



# Using Platform Engineering to Raise the Complexity Limit



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Deliver high-quality software,  
fast.

What's driving this diversity in performance?

Stage 1

Let's play a game

# Memory game

Who

Batman



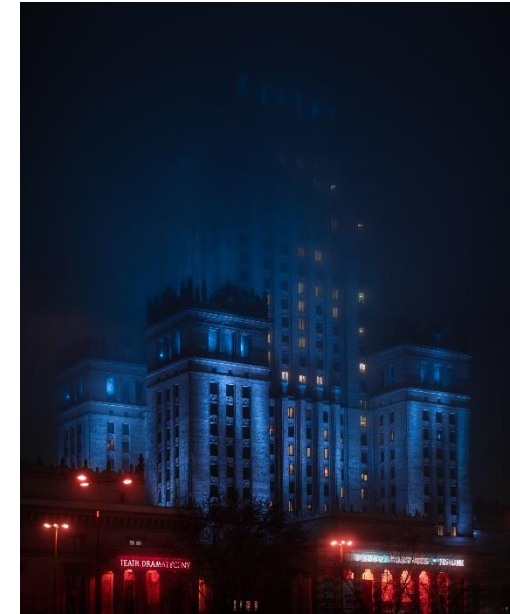
What

Superhero



Where

Gotham



# Who

Andrei Bocan



Mike Cannon-Brookes



# What

Principal engineer



Co-CEO



# Where

San Francisco



Sydney



Stage 1

Where does Batman  
live?

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# Who

Batman



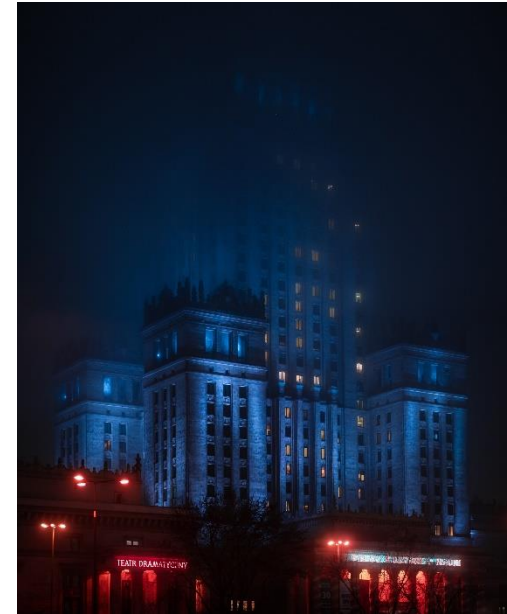
# What

Superhero



# Where

Gotham





Stage 2

# Who

Spiderman



Buzz Lightyear



# What

Student

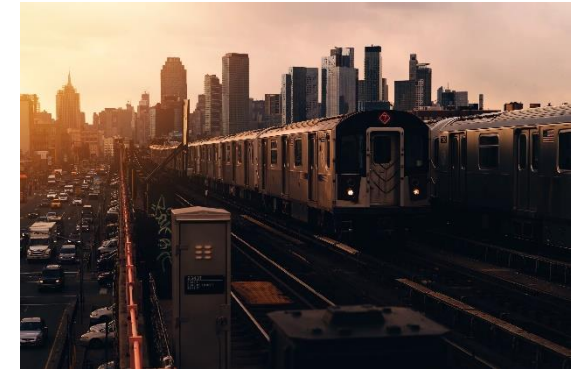


Toy



# Where

Queens



Andy's House



# Who

Grogu



# What

Unknown



# Where

The Razor Crest



Mickey



Wizard



Disneyland



Stage 2

What color was the symbol on  
Mike Cannon-Brookes' hat?

Mike Cannon-Brookes



Co-CEO



Sydney



Stage 3

257895

928736



456852

## Stage 3

Which two fictional characters  
appeared in another person's  
row?

