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CloudNativeCon

Europe 2026

Kill the Ticket Queue, A CNCF Blueprint for Self-Service Platforms





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Bhavani Indukuri

Senior Software Engineer II, DigitalOcean
Kubecon India 2025 Co Chair
Women in CNCF Working Group lead
CNCF Ambassador

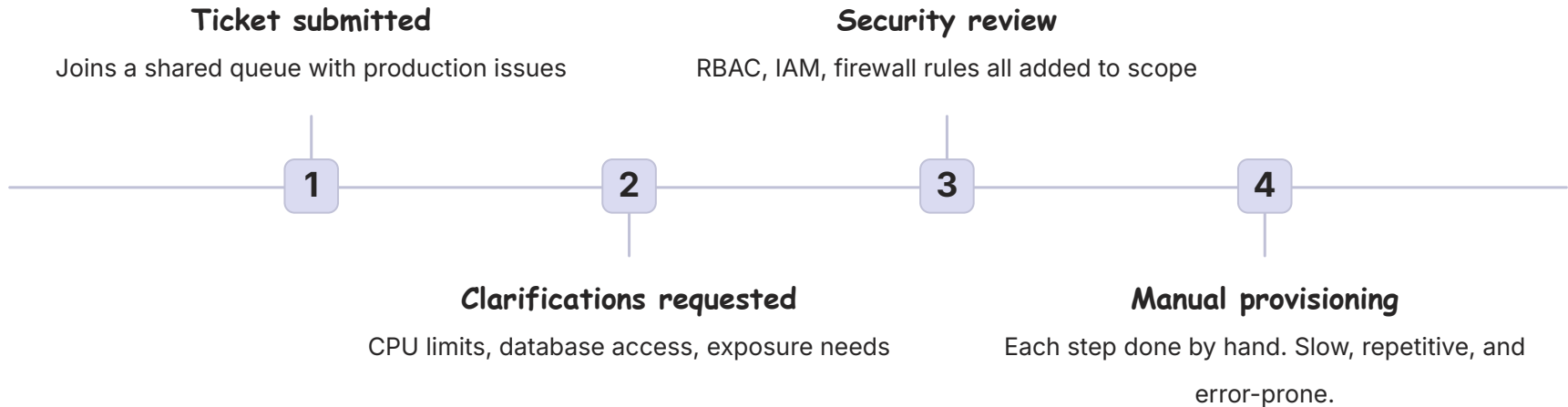


Aparna Prabhu

Senior Engineering Manager, DigitalOcean
Kubecon Keynote Speaker

The Legacy Model

A developer needs a Kubernetes environment to test a new feature



The Ticket Trap

It wasn't Kubernetes.

It was the operating model.

~7

Days to provision

Kubernetes setup: a few hours. Waiting, approvals, handoffs: days.

