

Scale or Fail

As Spotify's Growth Exposed
the Abstraction Paradox

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The Abstraction Paradox

The Universal Challenge

- **Onboarding complexity vs. speed**
- **Maintaining operational excellence during hyper-growth**
- **Balancing productivity with transparency**
- **Abstractions: friend or foe?**

The Abstraction Trap



User Growth



Pull Requests



Incident

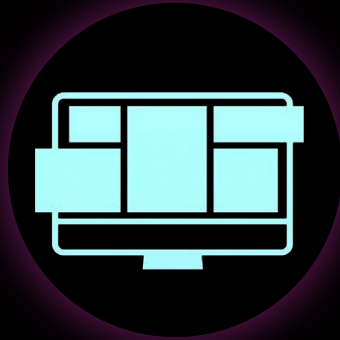


The Incident Room Reality

Graduated Disclosure



Happy Path



Context Layer

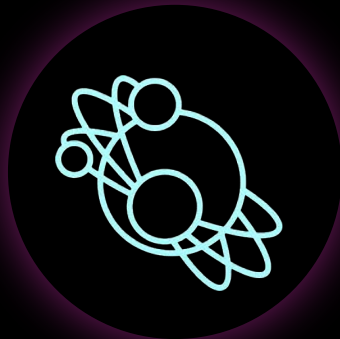


Deep Dives

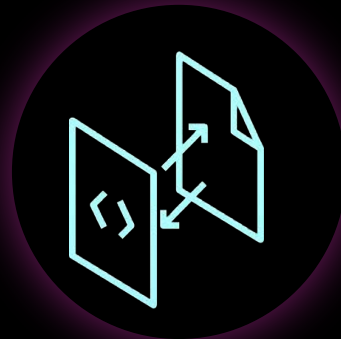
Abstractions should teach, not hide



Golden Paths



Service Catalog



TechDocs

Scale Knowledge, Not Just Systems

- **Knowledge as infrastructure**
- **Democratized troubleshooting**
- **Continuous learning**
- **Knowledge freshness**

Operational Resilience



Build Abstractions That Scale Knowledge

- **Can I trace through this?**
- **Does this teach me something?**
- **Can I graduate my understanding?**



Ask us anything

Learn more at

backstage.spotify.com

Thank you