# Who

Andrei Bocan



# What

Principal engineer



# Where

Springfield



Grogu



Unknown



The Razor Crest



# Who

Mike Cannon-Brookes



# What

Co-CEO

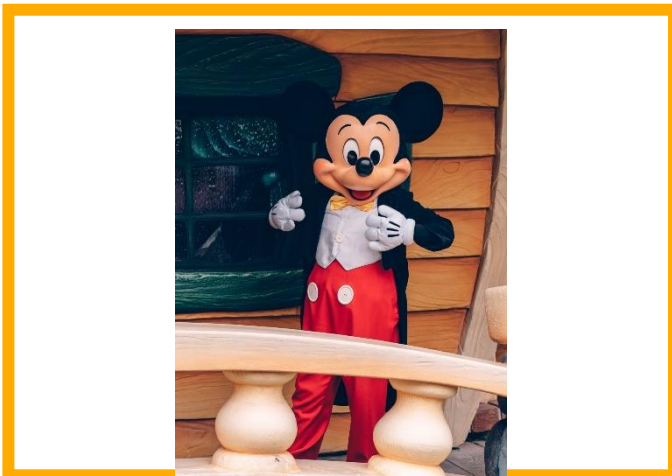


# Where

Sydney



Mickey



Wizard

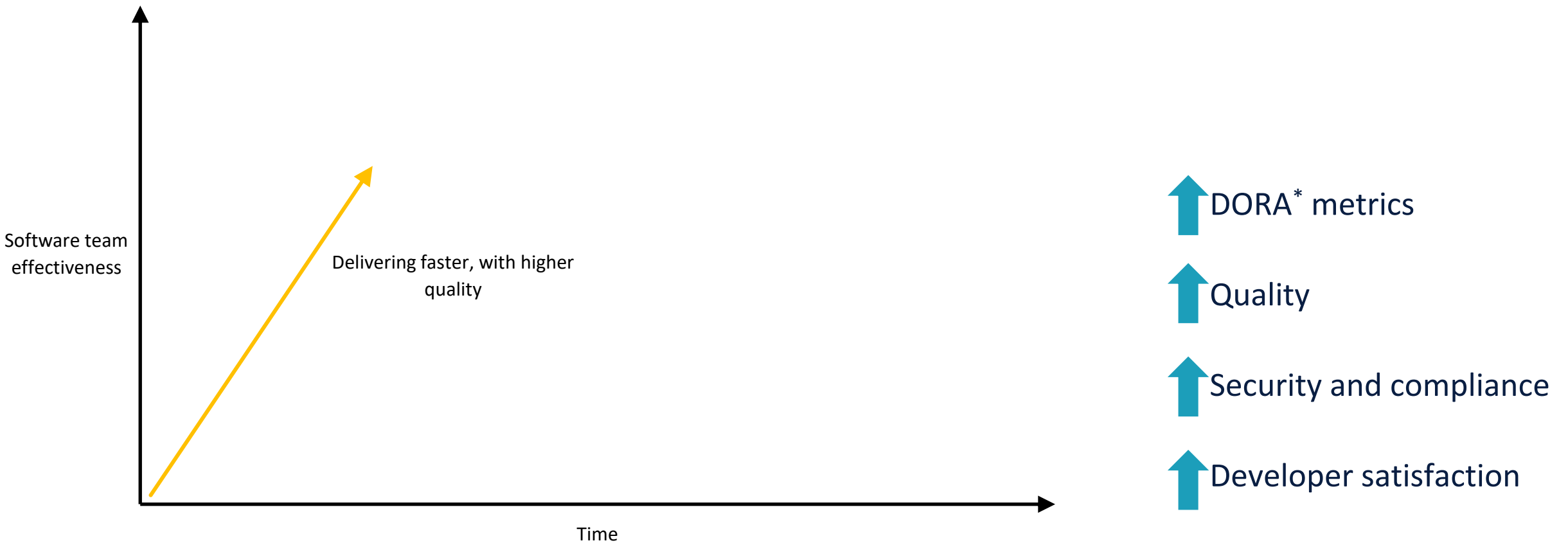


Disneyland



