

# **APIS AS SOCIO-TECHNICAL AGREEMENTS**

**EINAR W. HØST**

# **WHAT IS AN API?**

**A WAY TO CONNECT  
TWO OR MORE SYSTEMS**

# **WHAT KINDS OF SYSTEMS?**

# **CONNECTING SOFTWARE SYSTEMS**

# **WEB API AKA JSON OVER HTTP**

# **HOW DOES THE API COME ABOUT?**

# **WHO DESIGNES THE API?**

# **WHO DESIGNES THE API?**

**UNILATERAL | BILATERAL**

# **IS THERE A SPECIFICATION?**

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**DOCUMENTATION VS CONTRACT**

# **NON-FUNCTIONAL PROPERTIES**

## **TYPICALLY LEFT OUT**

# **SERVICE LEVEL AGREEMENTS**

# **SOCIO-TECHNICAL PERSPECTIVE**

# **CONNECTING SOCIO-TECHNICAL SYSTEMS**

# **WHAT IS THE INTERFACE?**

# **WHAT IS THE AGREEMENT?**

**WHAT DO YOU MEAN  
THERE IS NO AGREEMENT?!?!**

# **WHAT SHOULD WE AGREE UPON?**

**AT LEAST WHAT REALITY LOOKS LIKE**

# **ASK A BUNCH OF QUESTIONS**

# **WHO IS THE CONSUMER?**

**WHO IS THE CONSUMER?**

**WHAT ARE THEIR GOALS?**

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**WHAT ARE THEIR RESPONSIBILITIES?**

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**WHAT ARE THEIR RESPONSIBILITIES?**

**WHAT ARE THEIR CONSTRAINTS?**

# **WHO IS THE PROVIDER?**

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**WHAT ARE THEIR GOALS?**

**WHAT ARE THEIR RESPONSIBILITIES?**

**WHAT ARE THEIR CONSTRAINTS?**

# **HOW IMPORTANT IS THE API TO EACH PARTY?**

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**MAIN FOCUS | SIDE HUSTLE | IMPOSED**

# **PROVIDER/CONSUMER RELATIONSHIP**

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IS THERE **COMMUNICATION?**

# **PROVIDER/CONSUMER RELATIONSHIP**

**IS THERE COMMUNICATION?  
ARE THERE ANY CONFLICTS?**

# **PROVIDER/CONSUMER RELATIONSHIP**

**IS THERE COMMUNICATION?**  
**ARE THERE ANY CONFLICTS?**  
**WHAT ARE THE POWER DYNAMICS?**

# **POINTS OF CONTENTION**

# **POINTS OF CONTENTION**

**UP / DOWNTIME**

# **POINTS OF CONTENTION**

**UP/DOWNTIME  
ERRORS**

# **POINTS OF CONTENTION**

**UP/DOWNTIME  
ERRORS  
CHANGE/FLUX**

# **SERVICE LEVEL AGREEMENT**

# **CONSUMER**

# **PROVIDER**

**CONSUMER**

**“GOOD ENOUGH”**

**PROVIDER**

**CONSUMER**

**“GOOD ENOUGH”**

**PROVIDER**

**“BEST EFFORT”**

**CONSUMER**

**“GOOD ENOUGH”**

**PROVIDER**

**“BEST EFFORT”**  
**“NO GUARANTEES”**

# **CONSUMER**

**“GOOD ENOUGH”**

# **PROVIDER**

**“BEST EFFORT”**

**“NO GUARANTEES”**

**“IT IS WHAT IT IS”**

CONSUMER

“GOOD EFFORT”

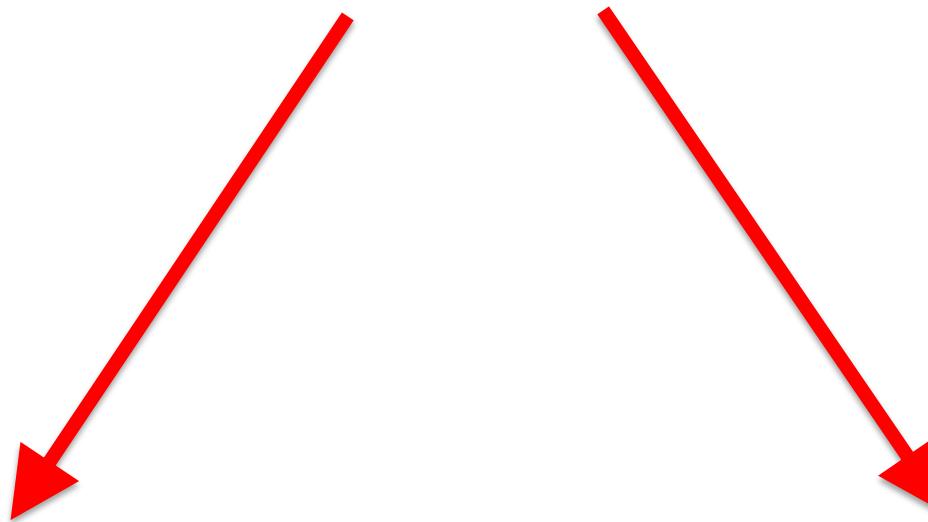
LEFT TO POWER DYNAMICS

“BEST EFFORT”  
“NO GUARANTEES”  
“IT IS WHAT IT IS”

