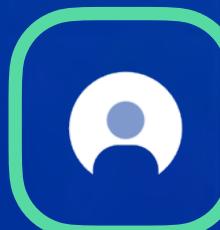


MICROSERVICE TEAMS

HOW THE CLOUD CHANGES THE WAY WE WORK



@svenpet

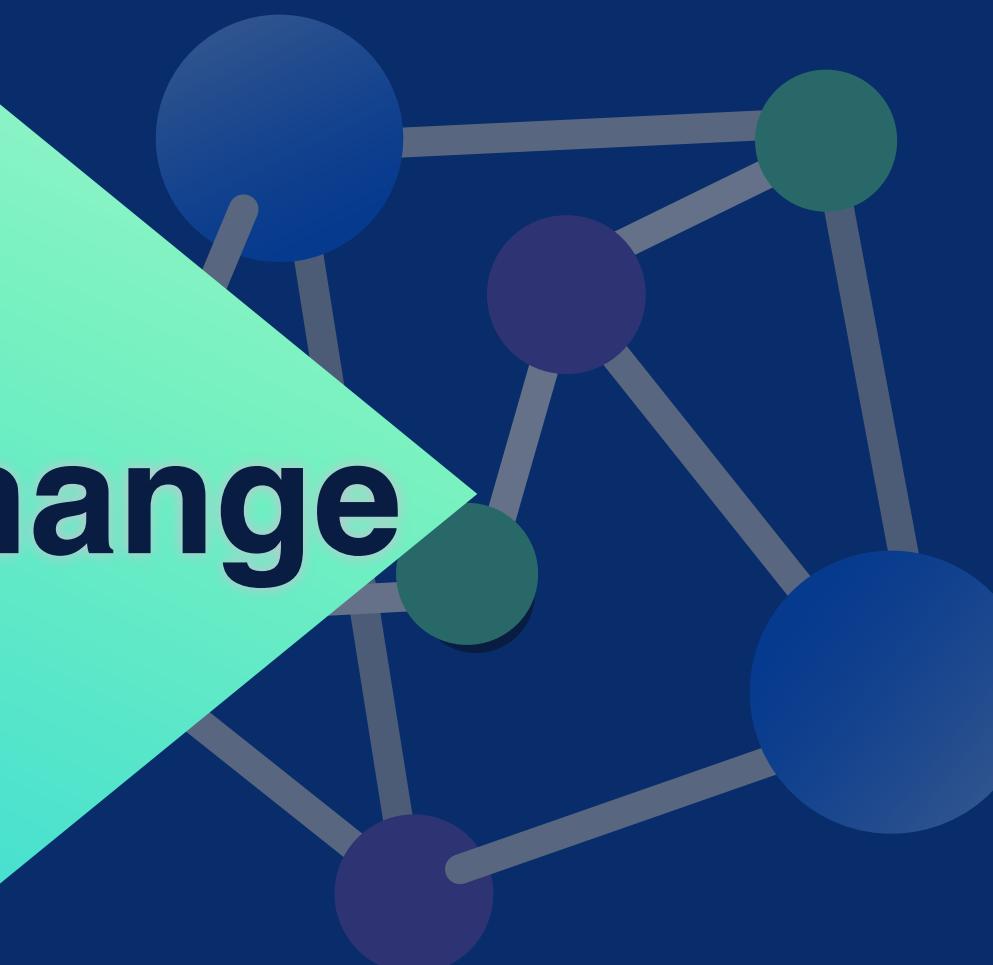


Sven Peters
DevOps Advocate

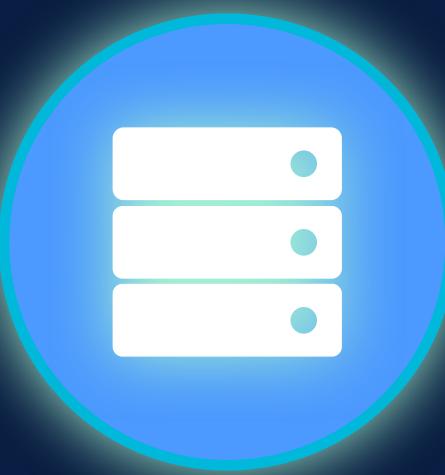
Monolith

Teams needed to change

Microservices



Our journey



JIRA



CONFLUENCE

2002

2004

2012

OnDemand



Unicorn platform



Linux derivative

Jira I Confluence



OnDemand

Unicorn platform

SINGLE TENANT APP

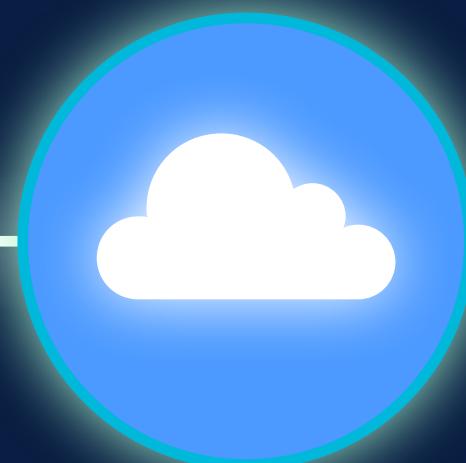
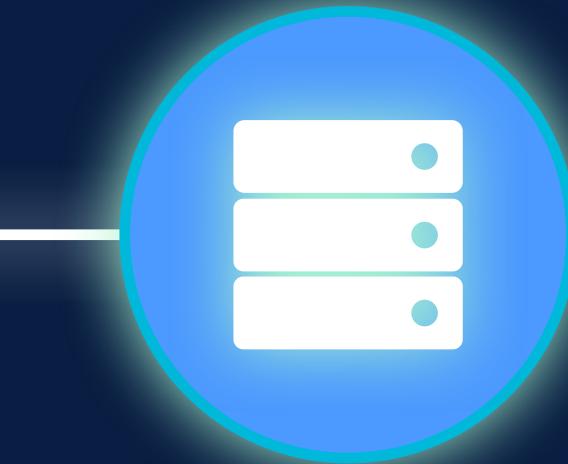
ONE CUSTOMER - ONE JVM

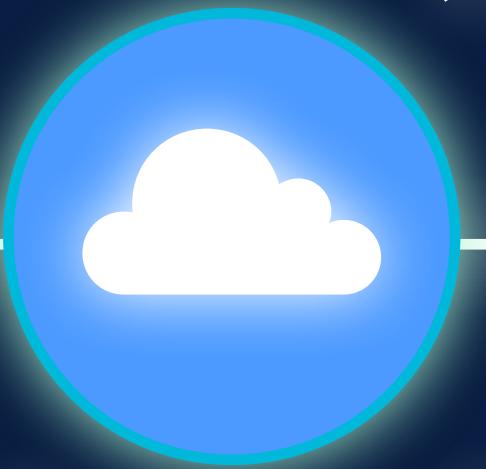
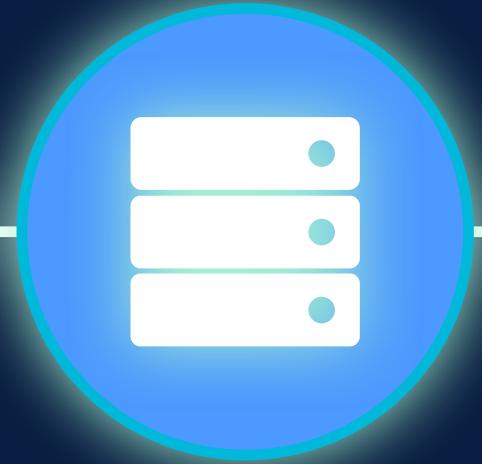
DIFFICULT TO SCALE

Jira | Confluence



OnDemand

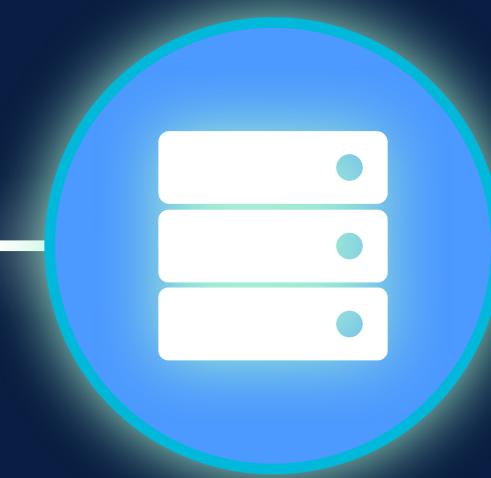




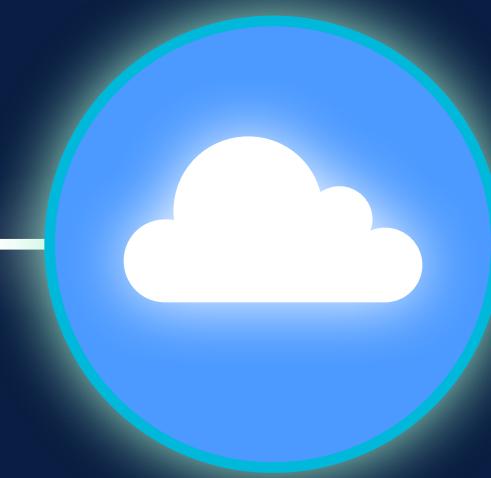
*FEATURE
FLAGS*

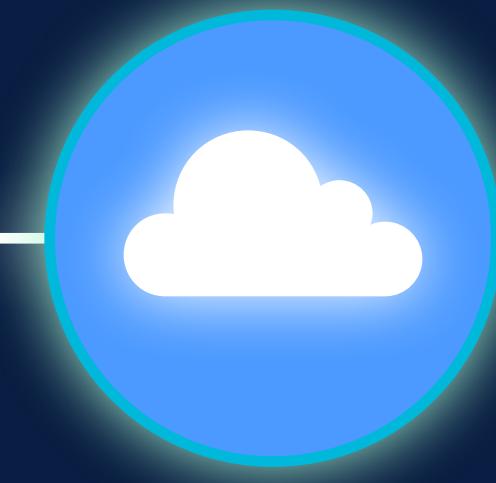
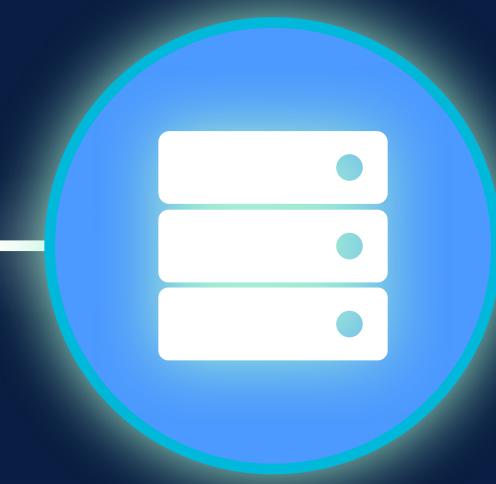
*RELEASE
CADENCE*

