00
02:00
04:00
06:00
08:00
10:00
12:00
14:00
16:00
18:00
20:00
22:00
+ Apply scorecard
Metrics
Deployment Frequency
15.75 deploys / week
32 minutes ago
The weekly average of times a deployment event to production occurred in the previous four weeks.
Source: https://github.com/magnetsinc/magnetic-api
Build Success Rate
100 %
22 minutes ago
The ratio of build events for this component that were successful compared to all build events (including failed, timed out, etc.). Only the last 25 build events are evaluated.
Source: https://github.com/magnetsinc/magnetic-api
Build Time (last 10 av...
0.42 min
12 minutes ago
The average amount of time it took for a build event to finish over the last ten successful build events.
Source: https://github.com/magnetsinc/magnetic-api
PR Cycle Time
4 min
116 days ago
How long it took on average for a Pull Request to go from 'open' to 'merged' over the last ten pull requests.
Open Pull Requests
1
116 days ago
The count of currently open pull requests for a component.
MTTR (last 10 incidents)
97.63 min
42 minutes ago
MTTR (mean time to resolve) is the average time it takes to fully resolve a failure, as measured from when an incident occurs
Owner team
+3
Vegastars
Chat Channels
#vega-team-channel
On call
PagerDuty
card-authorization
On-call now • Level 1
Taha kandemir
June 27, 2022 at 04:00 PM - July 4, 2022 at 04:00 PM
Repositories
Compass-frontend
Last commit 4 days ago
Projects
Rara Frontend
Documentation
Curxfruit runbook
Cruxfuit and Objectives & Key Resutls...
Next steps : Planning
Dashboard

Baselines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On-call now • Level 1
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Curxfruit runbook
Cruxfuit and Objectives & Key Resutls...
Next steps : Planning
Dashboard

Team sport

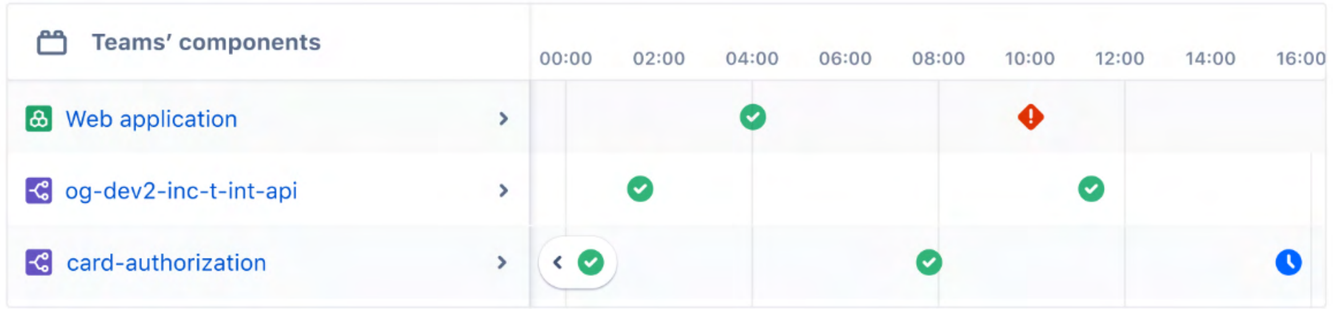
Check ops

Compass BETA | Home | Components | Teams | Health | Apps | Create | Give feedback | Search

Payments Squad
Compass team

- Overview
- CheckOps
- Health details
- Reliability
- Security
- Cost
- Quality
- Compliance

Health details



Low scoring

Web application — 1 FAILING

Developer Productivity — 33%

Criteria not met

Tech-debt issues (JSW) < 5
Currently 14 min — Updated December 4, 2022 at 8:00 PM

MTTR
Connect metric to data source — Updated December 4, 2022 at 8:00 PM

Owner team
Add an owner team to your component — Updated December 4, 2022 at 8:00 PM

Create CheckOps

Set aside some time to complete this check-in as a team. Gather data beforehand such as SLOs and incident that may have occurred to reflect on these items as a team and improve over time. Learn more about CheckOps

Week of: April 7, 2023

How does the team feel about operations this week?

