

Platform Enablement Services Canvas

Documentation and Knowledge Base

- Examples:
- Comprehensive self-service resources.
 - Include guides, FAQs, and troubleshooting manuals.
 - Self-service portal for access to tutorials and best practices via developer portals.



Training and Workshops

- Examples:
- Onboarding sessions for new users/teams.
 - Hands-on workshops for platform tools and features.
 - Regular webinars and knowledge-sharing sessions and maintaining trainings.



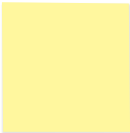
Capability Adoption

- Examples:
- Provide full adoption program with trainings and pair programming with an expert.
 - Provide support during Analysis and design of solutions when needed.
 - Embed engineers within teams for consultation and code reviews when needed.



Communication and Feedback Channels

- Examples:
- Set up dedicated communication lines such as teams channels.
 - Send out platform updates via newsletter.
 - Regular check-ins to gather user feedback during PI's, Sprint reviews, surveys etc.



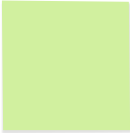
Collaboration and Innovation Support

- Examples:
- Foster innovation through hackathons and collaboration.
 - Create or make use of existing competencies to share and build best practices.
 - Recognize teams for platform contributions.



Automated Tooling & Self-Service Interfaces

- Examples:
- Enable users to provision infrastructure and APIs.
 - Automate compliance and security checks.
 - Provide self-service portals for service consumption.



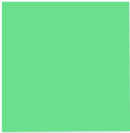
Technical Support & Incident Management

- Examples:
- Provide tiered support (L1, L2, L3).
 - Establish incident management procedures.
 - Provide 24/7 support for critical issues.



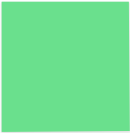
SDLC enablement tools

- Examples:
- Pre-configured CI/CD pipelines for automation.
 - Automate testing, deployment, and rollback.
 - Integrate DevOps pipelines with platform services.



Guardrails

- Examples:
- Pre-built security policies and automated checks.
 - Alerts when closing in on budget limits
 - Automate compliance checks in deployment pipelines.



Monitoring & Analytics

- Examples:
- Real-time dashboards to monitor usage and performance.
 - Track API consumption and system health.
 - Provide regular reports on platform performance.

