

CONF42



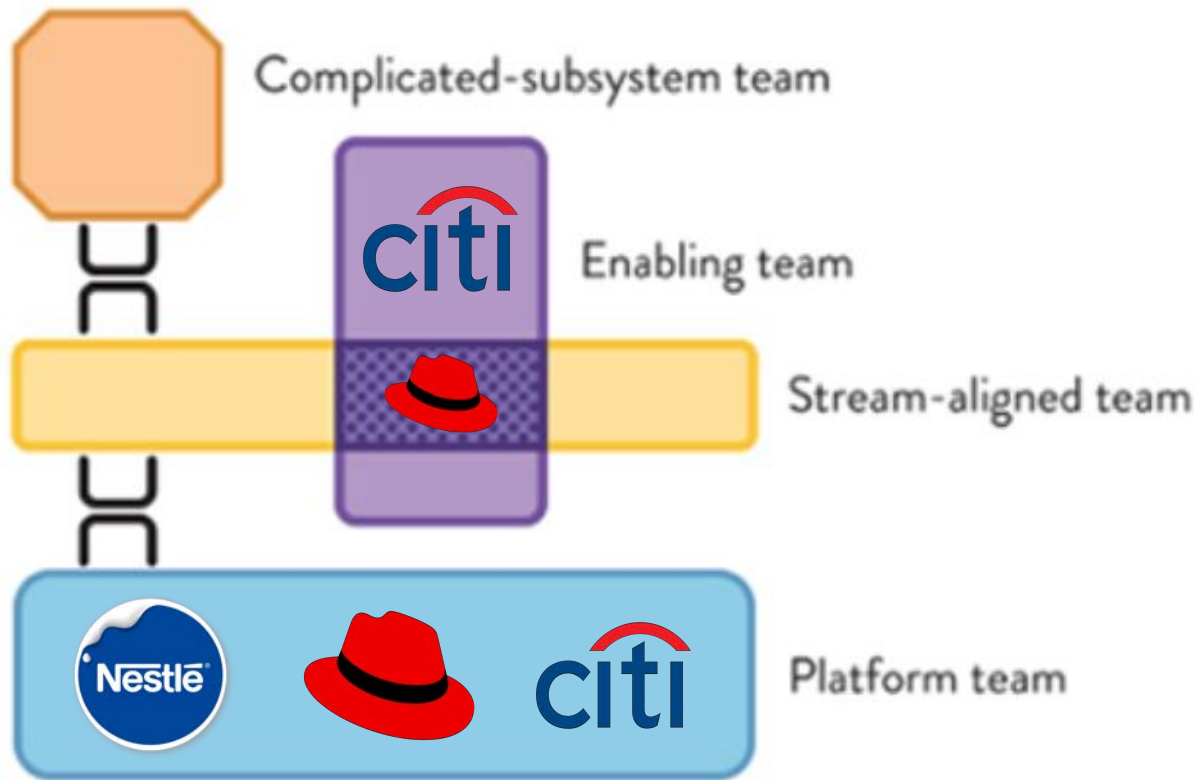
Figure 8.6: Evolution of Team Topologies

3 Practices to ensure a smooth Platform Engineering adoption

- by Caio Medeiros, DevOps Lead at Citi

Caio Medeiros Pinto - Citi

Why me?



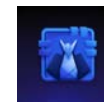
** Image from Teams Topologies book, it doesn't include neither Red Hat or Nestlé logos.



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Agenda

<Intro>

DevOps & **Platform Engineering**

<Adoption Journey>

Why and how them **together?**

<3 practices to win>

My keys of **success**



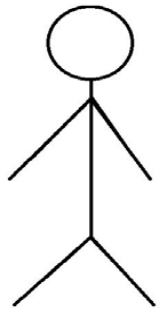
<Intro>

DevOps & Platform Engineering

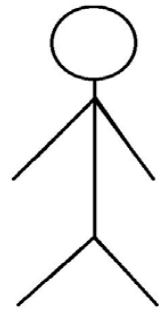


What is DevOps?

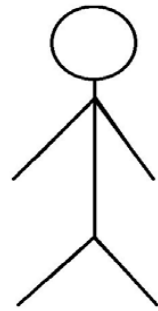
“Imagine a world where POs, Dev, QA, IT Ops and Infosec [...]”



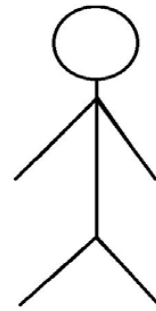
Product
Owner



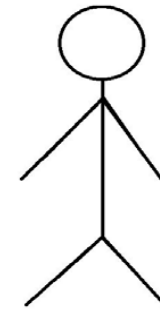
Develop



QA



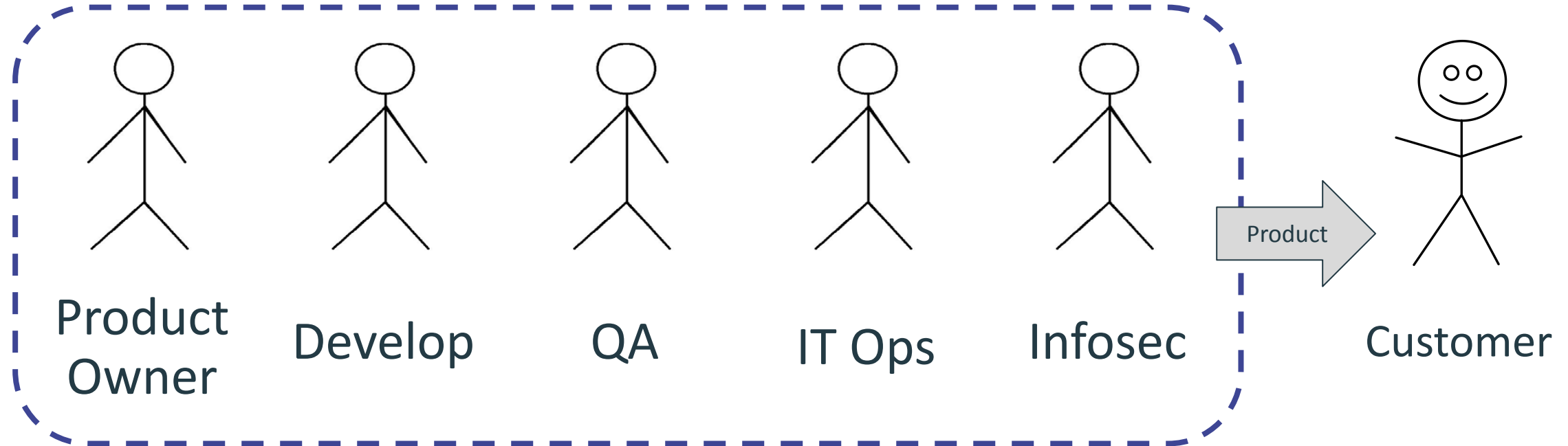
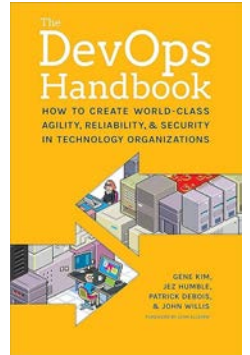
IT Ops



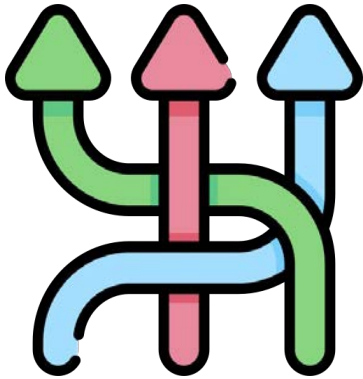
Infosec

What is DevOps?