*GROWTH
EXPERIMENTS*

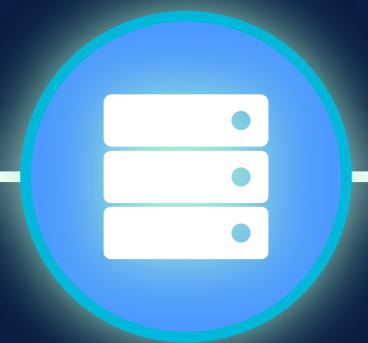


SAME CODEBASE





G



Project Vertigo
2016

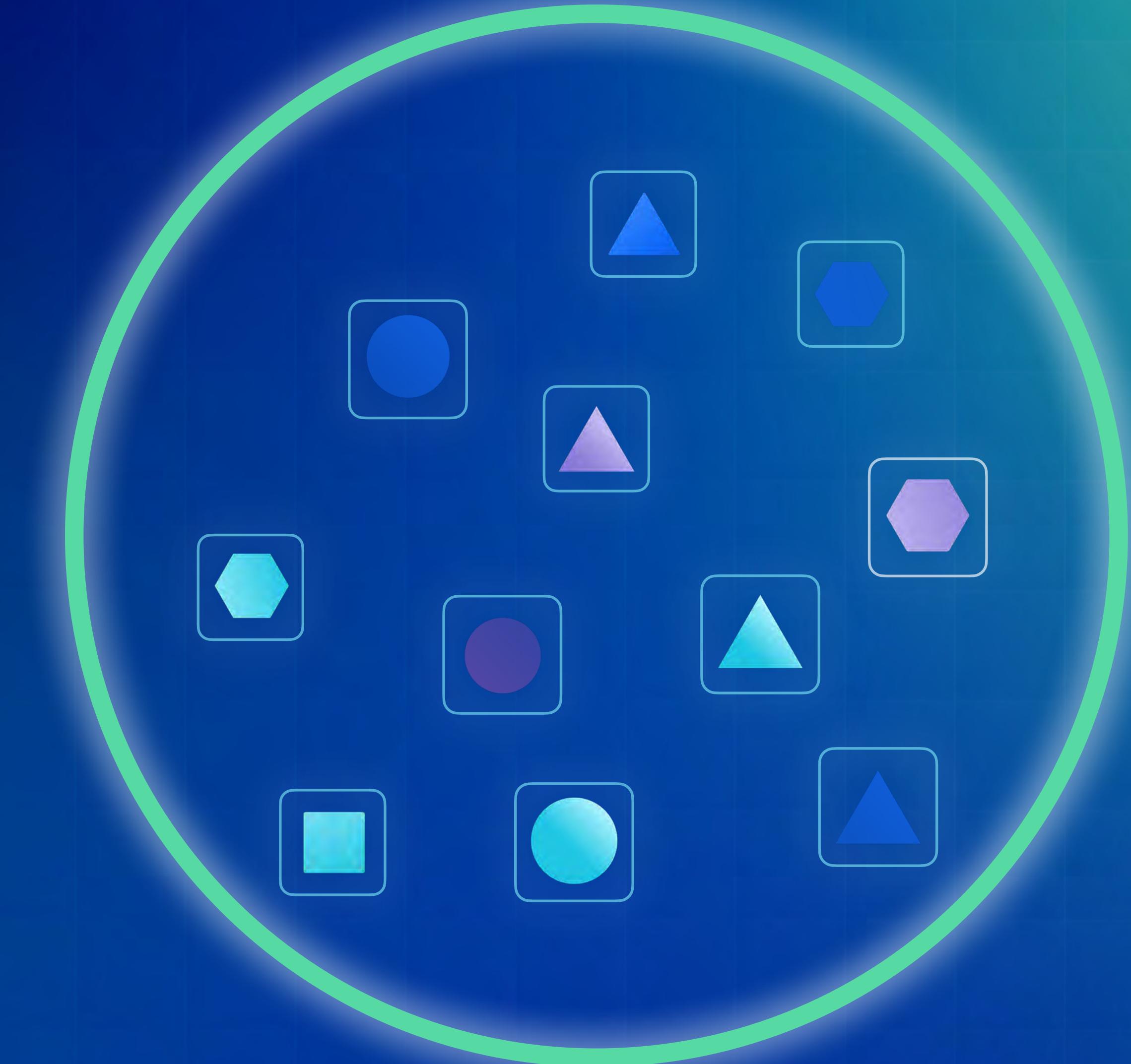


STATELESS 12 FACTOR APPS

<https://12factor.net/>



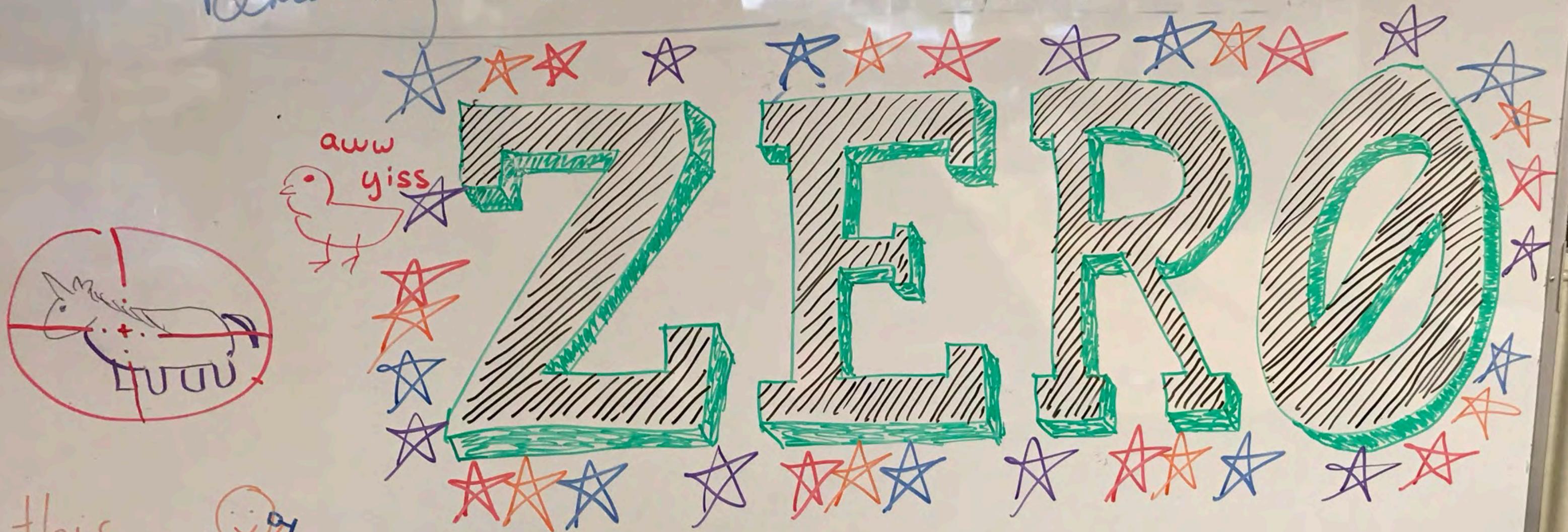
EVOLUTION OVER TRANSFORMATION



THE BIG MIGRATION



Remaining Instances to be migrated to Vertigo



Then this.
units 0.

As at 3:30 pm 13 DEC 17

UNICORN IS DEAD!

Is it SOC2 compliant?
- Aaron

RIP Unicorn

U were awesome
& will not be
missed ;)

- Neha

lest we forget.

You had yanglong.
But that is gone.

Go and take

P2CQ with you!
- PM

Good bye Unicorn!
- An Nguyen



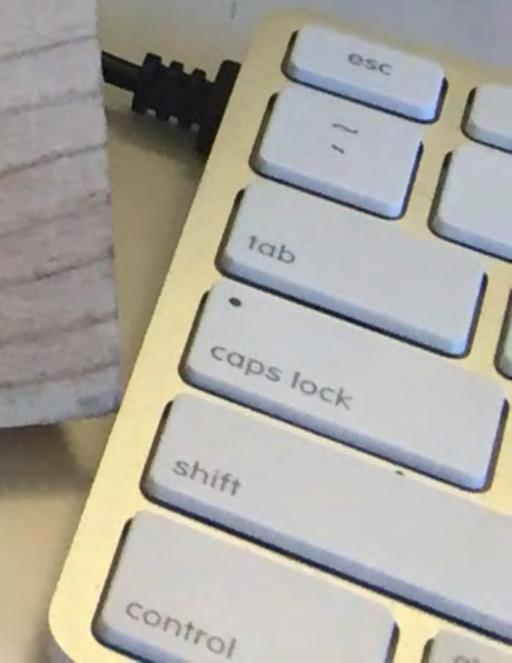
Long live Vertigo December 2017

You did us
well. Now
get outta here.
- Kate W

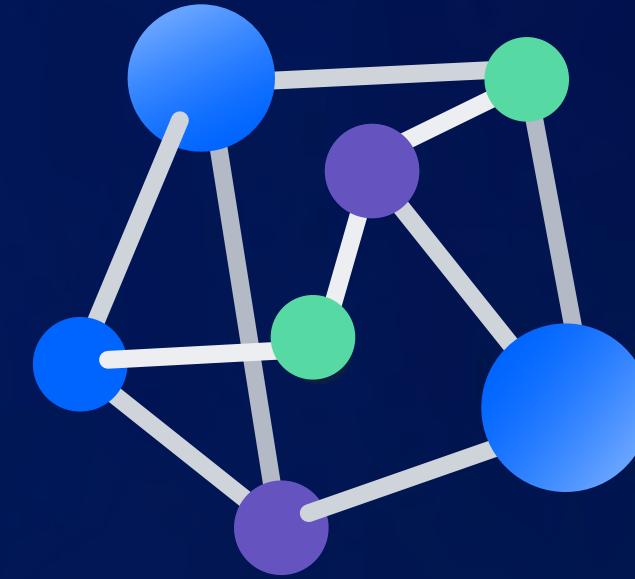
He won't miss
you Unicorn!
- Pratima

GO! Vertigo!
- Parag

Bye Vertigo
- g-mixed



TECHNOLOGY

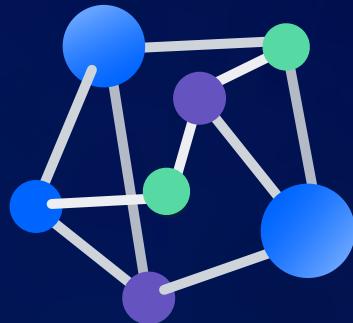


A distributed
architecture in the
cloud.



Shared
microservices

TECHNOLOGY



A distributed
architecture in the
cloud.



