



From Projects to Products

A Tale of the Sociotechnical Journey Behind Sony's Internal Cloud Platform

Eugenia Bergman, Hagen Tonnies

Enter the players

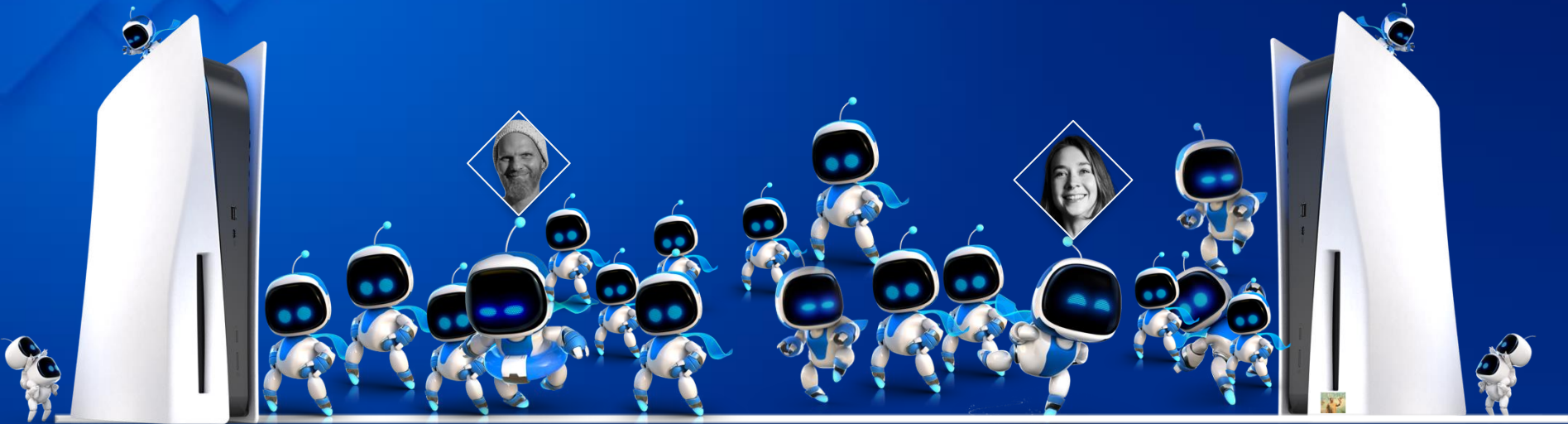


Player One
Eugenia Bergman



Player Two
Hagen Tönnies

We are two out of many Astro Bots





Architecture layer



Interaction layer

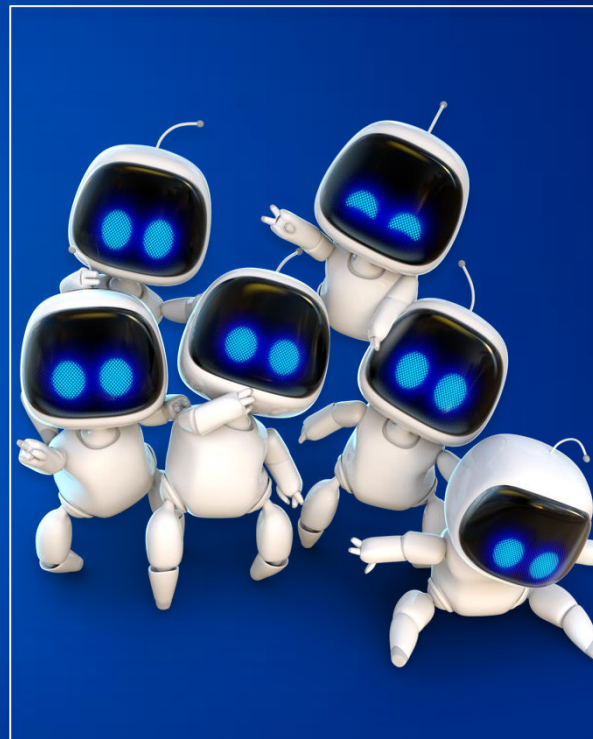


Feedback layer

Our Game Had One Tenant



PREMIUM



Technical Operations for PSN (B2C)

