



The challenges of Platform teams (and a few trips & tricks to overcome them)

/thoughtworks

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Thoughtworks' purpose

To create an extraordinary impact on the world through our culture and technology

Our core values:

Integrity / Pursuit of Excellence / Global First / Cultivation / Curiosity / Autonomous Teams / Inclusivity / Courageous



Be an awesome partner for clients and their ambitious missions



Revolutionize the technology industry



Amplify positive social change and advocate for an equitable tech future

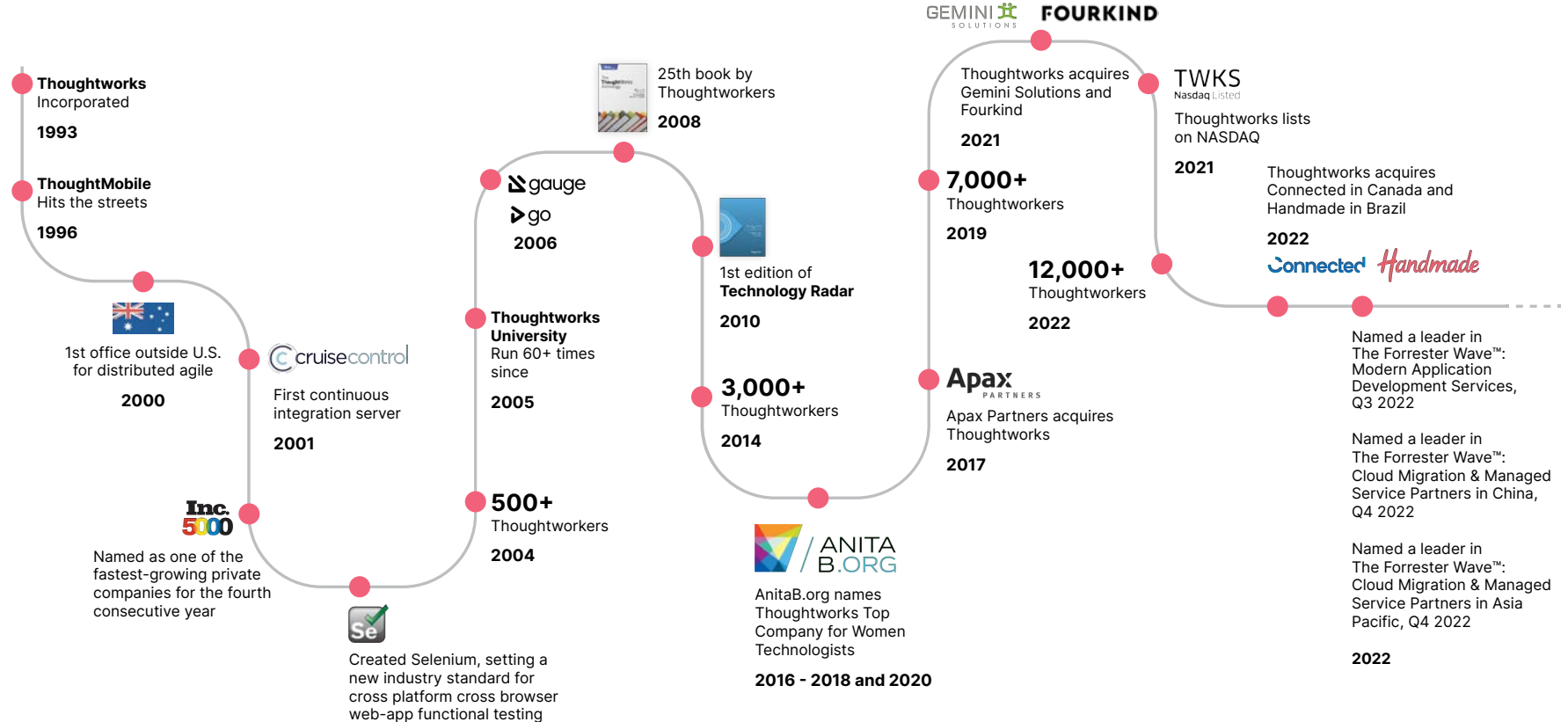


Foster a vibrant community of diverse and passionate technologists



Achieve enduring commercial success and sustained growth

Technology excellence then, now and next



We wrote the book on it

Books written and digital publications

Rooted in a culture of learning and sharing, we believe that knowledge should be accessible to all. We are committed to improving the tech industry and are passionate about sharing our expertise across technology, business and culture.



100+
books written

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Looking Glass

The trends your business should focus on today and in the future

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Agenda

**Unique challenges to Platform teams
(and Platform products)**

How to overcome these challenges

Practices & Product Thinking



THE CHALLENGES

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DevEX



Centricity



Consistent experience



Simplicity



Usability



Lack of feedback

BUSINESS



Lack of insight into the org
strategy & product roadmaps



Distrust of Platform
technologies



Misconceptions about
Platform teams ways of
operating

TECHNOLOGY



High cognitive
load



Reactive
versus
proactive



Additional
workloads



Disconnection

PLATFORM TEAMS



Myriads of stacks,
solutions &
vendors (portfolio
vs product)



Rapidly changing
landscape



Maturity



Risk of Vendor
lock-in

HOW TO OVERCOME THESE CHALLENGES

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DEVEX



Research,
segmentation,
experimentation



Experience
design



Developer Portal



Troubleshooting



Community &
continuous
feedback

BUSINESS



Understanding of your organisation and its challenges



Align your Platform roadmap



Provide a strong foundation: Governance & security, SRE, FinOps, Carbon footprint reduction...

TECHNOLOGY



Platform "product" as
an ecosystem of fully
integrated solutions



Product
evaluation
techniques



Product lifecycle
management



Select vendor
agnostic
technologies, map
cloud vendor offering

PLATFORM TEAMS



**Cultivate
relationships &
showcase the
value delivered**



**Self-investment:
Right tools &
technology**



**Platform roadmap
tied to organisation
& business strategy**



**Enable Product
teams: Self-service,
onboarding,
playgrounds...**

PRACTICES & PRODUCT THINKING

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AGILE IN PLATFORM TEAMS



Definition of client



Working towards an MVP



Measuring success

SDLC IN PLATFORM TEAMS



Testing



Feature toggles



Abstractions



DoD

TEAM TOPOLOGIES



Platform Teams as enablers?



Core building blocks



DDD



Independent Dev streams

Product (Portfolio) management

Abstraction built on the top of existing, third party products

Abstraction from the Organisation's process

Product Service Portfolio

Value proposition - ROI

Enterprise foundation ("safety net" by default)

Enterprise grade

Ecosystem

Service Portfolio management

Product metrics (Cost/Adoption/Usage)

SUMMARY

THANKS FOR JOINING US!