Shared
microservices

TEAMS



Partly Responsible



QA
TEAMS



DESIGN
TEAMS



IT TEAMS



FEATURE TEAMS

Fully Responsible

TOOLING
AUTONOMY
SUPPORT
ALIGNMENT



MICROSERVICE TEAMS

TOOLING

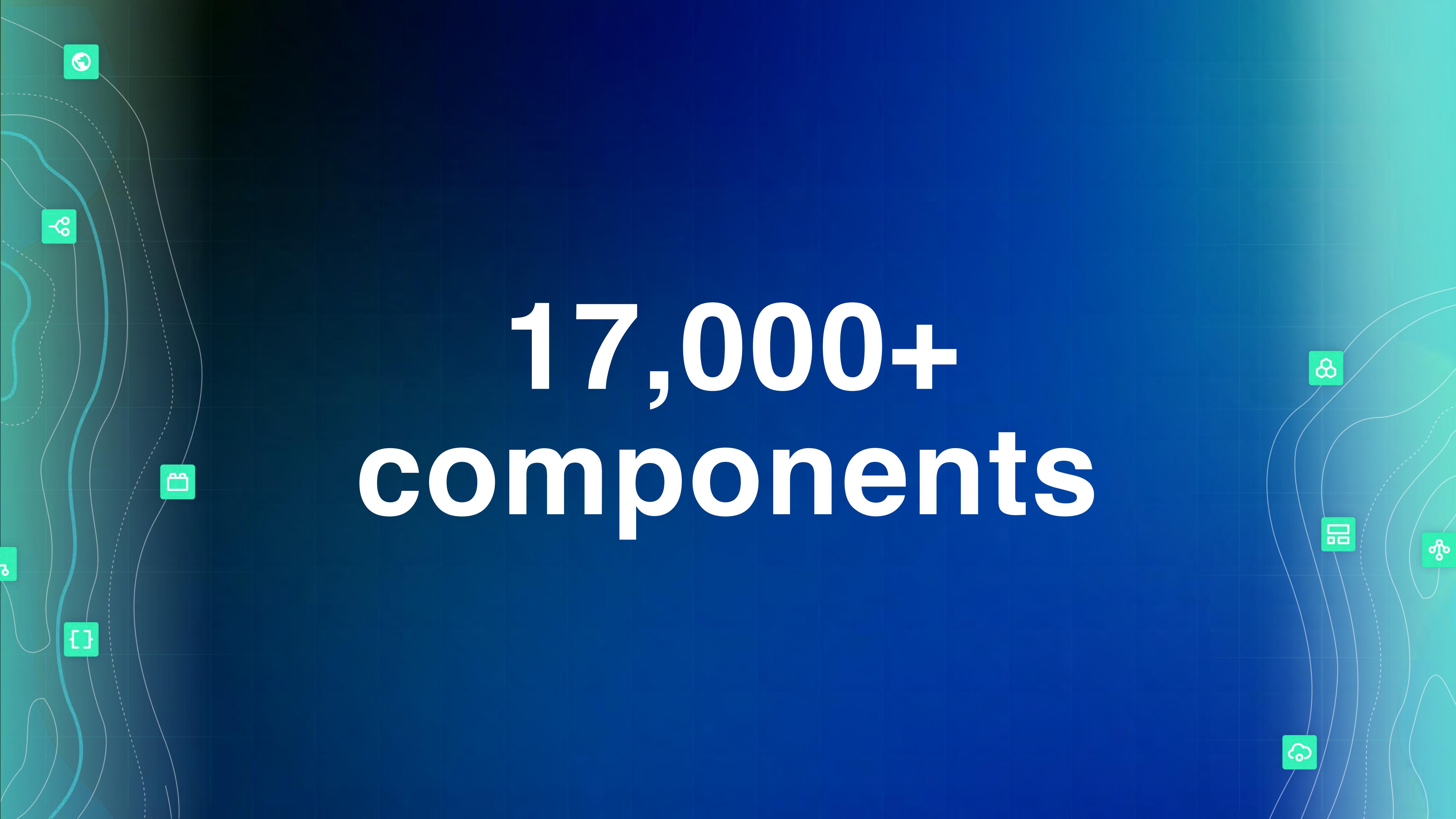
AUTONOMY

SUPPORT

ALIGNMENT

TOOLING

TOOLING



17,000+
components

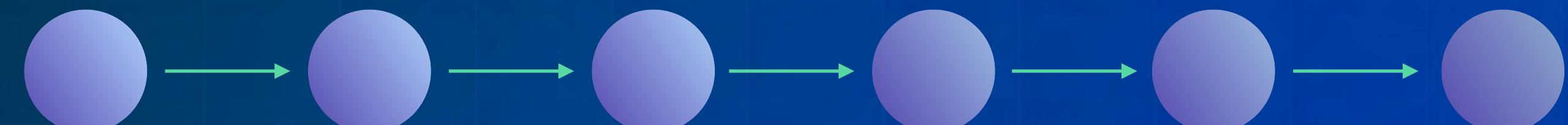
17,000 times
0 Docker Container

CI/CD CONFIG

ADD OBSERVABILITY

...

17,000 times
0
COPY | PASTE | CHANGE



**SRE
HAPPINES
S**

**LESS
COGNITIV
E LOAD**

**CREATE
VALUE
FAST**

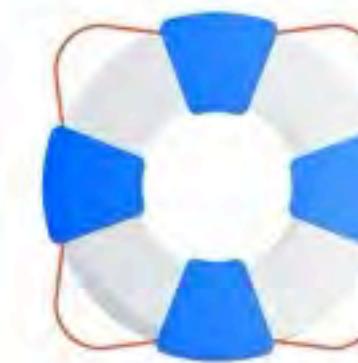
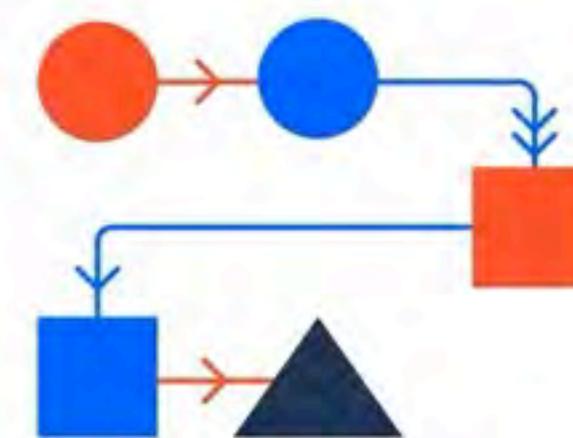
**BETTER
SERVICES**



ATLASSIAN Micros



Search documentation



Getting Started

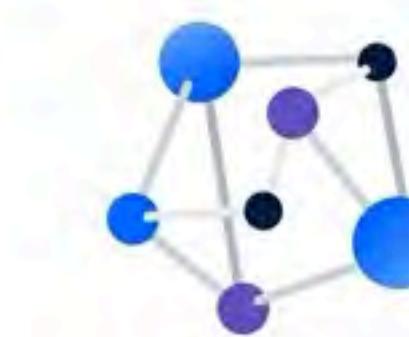
Quick and easy tutorials and examples

Reference

Configuration and API reference; start here after you've finished [Getting started](#) and have read through [Cookbooks for the new Micros user](#)

Support

Where to find help when developing or running your service

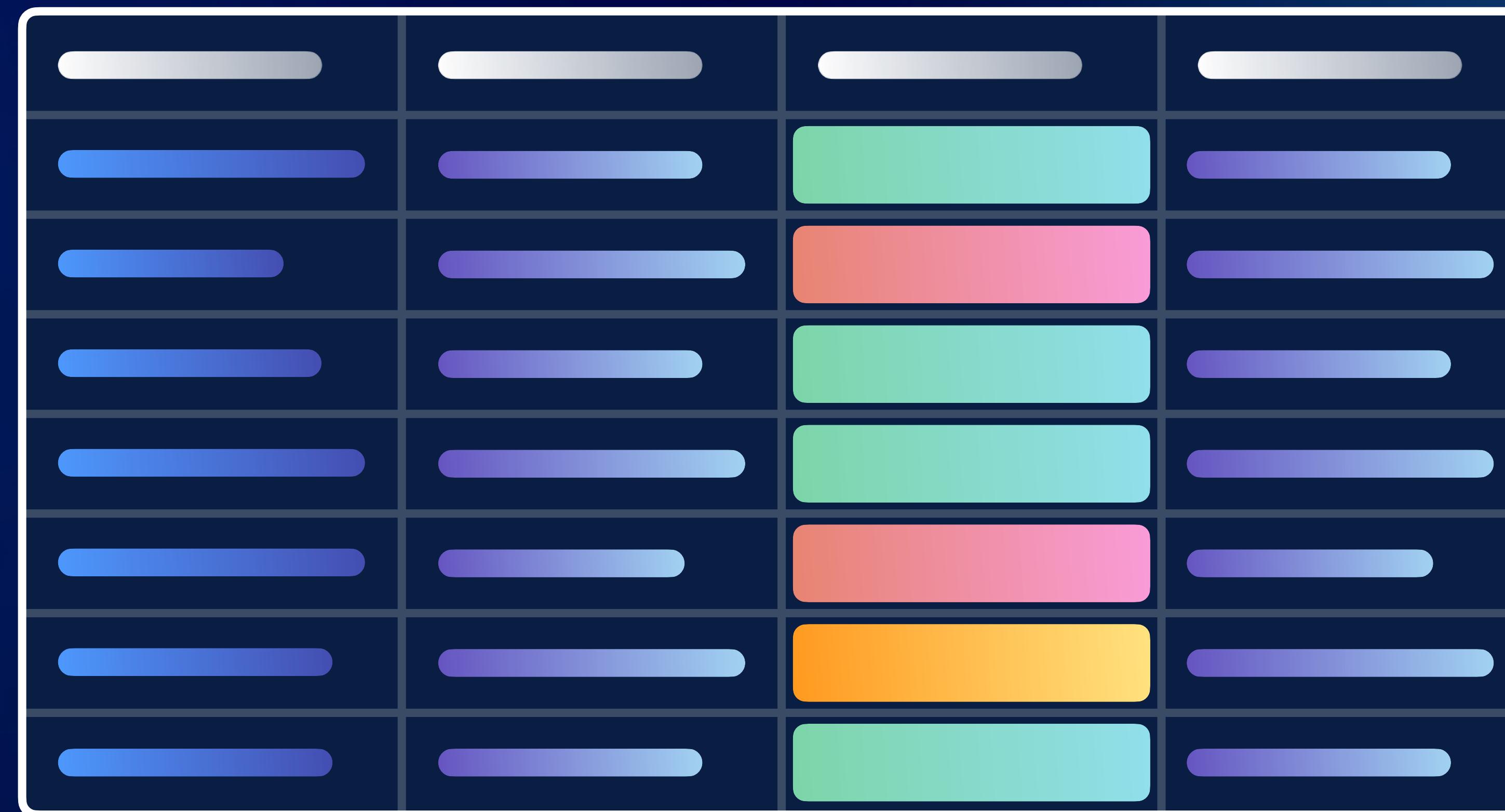




A diagram illustrating a network of microservices. A large circle represents the boundary of the system. Inside the circle, there are four nodes: two purple circles at the top and bottom, and two blue hexagons on the left and right. Outside the circle, there are four more nodes: two purple squares at the top-left and bottom-right, and two blue triangles at the top-right and bottom-left. Lines connect the nodes both within the system boundary and between the internal and external nodes, forming a complex network.

All these
microservice
s

We created a spreadsheet



We created spreadsheets





Microscope

Documentation tool for microservices

Components / Services

magnetic-api

Managed in compass.yml by GitHub • Latest deployment 4 days ago

● Active Tier 1

Description
API proxy between magnetic-web and backend services.

