

MICROSERVICE TEAMS

HOW THE CLOUD CHANGES THE WAY WE WORK



@svenpet



Sven Peters
DevOps Advocate









Our living environment
changed how
we orginze our lives



Microservices
changed how
we organize our teams

In a galaxy far,
far away



JIRA



CONFLUENCE

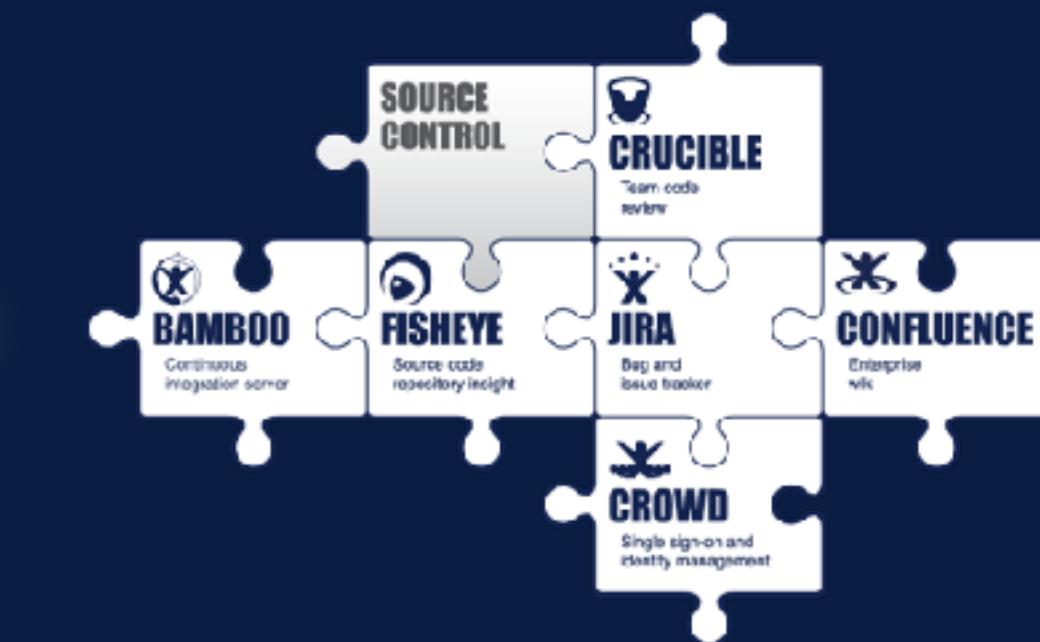
2002

2004

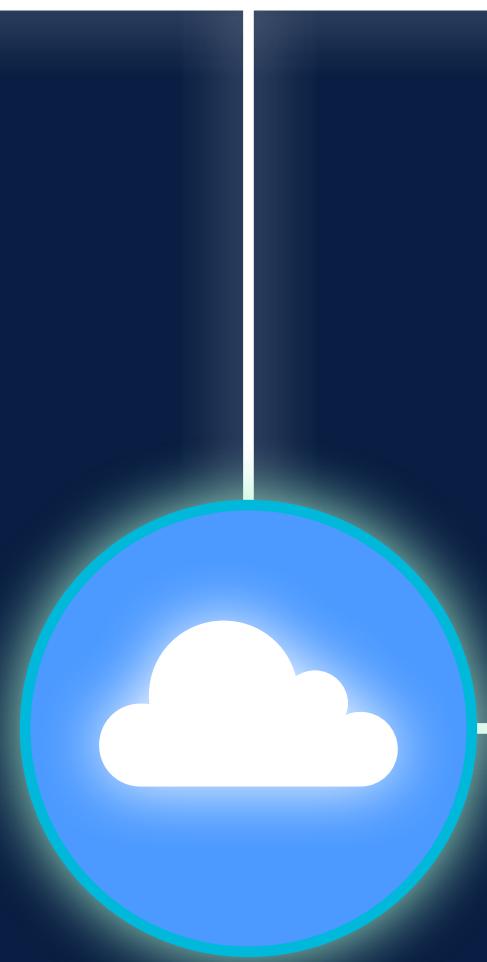
2010



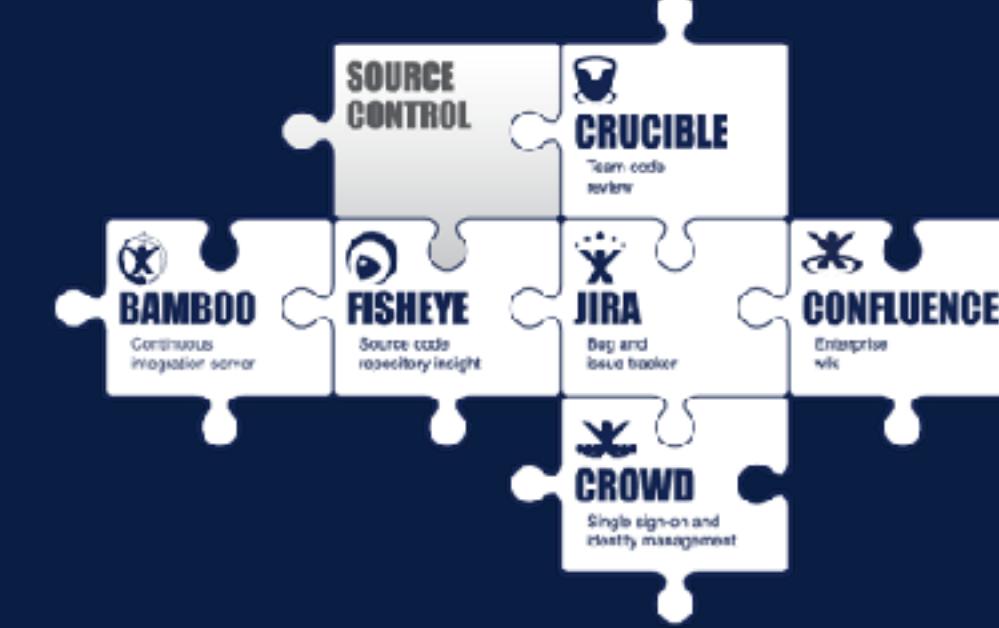
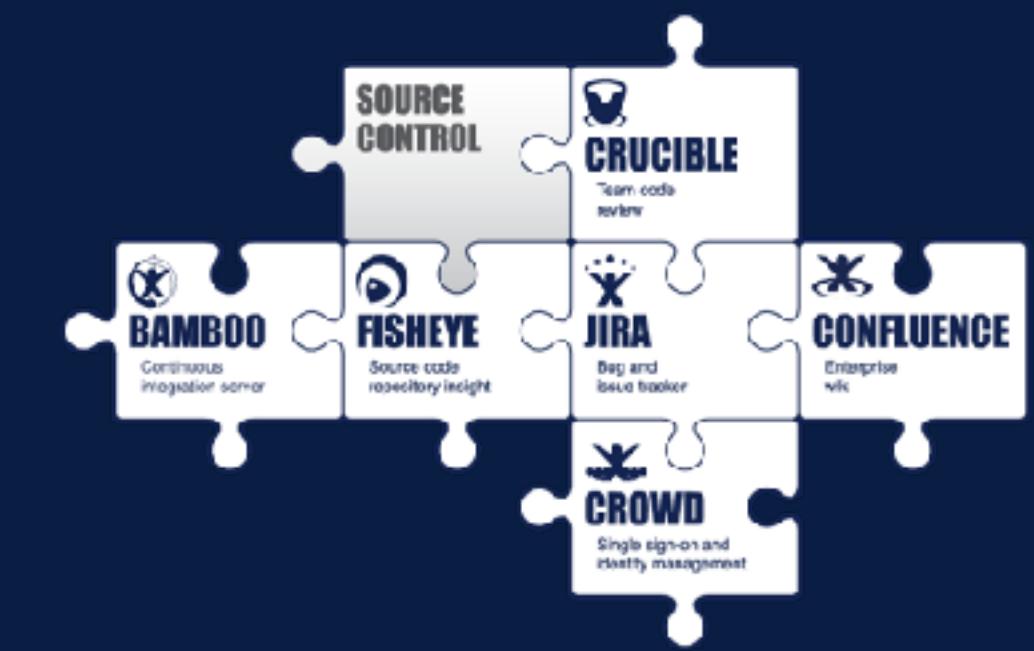
JIRA STUDIO