🌟 CFT 🌟 🧡 🌟 Cloud Native 🌟

New Self-Service Boss (SaaS Style)

Our Game Had One Cycle



Fixed Budget

Upfront Planning

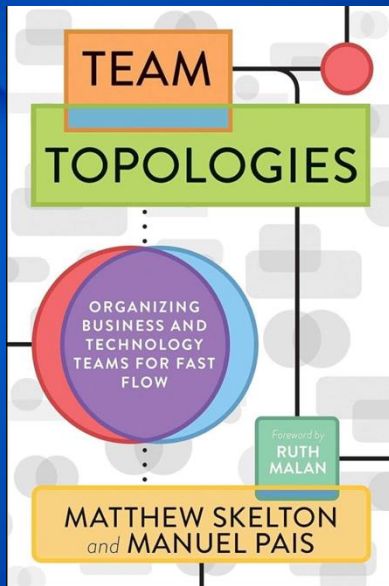
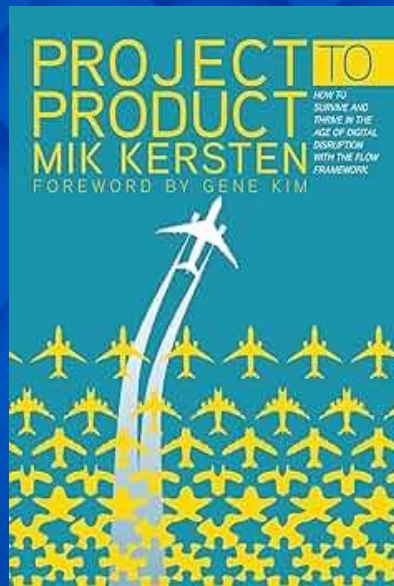
Defined End Date

Driven By Project Plan

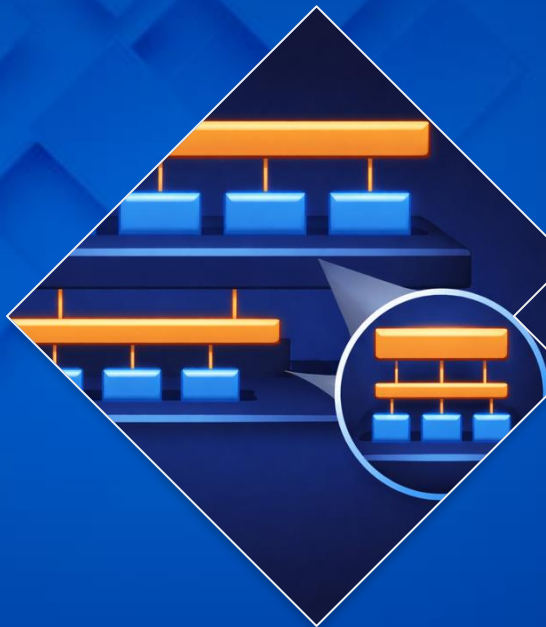
Missing focus on
UX of Platform

Our Game Has These Rules





A fractal controller controlling controllers



The Platform Fractal

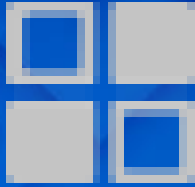


The Operator



The Imperative Snake

Always Decomplecting* (Rich Hickey) [think: *de - complex'ing*]



