Exercise 3.4: Establish a set of KPIs and measure for success at PETech

In this exercise, you will create a simple mapping of your platform capabilities to the business outcomes as explained in Section 3.5 of this chapter.

You will need to do the following:

1. Identify a set of technical outcomes you are interested in achieving. An example of a technical outcome could be *faster application startup.*
2. For each of the technical outcomes you have identified, identify one or more platform capabilities that can either *enable* or *contribute* to the intended outcome. An example of a platform capability that can help achieve the *faster application startup* outcome could be building a *scalable CI/CD system*
3. In the next step, map your technical outcomes to the business drivers. An example of a business driver could be *improved developer experience if the application starts up faster.*
4. In the last step of the exercise identify the business outcome. Your business outcome could be any of the *lagging indicators* we introduced in section 3.5 or could be something that is more contextually relevant to your business.

Solution

Technical outcome sought: A single pane of glass to see all issues related to my microservice around application scaling, functional errors, infrastructure scaling, resource constraints, service downtime, security vulnerabilities, and performance problems.

Platform capability required: An Observability platform that brings together all aspects of the SDLC for my microservice in a coherent visualization that can help me solve the most critical problems expeditiously

Business driver desired: Reduction in the MTTD/MTTR the customer's visible issue, often leading to self-healing approaches.

Business outcome achieved: Improved customer experience leading to higher customer satisfaction score (CSAT)
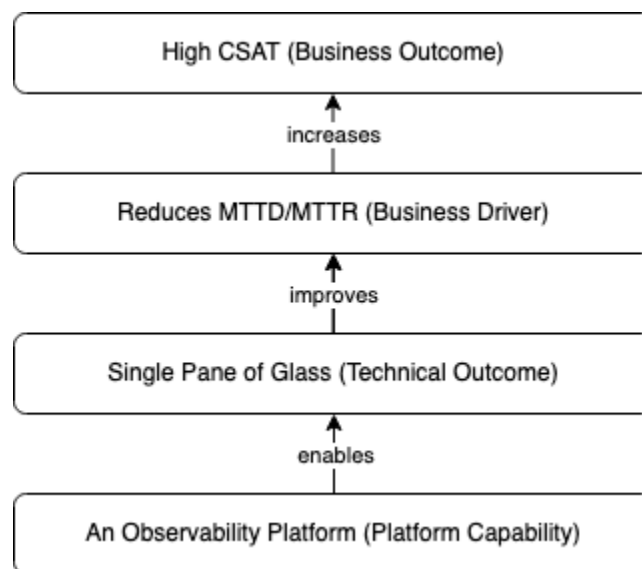

Figure 3.11 Illustration of solution to Exercise 3.4. The way to read this is from the bottom layer and each subsequent layer builds on top of the other.