Horrible | Bad | Okay | Good | Amazing

Team reflections

What went well?

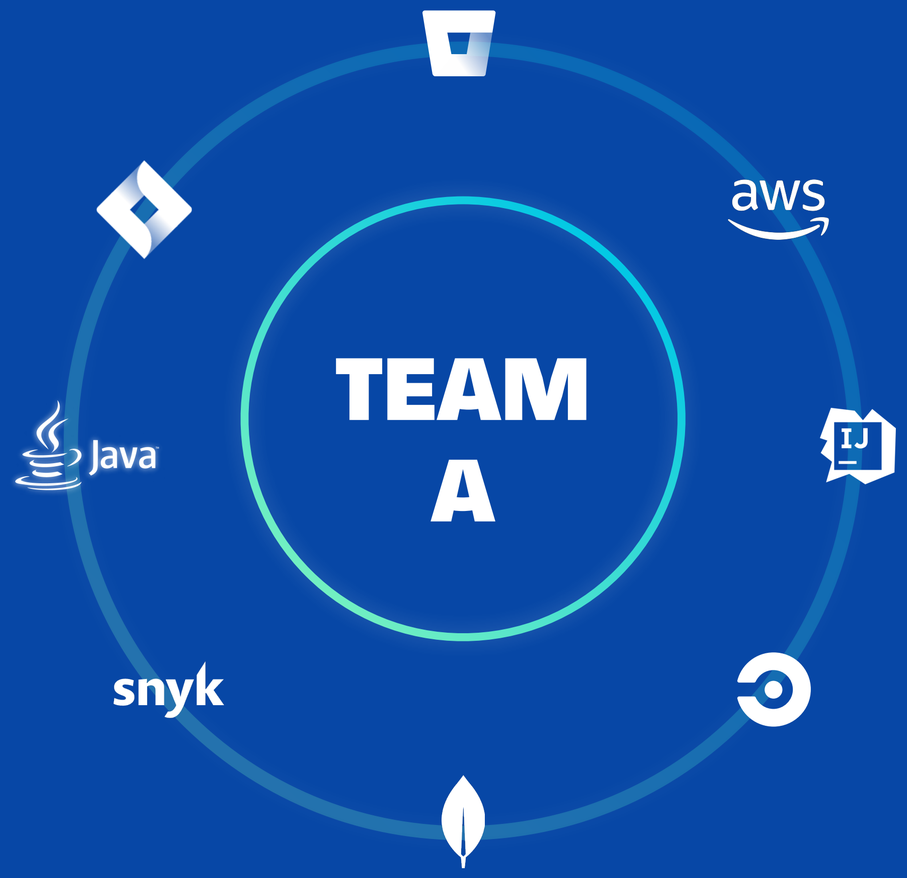
Explain what went well. Were components incident-free this week? Are SLOs being met?

