

CONTINO

Lean Product Delivery Through SLOs

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Key Takeaways

1. Eliminating waste drives **better outcomes**
2. **Implicit expectations** exist
3. SLOs convert **expectations** into **concrete outcomes**



**AWS Practice
Lead**

**Lean
Junkie**

**AWS APN
Ambassador**

**HashiCorp
Ambassador**



AWS Landing Zones

Account Vending

Access Provisioning

Security Guardrails

CI/CD Pipelines

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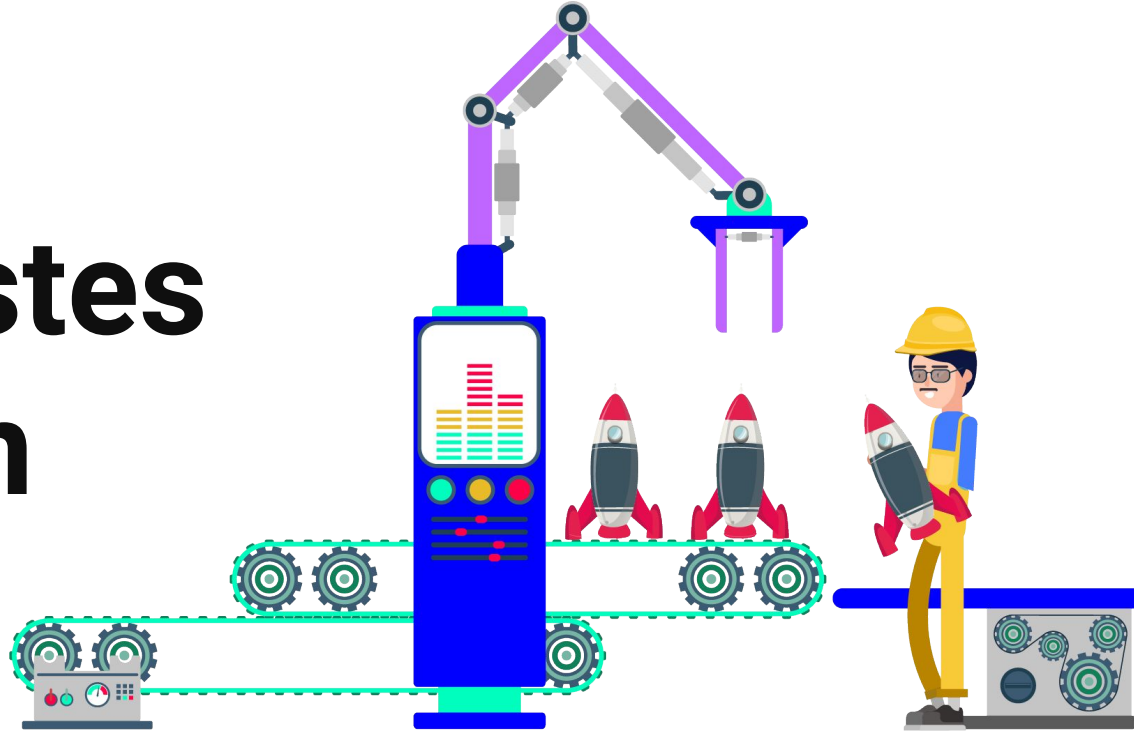
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As a development team

I want to be able to provision AWS accounts

So I can deploy my application

The 8 Wastes Of Lean



Defects

Extra-Processing

Overproduction

Transportation

Waiting

Motion

Unused Talent

Inventory

Defects

Extra-Processing

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What is “Good Enough”



Who Defines “Good Enough”