200+

Tickets per month

Platform team spending most of their time responding, not building

4+

Teams involved

Dev → Platform → Security → Back to Dev

SELF-SERVICE without GUARDRAILS = CHAOS



GUARDRAILS that depend on HUMANS don't SCALE



Architecture

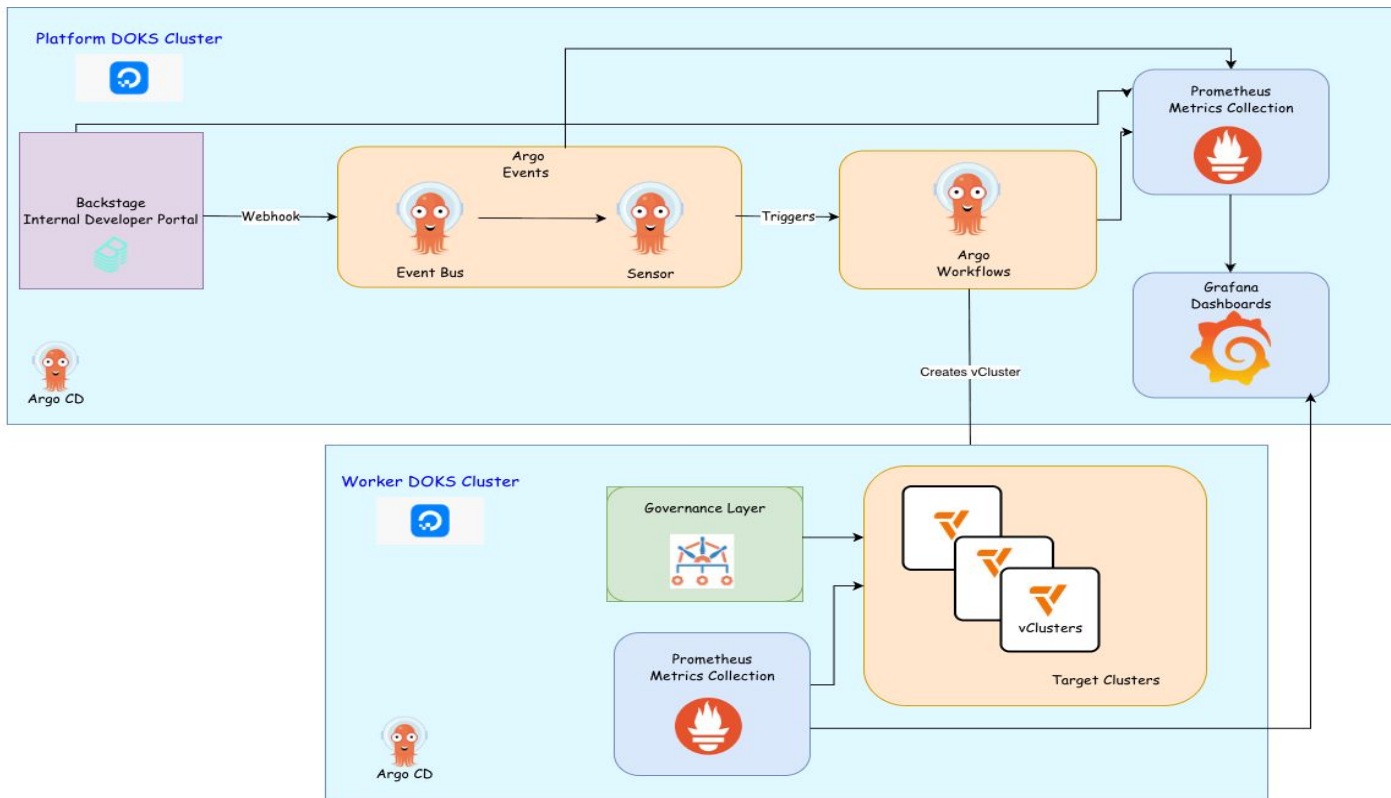


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Backstage: The Unified Developer Portal



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- Service Catalogue
- Software Templates
- Documentation
- Plugins
- Unified Experience

Create a new component

Create new software components using standard templates in your organization

Q Search

PERSONAL

★ Starred 1

DIGITALOCEAN

All 2

CATEGORIES

Tags

Owner

infrastructure ★

Create Development Environment

Provision an isolated Kubernetes environment using vCluster. This template triggers an event-driven workflow that automatically creates a fully configured vCluster with your chosen profile.

kubernetes vcluster infrastructure

self-service

platform-team

Argo Events: The Event Gateway



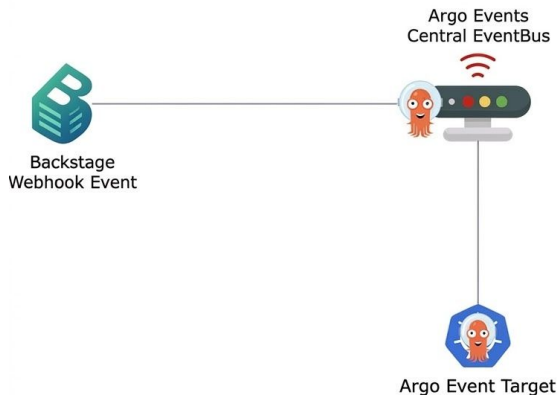
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- Event-Driven Automation
- Decoupled Architecture
- Multi-Source Event Triggers
- Reliable Event Processing
- Event Filtering & Routing