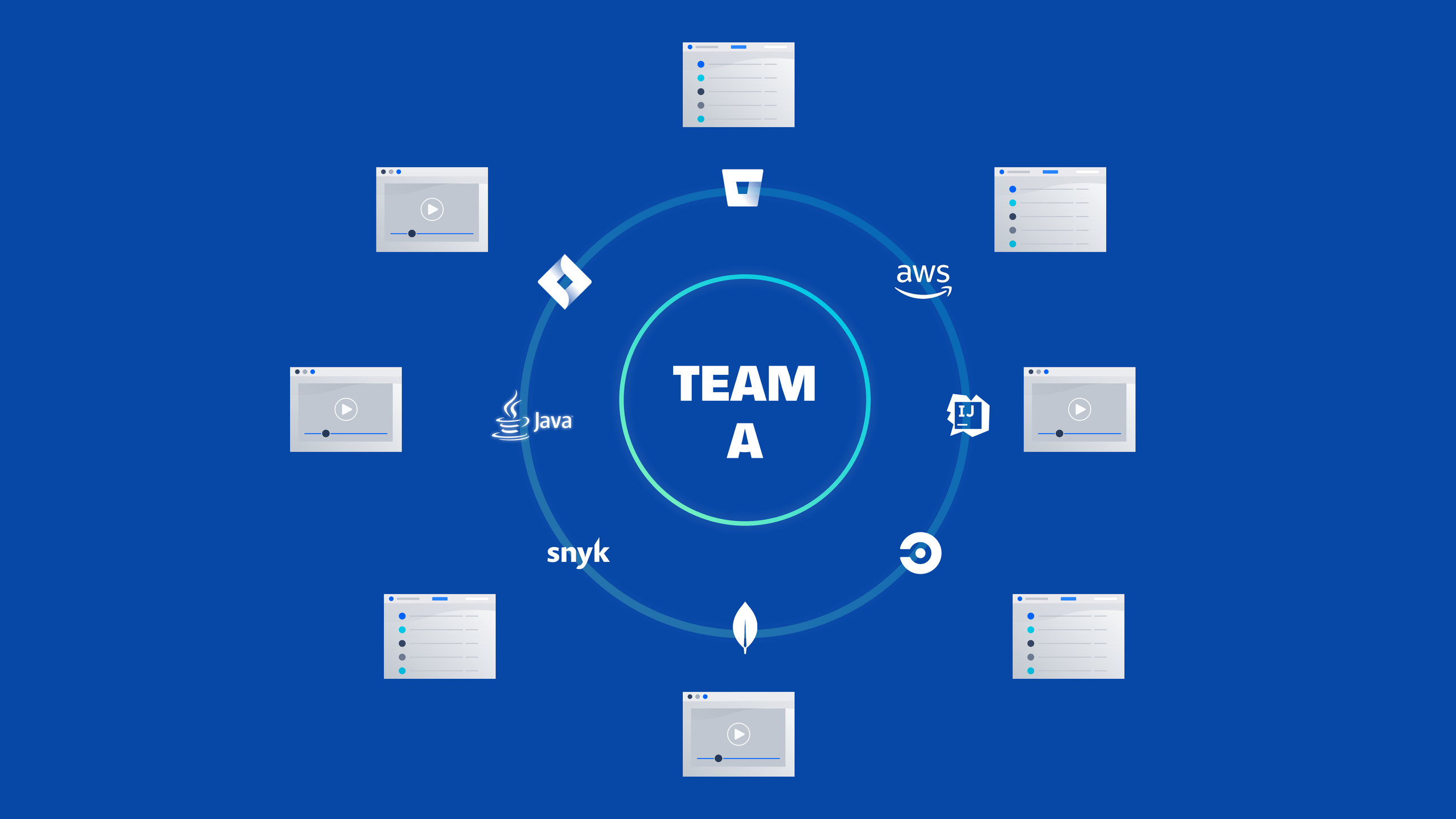
What could've gone better?

Explain what couldv'e gone better for your team. Did incidents occur that could have been avoided? Was information hard to find somewhere?

