SOFTRAMS

Platform Engineering 2024

A Practitioner's Playbook

Building A Serverless GenAI Platform

Public Cloud Edition

About Me

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- Building teams and software for over 25 years
- CTO, Softrams
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- Telecom, Supply Chain, EdTech, Healthcare and Civic Services
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About Us

Softrams is one of the fastest growing civic digital services firms, supporting a variety of mission critical workloads for various Federal Agencies.

Hello

- Using GenAI for fun?
- Using GenAI @ Work ?
- Building new GenAI applications?
- Bringing GenAI experiences to existing applications?

Before ChatGPT and After ChatGPT

Generated by ChatGPT4o

Natural language is the
new programming language

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Chat is becoming the
primary interaction model

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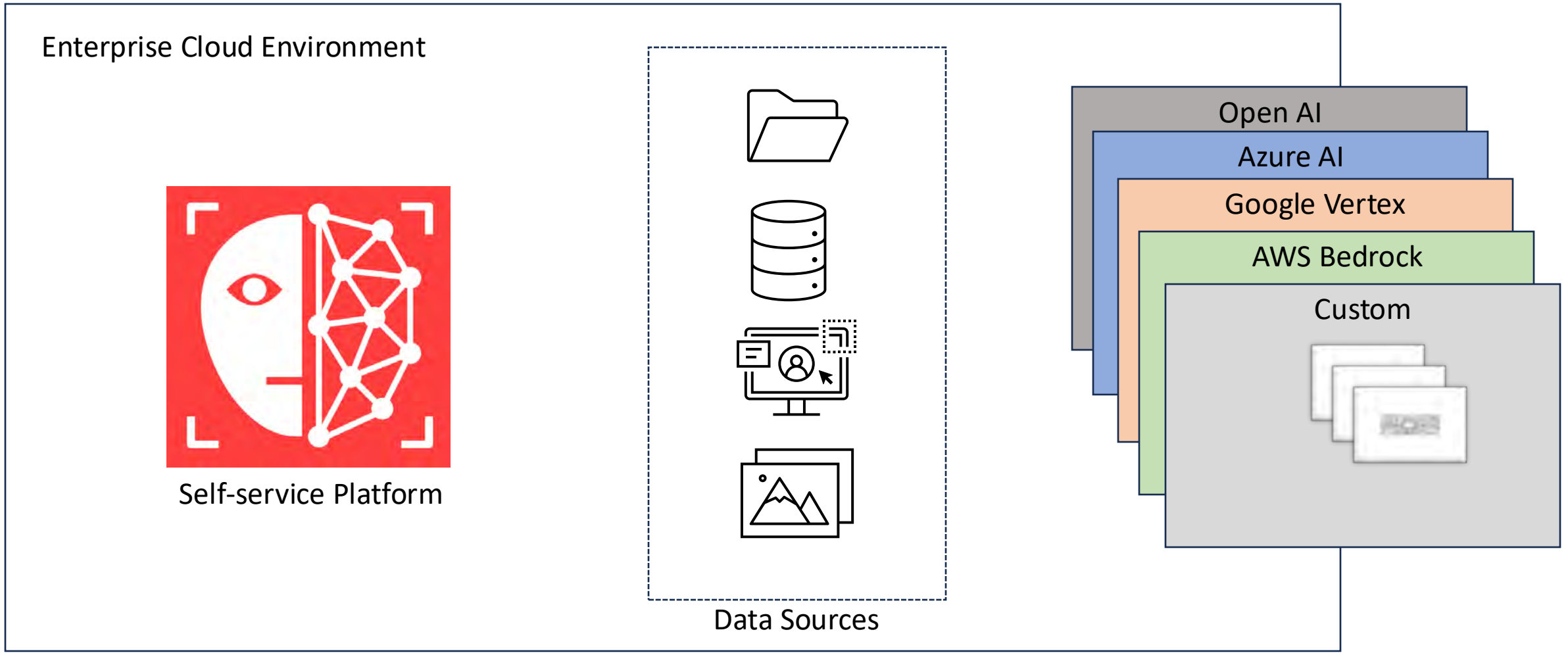
Serverless GenAI Platform



Works securely with the enterprise data from **within and** leverages Foundational Models and custom models alike.