“[...] work together, not only to help other, but also to ensure that the overall organization succeeds. [...] *”



* The DevOps Handbook: How to Create World-Class Agility, Reliability, and Security in Technology Organizations, written by Gene Kim, John Willis, Patrick Debois, and Nicole Forsgren.

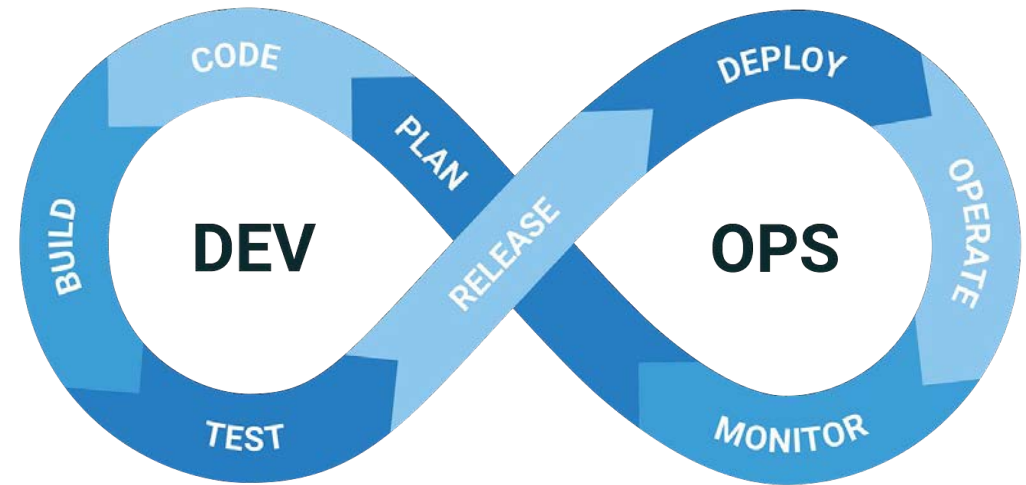


Ways of Working

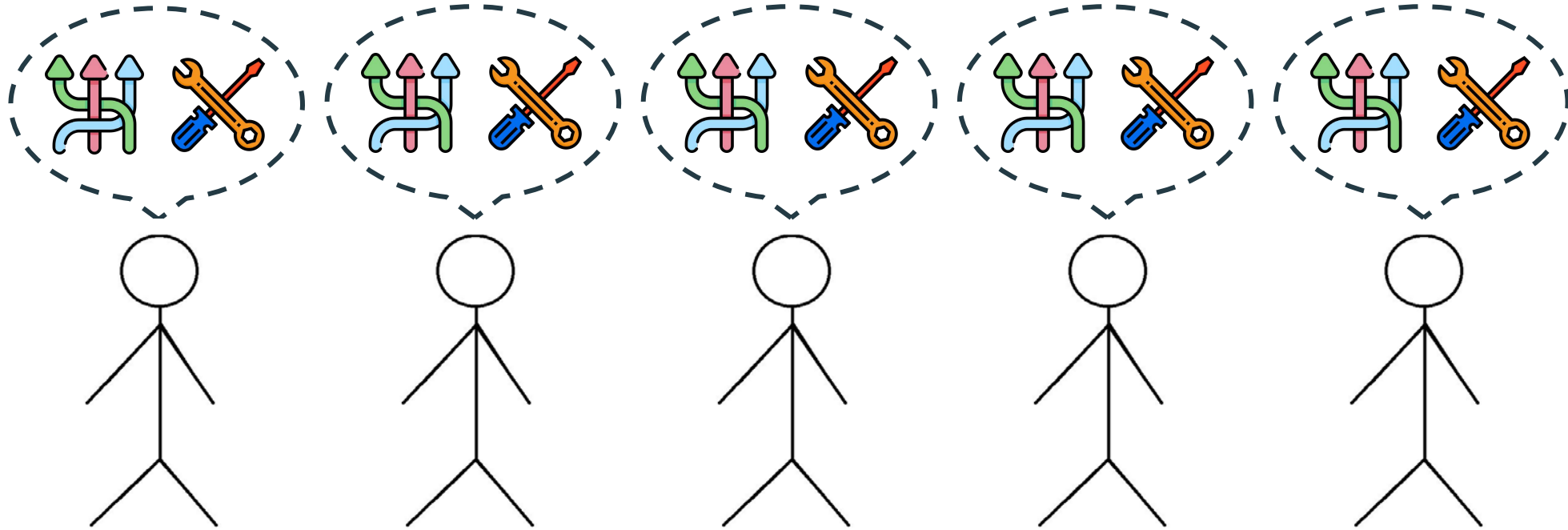


Libraries and Tools

IT Product Life Cycle requires people implementing ways of working, libraries, and tools to go from **ideation** to **production**.