**Product
Management**

**Tension
Management**

Delivery Consumers

SLI

Define success and failure

SLO

Define acceptable failure
frequency

SLA

Define penalty for not
exceeding failure goal

SLI

Define success and failure



SLO

Define acceptable failure frequency



SLA

Define penalty for not exceeding failure goal

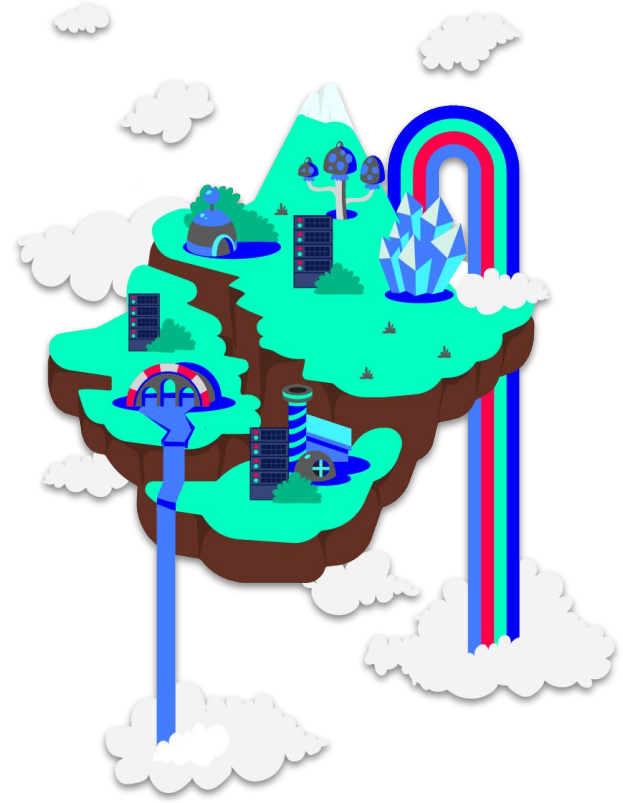
Schrödinger's SLA

As a development team

I want to be able to provision AWS accounts

So I can deploy my application

**I want an
account
vended within
5 minutes
of requesting**



**I want an
account
vended within
1 week
of requesting**



**I want an
account
vended within
1 business day
of requesting**



Specific

Measurable

Attainable

Relevant

Time Boxed

Specific

Measurable

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Relevant

Time Boxed

Specific

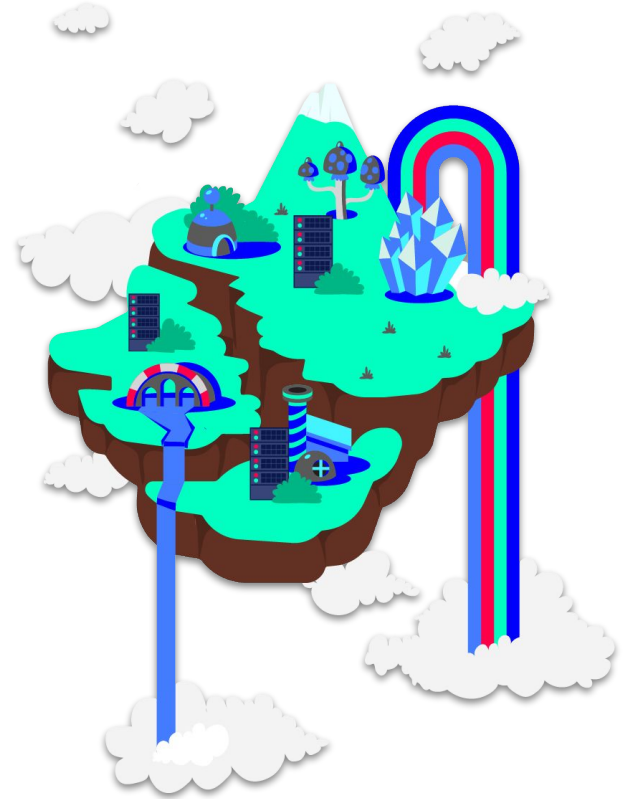
Measurable

Attainable

Relevant

Time Boxed

**Account vending
happens within 1
business day 99%
of the time over
a 30 day window**



Every 30 Days

Number of Accounts: **200!!**

Number of Failures: 2

SLO: 99%

Every 30 Days

Number of Accounts: 10

Number of Failures: 2

SLO: 80%

**Account vending
happens within 1
business day 80%
of the time over
a 30 day window**



Every extra 9 is a
10x investment

Team capacity is limited

Less is more

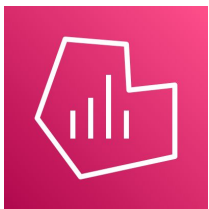
As a development team

**I want to be able to
provision AWS accounts**

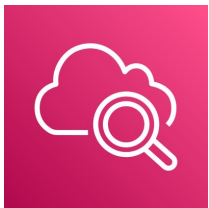
**So I can deploy my
application**

**Account vending
happens within 1