Generative AI Applications

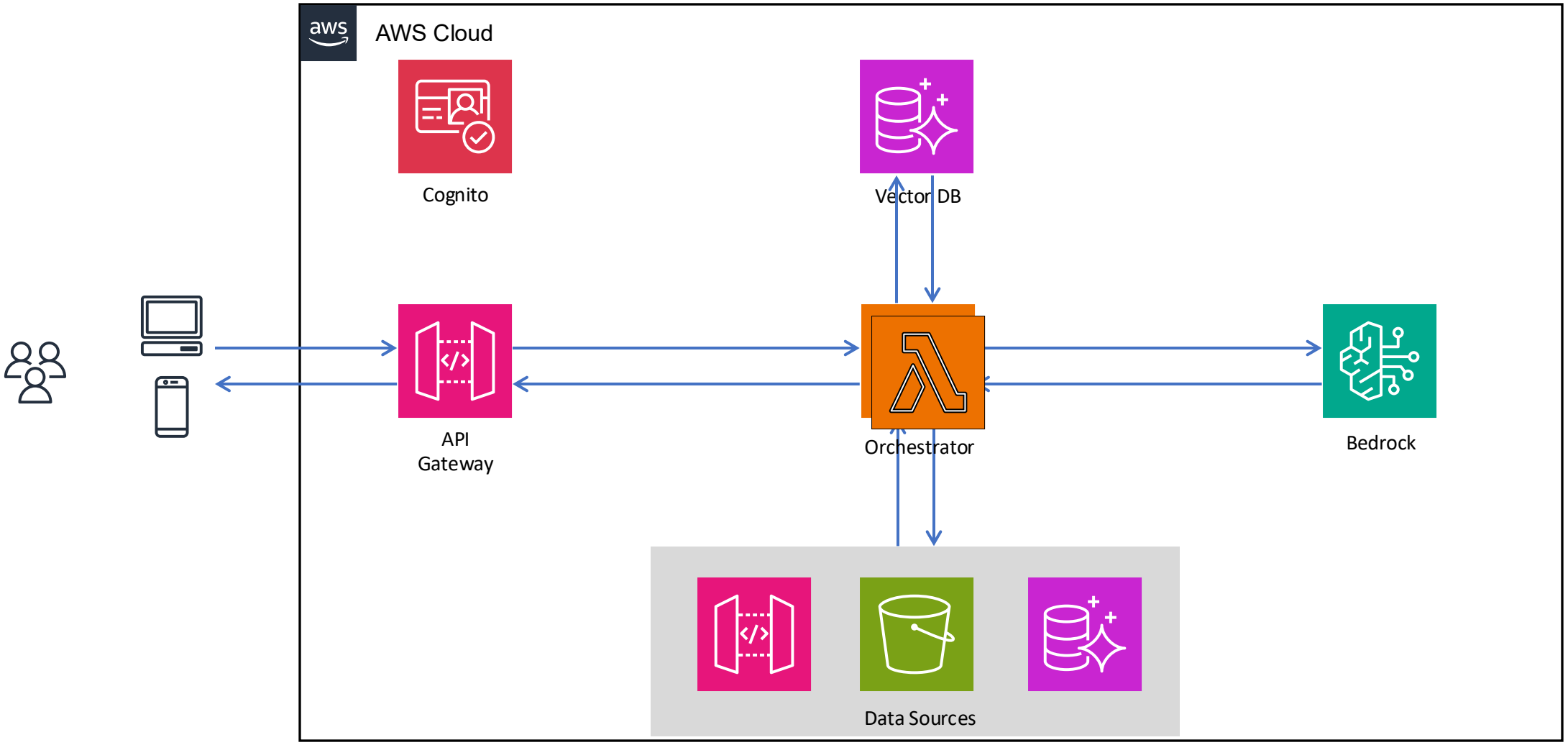
Chatbots
Bots with grounded knowledge

AI for BI
Agents with data access
for Business Intelligence

Agents
Autonomous ***chatbots***
with access to tools and APIs

Agentic Crews
A team of self-organizing ***Agents***

Simplified Architecture



Our Playbook

Education

- Week of AI
- Threat Modeling
- Prompt Engineering
- Use Cases

Experimentation

- CoPilot
- ChatGPTs
- Hackathons

Platform

- Application Types
- Threat Models
- Model Validation
- Guardrails
- Observability

Summary

- Provide a safe and secure sandbox for your teams to experiment
- ***Optimize*** experiences for non-technical users
- Be generous with observability to cater to variety of users
- Facilitate learning from each other (Shareable Prompts, Catalogs, Templates)
- GenAI applications are naturally indeterministic
- Traditional testing strategies do not work
- It is ***critical*** to put boundaries to generic Foundation Models

"You never change things by fighting the existing reality. To change something, build a new model that makes the existing model obsolete."

R. Buckminster Fuller

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