So each person must have the skills and knowledge, furthermore of the mindset



Product
Owner

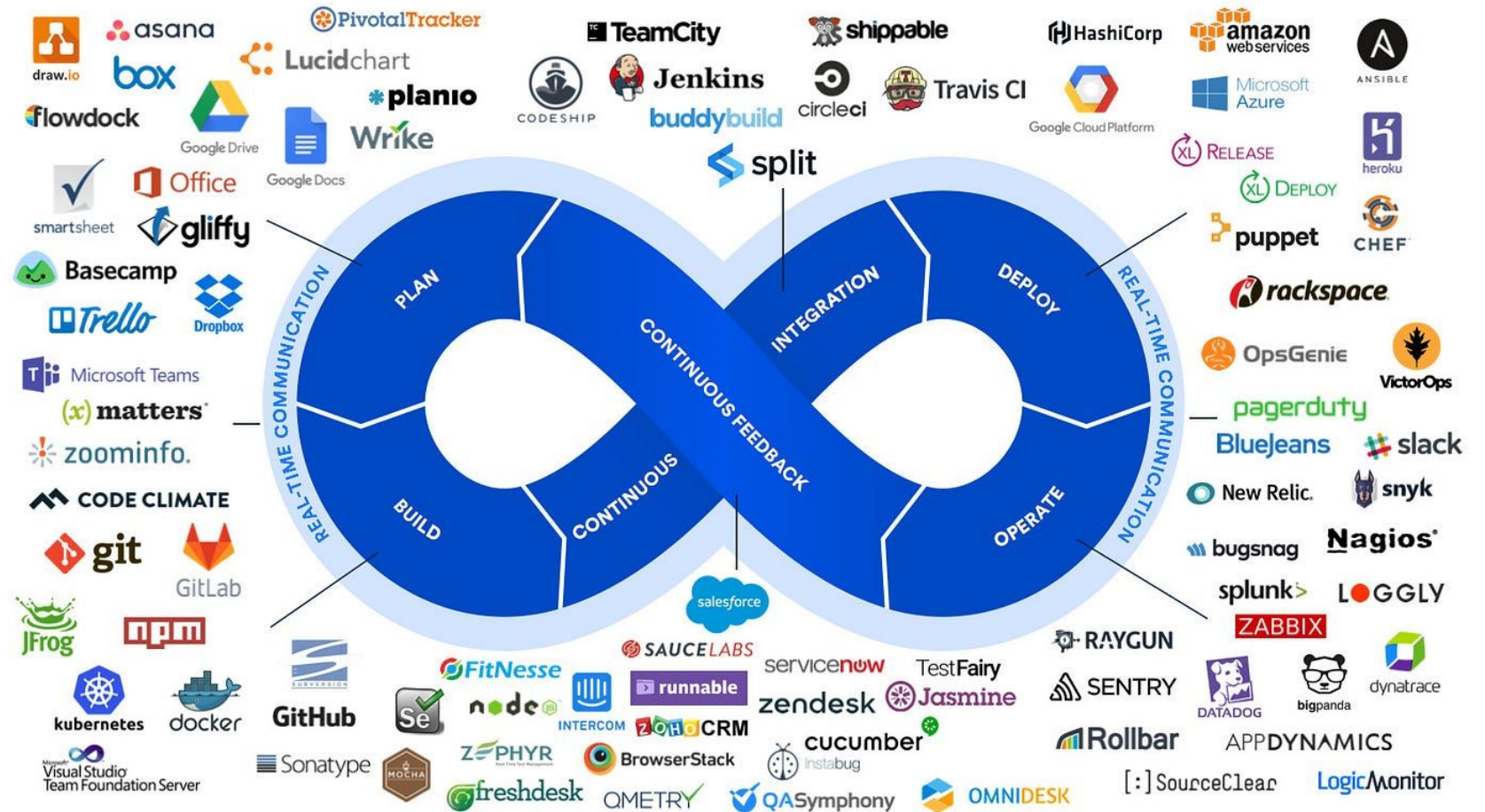
Development

QA

IT
Operations

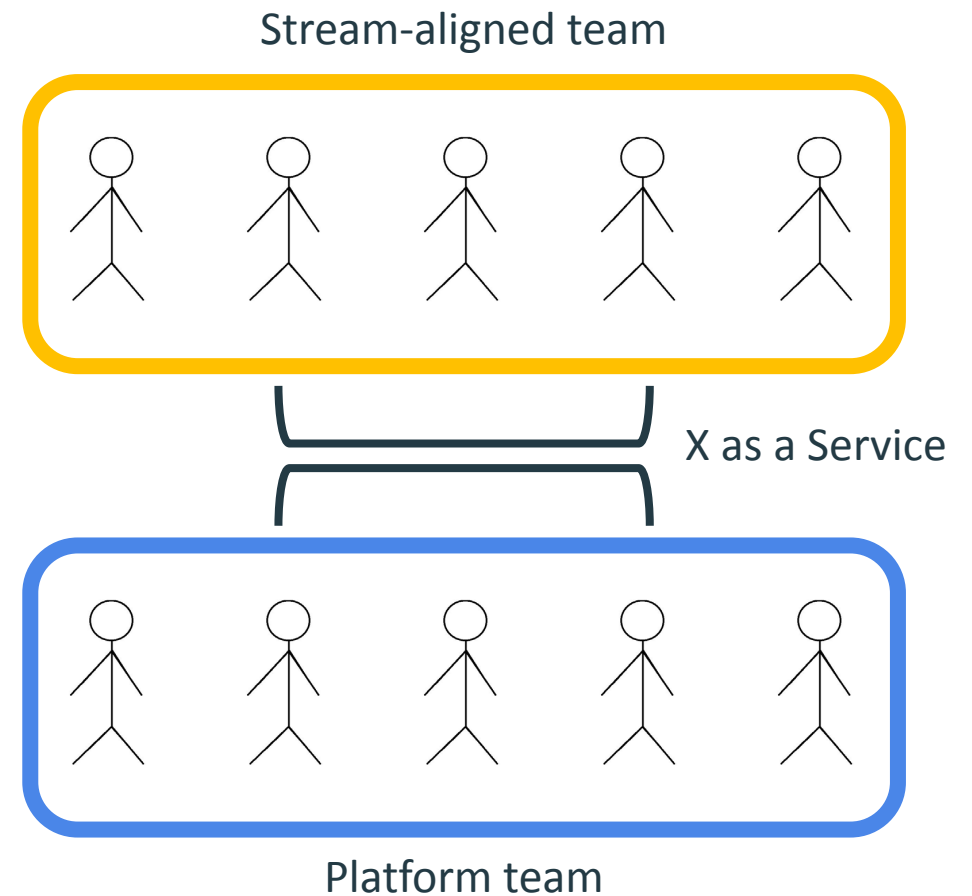
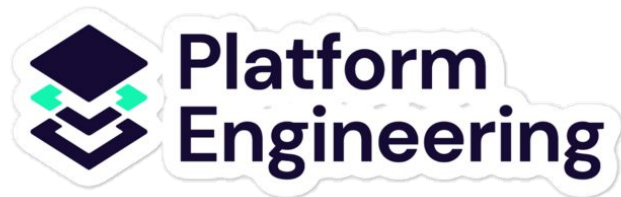
Infosec

