

# Policies & Contracts In Distributed Systems

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# As a Developer

- I want to write more code
- I want to fix all the (existing\*) bugs
- I want to write bug free code
- I want to use latest and greatest tools
- I want to integrate with best in class tools
- But ....

# As a DevOps Engineer

- I want to make sure that infrastructure scales
- I want to make sure that application utilizes resources efficiently
- I want to make sure that infrastructure cost is not out of control
- I want to make sure ....
- But ...

# As a TL/EM/DL

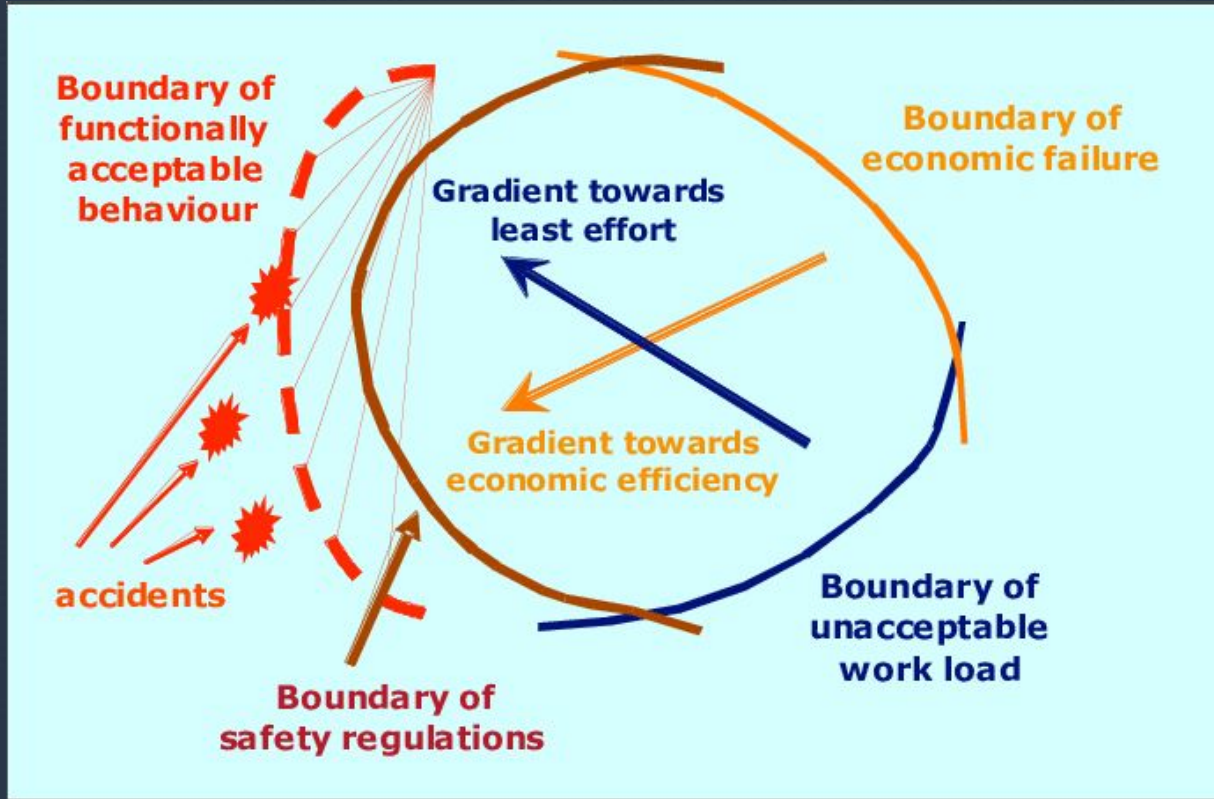
- I want to make sure that my team meets the deadlines
- I want to make sure that features work as expected
- I want to make sure that code/infra is performant enough
- I want to make sure that tech debt is not out of control
- I want to make sure that team is motivated enough
- I want to make sure ....
- But ...

# As a Business/Product leader

- I want to make sure team velocity is not slow
- I want to make sure that external commitments are met
- I want to make sure that product is getting adopted
- I want to make sure that customer needs and expectations are considered by the product and engineering team
- But ...

# But!

# Rasmussen's model of how accidents happen



# BOOM!



# Failures will happen..

- Every stakeholder has a boundary and a limit
- One of the stakeholders pushes other's boundaries too much!

Eg.

- Business pushing for features rollout resulting into too much of tech debt for engineering
- Engineering chasing perfection slowing down delivery and velocity

# Boundaries

Something that indicates or fixes a limit or extent

# Boundaries...

- Team constraints
- Quality of work
- Time?
- Perfection?
- Cost?
- Pricing?
- Time to market?