# Complexity in software delivery

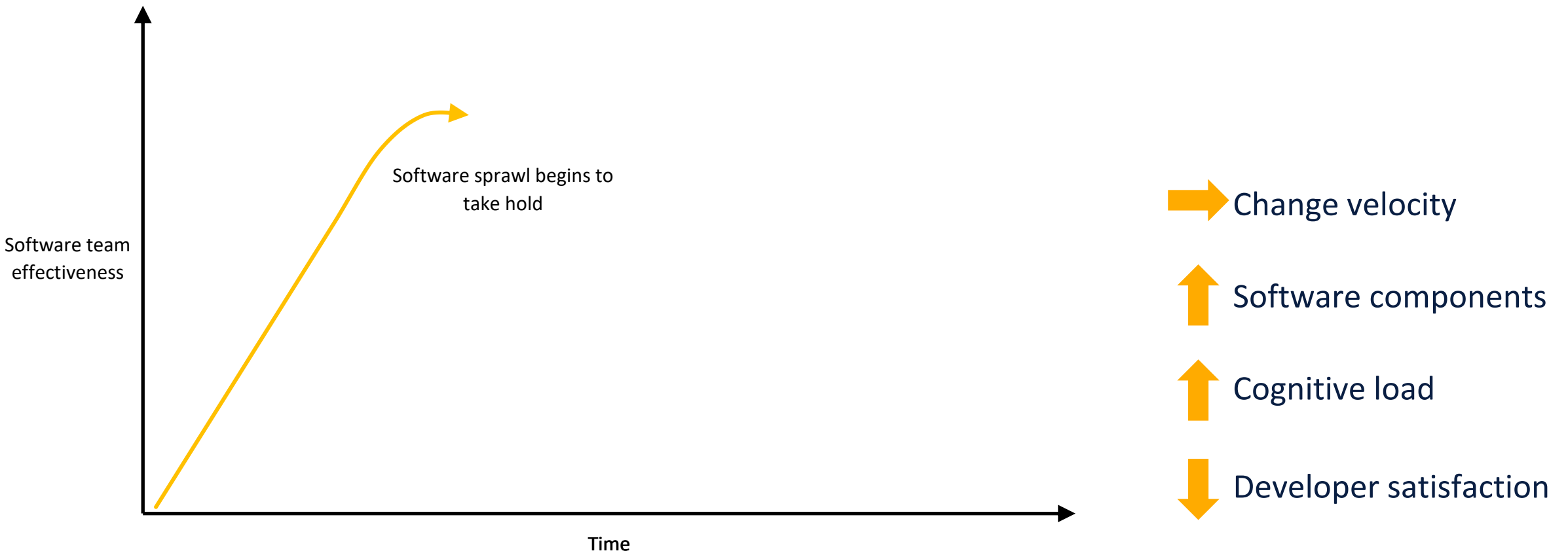
# The Atlassian microservices journey



Memory game - Stage 1

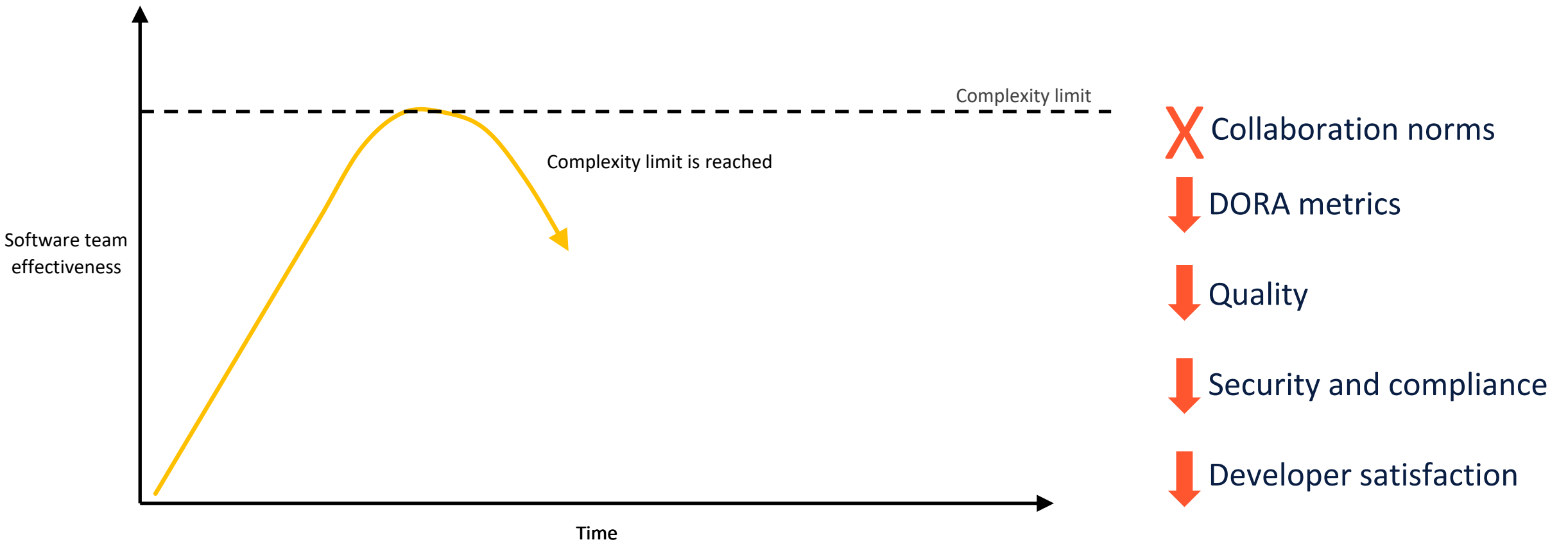
# The Atlassian microservices journey

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Memory game - Stage 2

# The Atlassian microservices journey



Memory game - Stage 3