Labels
aws docker kubernetes magnetic python3

Depends on (5)

- [magnetic-web](#) > Latest deployment 4 days ago
- [authlib](#) >
- [sharedlib](#) >
- [magnetic-aws-elbs](#) >
- [storedb](#) > Latest deployment 4 days ago

Depended on by (3)

- [magnetic-cache](#) > Latest deployment 4 days ago
- [magnetic-currency](#) > Latest deployment 4 days ago
- [magnetic-payments](#) > Latest deployment 4 days ago

Owner team
 +8 Magnetic Backend

Chat channels
 #magnetic Restricted link, try another account

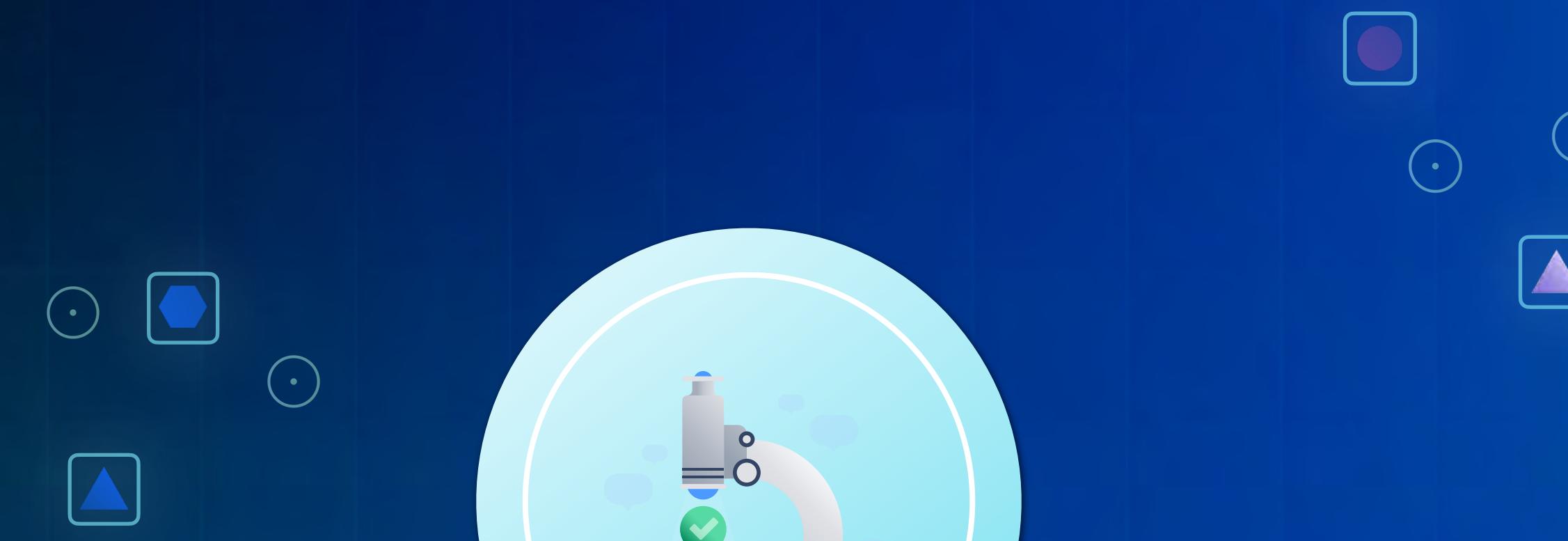
On-call schedules
On call schedule
 Magnetic Backend_schedule

Level 1
On-call now • Level 1
 Josh Campbell

Repositories
 GitHub - magnetsinc/magnetic-api: API proxy...

Projects
 Jira

Documentation
 Architecture... Join Confluence to view this issue
 Runbook Join Confluence to view this issue
 API design specs Join Confluence to view this issue
 Endpoint... Join Confluence to view this