It's not a joke

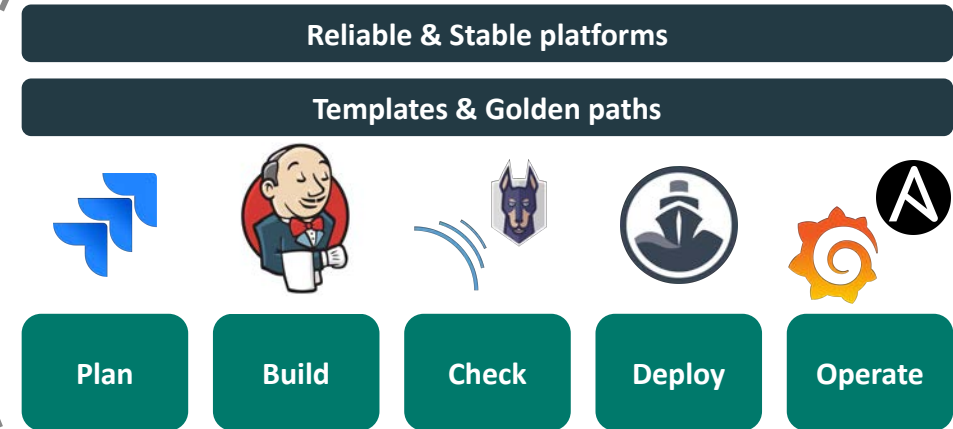
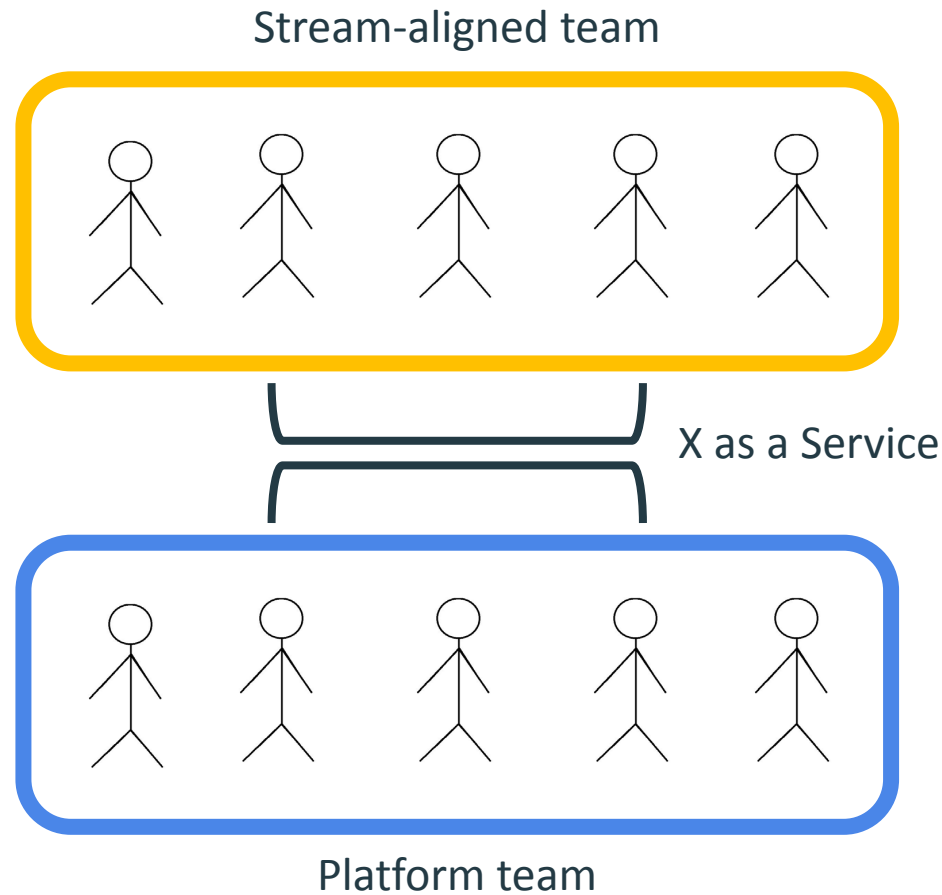


And, what is Platform engineering?

“[...] is the discipline of designing and building toolchains and workflows that enable self-service capabilities for software engineering organizations in the cloud-native era [...]” - [Platform Engineering community](#)



And, what is Platform engineering?





<Adoption Journey>

Why and how them **together**?



Why them together?

Standardization and control



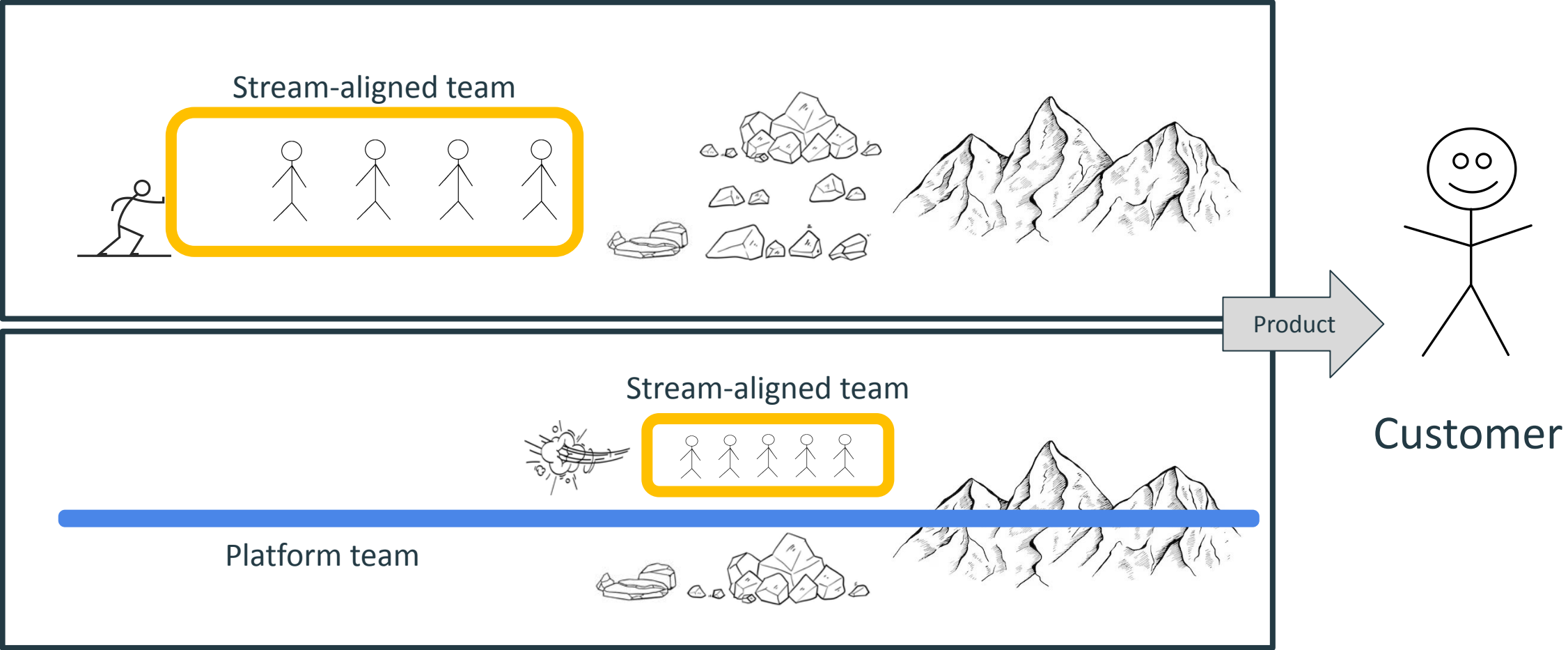
Reduction of cognitive load



Reliability and stability



Why them together?