2010



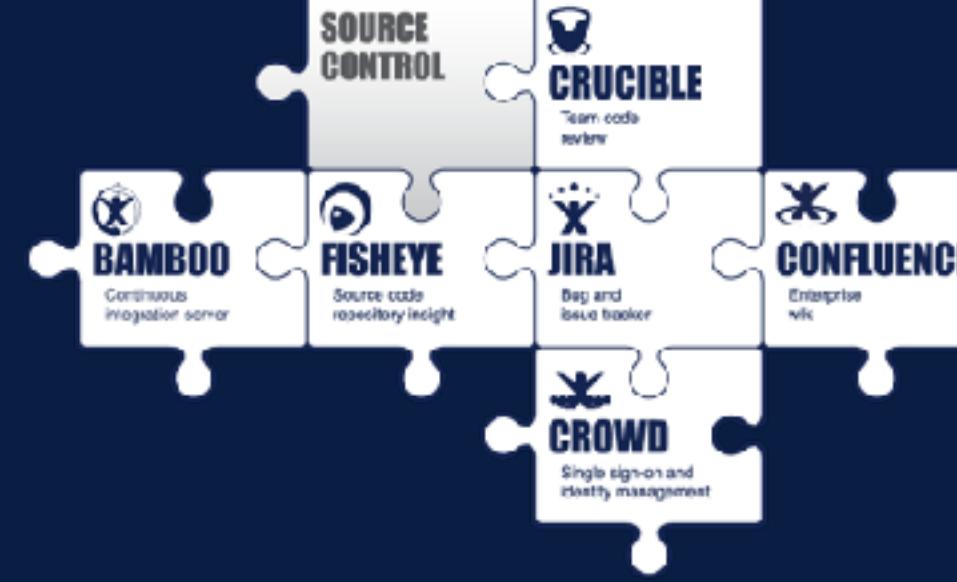
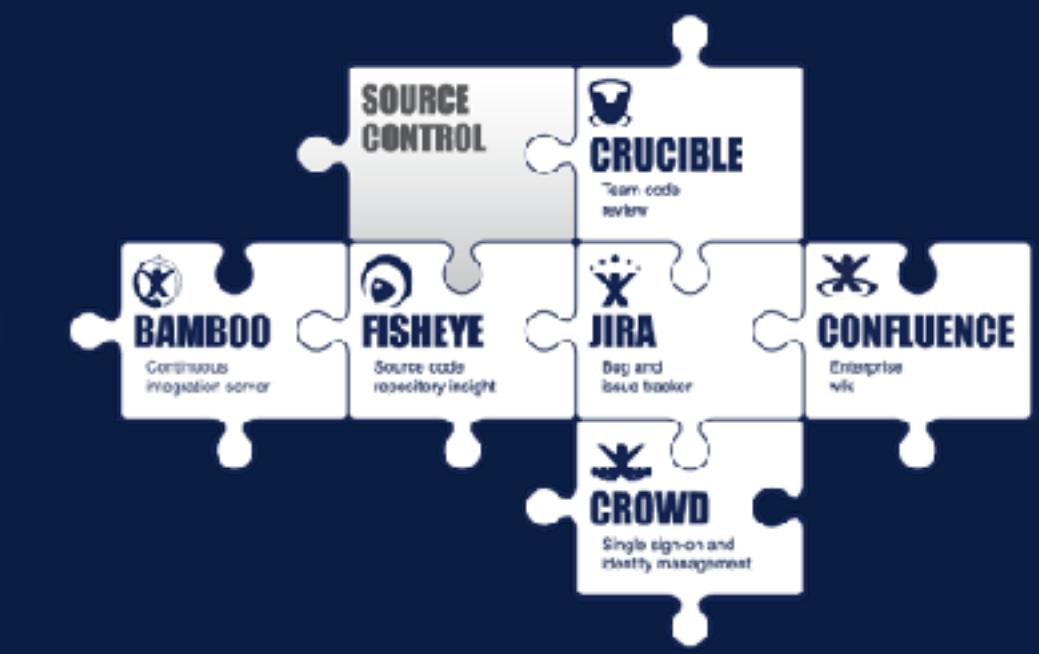
JIRA STUDIO



