

**CONTINO**

# **Lean Product Delivery Through SLOs**



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# Key Takeaways

1. Eliminating waste drives **better outcomes**
2. **Implicit expectations** exist
3. SLOs convert **expectations** into **concrete outcomes**



**Principal  
Consultant**

**Lean  
Junkie**

**AWS APN  
Ambassador**



# **AWS Landing Zones**

Account Vending

Access Provisioning

Security Guardrails

CI/CD Pipelines

...

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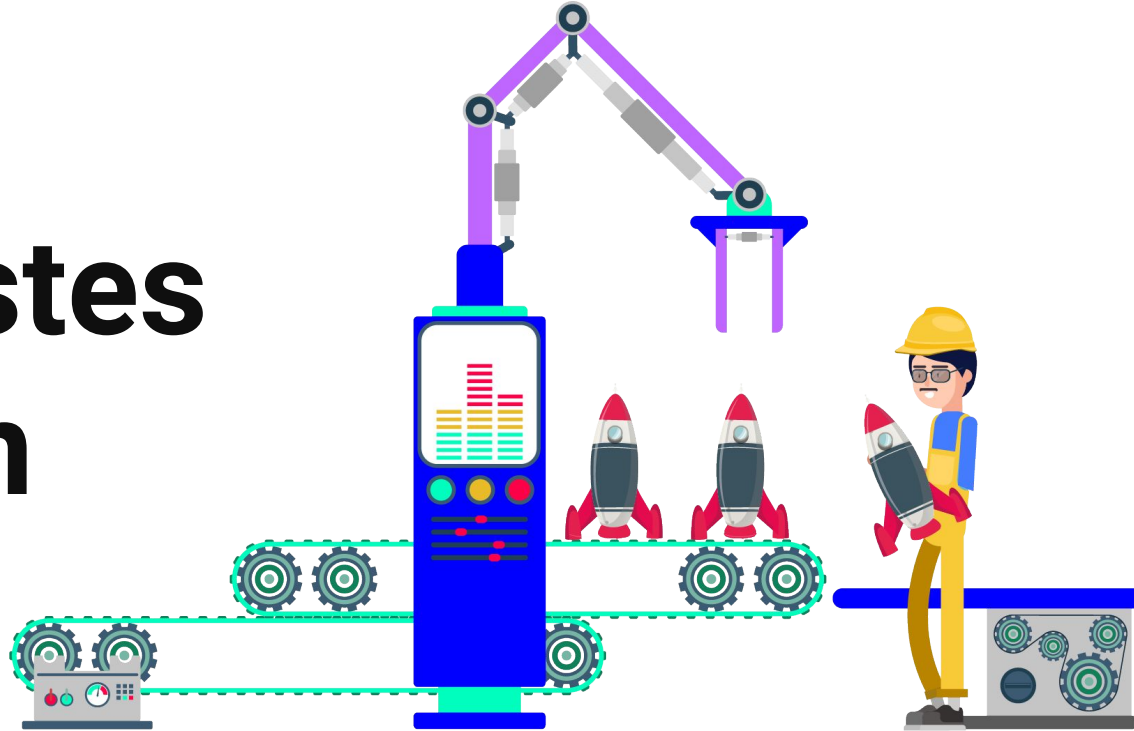
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As a development team

I want to be able to provision AWS accounts

So I can deploy my application

# The 8 Wastes Of Lean





Defects

Extra-Processing

Overproduction

Transportation

Waiting

Motion

Unused Talent

Inventory

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# What is “Good Enough”