Go deeper with

Platform as a Product

- Manuel Pais



DevOps ain't dead but... we gotta talk

- Mallory Haigh



The State of DevOps Report 2023

- Puppet



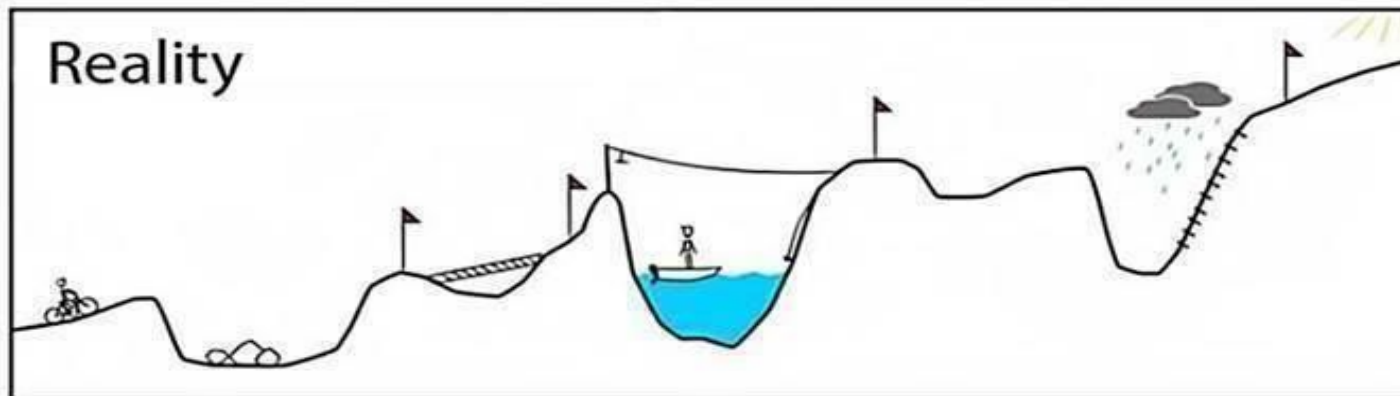
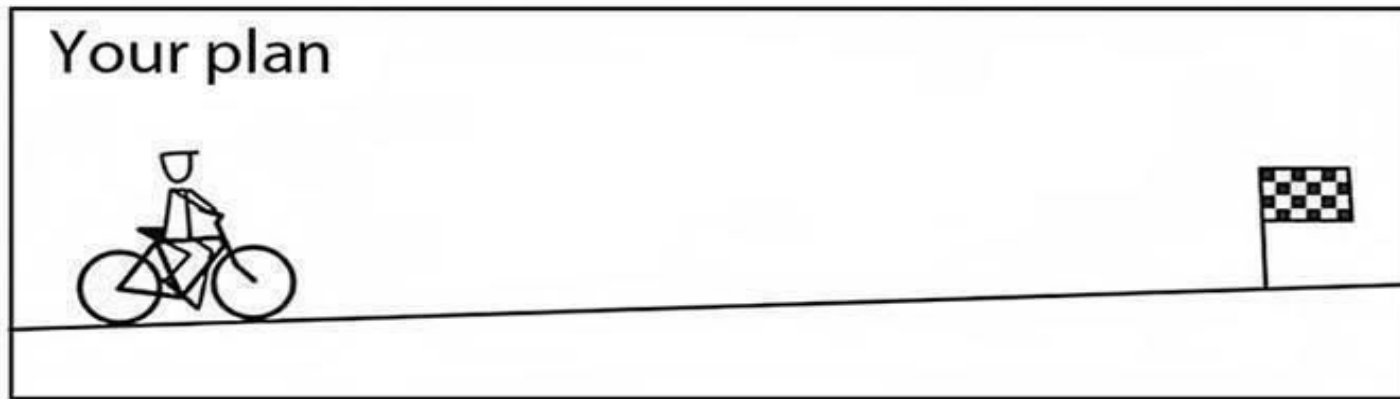


<3 practices to win>

My keys of success



No easy paths to success!



How I believe my
DevOps & Platform
Engineering
adoption will be

How it probably will
be

Main challenges

Lack of time and high demand



Ways of working and thinking



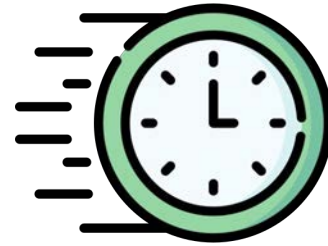
People motivation and rotation



Lack of time and high demand

It's a matter of time:

- Expertise on tools
- Develop new skills
- Reply on failure and outages
- Keep documentation updated



And demand just increase:

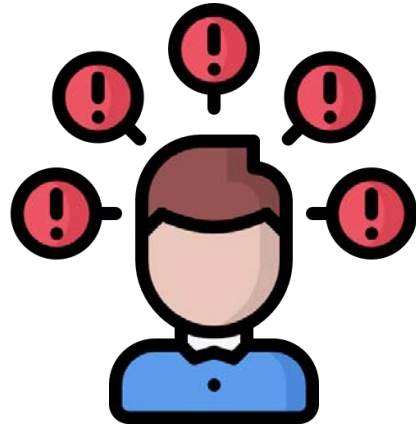
- Platform trend to turn into strategic.
- More users means more doubts and requests.