# Negotiation

- We will be able to release this but with few bugs
- We can do this but with increased AWS bill 💰
- We will be roll this out to new customers if team works overnight on weekend
- We will be able to fix those bugs causing that main customer to go away if we de-prioritize the feature pipeline
- We will be able to move faster if we add one more backend developer to the team

# Negotiation → Contracts

A written or spoken enforceable agreement



# API Interface

A written agreement about what the endpoint will return

# Promises of POST /users endpoint

-  HTTP Status 201
-  HTTP Status 400
-  HTTP Status 401
-  HTTP Status 404

# Runtime interface

A written agreement about how the endpoint will behave at runtime



# Promises of POST /users

- Uptime 90%
- 10% requests are allowed to fail
- Every Weekend, 20% requests are allowed to fail
- During peak hours, the Latency can vary between 1000ms-5000ms

# Runtime Interface

Service Level Objectives

# Service Level Objectives

- Availability will be  $> 99.99\%$  over 1 Day
- Latency will be  $< 4000$  ms over 7 Days
- Uptime will be 98% over 7 Days

# Service Level Objectives

- What is the error rate on this checkout flow?
- Can we promise 99.9% availability to this enterprise customer?
- Should we prioritize tech-debt over new features?
- Where should engineering focus for the next sprint?
- What's the success rate of this payment gateway?

# Runtime Interface

# Promises



Service Level Objectives

# Promises → Policies

# Policies



- Set right expectations on what's possible
- Buy in from multiple stakeholders
- Framework for communication between stakeholders
- External client communication
- Helps in Build v/s Buy decisions

# Tiered Services

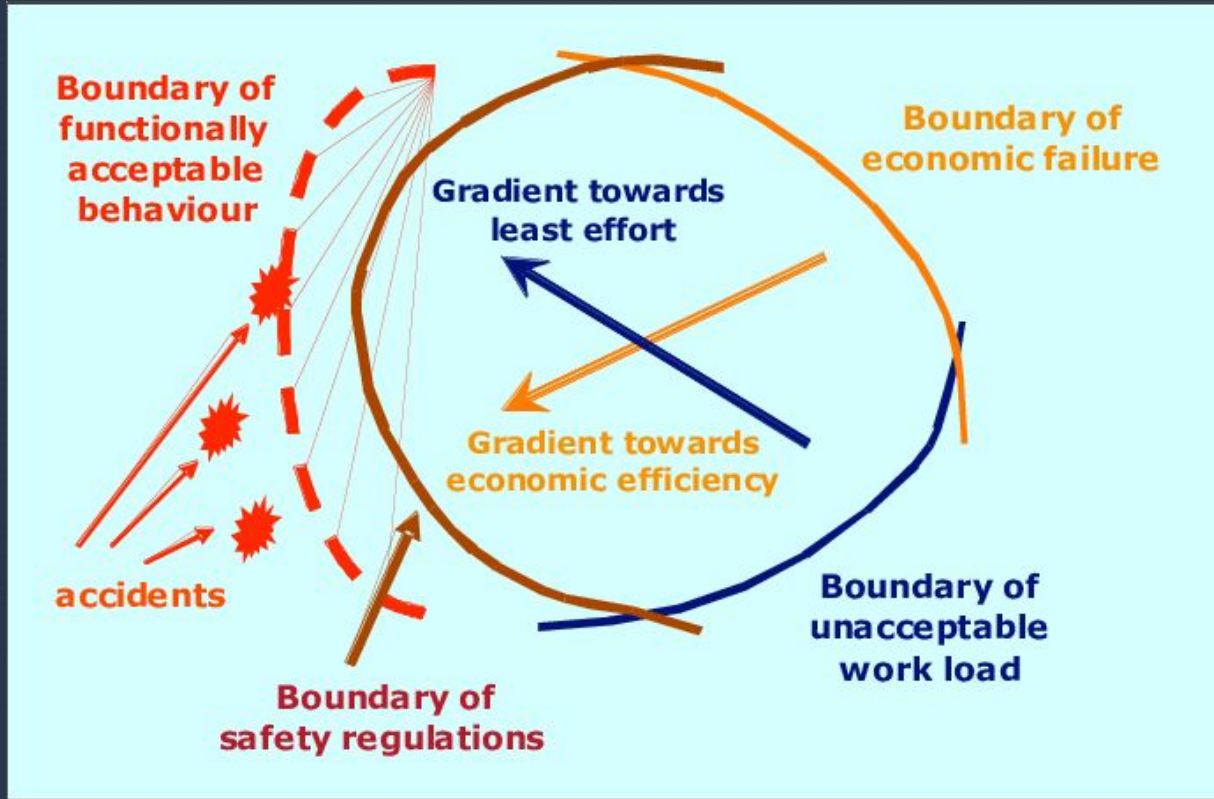
- P0, P1, P2
- Different expectations from different tiers
- Not every service is priority!



# Ladder of Reliability

- You can't improve what you can't measure
- First Baseline!
- Go one ladder at a time
- 90% → 95% → 99 % 
- 90% → 99.999% 

# Rasmussen's model of how accidents happen



# Boundaries (still) exist

But not broken! The tension(contracts and policies) keeps them in balance 🤸



# Thanks 🤝

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