Team

flexibility


TEAM
A
aws
Java
IJ
snyk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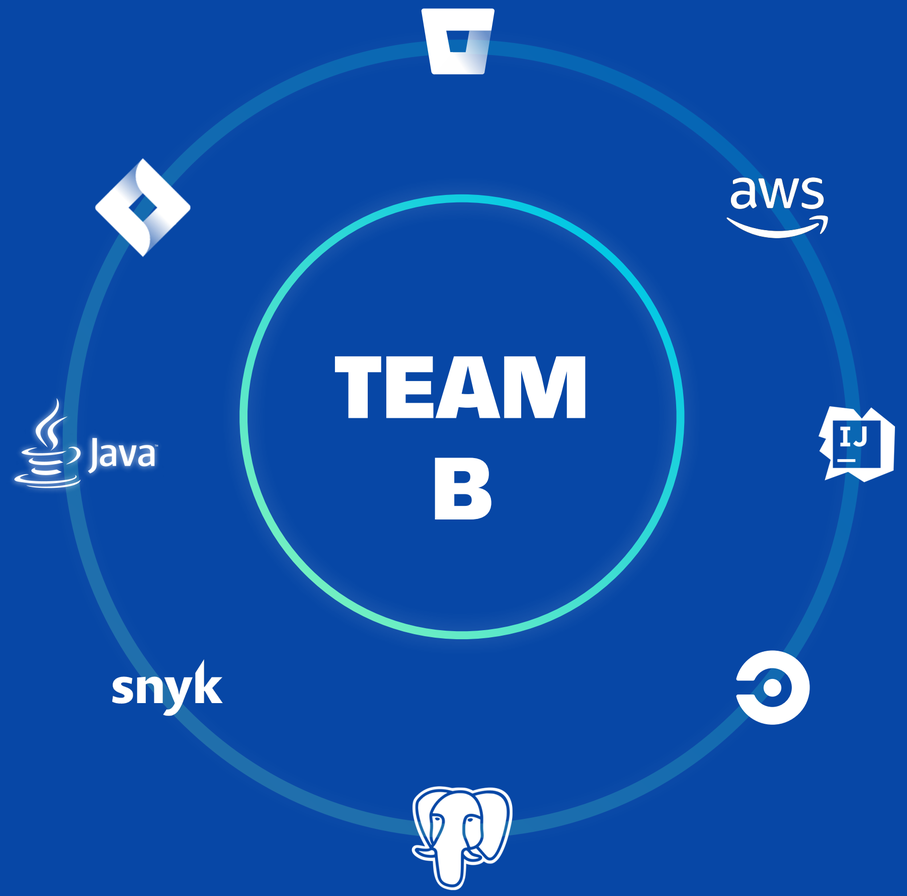
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