# Who Defines “Good Enough”





**Product  
Management**

**Tension  
Management**

**Delivery Consumers**

# SLI

Define success and failure

# SLO

Define acceptable failure  
frequency

# SLA

Define penalty for not  
exceeding failure goal

# SLI

Define success and failure



# SLO

Define acceptable failure frequency



# SLA

Define penalty for not exceeding failure goal

# Schrödinger's SLA

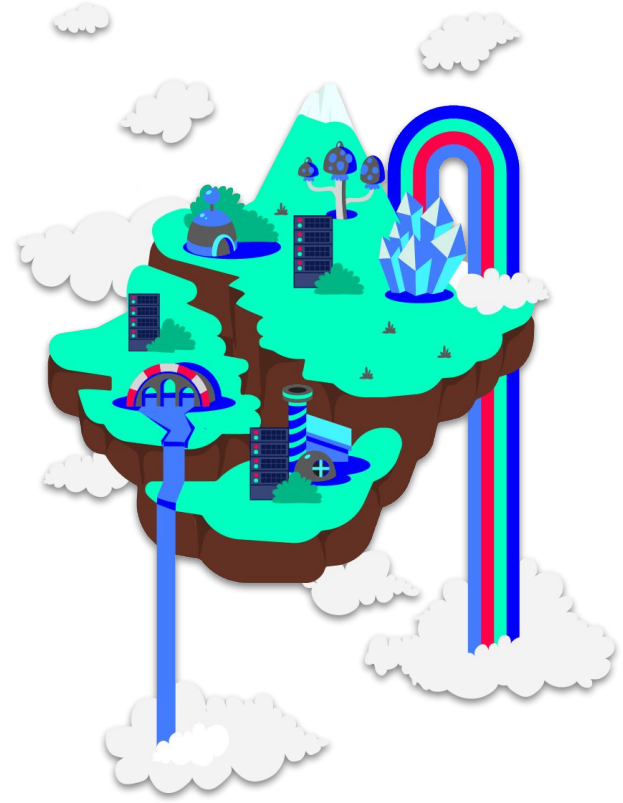


As a development team

I want to be able to provision AWS accounts

So I can deploy my application

**I want an  
account  
vended within  
5 minutes  
of requesting**



**I want an  
account  
vended within  
1 week  
of requesting**



**I want an  
account  
vended within  
1 business day  
of requesting**



**Specific**

**Measurable**

**Attainable**

**Relevant**

**Time Boxed**



**Specific**

**Measurable**

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**Specific**

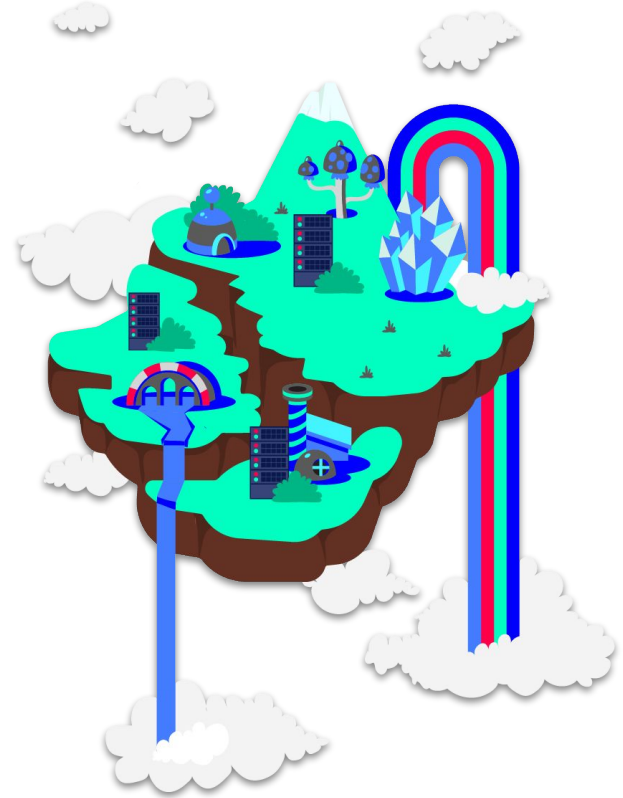
**Measurable**

**Attainable**

**Relevant**

**Time Boxed**

**Account vending  
happens within 1  
business day 99%  
of the time over  
a 30 day window**



# Every 30 Days

Number of Accounts: **200!!**

Number of Failures: 2

SLO: 99%

# Every 30 Days

**Number of Accounts: 10**

**Number of Failures: 2**

**SLO: 80%**

**Account vending  
happens within 1  
business day 80%  
of the time over  
a 30 day window**



**Every extra 9 is a**  
**10x investment**

**Team capacity is limited**



**Less is more**

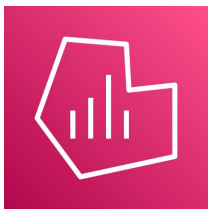
**As a development team**

**I want to be able to  
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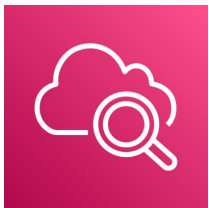
**So I can deploy my  
application**