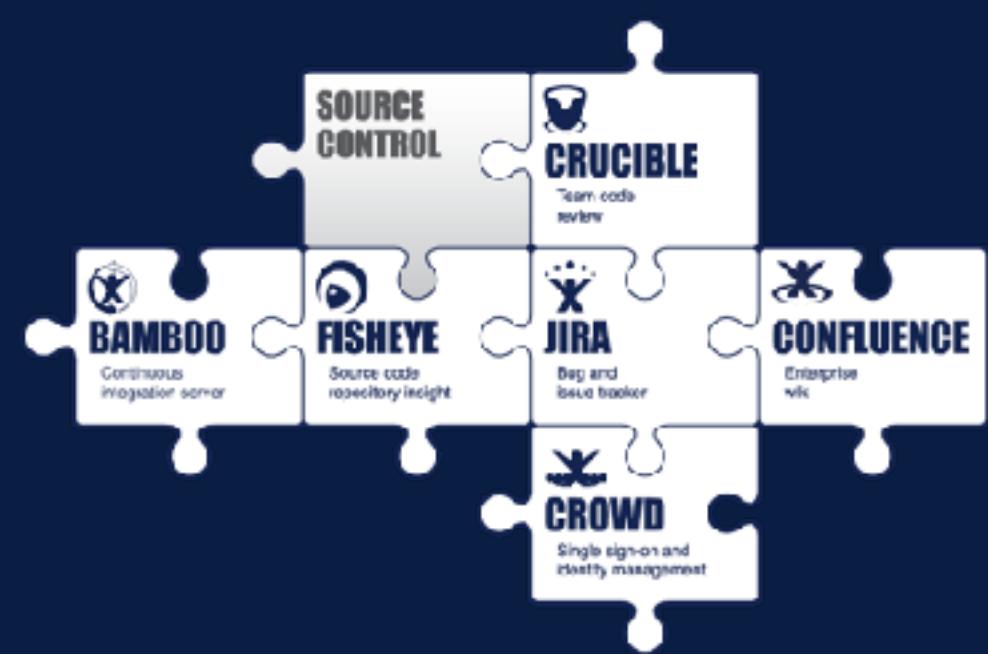
2010



JIRA STUDIO



JIRA STUDIO



OnDemand



2012

Unicorn platform



Linux derivative

Jira | Confluence



OnDemand

Unicorn platform

SINGLE TENANT APP

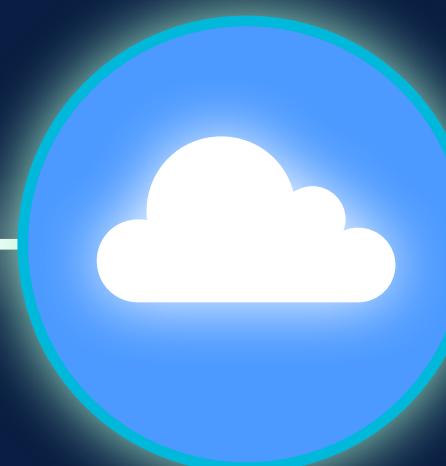
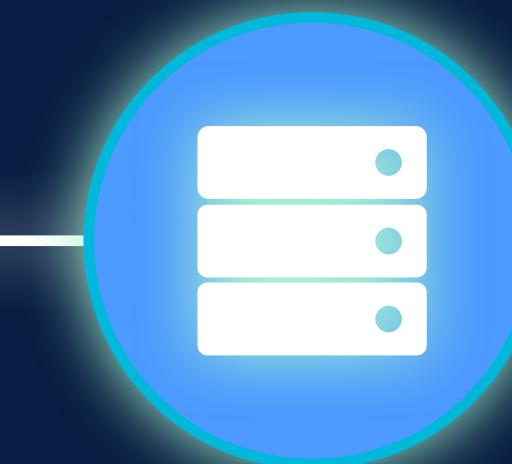
ONE CUSTOMER - ONE JVM