TEAM
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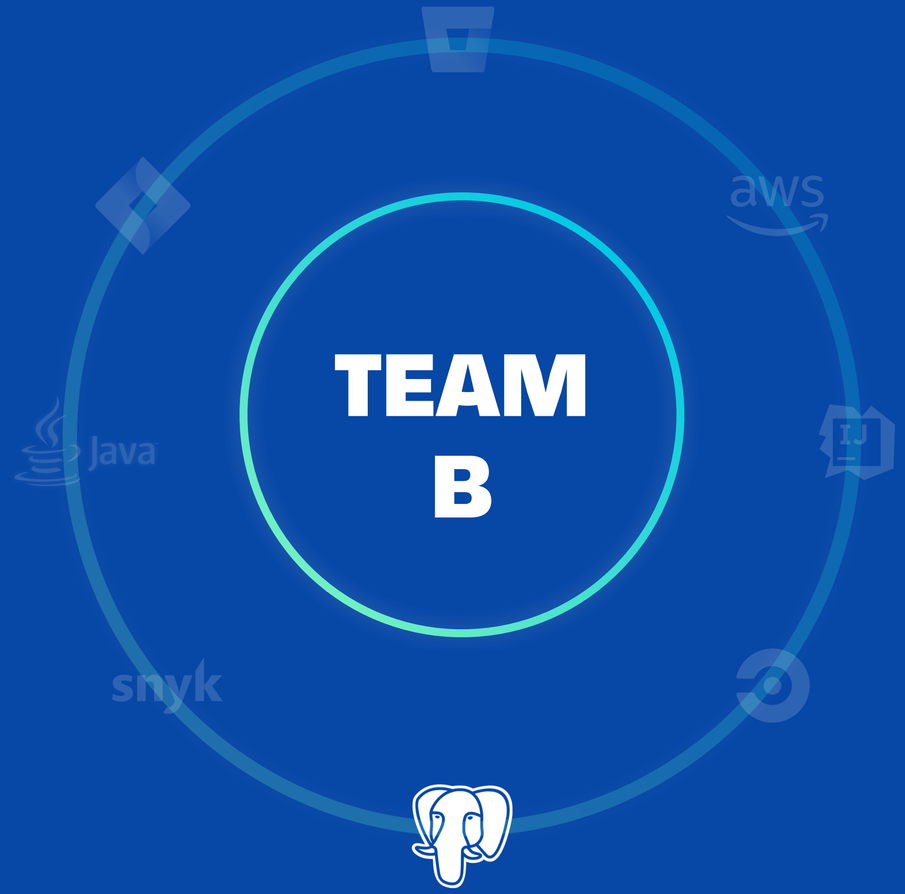
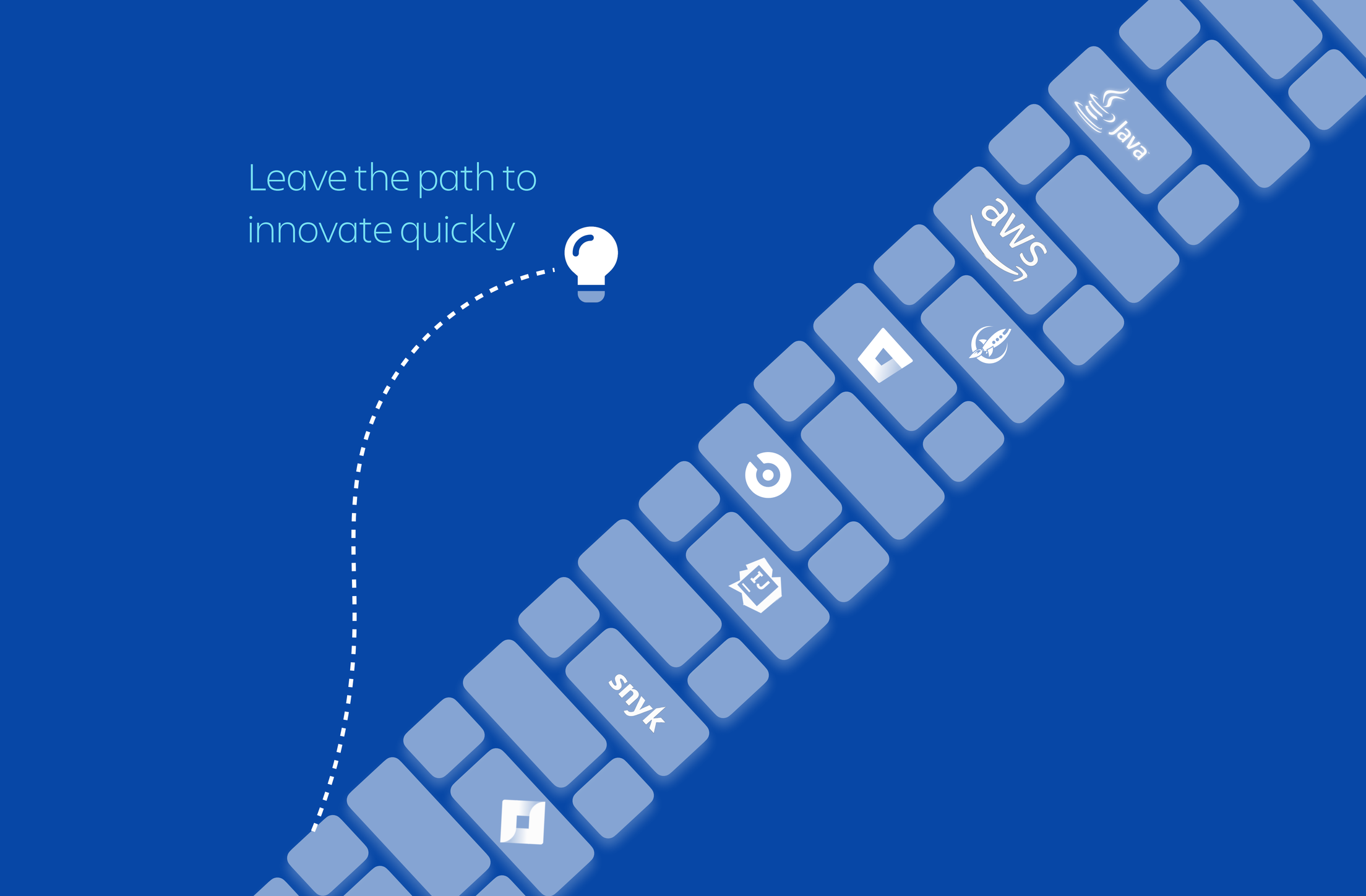