The Service Plane



The Control Plane



The Management Plane



Developer Platform



Templates & Sane Defaults >> Compile >> Final Resource

Cloud Platform

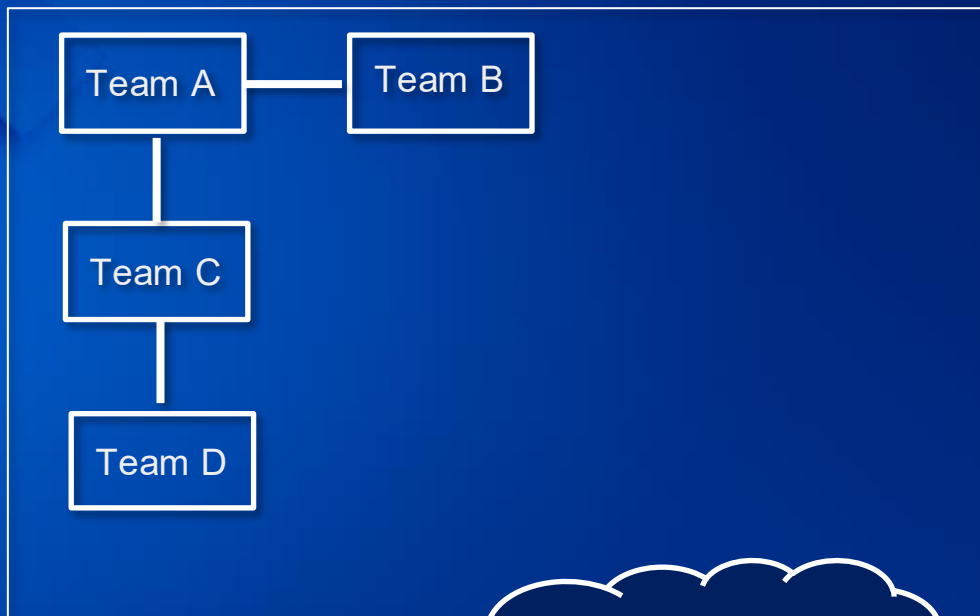