Argo Workflows, The Workflow Orchestration Engine

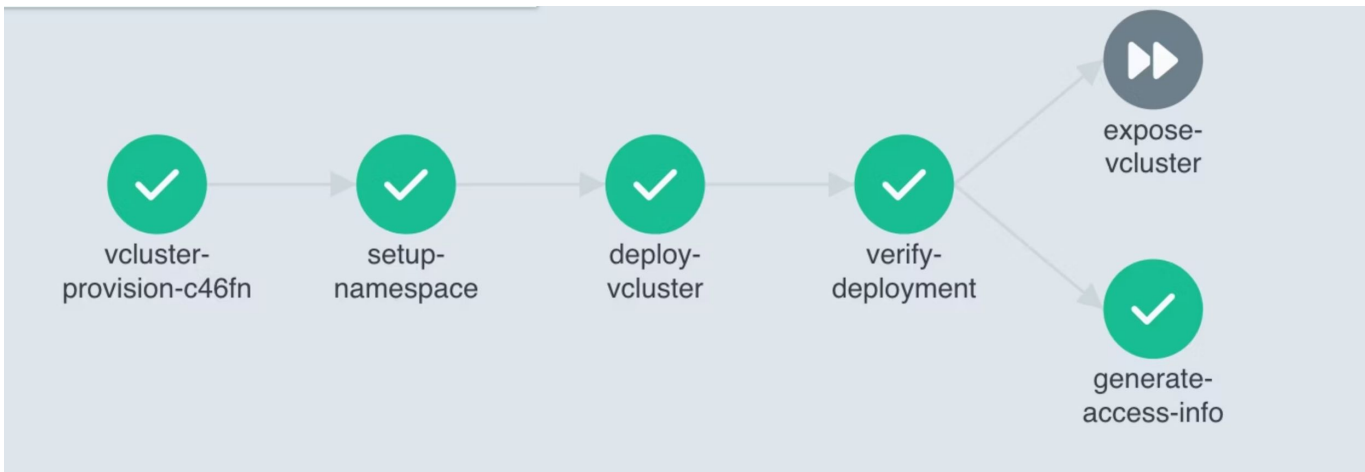


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Workflow Orchestration

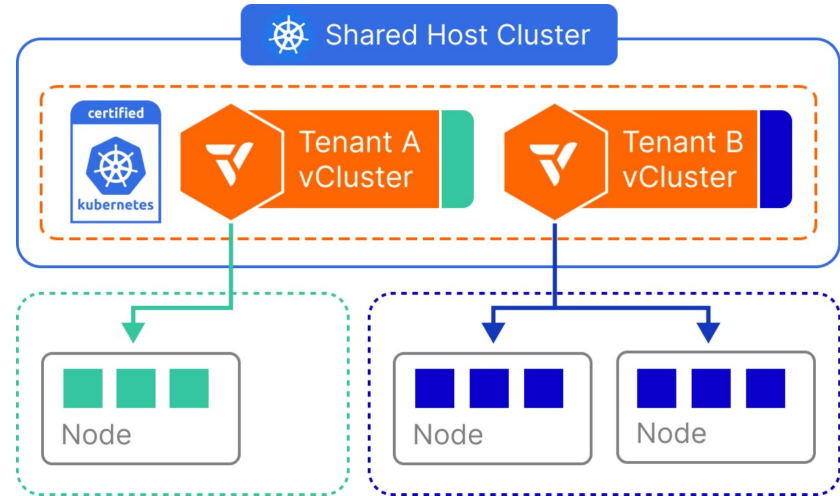
Parallel & DAG
Workflows

Retryable & Idempotent
Automation

Declarative Workflows
as Code

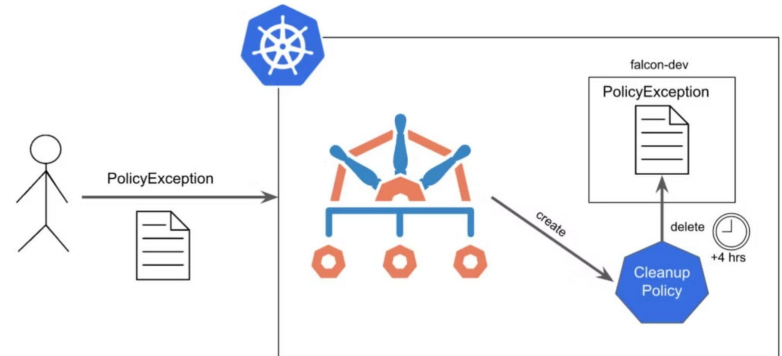
vCluster: Isolated Developer Environments

- Lightweight k8s clusters
- Environment Isolation
- Rapid Provisioning
- Multi-Tenancy
- Cost Efficiency



Kyverno: Policy Management as Code

- Mandatory CPU & Memory Limits
- Ownership & Label Enforcement
- Trusted Container Registries
- Block Privileged Containers
- Default Network Isolation
- TTL-Based Environment Lifecycle
- Deterministic Image Versions



Governance didn't disappear. It became code.