business day 80%
of the time over
a 30 day window**

Schrödinger's SLA



Managed Grafana



Cloudwatch



Eventbridge



Quicksight

Account Vending

95%

Access Provisioning

82%

IaC Compliance Scans

63%

On-Premise Connectivity

99.9%

Account Vending

95%

15% Error Budget

80%

Big refactor

New features

Shift focus away

Be wary of
inflating expectations

Access Provisioning

82%

2% Error Budget

80%

Paydown debt

Build up budget

No new features

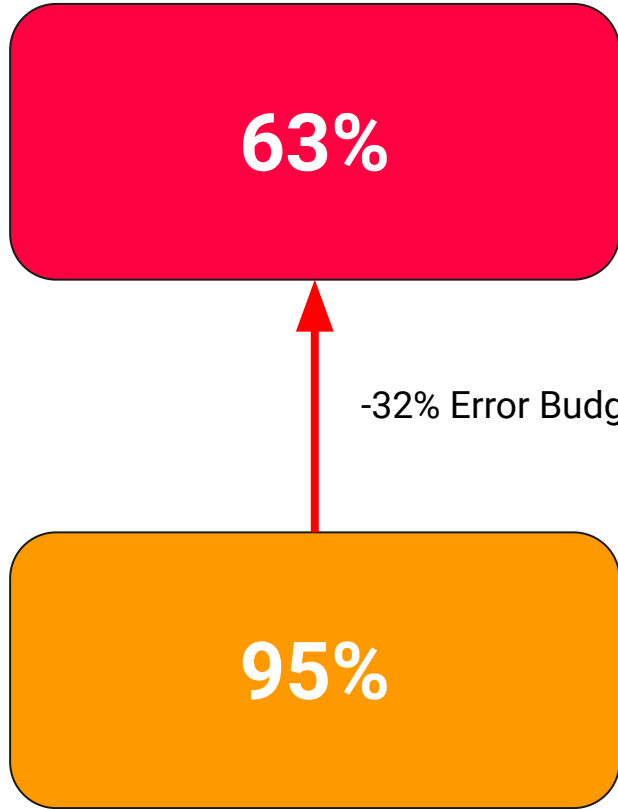
IaC Compliance Scans

63%

-32% Error Budget

95%

Invest in stability



Capability	SLI	SLO
Account Vending	The account is usable by the requesting person within one business day of the request being submitted	80%
User Provisioning	The user is provided with credentials within four business hours of the request being submitted	90%
User Access	The user is provided with the access within four business hours of the request being submitted	90%
Public Egress Network Connectivity	The network traffic is successfully routed to the public internet within 50ms	99.5%
On-Premise Egress Network Connectivity	The network traffic is successfully routed to on-premise within 30ms	99.5%
On-Premise Ingress Connectivity	The network traffic is successfully routed from on-premise within 30ms	99.5%
IaC Compliance Scanning	A full run of the compliance scan finishes in under 5 minutes	95%
SAST Coding	The SAST tooling successfully services a request within 5 minutes	95%

<https://github.com/JoshArmi/tf2eventbridge/>

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