Final Resource > Cloud Automation > CloudResources

Power-Up #2: Compositions for the Win

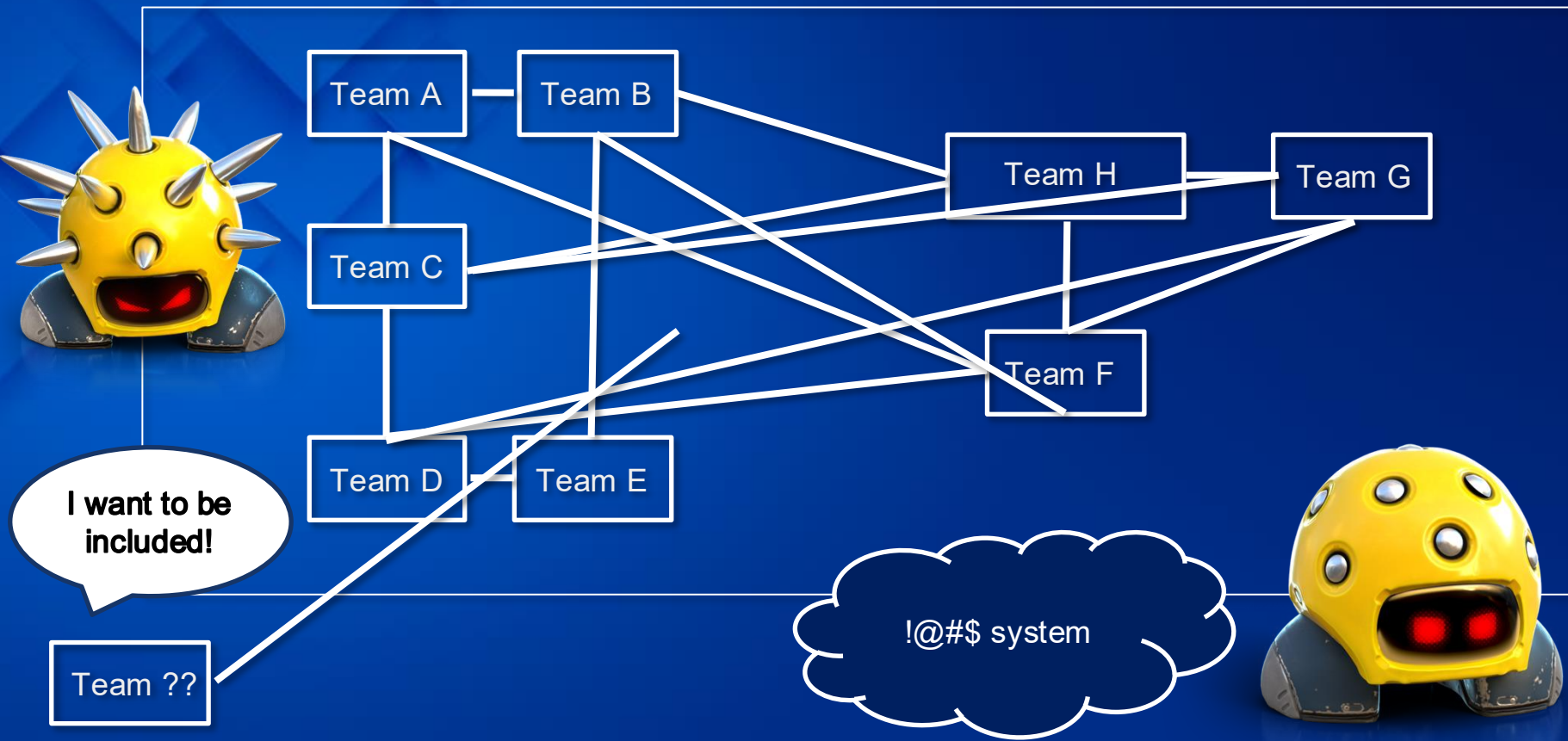


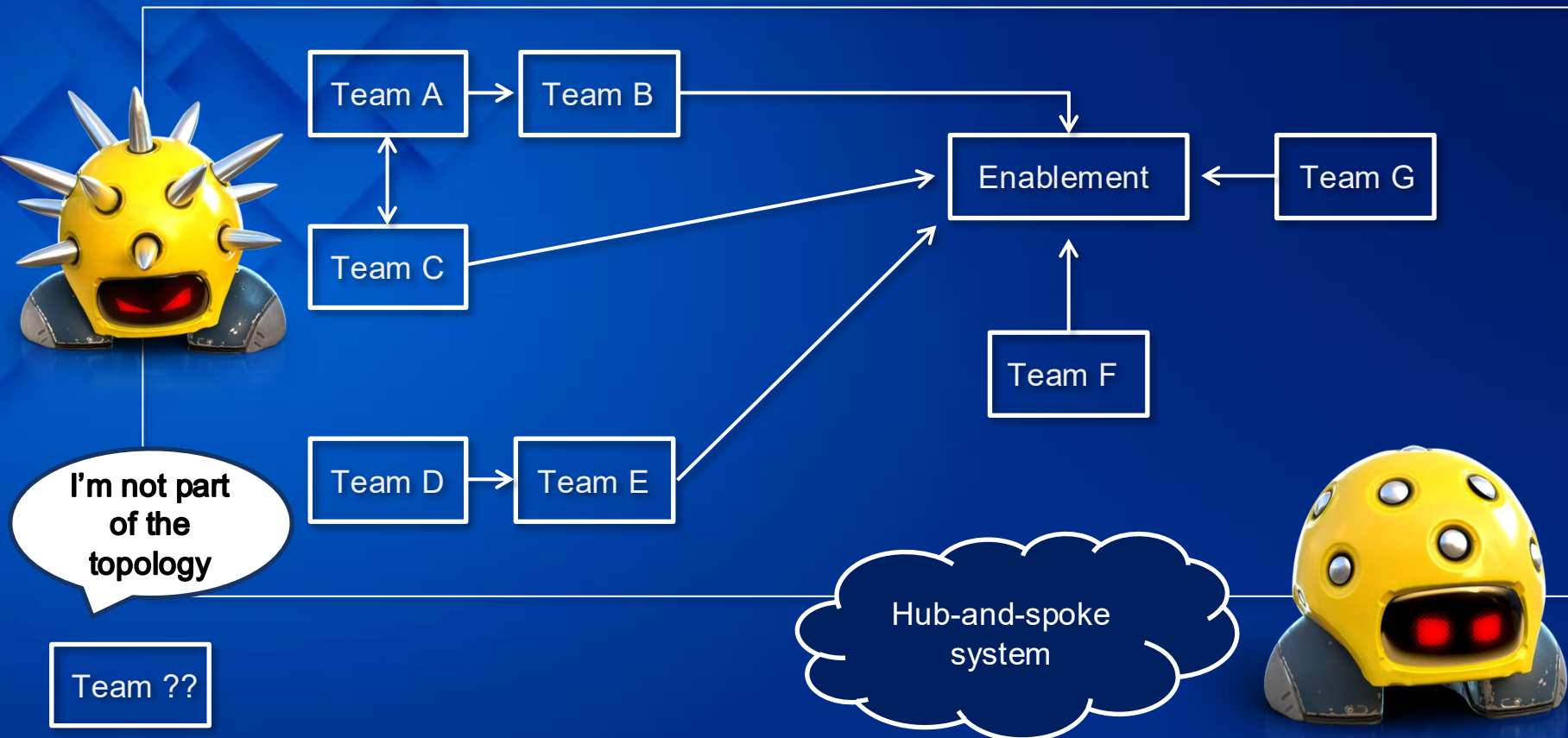
Power-Up #3: A simple 1:1 communication system