# Simplification is a losing strategy

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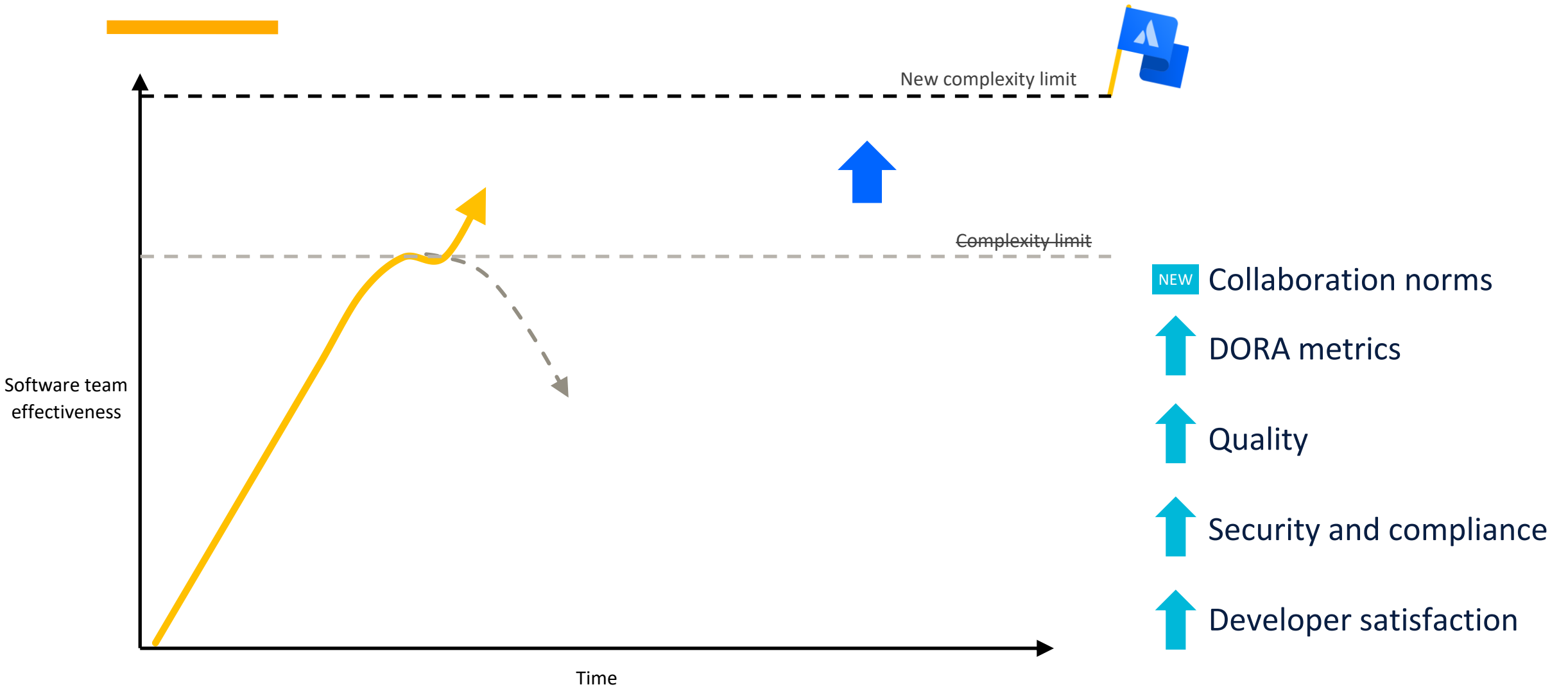
- Complexity will grow faster than you can simplify.
- Simplification “projects” operate in the same complex environments that they aim to simplify.