Ways of working and thinking

It's very likely that you will encounter:

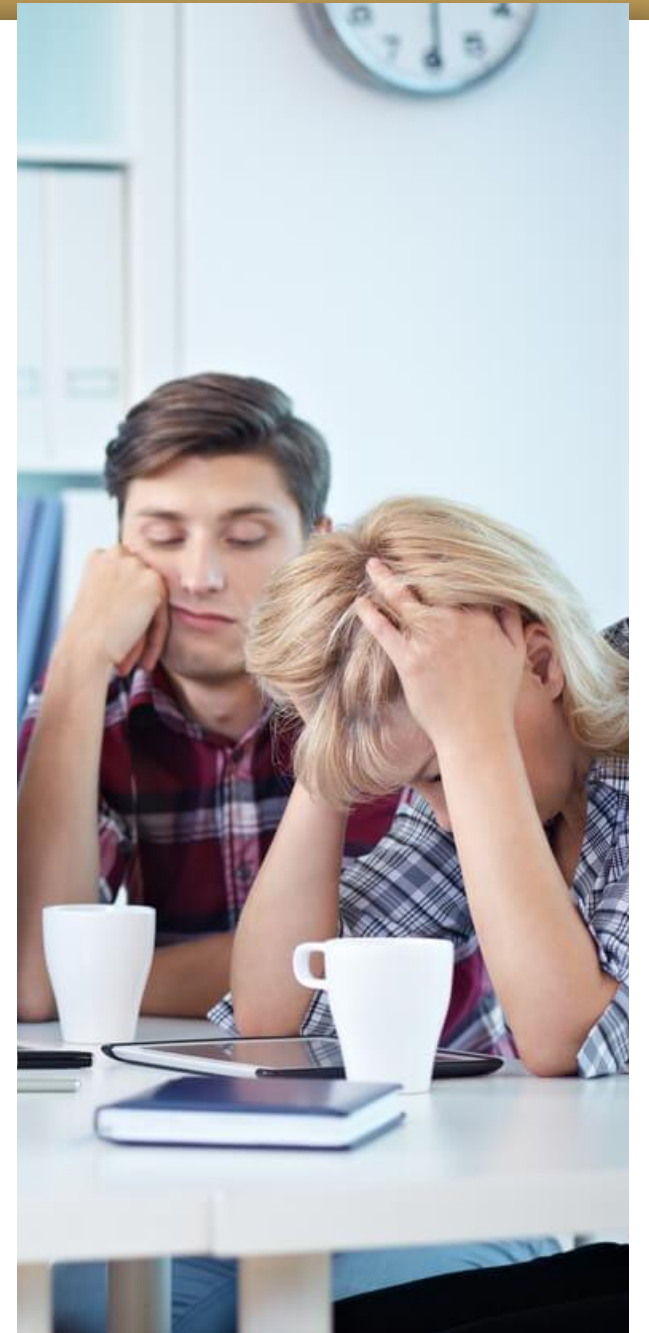
- Several way to do the same.
- Complex compliance flows that are a must.
- Too specific requirements.
- Distorted views of priorities.
- Language and understanding barriers.



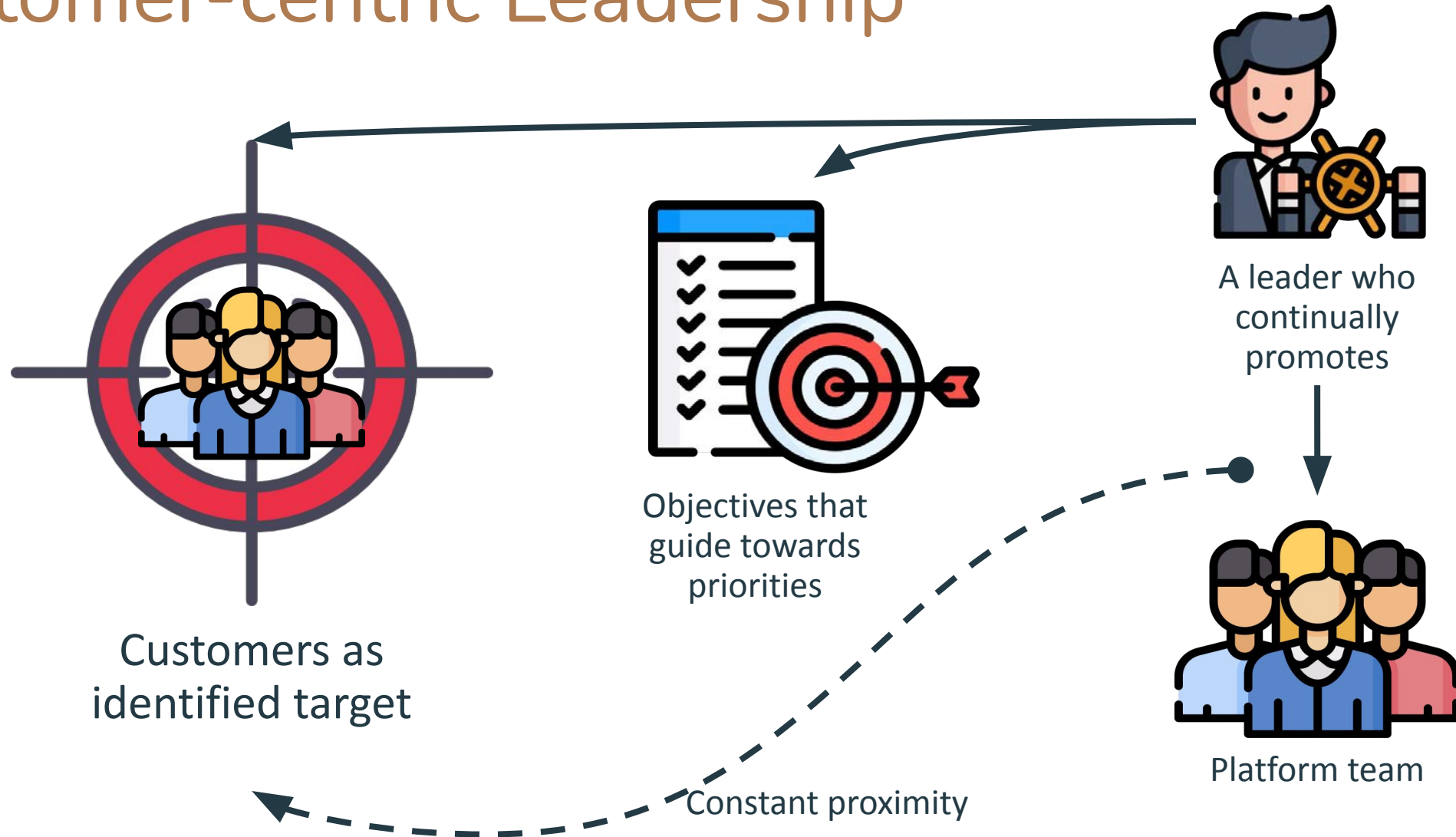
Keep team engaged

At the end of the day, there are people behind all this:

- Influential.
- With clear cognitive limits.
- With a lot of market temptation.
- With technical and practice debts.