TEAM
B
aws
Java
snyk

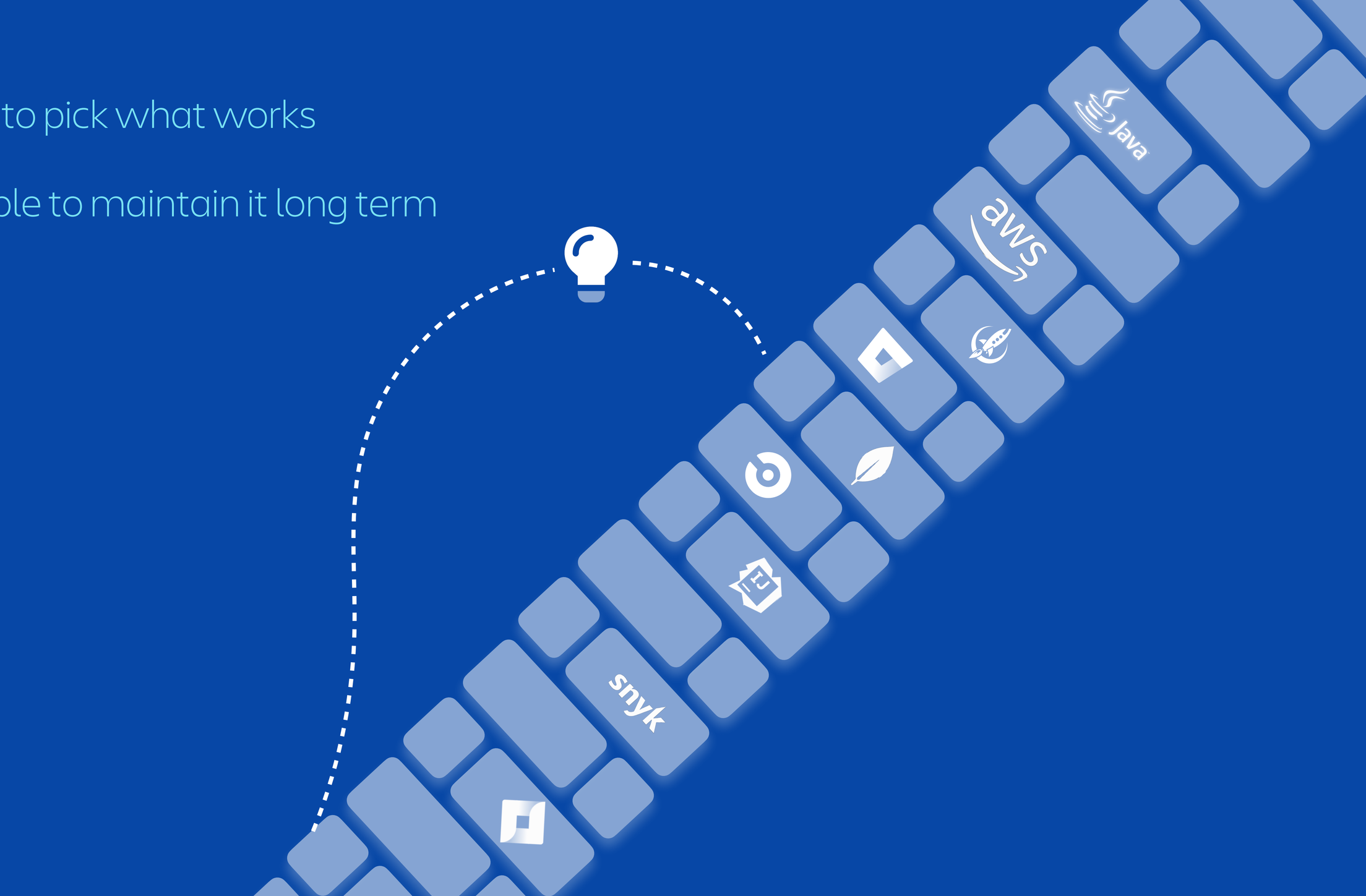
Open
for the new

Leave the path to
innovate quickly

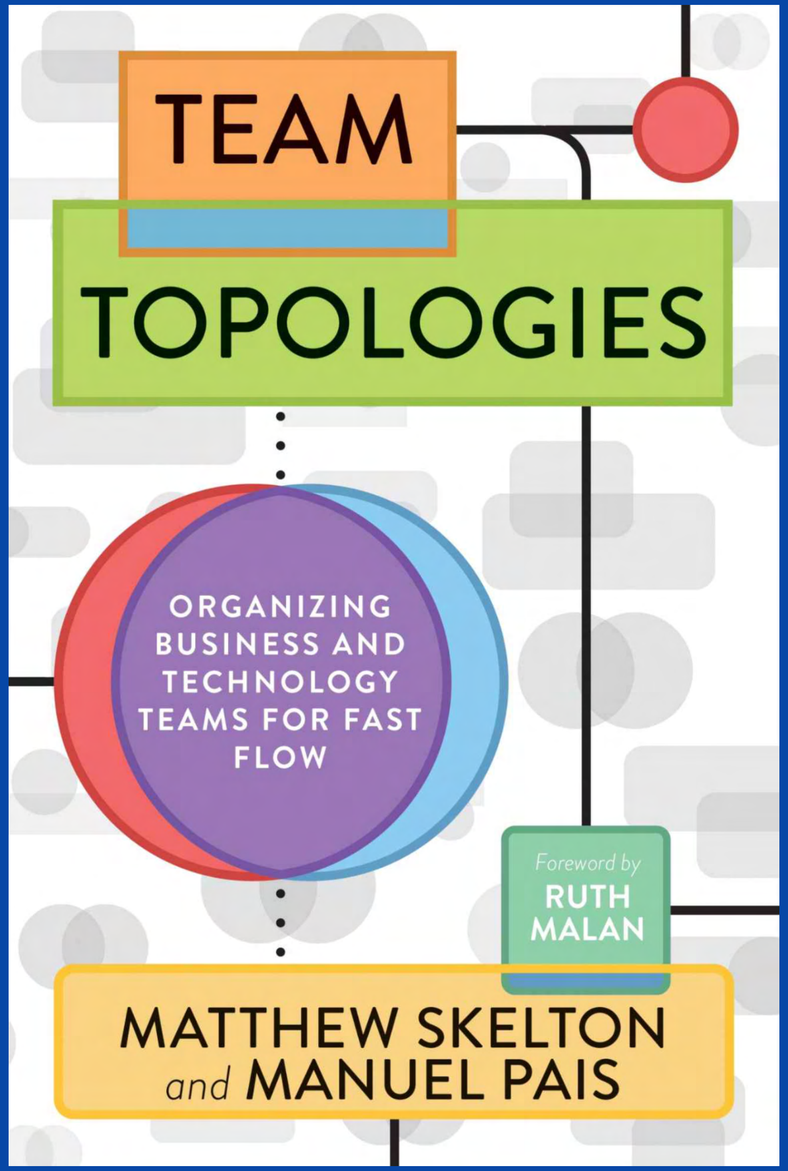


Freedom to pick what works

Responsible to maintain it long term



RUNNING
PLATFORM ENGINEERING


TEAM
TOPOLOGIES
ORGANIZING BUSINESS AND TECHNOLOGY TEAMS FOR FAST FLOW
Foreword by
RUTH MALAN
MATTHEW SKELTON
and MANUEL PAIS