What if we increase the  
complexity limit for software  
teams?



# The Atlassian microservices journey



Reduce the need to remember  
things with a  
developer experience platform

# Problem #1 – Who, What, Where

- Who owns this thing, and what does it do?
- Sprawling microservices + complex dependencies = cognitive load



# Component Catalog - Who, what, where?

Teams no longer need to remember which team to engage, what the thousands of components do, or where to go for information.

The screenshot displays the Compass Component Catalog interface. The top navigation bar includes the Compass logo, a 'BETA' badge, and links for Home, Components, Teams, Health, Apps, and a 'Create' button. A search bar is located on the right. The left sidebar shows the 'Publishing Platform' service and its 'Overview' page, along with other services like LaunchDarkly, Statuspage, and Swagger UI. The main content area for the 'Publishing Platform' component shows its status as 'Active' and 'Tier 1', a description of displaying Eats Network web content, and labels for 'epsilon', 'web', and 'eats-network'. An activity timeline for November 30th shows successful deployments at various times. Below the activity, two scorecards are displayed: 'DevOps Health' at 64% and 'Engineering Security' at 49%, both marked as 'NEEDS ATTENTION'. Metrics for 'Pull Request Cycle Time' (10hr 37min) and 'Deployment Frequency' (23.25 deploys/week) are also shown. The right sidebar provides information about the owner team (Epsilon), chat channels (#epsilon-pub-plat), on-call status (Tanya Kandemir), repositories, projects, and documentation.

Compass **BETA** Home Components Teams Health Apps Create

Search

**Publishing Platform** Service

Overview

Announcements

Activity

Dependencies

Jira Issues

Config-as-code

APPS

LaunchDarkly

Statuspage

Swagger UI

Components / Services / Publishing Platform

**Publishing Platform**

Managed by compass.yml in Bitbucket • Latest deployed 52 minutes ago

Active Tier 1

**Description**

Displays Eats Network web content.