Customer-centric Leadership



Prototype your customers as a team

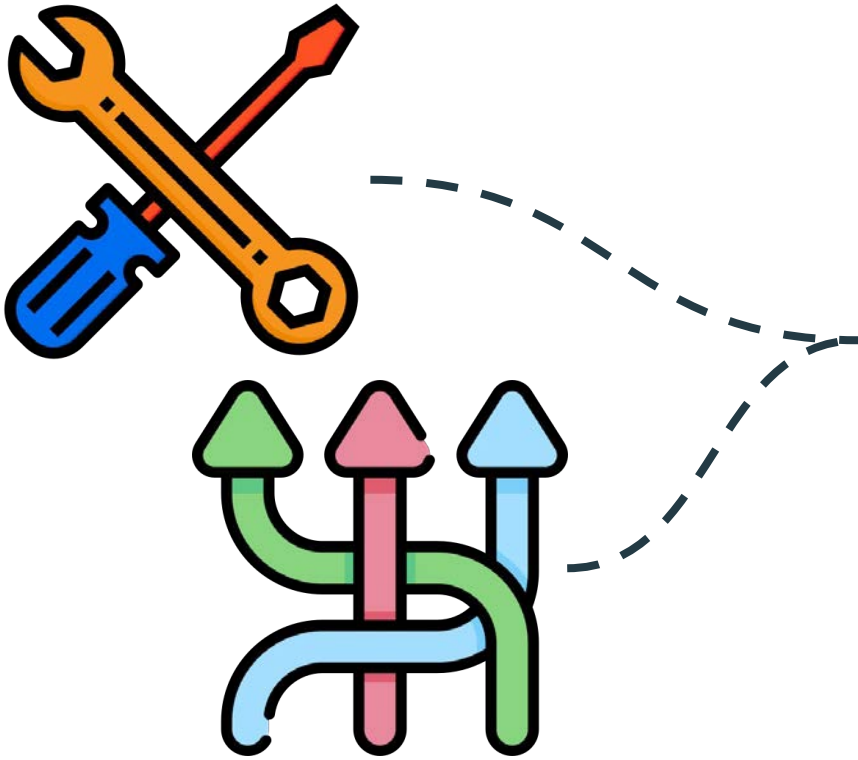
Take hand of some Design Thinking practices to make visible and shared understanding of target users:

- [Empathy mapping.](#)
- [Proto-persona.](#)
- [User persona.](#)

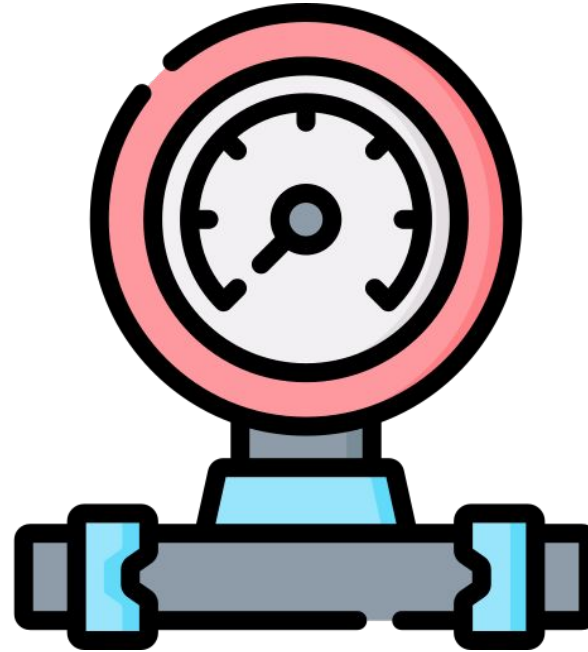
It's crucial that Platform Team lead has Design Thinking mindset.