DIFFICULT TO SCALE

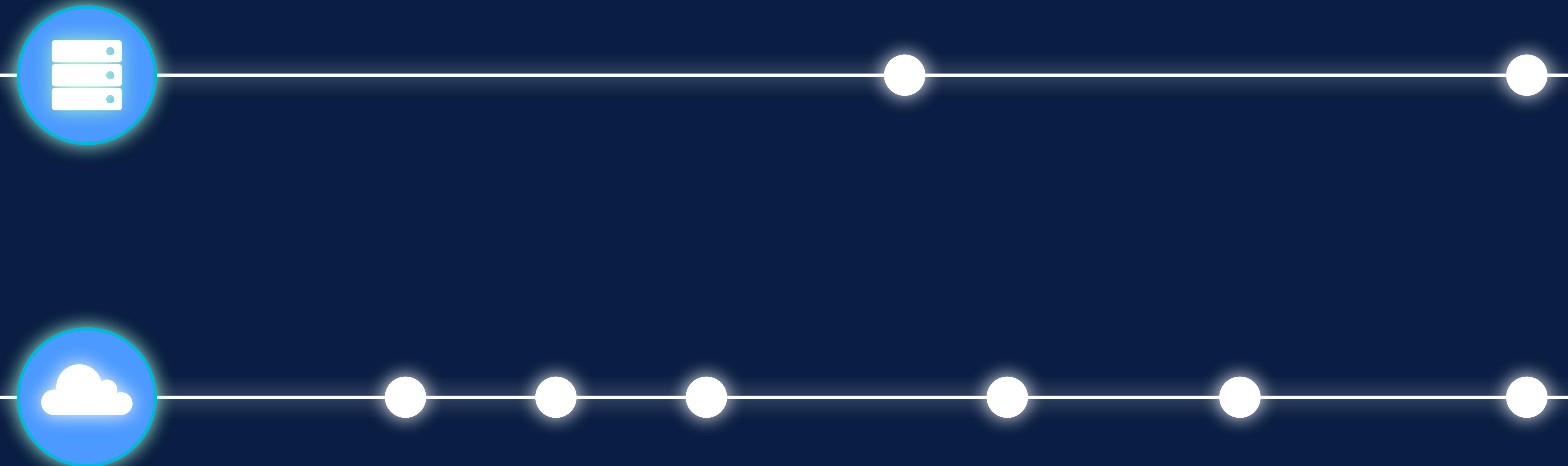
Jira | Confluence



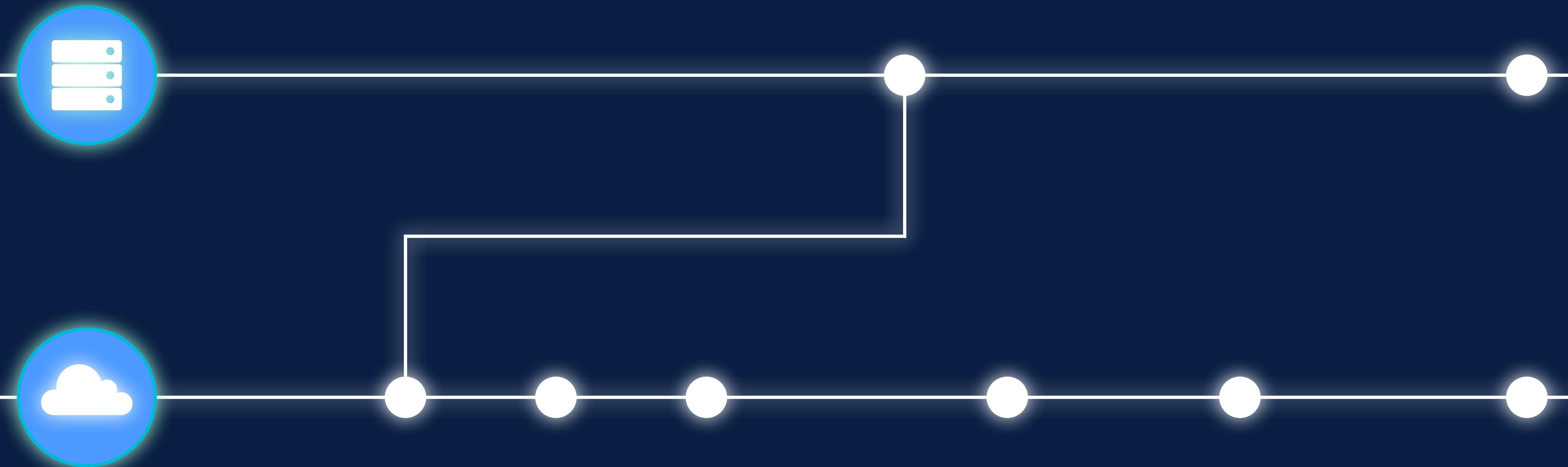
OnDemand



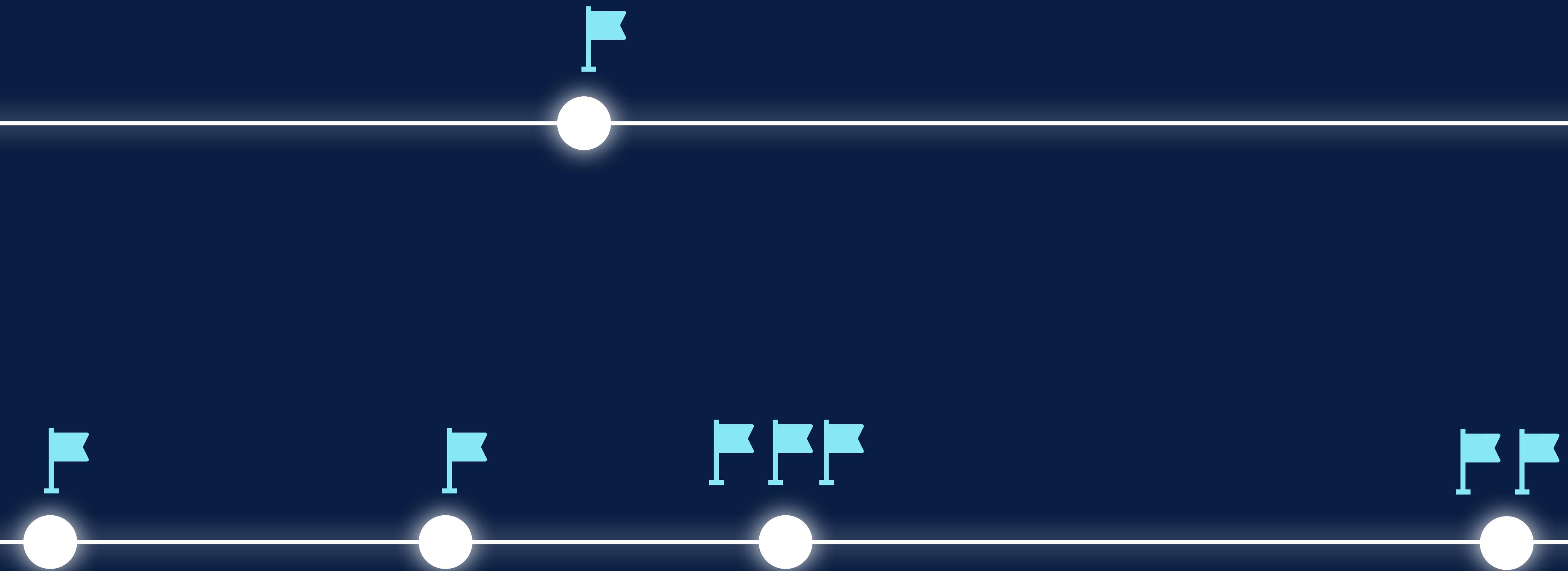