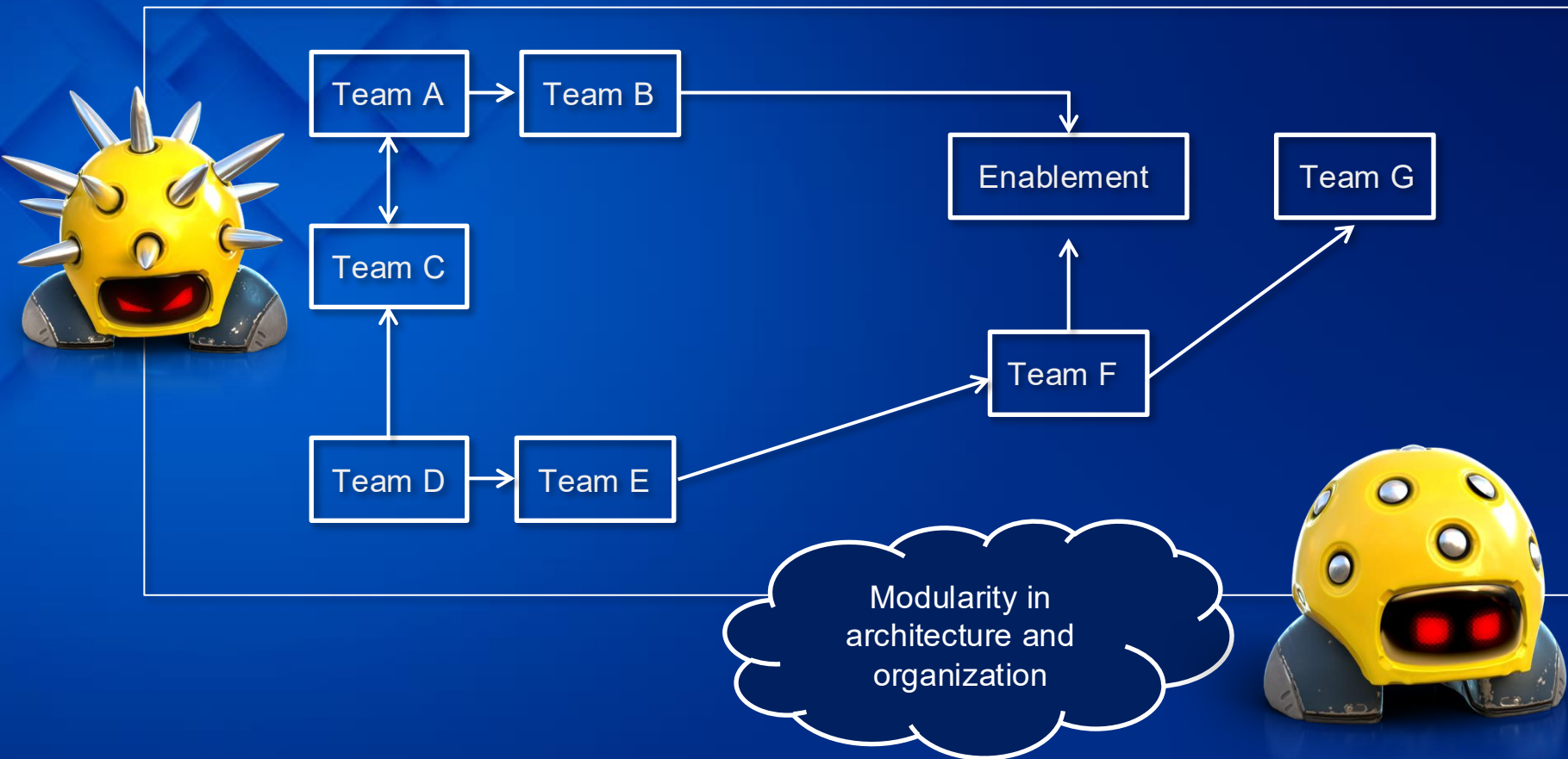


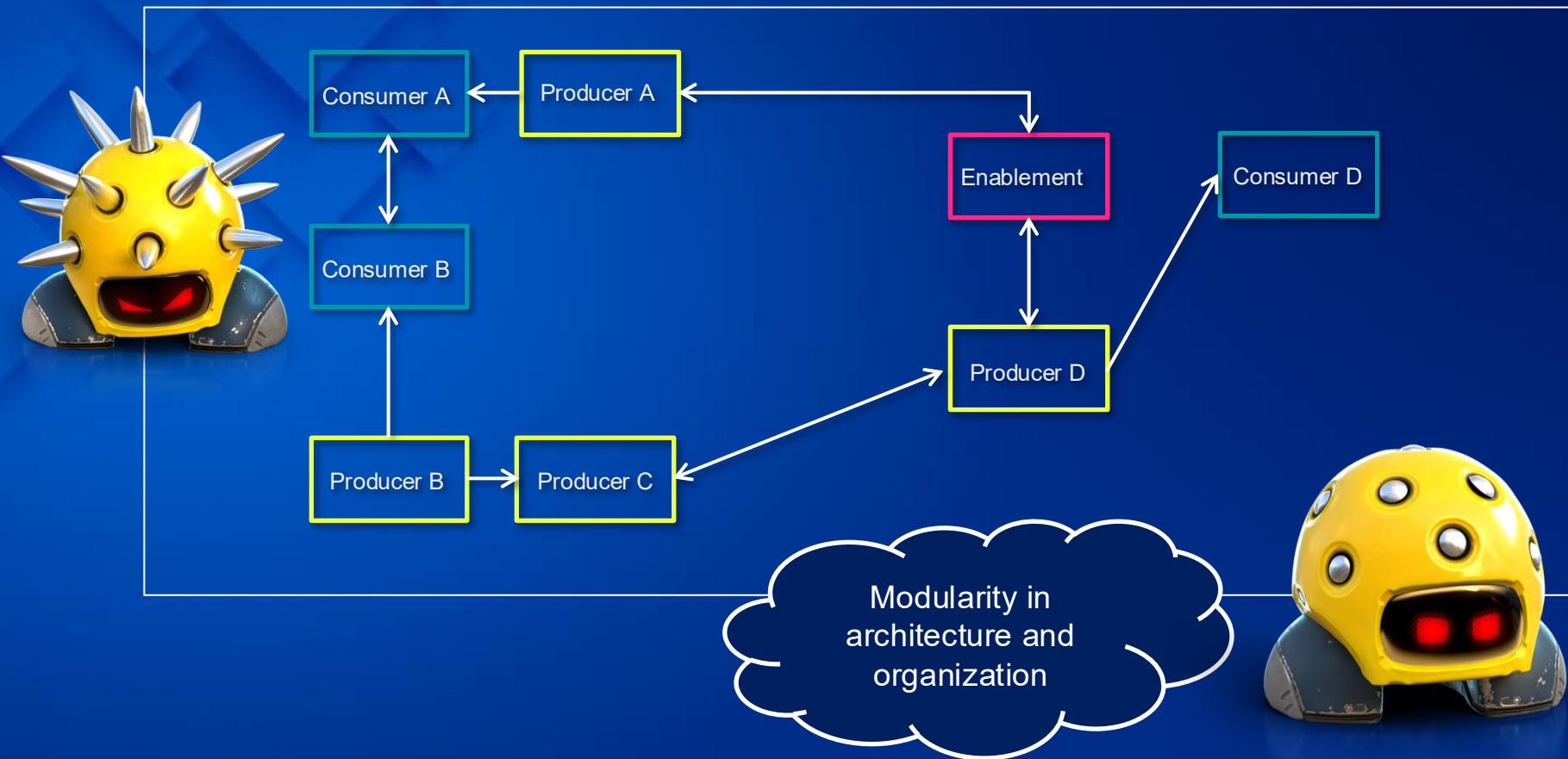
Simple 1:1 communication system











HALL OF FAME

Delivery scoreboard	
+10	Delivery project
+5	Close ticket
+2	Hit milestone
+3	Reduce backlog



HALL OF FAME

Delivery scoreboard

+3 Delivery project