**Account vending  
happens within 1  
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of the time over  
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# Schrödinger's SLA



Managed Grafana



Cloudwatch



Eventbridge



Quicksight

## Account Vending

**95%**

## Access Provisioning

**82%**

## IaC Compliance Scans

**63%**

## On-Premise Connectivity

**99.9%**

# Account Vending

95%

15% Error Budget

80%

Big refactor

New features

Shift focus away

**Be wary of**  
**inflating expectations**

## Access Provisioning

82%

2% Error Budget

80%

Paydown debt

Build up budget

No new features

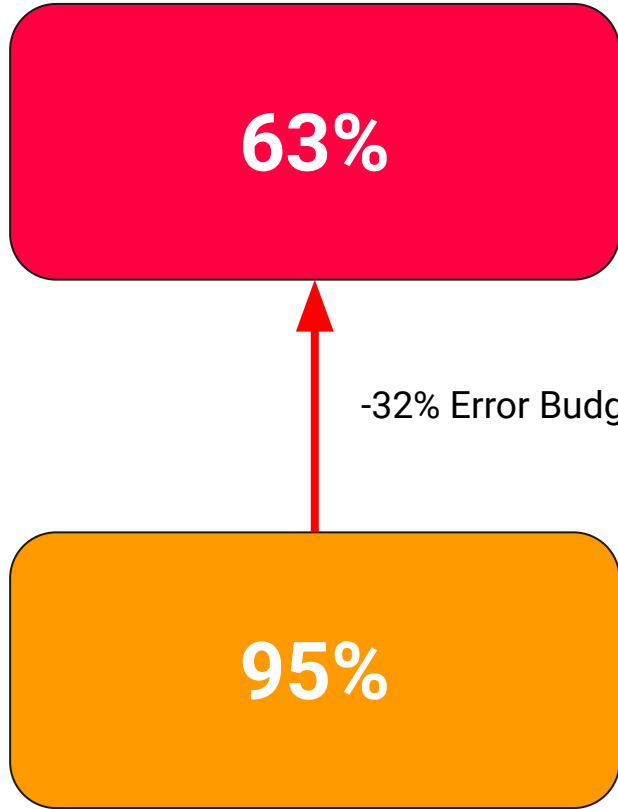
## IaC Compliance Scans

63%

-32% Error Budget

95%

Invest in stability





Capability	SLI	SLO
Account Vending	The account is usable by the requesting person within one business day of the request being submitted	80%
User Provisioning	The user is provided with credentials within four business hours of the request being submitted	90%
User Access	The user is provided with the access within four business hours of the request being submitted	90%
Public Egress Network Connectivity	The network traffic is successfully routed to the public internet within 50ms	99.5%
On-Premise Egress Network Connectivity	The network traffic is successfully routed to on-premise within 30ms	99.5%
On-Premise Ingress Connectivity	The network traffic is successfully routed from on-premise within 30ms	99.5%
IaC Compliance Scanning	A full run of the compliance scan finishes in under 5 minutes	95%
SAST Coding	The SAST tooling successfully services a request within 5 minutes	95%

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# **Live Demo!**

**<https://github.com/JoshArmi/tf2eventbridge/>**