# **START ASKING QUESTIONS**

# **ARTICULATE THE UNARTICULATED**

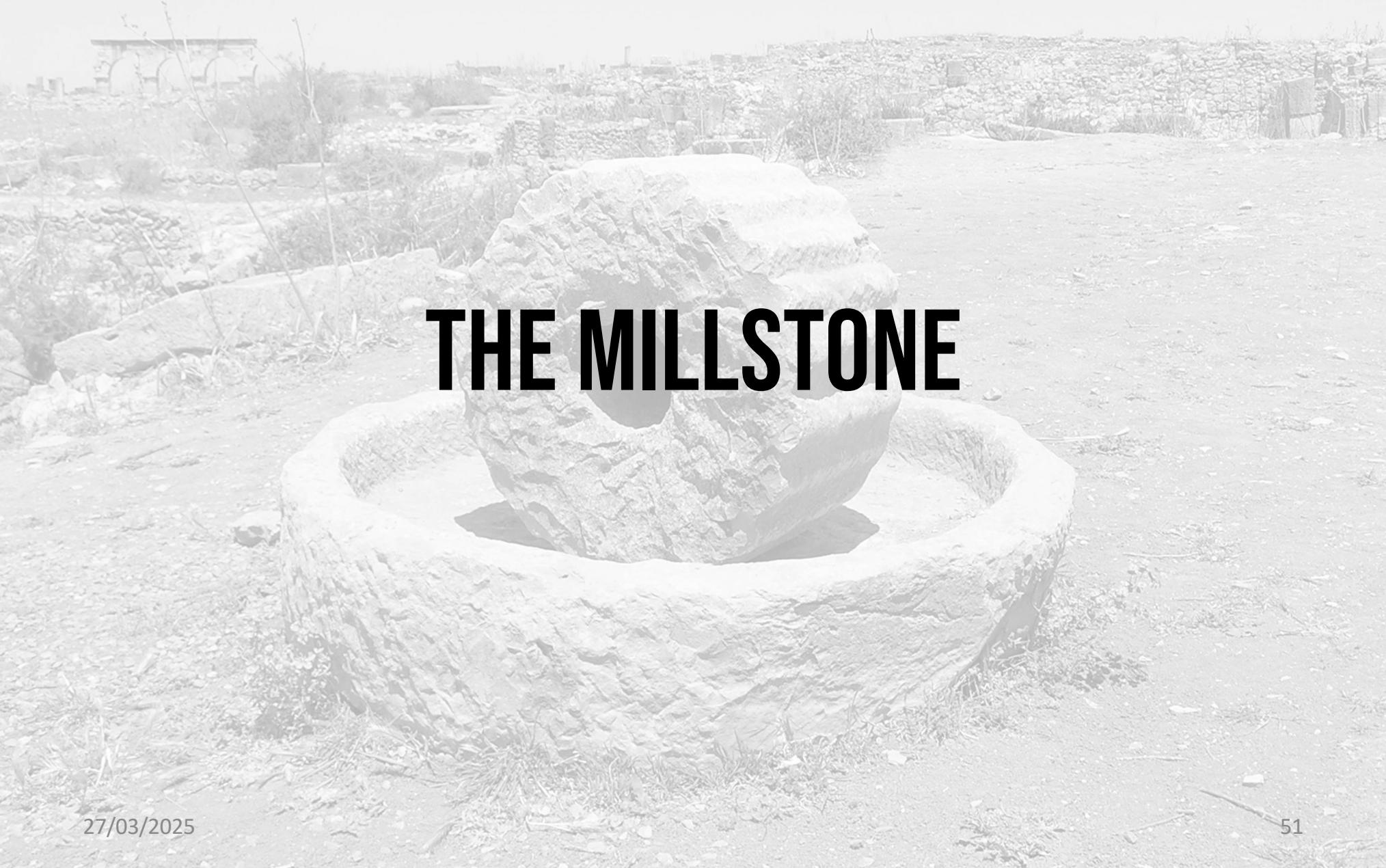
**SILENTLY  
UNDEFINED**



**EXPLICITLY  
DEFINED**

**EXPLICITLY  
UNDEFINED**

# PATTERNS

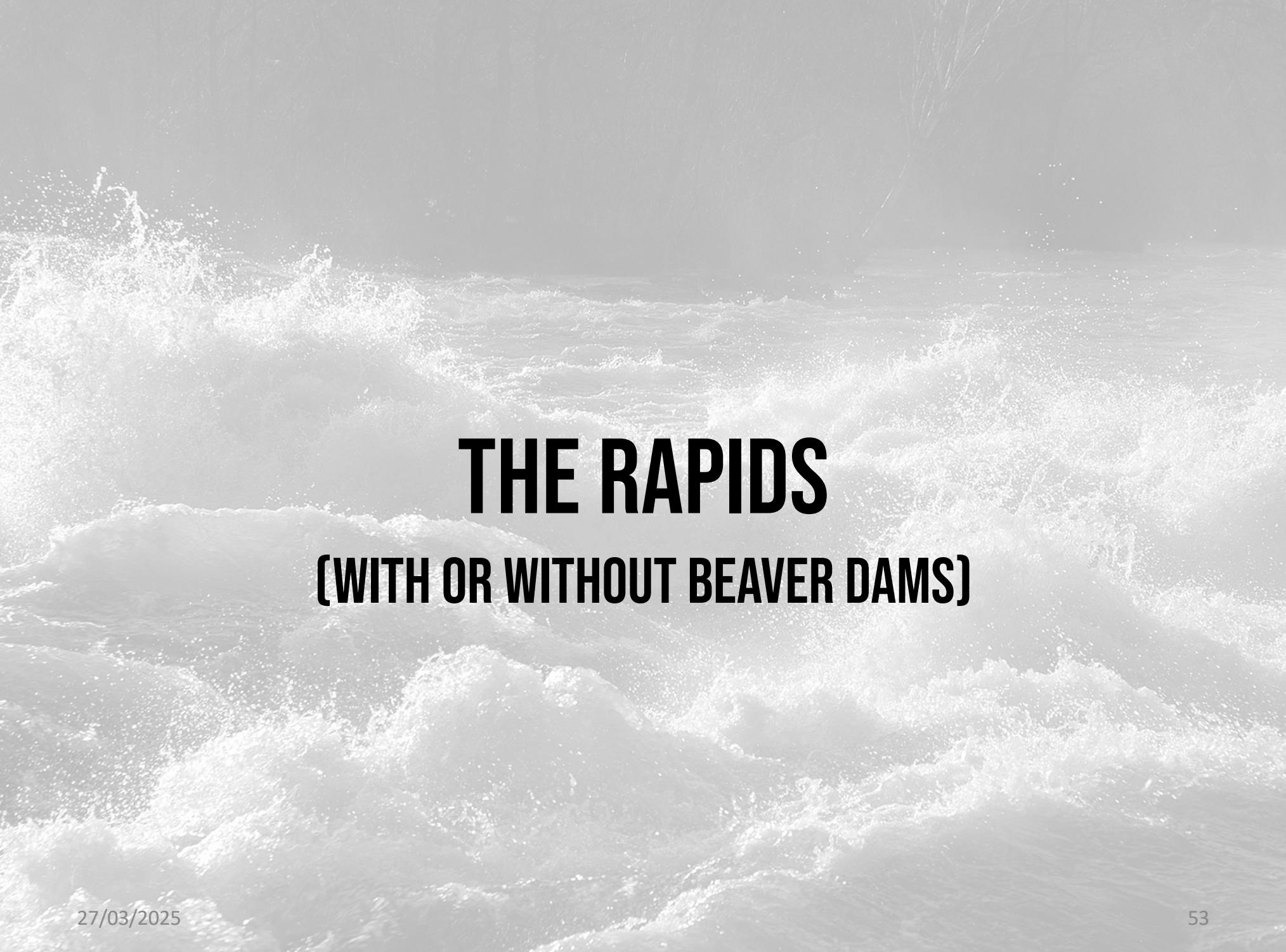


# THE MILLSTONE



# **THE MOUNTAIN**

**(VARIANT: THE VOLCANO)**



# **THE RAPIDS**

## **(WITH OR WITHOUT BEAVER DAMS)**



# THE SOCK PUPPET

# **CROWDSOURCE**

# **IDENTIFY A DOMINANT SOCIO-TECHNICAL FACTOR**

# **COME UP WITH A NAME**

**WHO IS THE CONSUMER AND WHO IS THE PROVIDER?**

**WHAT CONSTRAINTS DO THEY OPERATE UNDER?**

**WHAT ARE THE POWER DYNAMICS?**

**WHAT IS THE COLLABORATION LIKE?**

**WHAT ARE THE COMMUNICATION CHANNELS?**

**HOW IMPORTANT IS THE API TO EACH PARTY?**

**WHAT IS THE EXPECTED CHANGE RATE?**

**HOW IS CHANGE HANDLED?**

**WHAT IS THE SERVICE LEVEL AGREEMENT?**

**ARE BOTH SIDES HAPPY?**