RELEASE CADENCE ↑



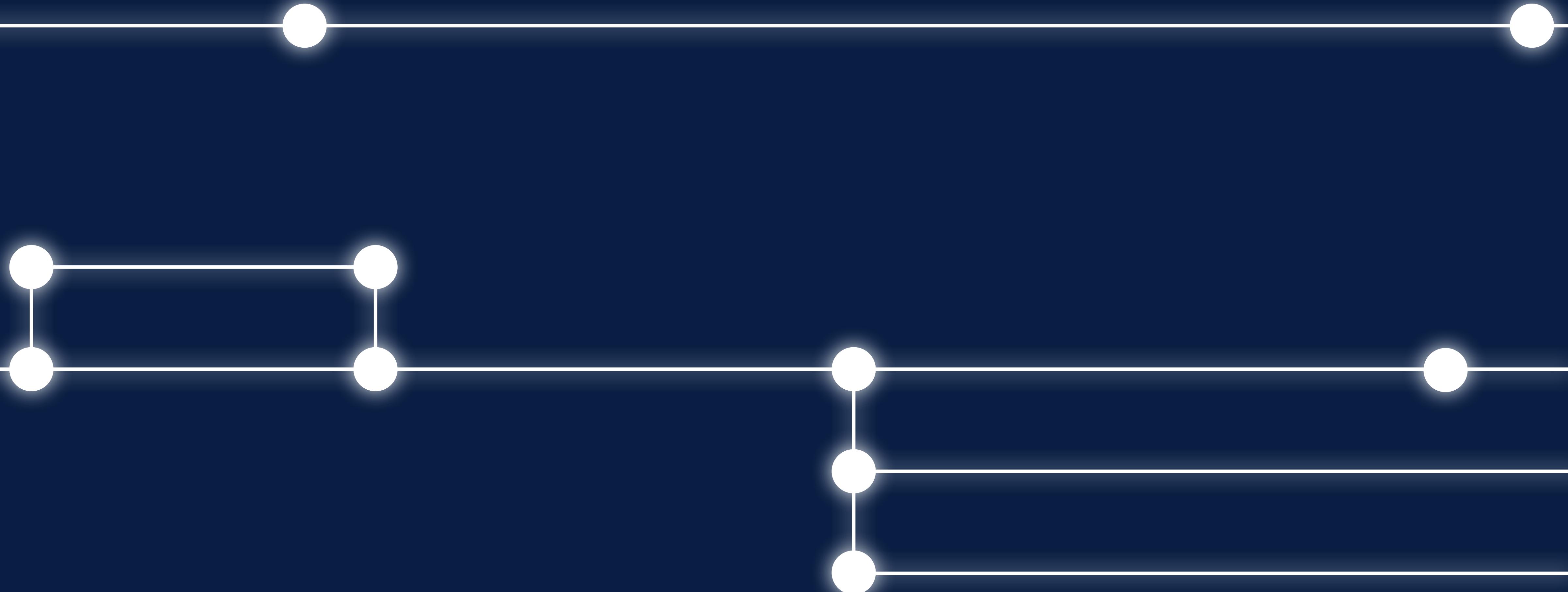
RELEASE TRAIN

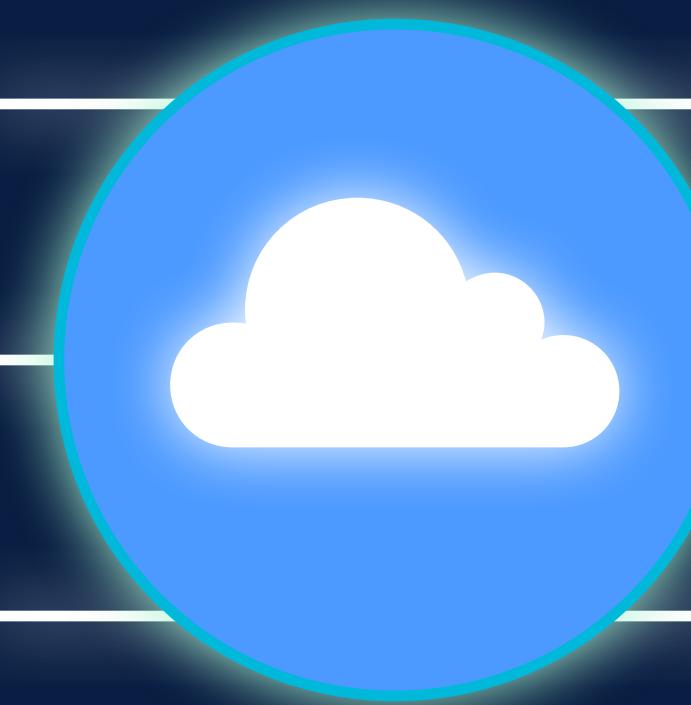


FEATURE FLAGS



GROWTH EXPERIMENTS