**Labels**

epsilon web eats-network

**Activity** See all activity

30 Nov AM								30 Nov PM							
20:00	22:00	00:00	02:00	04:00	06:00	08:00	10:00	12:00	14:00	16:00					
	✓	✓		✓	✓	✓	✓	✓							

**Scorecards**

64% DevOps Health

NEEDS ATTENTION

49% Engineering Security

NEEDS ATTENTION

+ Apply scorecard

**Metrics**

Pull Request Cycle Time

10hr 37min

Deployment Frequency

23.25 deploys/week

**Owner team**

Epsilon

**Chat Channels**

#epsilon-pub-plat

**On call**

Opsgenie

Epsilon OG

**On-call now** • Level 1

Tanya Kandemir

April 20, 2023 at 04:00 PM - April 27, 2023 at 04:00 PM

**Repositories**

- Eats-Tweets-LLC/publishing-platform  
Updated on April 20, 2023
- Eats-Tweets-LLC/CDK-Infra  
Updated on April 18, 2023
- eats-network/publishing-content  
Updated on April 19, 2023

**Projects**

Publishing Platform

**Documentation**

Authnbook

## Problem #2 – Quality standards and rework

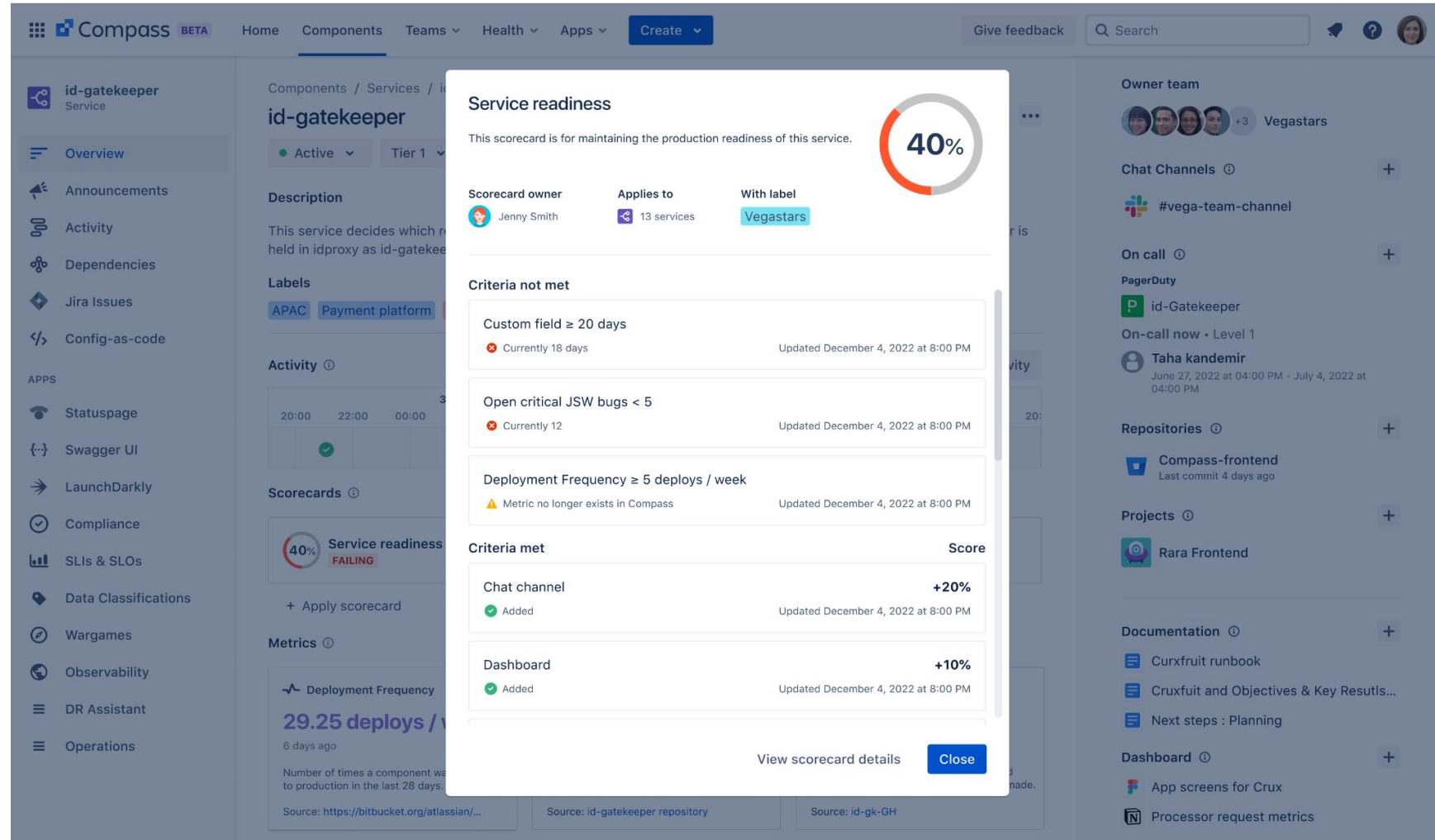
- How do we communicate security standards quickly, across distributed teams?
- Not meeting a standard = rework for software teams