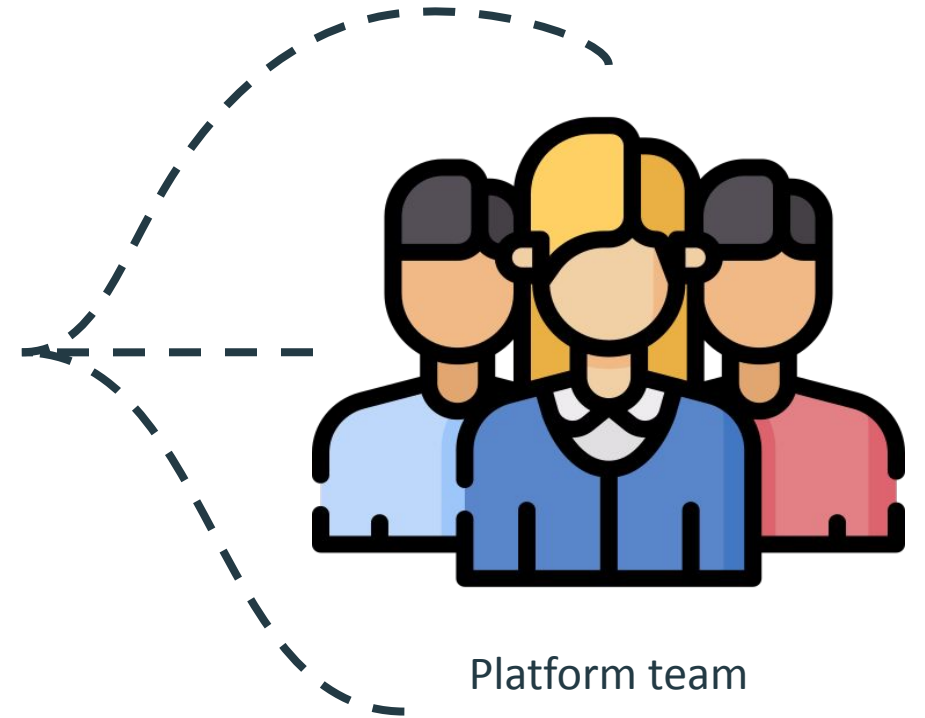
Practice what you preach



Tools and ways of working



Metrics



Platform team

Promote your platform from your example

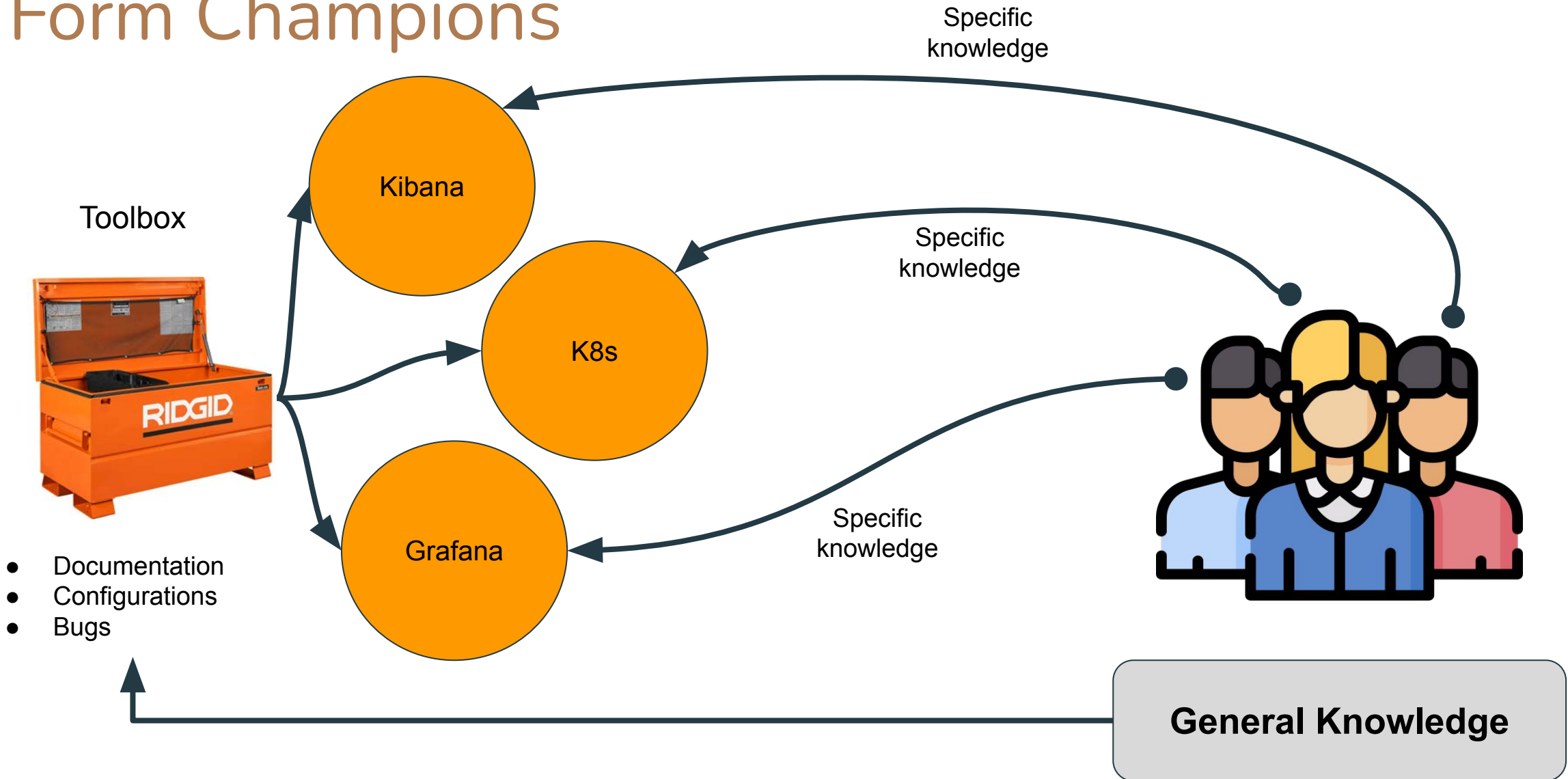
Use your platform and service as you'd be the user:

- Internal and external [Usability testing](#).
- [Showcase](#) and Demo day.
- Get used to run [Lightning Talks](#).

By using the platform as a user will help the team to understand better the end user as well.



Form Champions

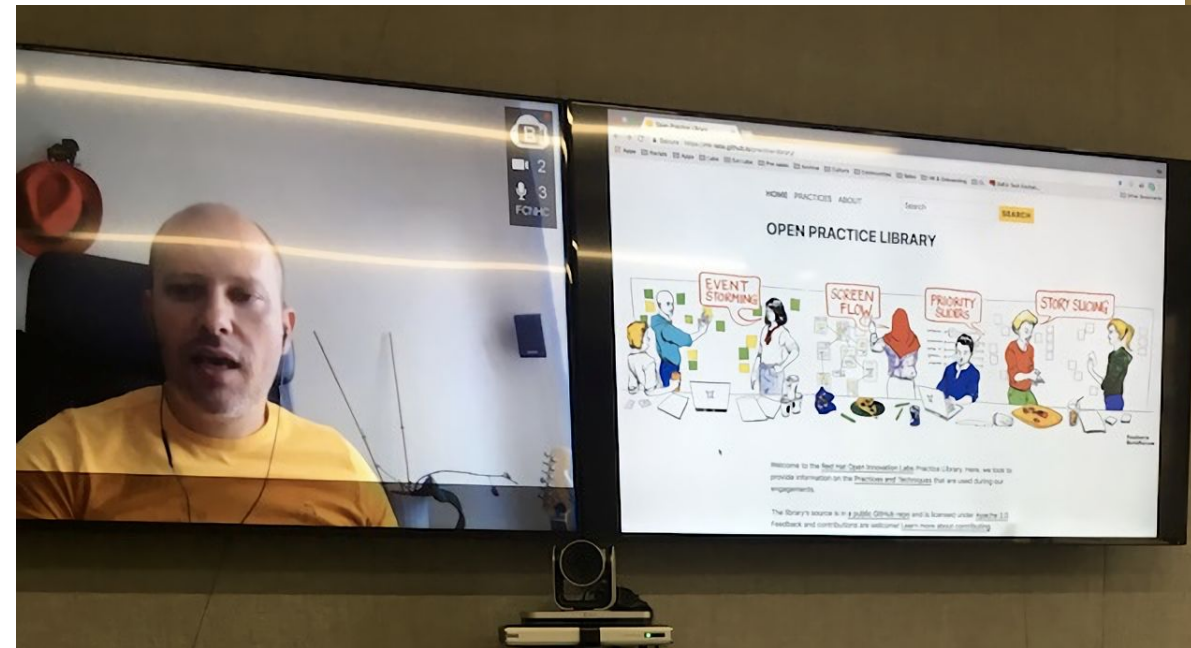


Don't search for experts, form them

Platforms grow fast, promote T-shaped people into the platform team for maintaining low the cognitive load and high the expertise:

- Internal and external [Usability testing](#).
- [Showcase](#) and Demo day.
- Get used to run [Lightning Talks](#).

By using the platform as a user will help the team to understand better the end user as well.



Summarizing: 3 practices for a smooth adoption

Customer-centric leadership

- Clear image of the customer
- Targeted objectives
- Promote closeness



Practice what you preach

- Set shared metrics
- Recognize and show achievements



Form Champions

- Form experts by tool
- Delegates and trusts



Furthermore, review this material

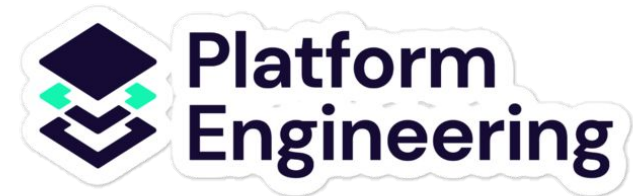
People, process &
platform - a
community focused
approach

- Nicky Watt



9 steps to platform
engineering hell

- Lucas Galante



and more in

Platform Engineering

Youtube Channel

THANKS FOR PARTICIPATING

#Conf42DevOps2024