Observability

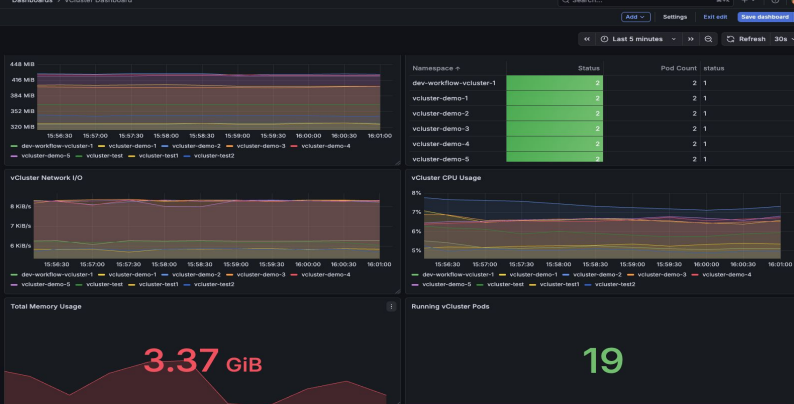
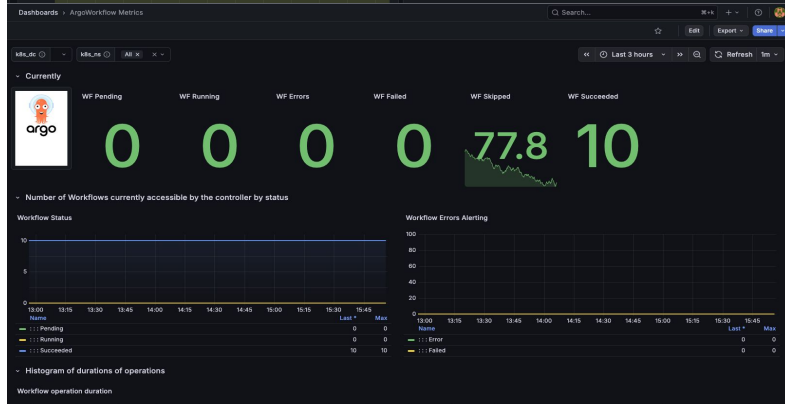
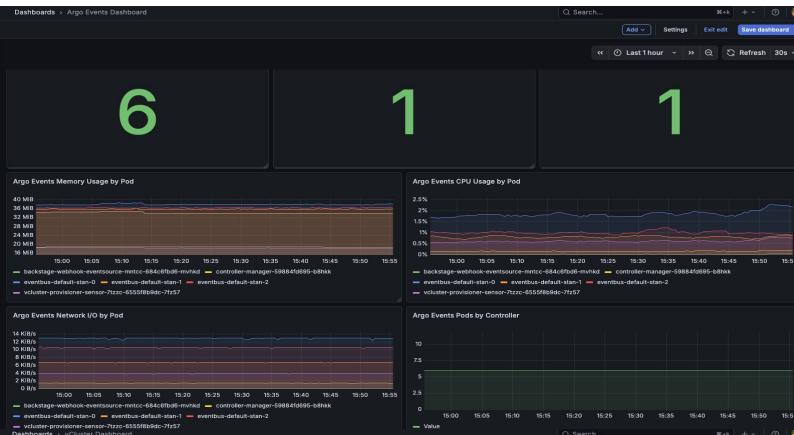


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Lessons Learned



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Design for Failure



Lifecycle Discipline



Evolving Policy

Business Impact



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< 10 min

New provisioning time

Fully automated, policy-compliant,
observable environment

90%

Reduction in infra tickets

Platform team now focused on architecture
and enabling innovation

50%

Infrastructure Cost Reduction

TTL enforcement and automated cleanup
eliminate idle environment waste



Tickets don't scale.
Platforms do.



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