

# User Stories

As a <user>, I would like to <function>, in order to <objective>.

1. As a developer, I would like to set up a complete environment with of push of a button, in order to do integration testing while developing.
2. As a developer, I would like to deploy a complete environment to containers on my own machine in order to have a complete integration environment.
3. As a developer, I would like to be able to deploy historic releases, in order to debug issues with previous releases.
4. As a developer, I would like to see run time statistics/traces of the production environment, in order to know what parts of the application should be optimized.  
[extra]
5. As a manager, I would like to see how much money the service is bringing in, in order to see what parts of it makes me money.
6. As an operator, I would like to have an overview of all hosts/service allowing me to click through to the services in order to easily find the endpoints.
7. As an operator, I would like to have a dashboard, structured as the application (either logical or host based), that shows key metrics and allows drill down in order to have an overview of the state of the system.
8. As an operator, I would like to be able to click through from key metrics, to logs, alerts, history, service endpoint and tooling in order to analyze and remediate quickly.
9. As a development manager, I want to monitor applications as they move through development, testing, and deployment in order to follow-up the development process. (deployment pipeline)
10. As a development manager, I want to automate the path of application code from the moment a change is made by a developer to the time it takes for the release to make it to the end user (thus from start to finish) in order to rapidly solve an important business problem (continuous deployment).
11. As a developer, I want to receive almost immediate feedback from the end user (such as features and functions that work well and those that need work) in order to improve the application.
12. As a business owner, I want to receive almost immediate feedback from the end user/customer (such as features and functions that are used often and those that are not, or are missing) in order to quickly respond to the new requests and requirements.
13. As a developer, I want to receive almost immediate feedback from testing in order to improve the quality of the code.

14. As a developer, I want to submit an application to testing at a press of a button in order to be able to easily and more frequently test my applications and thus to get more feedback.
15. As an operator, I want to automatically promote (move) code from testing, to staging and production and automatically bind application code to data and outside integrations, in order to reduce human errors and provide consistency and repeatability.
16. As an operator I want to be able to easily move services from one machine to another in order to evacuate machines.
17. As an operator I want to have an overview of all thing running, where they run and who they belong to.
18. As an operator, I want developers to use the approved deployment scripts, in order to facilitate integration.
19. As an operator, I want to be able to predefine setups, in order to allow others to self service.
20. As an operations manager, I want to follow up how many tickets are created and how fast they are resolved, in order to improve (internal/external) customer satisfaction and to improve quality.
21. As a business owner/manager, I want to see the impact of new features on the customer behaviour and the revenue, in order to improve the product offering and marketing.[extra]
22. As a business owner/manager, I want to see the number of visitors on our web shop and the revenue at a glance on a daily, weekly and monthly basis, in order to improve prediction, see trends, check the impact of marketing campaigns etc.
23. As an operator, I want to see the latency budget/critical path of our application in order to make the correct optimisation.[extra]
24. As a business owner/manager, I want to see whether the web shop satisfies the expected performance (response time), in order to monitor and improve customer satisfaction.
25. As a developer, I want to easily try out/test a different (type of) database or other technology in the current setup, in order to compare performance and functionality wrt our application.
26. As an operator, I want to easily select the latest release of the application (e.g. drop-down menu) and be able to deploy it immediately (with a click on a button), in order to avoid waste of time and resources to find out which components are in the new release, what the dependencies are and how to deploy it.
27. As an operator, I want to easily add/remove resources to/from a running application, in order to scale out/down.

28. As a business manager/owner, I want to receive monthly reports of the KPIs (revenue, number of visitors, number of transactions, average nb of items bought per transaction, most popular item (bought and/or visited) etc) and compared to previous months and years, in order to follow up the business trends and how well the business is doing.
29. As a business owner and/or operations manager, I want to predict the number of visitors in the next high-peak period (Christmas, Easter...) in order to ensure sufficient resources are available to address the next peak. (capacity planning)

# Requirements

## Developer dashboard

- deploy test environment (integration testing etc)
- deploy historic environment
- performance metrics and application traces
- visual deployment pipeline (in which stage is each commit)
- automated deployment pipeline (code goes automatically to the next step)
- bug reports from customers, testers, production
- testing results
- access to a set of predefined/pluggable/customisable deployment environments
- bug tracking + stats

## Shared code repo

- current version
- releases (history)
- build artifacts

## Config model

- “versioned” with code
- incl. versions of OS, packages
- config model of deployment pipeline (meta)

## Business manager dashboard

- revenue
  - trends over diff. periods (days, weeks, months, years)
- feature request from customers
- feedback from customers
- user tracking
  - trends over diff. periods (days, weeks, months, years)
- SLAs (response time)
- reporting of KPIs
- application-specific metrics
- capacity planning based on metrics

## Operator dashboard

- Operations view (hosts, services, URL endpoints)
- application view with metrics
  - drill down to building blocks
  - Click through to logs, alerts, history
- link with tooling to analyse logs, alerts etc
- performance metrics
- scaling
- deploy/manage production environment (one click)
- deploy/manage deployment pipeline (no manual intervention)
- migration of service (maintenance without downtime)
- bug tracking + stats
- application traces and latency budget
- specify the deployment environment
- capacity planning based on metrics

### Dashboard: environments

- all environments
- create new env
  - select tag
  - set params
- move into detailed view for env

### Dashboard: pipeline

- see all builds
- move to artifacts