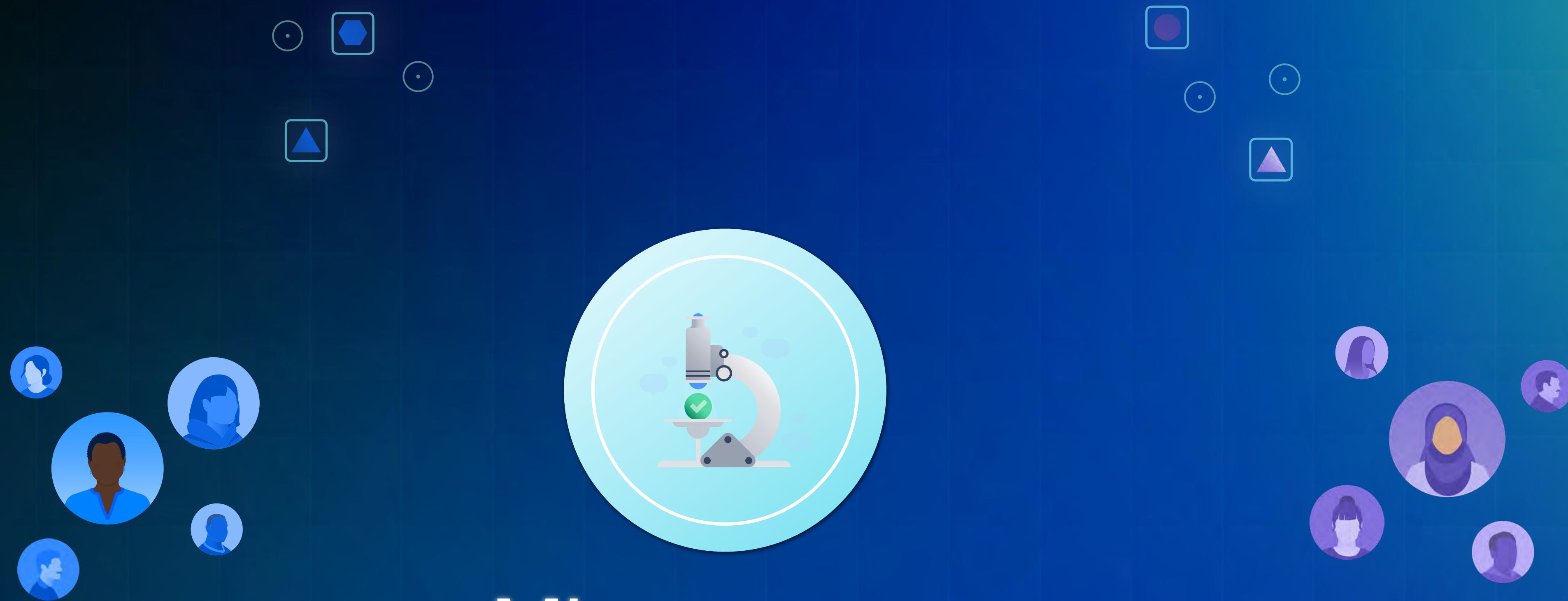
Microscope

Documentation tool for microservices



Microscope

Communication teams
~~Documentation tool for microservices~~





API changes



Microscope

Communication teams
~~Documentation tool for microservices~~



DEVELOPER EXPERIENCE PLATFORM

Standardizatio

n

made easy

**Standardization
made easy**

**Allow for
Autonomy**

TOOLING

TOOLING

AUTONOMY

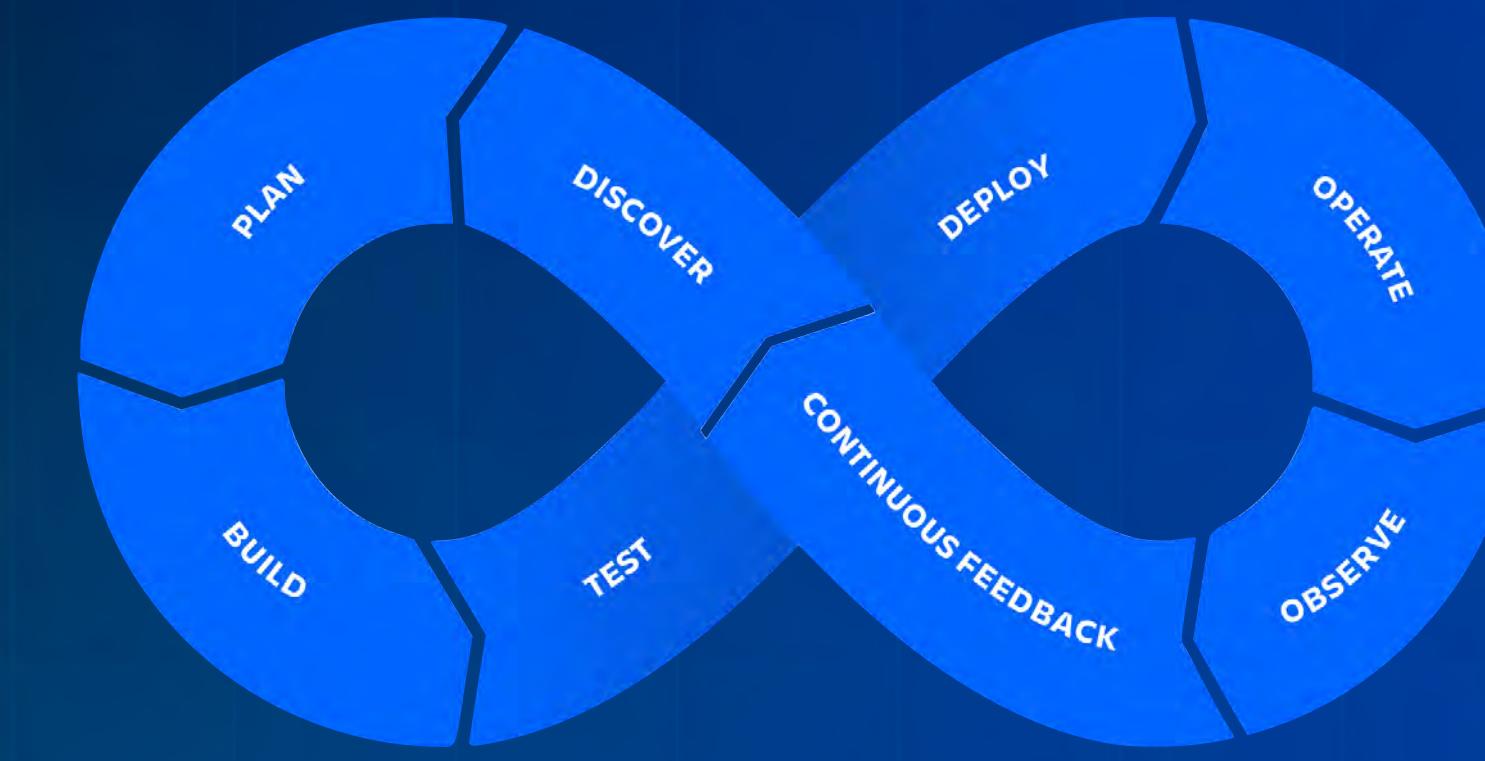
SUPPORT

ALIGNMENT



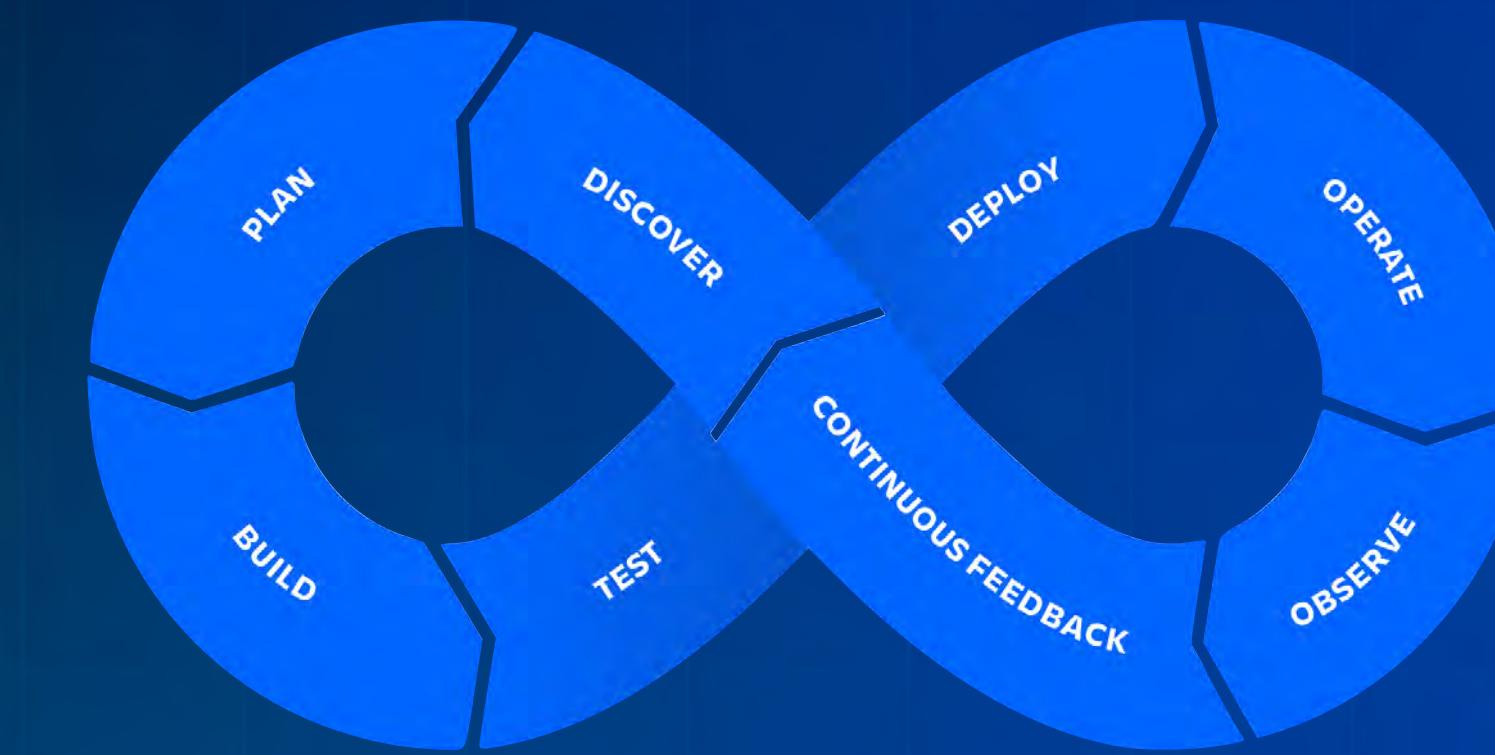
AUTONOMY

BUILD MICROSERVICES



AUTONOMOUSLY

IMPROVE DEVELOPMENT



AUTONOMOUSLY

Time to Restore - Time to bring a service up again

Change Failure Rate - Ratio between successful and failed deploys

Deployment Frequency - Number of deploys

Lead time for changes - from commit code to production

ectives

Incident Response Time -How fast are we reacting?

Bug resolutions - Critical

ry points completed

Time to Restore - Time to bring a service up again

Lines of code

ng position

Change Failure Rate - Ratio between successful and failed deploy

Earlier g

aying “login fail”

Deployment Frequency - Number of deploys

Comments on Reviews

Test covorage

Lead time for changes - from commit code to production

Less mee

Unit tests 1/2

Build time

Wait time - time used to wait for tests to complete

1

ectives

Incident Response Time -How fast are we reacting?

Bug resolutions - Critical

ry points completed

Time to Restore - Time to bring a service up again

Lines of code

ng position

Change Failure Rate - Ratio between successful and failed deploy

Earlier g

Every team has different challenges

laving “login fail”

Comments on Reviews

Pull Request reviews - How many reviews

Test covorage

Ticket Cycle Time - how much time from backlog to deployment

L

Unit tests 1/2

Build time

Wait time - time used to wait for tests to complete

1

COMPASS I METRICS

Compass Home Components Templates Teams Health Apps + Create Search

card-authorization Service Overview Announcements Activity Dependencies Jira Issues Config-as-code APPS Statuspage LaunchDarkly Swagger UI

Components / Services card-authorization

Active Tier 1

Description This service decides which authorization is held in case of ASAP authentication.

Labels APAC Payment platform

Scorecards DevOps Health

75%

Recent incidents < 3 +25% Added Updated November 6, 2023, 8:01 am

Change failure rate < 10% +25% Added Updated November 4, 2023, 6:43 am

PR Cycle Time < 1.5 days +25% Added Updated November 1, 2023, 7:42 pm

Close View scorecard details

Owner team Lodestone +3

Chat Channels #lodey-team-channel

On call PagerDuty

On-call now • Level 1 Taha kandemir November 15, 2023 at 04:00 PM - December 15, 2023 at 04:00 PM

Repositories Bancly-auth Last commit 4 days ago

Projects Auth Frontend

Documentation Bancly Auth runbook

Lodestone and Objectives & Key Result...

Dashboard

Health / card-authorization

DevOps Health

id-gatekeeper is a service that fronts all internal requests to Identity Platform API.

Component owner Vegastars Related Jira issue COMPASS-14033 TO DO

Criteria not met

Deployment Frequency ≥ 5 deploys / week

× Deployment Frequency = 3

Criteria met

Score
Recent incidents < 3 +25% Added Updated November 6, 2023, 8:01 am
Change failure rate < 10% +25% Added Updated November 4, 2023, 6:43 am
PR Cycle Time < 1.5 days +25% Added Updated November 1, 2023, 7:42 pm

Close View scorecard details

Check Ops

Weekly team ritual



TEAM PLAYBOOK | CHECKOPS

The Atlassian Team Playbook page for CheckOps.

ATLASSIAN

Team Playbook Plays Why Team Playbook Ways of Working at Atlassian

CheckOps

The CheckOps Play is a weekly practice that guides DevOps teams as they review operational metrics, track notable events, and form actionable goals. Over time, the CheckOps Play can improve the developer experience, build a healthier team, and lead to better software.

Jump to instructions

PREP TIME
30 MINS

RUN TIME
45 MINS

PEOPLE
3-10

CheckOps in action

Screenshot of the Confluence CheckOps page showing component health details and a mood scale from Horrible to Amazing.

Screenshot of the Confluence CheckOps page showing Notable events and Objectives.

Time	Event
16 Oct 2023 3:15 p.m.	User database connection lost
17 Oct 2023 9:30 a.m.	User database connection lost

Objective	Goal	Service	Measurement	Attainment
Pull Request Cycle Time	< 24 hours	credit_pay	278 hours	0%
		user_central		

Screenshot of the Trello CheckOps board showing columns for Info, Notable Events, Objectives, Retrospective, and Action Items.



Stand-ups

Keep the team informed, connected, and calibrated through this regular ritual.

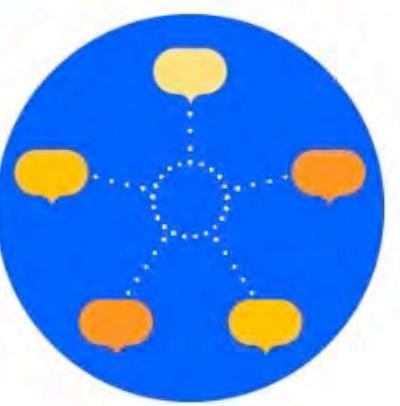
[Play instructions →](#)



4 Ls Retrospective

Sort through what you learned, loved, loathed, and longed for in the past...

[Play instructions →](#)



Inclusive Meetings

Make sure everyone's voice is heard in every meeting.

[Play instructions →](#)



Project Poster

Focus your thinking, share ideas and updates, and define success.

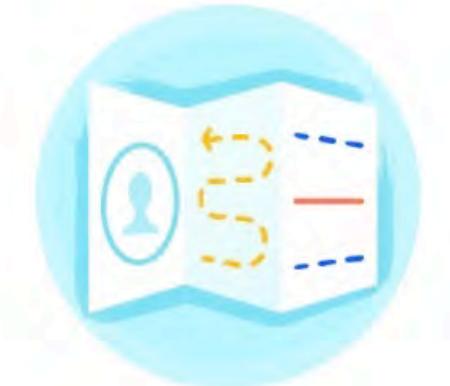
[Play instructions →](#)

Team Playbook



Learning Circle

life-long learning



My User Manual

Help your teammates understand how best to work with you.



Stand-ups

Keep the team informed,



Ritual Reset

Clean up your team processes to make space for what matters.



4 Ls Retrospective

Sort through what yo

Team Playbook

Guidance for all teams



Stand-ups

Keep the team informed, connected, and calibrated through this regular ritual.

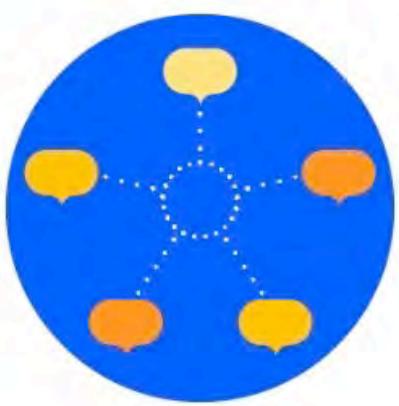
[Play instructions →](#)



4 Ls Retrospective

Sort through what you learned, loved, loathed, and longed for in the past...

[Play instructions →](#)



Inclusive Meetings

Make sure everyone's voice is heard in every meeting.

[Play instructions →](#)



Project Poster

Focus your thinking, share ideas and updates, and define success.

[Play instructions →](#)

atlassian.com/team-playbook



Learning Circle

the life-long learning



My User Manual

Help your teammates understand how best to work with you.



Ritual Reset

Clean up your team processes to make space for what matters.