# Scorecards – Standards at scale

Teams know what they need to do upfront, and how they're tracking





## Problem #3 – What about me?

- Software teams have diverse, specific needs
- Platform teams become the bottleneck if trying to meet all the needs



# Extensibility – self-serve platform

Teams can build their own apps and add them to the platform themselves

Wargames app →

The screenshot displays the Compass BETA self-serve platform interface. The main content area shows the details for the 'card-authorization' service, which is active and has a Tier 1 status. The description states: 'This service decides which requests are allowed access to the Identity API gateway. All documentation for id-gatekeeper is held in idproxy as id-gatekeeper is a hard dependency for idproxy. It enables idproxy to do ASAP authentication.' The service has labels: APAC, Payment platform, Private, Client, and Mobile. The activity section shows a timeline for 30 Nov AM and PM, with a green checkmark at 22:00 and a green checkmark at 16:00. The scorecards section shows three metrics: Service Readiness (40% Failing), DevOps Health (80% Needs Attention), and Data Security (100% Passing). The metrics section shows three metrics: Deployment Frequency (29.25 deploys / week), Unit test coverage (71.4 %), and MTTR (10 minutes). The left sidebar shows a list of apps, including Statuspage, Swagger UI, LaunchDarkly, Compliance, SLIs & SLOs, Data Classifications, Wargames, Observability, DR Assistant, and Operations. The right sidebar shows the owner team (Vegastars), chat channels (#vega-team-channel), on-call status (Taha kandemir), repositories (Compass-frontend), projects (Rara Frontend), documentation (Curxfruit runbook), and dashboard (App screens for Crux).

Compass BETA

Home Components Teams Health Apps Create

Give feedback Search

card-authorization Service

Overview Announcements Activity Dependencies Jira Issues Config-as-code

Components / Services / card-authorization

card-authorization

Active Tier 1

Description

This service decides which requests are allowed access to the Identity API gateway. All documentation for id-gatekeeper is held in idproxy as id-gatekeeper is a hard dependency for idproxy. It enables idproxy to do ASAP authentication.

Labels

APAC Payment platform Private Client Mobile

Activity

See all activity

Scorecards

40% Service Readiness FAILING

80% DevOps Health NEEDS ATTENTION

100% Data Security PASSING

Metrics

Deployment Frequency 29.25 deploys / week

Unit test coverage 71.4 %

MTTR 10 minutes

Owner team

Vegastars

Chat Channels

#vega-team-channel

On call

PagerDuty

card-authorization

On-call now • Level 1

Taha kandemir

June 27, 2022 at 04:00 PM - July 4, 2022 at 04:00 PM

Repositories

Compass-frontend

Last commit 4 days ago

Projects

Rara Frontend

Documentation

Curxfruit runbook

Curxfruit and Objectives & Key Results...

Next steps : Planning

Dashboard

App screens for Crux

Processor request metrics

# Getting started with Platform Engineering

# Tips to accelerate your platform engineering journey



## Talk to your developers

Developers are the customer, understand their pain points and what they need.

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## Vision: Improve Dev Exp.

Define a vision that focuses on improving things for developers. Prioritize what developers need to be productive.

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## Don't build from scratch

There are similar challenges across most organizations, accelerate your journey by leveraging what's already available.

# Final Question

What colour was the number  
5?

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4 5 6 8 5 2  
2 5 7 8 9 5



Thank you!