-5 Close ticket

+0 Hit milestone

+3 Reduce backlog

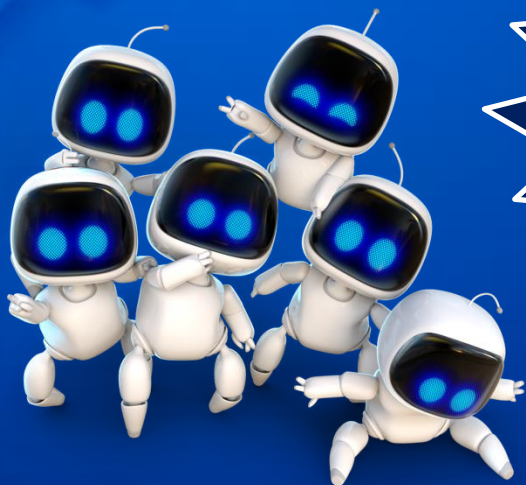
Product scoreboard

+20 Reduce provisioning time

+10 Increase CRD adoption rate

+15 Improve DX

+30 Eliminate toil



- It's integrated
- It's documented
- It's support
- **And someone uses it**

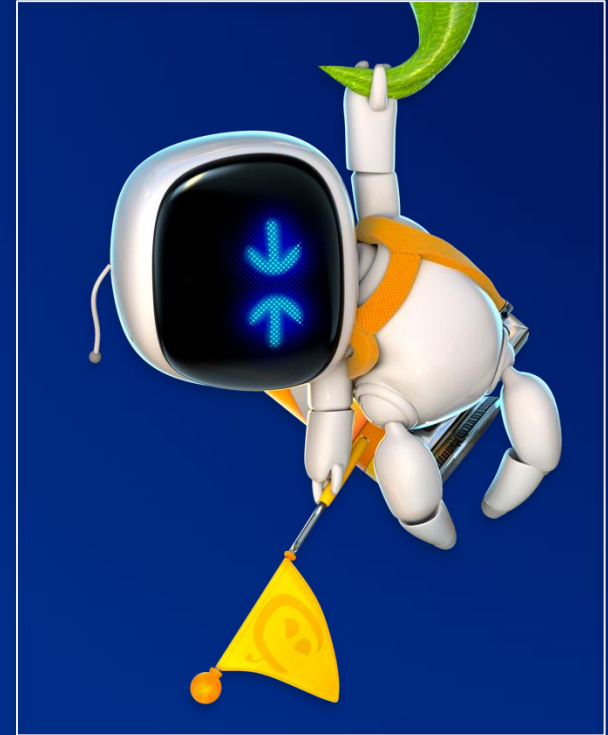
Conclusion: Learnings on the Operator Pattern



Observe



Analyze



Act

Transformation is continuous & shared



Roles & Responsibility



Reasonable Architectures



Leadership Support



CNCF & LF Communities

Thank you !!



Enjoy your KubeCon