4 Ls Retrospective

Sort through what yo



Stand-ups

Keep the team informed,

**Standardization
made easy**

**Allow for
Autonomy**

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT



TOOLING

AUTONOMY

SUPPORT

ALIGNMENT



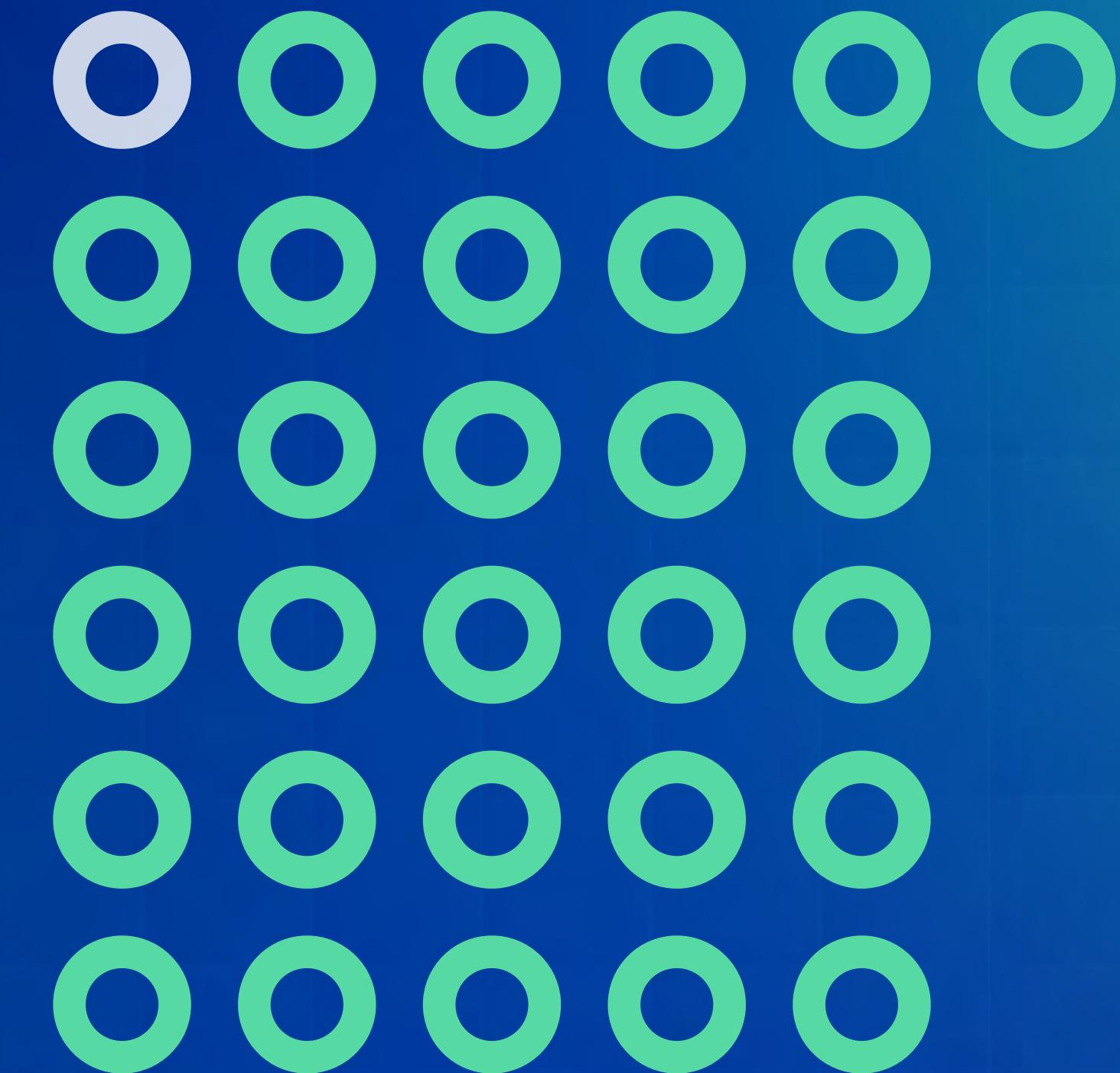
SUPPORT

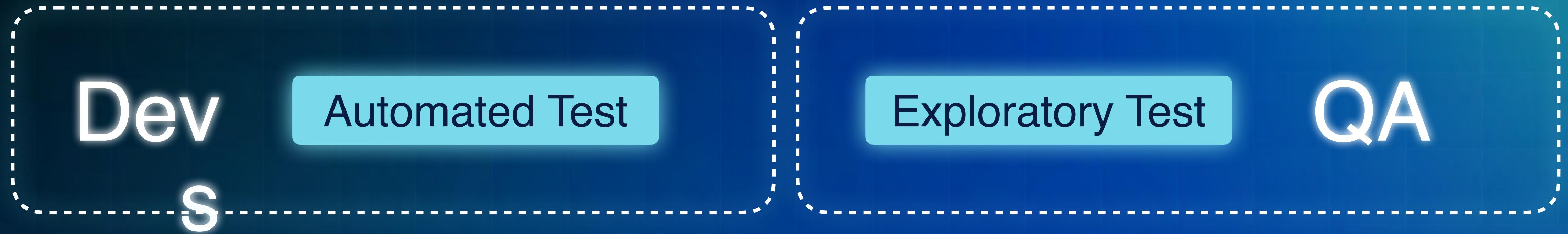
Learn
Better tester
Better designers
Better product managers



1 :30

QA : Developer





Quality
Assistanc
e

Dev
S

Automated Test

Exploratory Test

QA Kick-off

for team autonomy

QA Kick-off

Implementation

Testing

Demo

Deploy

↓ QA
Dependency

↑ Developer
Autonomy
with support



2015



2010



2005



JIRA

JC Huet Filters Log Out

HOME BROWSE PROJECT FIND ISSUES CREATE NEW ISSUE ADMINISTRATION GREENHOPPER

QUICK SEARCH:

Filter: View Edit New Manage

You are currently using a new, unsaved search.

 Save it as a filter

<< View & Hide View >>

Project: All projects
Bank (For demo)
GreenHopper JIRA
GreenPepper
GreenPepper RubyIssue Type: Any
Standard Issue Types
Bug
Defect
EpicText Search
Query:
Query Fields: Summary Description
 Comments EnvironmentIssue Attributes
Reporter: Any User

Assignee: Any User

Status: Any
Open
In Progress
ReopenedResolutions: Any
Unresolved
Fixed
Won't FixPriorities: Any
Blocker
Critical
Major

Issue Navigator

Displaying issues 1 to 20 of 3221 matching issues.

[Permalink]

Current View:

Browser (Current Fields | Printable | Full Content) | XML | RSS (Issues | Comments) | Word | Excel (All fields | Current fields) ?

 Bulk Change: maximum 1,000 issues | current page Configure your Issue Navigator

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Next >

T	Key	Summary	Assignee	Reporter	Status	Created	Rank	Updated	Fix Version/s
	WTB-161	Saving a news item with a {whiteboard} in fails on confluence	Unassigned	Francis Martens	Open	14/May/09	20	14/May/09	
	WTB-160	Version pull down is missing scroll bars	Unassigned	Anthony Van Alphen	Open	27/Apr/09	17	27/Apr/09	
	WTB-159	As a JIRA user I would like to use a filter upon the the issues in the hierarchy.	JC Huet	JC Huet	Open	06/Apr/09	16	06/Apr/09	
	WTB-158	As an Admin when I showed this to my development team the fist thing all of the developers and designers asked was where is the button to upload an image into the background to make notes over the images	Unassigned	Jaco Mare	Open	19/Mar/09	7	19/Mar/09	
	WTB-157	whiteboard tries to save attachments on jira when they are not enabled	Philippe Berault	Philippe Berault	Resolved	10/Mar/09	Issue is not rankable.	17/Mar/09	Release 1.6.1
	WTB-156	Improve toolbar layout for small screens	Unassigned	Pascal Bihler	Open	09/Mar/09	6	09/Mar/09	
	WTB-155	Marker tool	Unassigned	Pascal Bihler	Open	09/Mar/09	19	09/Mar/09	
	WTB-154	Extend Color Selection	Unassigned	Pascal Bihler	Open	09/Mar/09	15	09/Mar/09	
	WTB-153	Link Hierarchy Report plugin: allow Tree View for Link Hierarchy Report for Issue the same as with Link Hierarchy Report for Version	JC Huet	Gregory Brauer	Open	27/Feb/09	23	27/Feb/09	
	WTB-152	Links Hierarchy Report plugin: Add icon to the issue view page to take you to a links hierarchy report for that issue	JC Huet	Gregory Brauer	Open	27/Feb/09	22	27/Feb/09	
	WTB-151	Links Hierarchy Report plugin: stack trace on "Bulk Edit this hierarchy"	JC Huet	Gregory Brauer	Resolved	27/Feb/09	Issue is not rankable.	17/Mar/09	Release 1.6
	WTB-150	Make links hierarchy report understand GH's definition of DONE.	JC Huet	Ian Danby	Open	19/Feb/09	21	21/Feb/09	
	WTB-149	It would be wonderful if you could create a Link Hierarchy Report for multiple types of Link Type	JC Huet	James Roome	Open	22/Aug/08	10	21/Feb/09	
	WTB-148	WB on Confluence gives java error on saving	Philippe Berault	Coen Flach	Resolved	18/Feb/09	Issue is not rankable.	17/Mar/09	Release 1.6.1
	WTB-147	String index out of range error	Philippe Berault	Katharina Luthe	Open	13/Feb/09	5	13/May/09	
	WTB-146	Provide error messages when the save request fails	Unassigned	Philippe Berault	Open	10/Feb/09	14	10/Feb/09	
<input checked="" type="checkbox"/>	WTB-145	WTB-143 ↳ Migrate data from the custom field to the propertyset at startup	Philippe Berault	Philippe Berault	Resolved	05/Feb/09	Issue is not rankable.	17/Mar/09	Release 1.6.1
<input checked="" type="checkbox"/>	WTB-144	WTB-143 ↳ Modify Save/Load actions to get the serialized whiteboard from the customfield	Philippe Berault	Philippe Berault	Resolved	05/Feb/09	Issue is not rankable.	17/Mar/09	Release 1.6.1
	WTB-143	Save the whiteboard data in a propertyset instead of the custom field	Philippe Berault	Philippe Berault	Resolved	05/Feb/09	Issue is not rankable.	17/Mar/09	Release 1.6.1
	WTB-142	Remove the attachment on the deletion event	Philippe Berault	JC Huet	Resolved	03/Feb/09	Issue is not rankable.	17/Mar/09	Release 1.6.1

Rejuvenate Jira (Spork GTM)

Summary List Board Timeline Approvals Calendar Forms Pages Attachments Issues Reports

Search board Share Filter

TO DO	11	...
University, Learning & Certifications		...
REJIRA-11	LH	
PR & AR Comms		...
REJIRA-13	AC	
Data & Analytics		...
REJIRA-18	AC	
Messaging for Premium / Upsell		...
REJIRA-33	S	

ON DECK	0	...
+ Create		

IN PROGRESS	17	...
Creative		...
22 APR		...
REJIRA-2	LH	
Define Jira Pricing & Packaging		...
agiledevops-pmm		...
jfam-buyjo-pmm	spork	
spork-gtm		...
01 MAY		...
REJIRA-87	S	
Performance Advertising		...
REJIRA-5	S	

TO DISCUSS	0	...
+ Create		

DONE	1	...
Messagi		...
REJIR		...
7/7		...
+ Creat		...