PLAN

BUILD

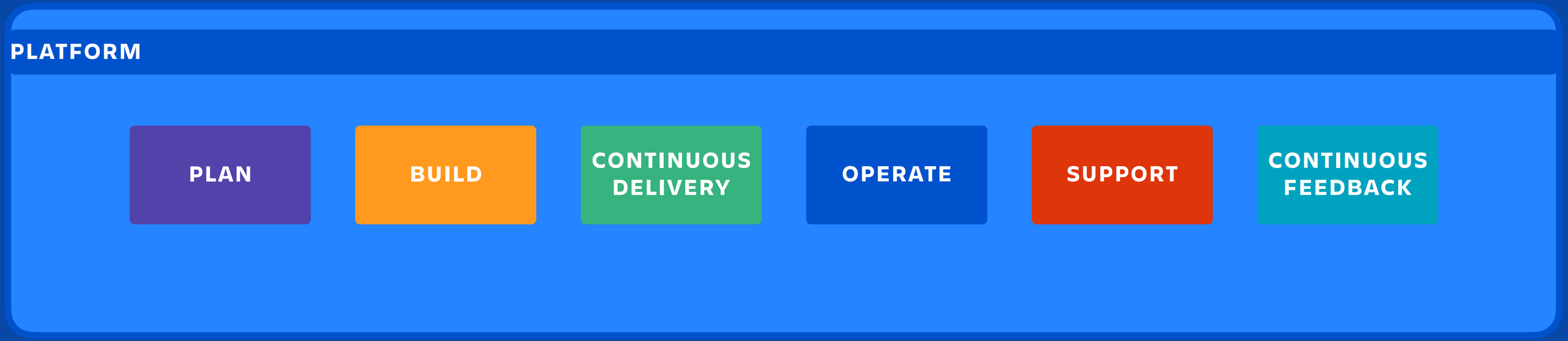
CONTINUOUS DELIVERY

OPERATE

SUPPORT

CONTINUOUS FEEDBACK

PLATFORM TEAM
PLAN
BUILD
CONTINUOUS DELIVERY
OPERATE
SUPPORT
CONTINUOUS FEEDBACK


PLATFORM
PLAN
BUILD
CONTINUOUS DELIVERY
OPERATE
SUPPORT
CONTINUOUS FEEDBACK

If you build it, they will come

Your **Platform**

Developers find
a way
Your
Platform

FOR DEVS

Understand their needs.

START SMALL

Build an MVP. Evolve from there.

OPEN SOURCE

Let developers help.

API FIRST

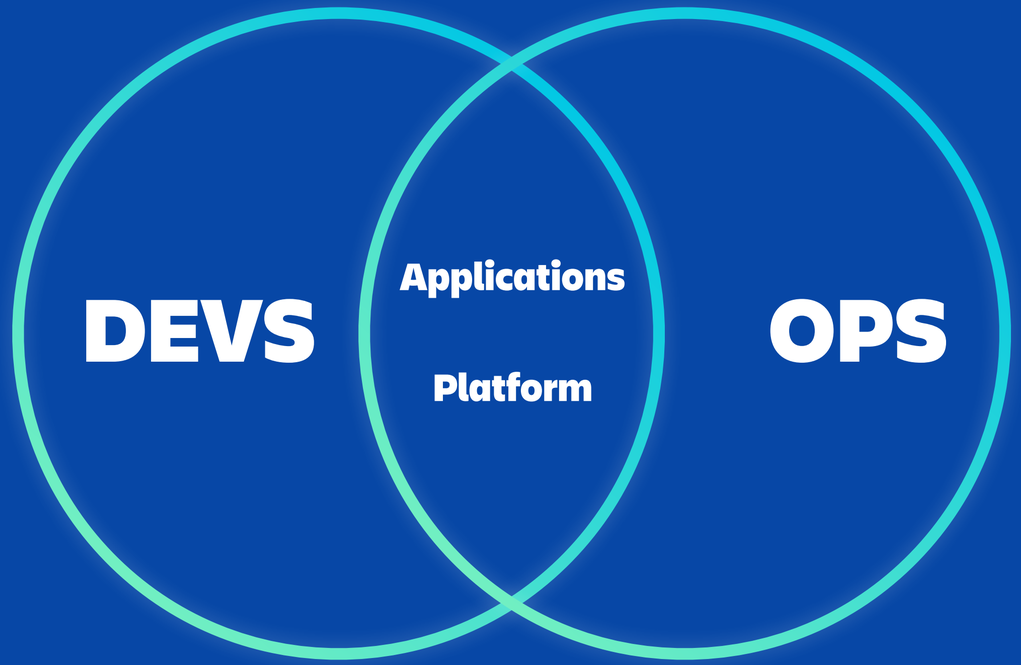
Make it easy to run and integrate services.

DEVS

Applications

OPS

Platform


DEVS
Applications
Platform
OPS

IMPROVING
DEVELOPER EXPERIENCE

Developer experience

Cognitive load

Less implementation details

Still possible if needed

↑ Developer experience

↓ Cognitive load

Less technologies to learn

Especially for new starters

↑ Developer experience

↓ Cognitive load

Bypass the platform

Whenever needed

Thank you
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