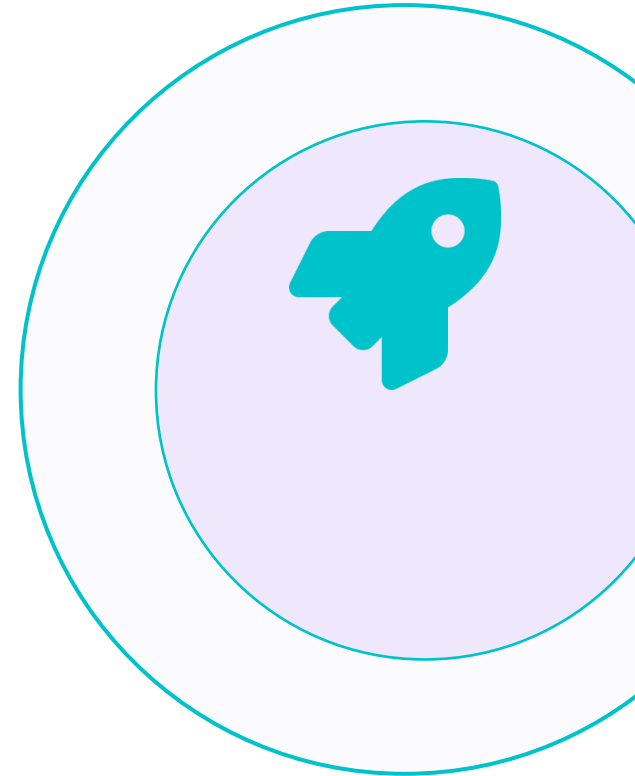


PLATFORM ENGINEERING

About Tools, Techniques, People and Culture

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CNCF Ambassador & GB Member
LF Europe Advisory Board



WHY IT MATTERS



*Reducing complexity,
not adding layers.*



Developer Cognitive Load

Teams waste 35-40% of time on toil, infra setup, and waiting. Platforms reclaim this time.



Golden Paths, Not Guardrails

Good platforms don't restrict.
Awesome platforms provide paved roads that accelerate delivery safely.



Cloud-Native at Scale

Kubernetes, microservices, and distributed systems demand a product-thinking approach to infra.



TOOLS

The building blocks of your platform



Containers

Docker & OCI images (!) as the unit of deployment



Orchestration

Kubernetes for scheduling, scaling, self-healing



GitOps

Git as the single source of truth for any state



IaC

OpenTofu (Terraform), Pulumi -> infra as versioned code



Security

Policy-as-code, secrets mgmt, supply chain



Observability

Logs, metrics, traces, think OpenTelemetry first

TECHNIQUES

How great platform teams operate



Platform as a Product

Treat your platform like a product: roadmaps, backlogs, user research, SLOs.



Self-Service & Automation

Reduce tickets. Build APIs, portals, and templates that let teams move alone.



Shift-Left, don't S**t Left 🐛

Security, testing, compliance are embedded into the developer workflow, *not bolted on*.



Measure Developer Experience

DORA, SPACE, DevEx → instrument what matters, iterate based on data.



Key Insight

The best platform teams think like product teams, not like infra teams.

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Outcome:
Faster delivery,
happier developers,
lower cognitive load.



PEOPLE

The human side of platform engineering



User Research

Deeply understand **developer pain points**. Shadow sprints, surveys, interviews.



Collaboration

Work with stream-aligned teams. **Co-create, not dictate**. Enable pull over push.



Feedback Loops

Create fast, safe, open channels. Listening is a platform feature.



Empowerment

Enable autonomy through **good docs, onboarding, and self-service** capabilities.

Great platforms succeed or fail based on how well they respect the socio-technical system.



CULTURE

Building a platform-centric mindset across your organisation



Training & Enablement

Internal workshops, learning paths, and platform office hours build shared understanding.



Community Building

Platform guilds, champions networks, Inner Source, and CoPs spread knowledge organically.



Advocacy & Internal Marketing

Celebrate wins. Publish case studies. Show ROI. Make the platform desirable, not mandatory.



The Platform Mindset Shift

- ✓ Infrastructure team → Product team
- ✓ Ticket-driven → Self-service
- ✓ Top-down mandate → Bottom-up pull
- ✓ Output-focused → Outcome-focused



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It's all about People, Culture and Process