↓ Design
Dependency

↑ Developer
Autonomy
with support



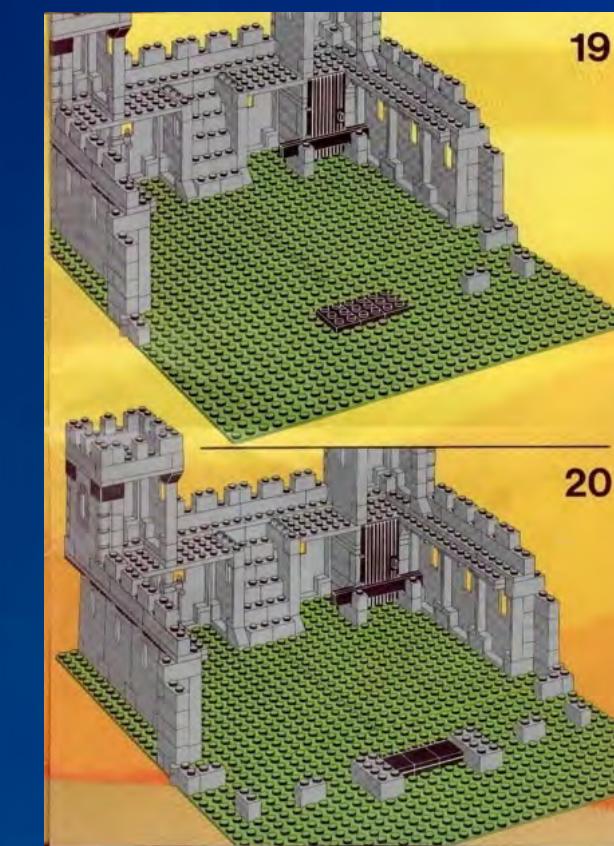
Standard bricks



Sven's castle



Special bricks



Instructions



Sven's castle

Designed by Lego

Design System

ATLASSIAN Design System Get started Brand Foundations Tokens **Components** Content Patterns Resources Search Theme

COMPONENTS

- Atlassian navigation
- Avatar
- Avatar group
- Badge
- Banner
- Blanket
- Breadcrumbs
- Button
- Calendar
- Checkbox
- Code
- Comment
- Date time picker
- Drawer
- Dropdown menu
- Dynamic table
- Empty state
- Flag
- Form
- Heading BETA
- Icon
- Icon object
- Image BETA
- Inline dialog CAUTION
- Inline edit
- Inline message
- Logo
- Lozenge
- Menu
- Modal dialog
- Onboarding (spotlight)
- Page CAUTION

Components

Components are the reusable building blocks of our design system. Each component meets a specific interaction or UI need, and has been specifically created to work together to create patterns and intuitive user experiences.



Atlassian navigation
A horizontal navigation component for Atlassian products.

Avatar
An avatar is a visual representation of a user or entity.

Avatar group
An avatar group displays a number of avatars grouped together in a stack or grid.

Badge
A badge is a visual indicator for numeric values such as tallies and scores.

Banner
A banner displays a prominent message at the top of the screen.

Blanket
A blanket covers the underlying UI for a layered component, such as a modal dialog or a tooltip.

Design System

Confluence Home Recent Spaces Teams Apps Templates + Create

Atlassian Design System: Info for makers

Owned by Jennie Yip · Last updated: Nov 17, 2023 by Joseph Baker · 2 min read · 526 people viewed · No updates

Welcome to this space exists to:

- Provide way-finding for folks that search for ADS in Confluence
- House internal facing documentation that is private or benefits from two way conversation
- House content that isn't quite ready for atlassian.design

About Atlassian Design System

Atlassian Design System (ADS) is the foundational design language that engineers and designers use to create experiences that look and feel like Atlassian. We provide quality building blocks and common UI, so that you can focus on tackling the unique challenges that come with meeting your customer's needs.

Read on to find out more about what the system makes available, and the tools and support we provide.

Get started

See the work

Contact us

Official documentation site

[Overview - Get started - Atlassian Design System](#)

On the reference site you will find:

- Design guidelines
- Content guidance
- Component and API reference
- Resources

Courses and Guidance

[Atlassian Design System – Courses](#)

[ADS engagement guidance for designers: FY24](#)

What we're working on

- [ADS Strategy - Always on](#)
- [ADS Roadmap and Deliverables](#)
- [#announcements-design-system](#)
- [Atlassian Design System – Virtual Design Wall](#)

Recent blog posts

Blog Posts

[A look ahead: we're paving a path forward for customizations created by Kylor Hall](#)

[Design System Team \(DST\) Nov 23, 2023](#)

[Styled files bid adieu, developers celebrate created by Gorkem Kinik](#)

[Design System Team \(DST\) Nov 23, 2023](#)

Support channel

For feedback and general help, please ask a question in our Slack help channel. Please read the [Slack community rules](#).

→ [#help-design-system](#)

Sparring

Attend our fortnightly sparring sessions to get feedback on your designs from a design systems lens.

→ [Sign up for sparring](#)

Contribution

**Standardization
made easy**

**Allow for
Autonomy**

TOOLING

SUPPORT

AUTONOMY

ALIGNMENT

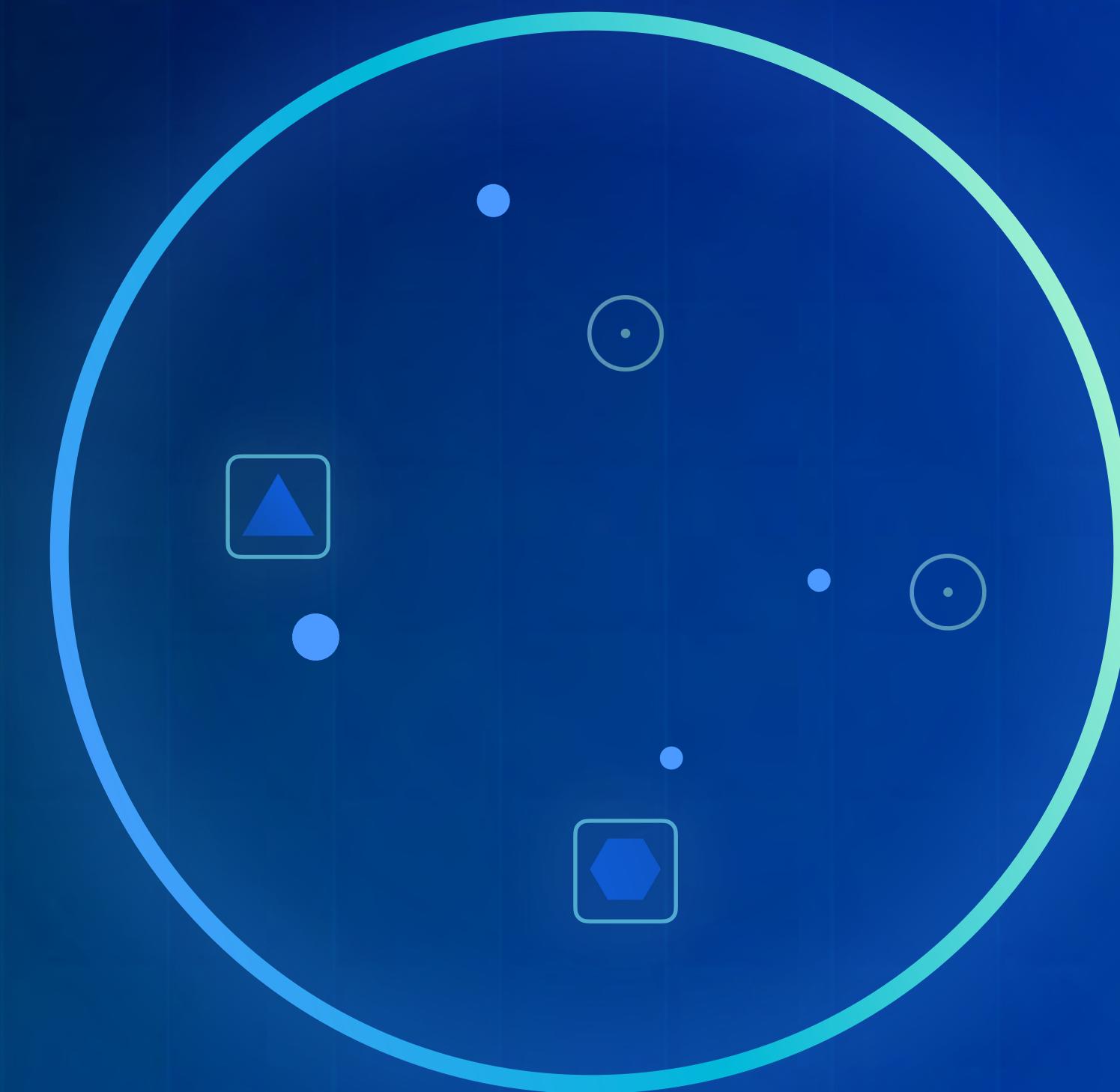
TOOLING

SUPPORT

AUTONOMY

ALIGNMENT

ALIGNMENT





Developer Platform





Guidance

Support



Fast



Independent



DESIGN



QUALITY

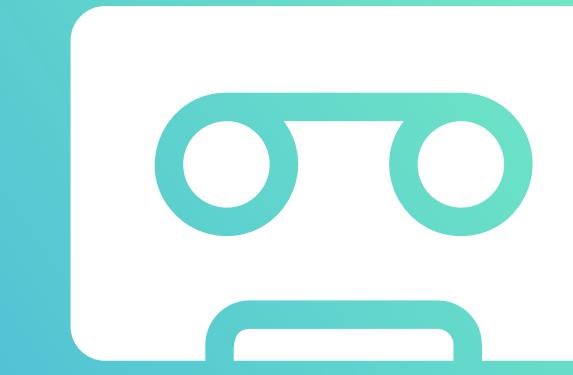


MARKETING



OPERATIONS



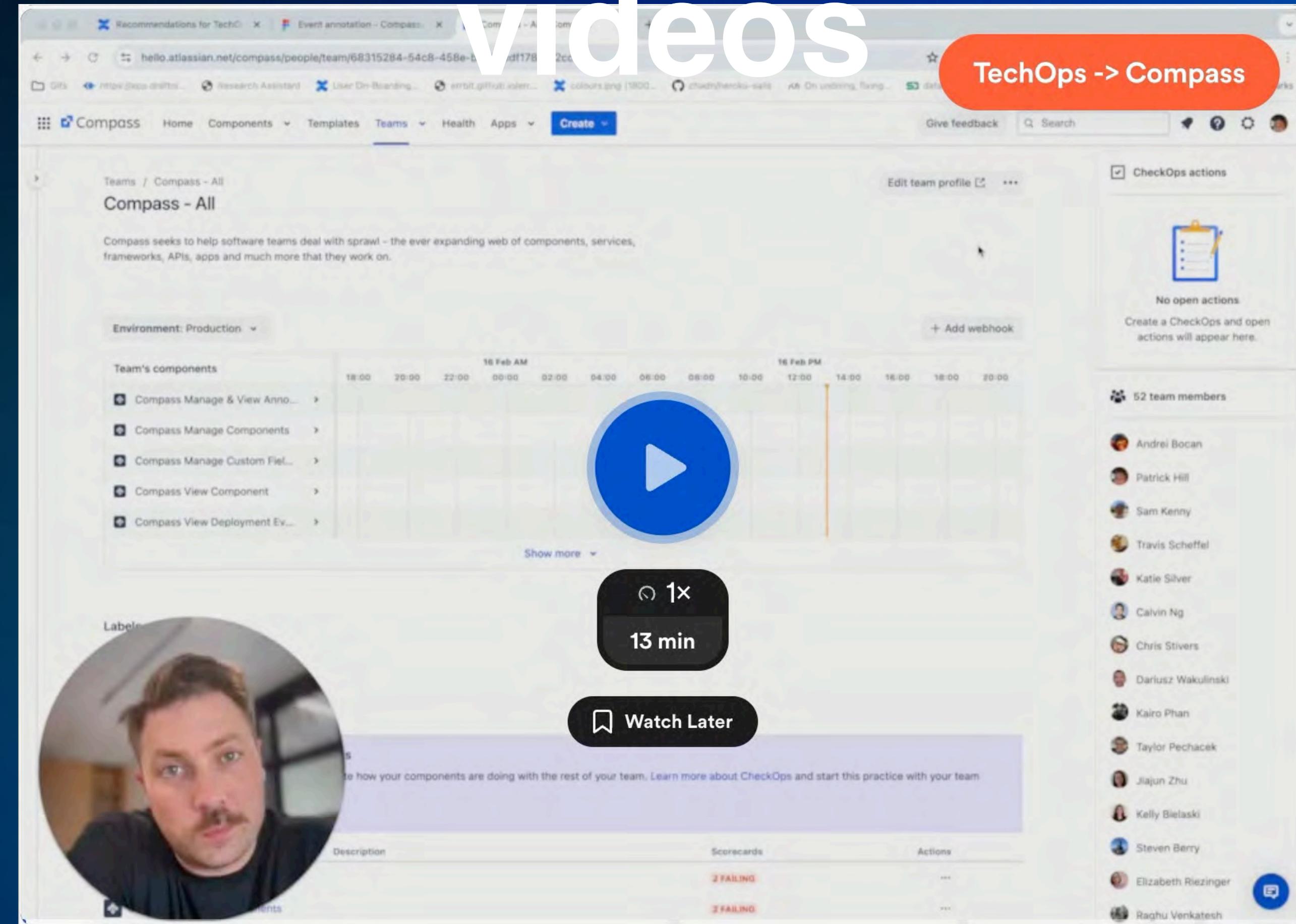


**Demo
Sessions**



Demo Sessions

Async videos





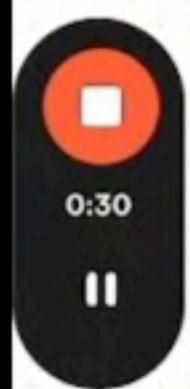
Why are
we doing it
this way?



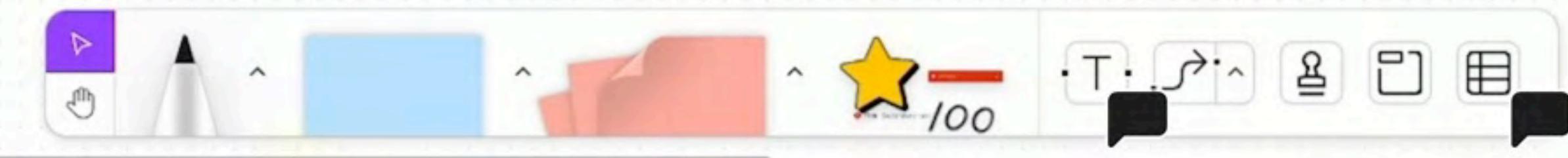
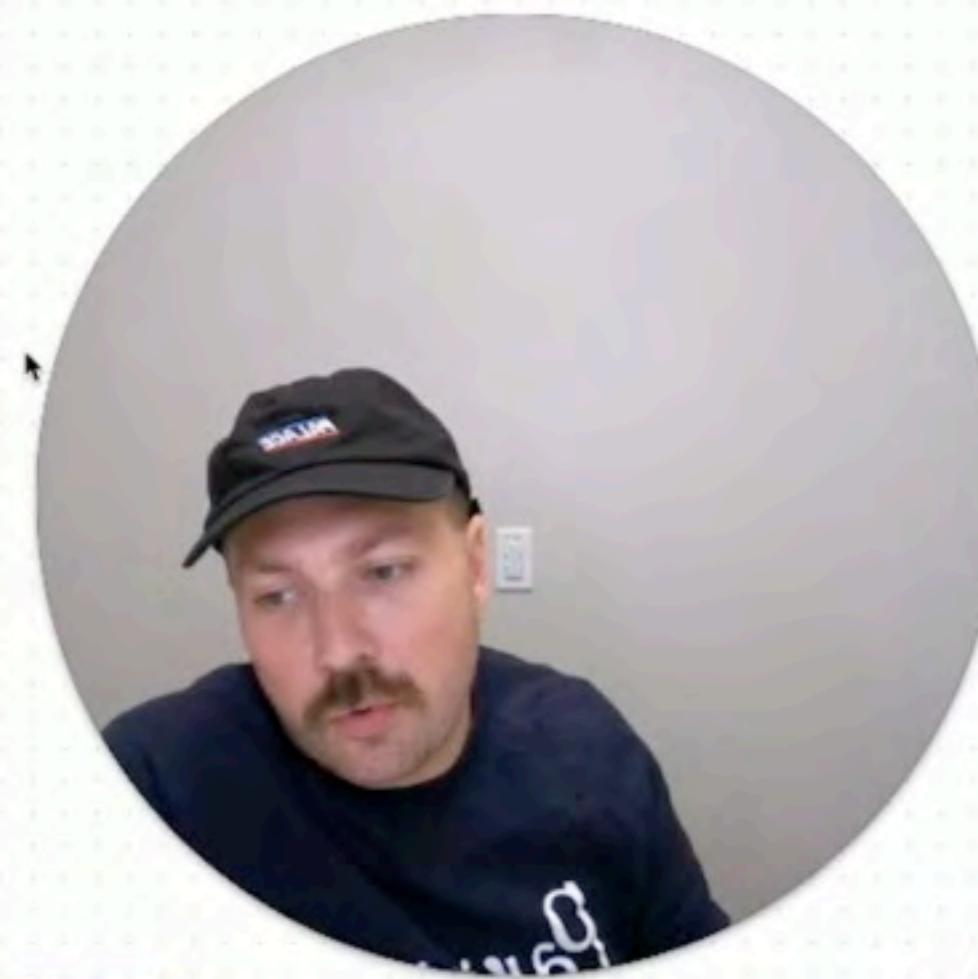
Demo
Sessions



03:00



How can OneSight + Compass combine forces?

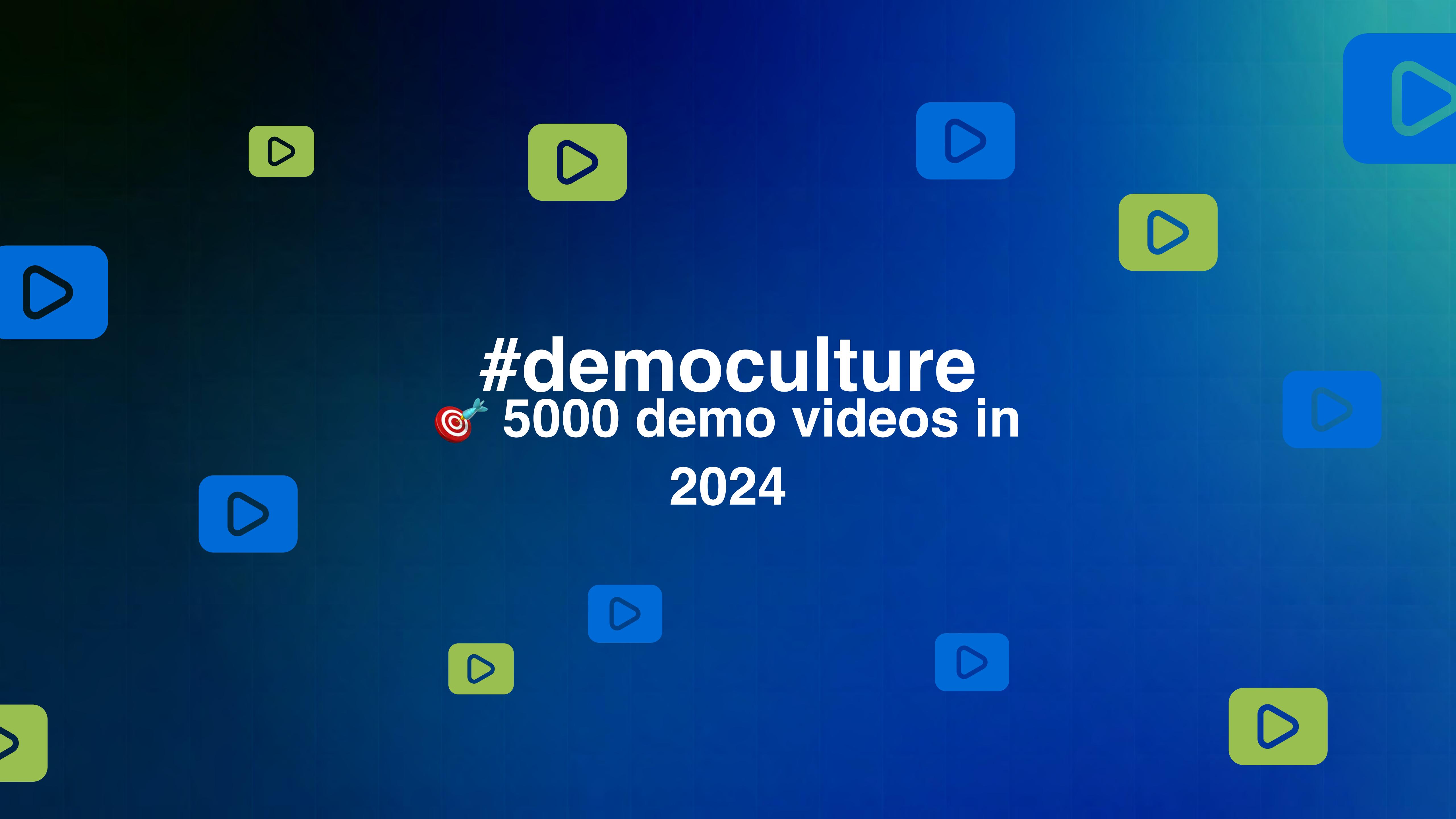




50%

more engagement





#democulture
5000 demo videos in
2024



**Standardization
made easy**

**Allow for
Autonomy**

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT

DID  CHANGED
THE WAY WE WORK?

DID  CHANGED
THE WAY WE WORK?

DID  CHANGED

THE WAY WE WORK?

?

WE NEEDED TO CHANGE
THE WAY WE WORK

**WE WILL CHANGE
THE WAY WE WORK**

THIS IS US





THIS IS US

300K CUSTOMERS

5K ENGINEERS

20 YEARS OLD
PRODUCT
COMPETITIVE
MARKET

MICROSERVICE TEAMS

Thank
you

CHANGE IS THE ONLY
CONSTANT



@svenpet