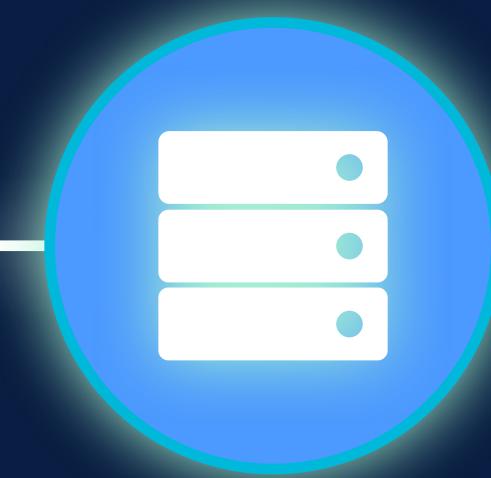


CONFLUENCE

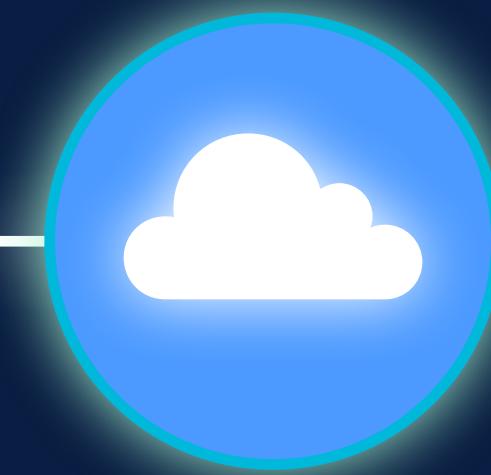
JIRA

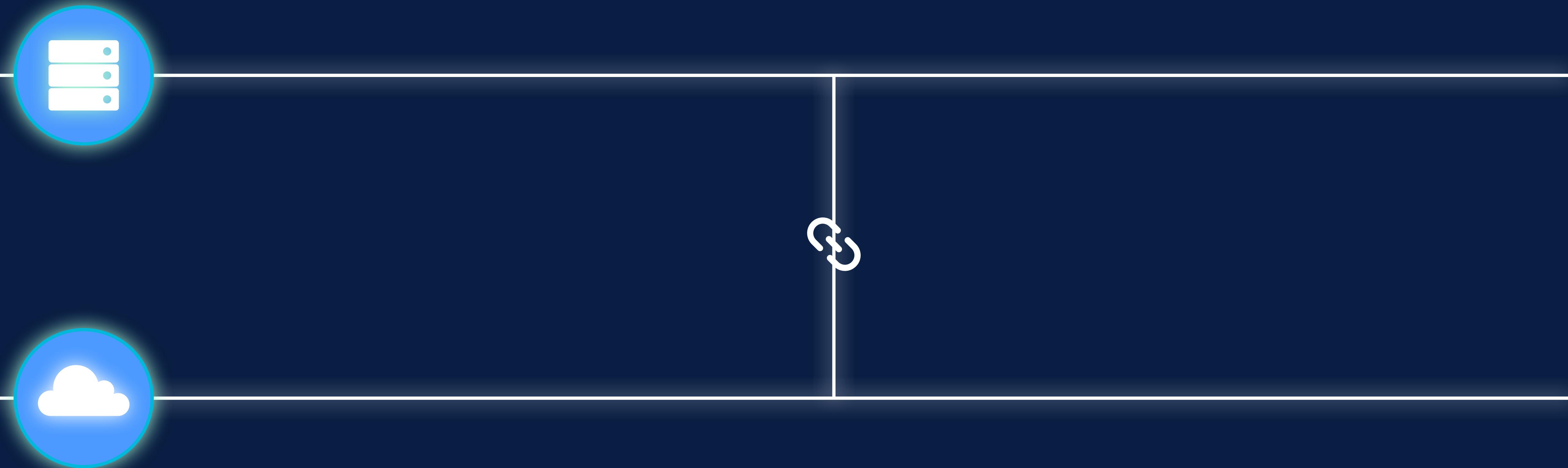
BITBUCKET

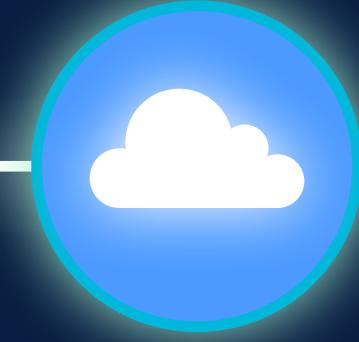
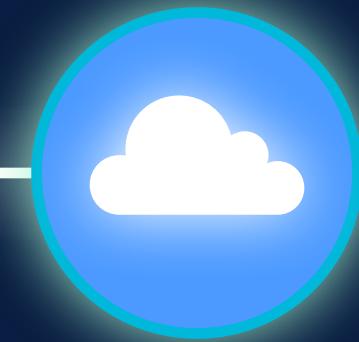
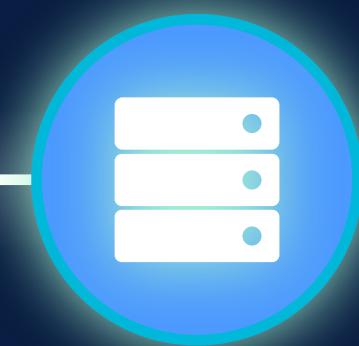
SHARED AND RE-WRITTEN CODE



SAME CODEBASE







Project Vertigo

2016

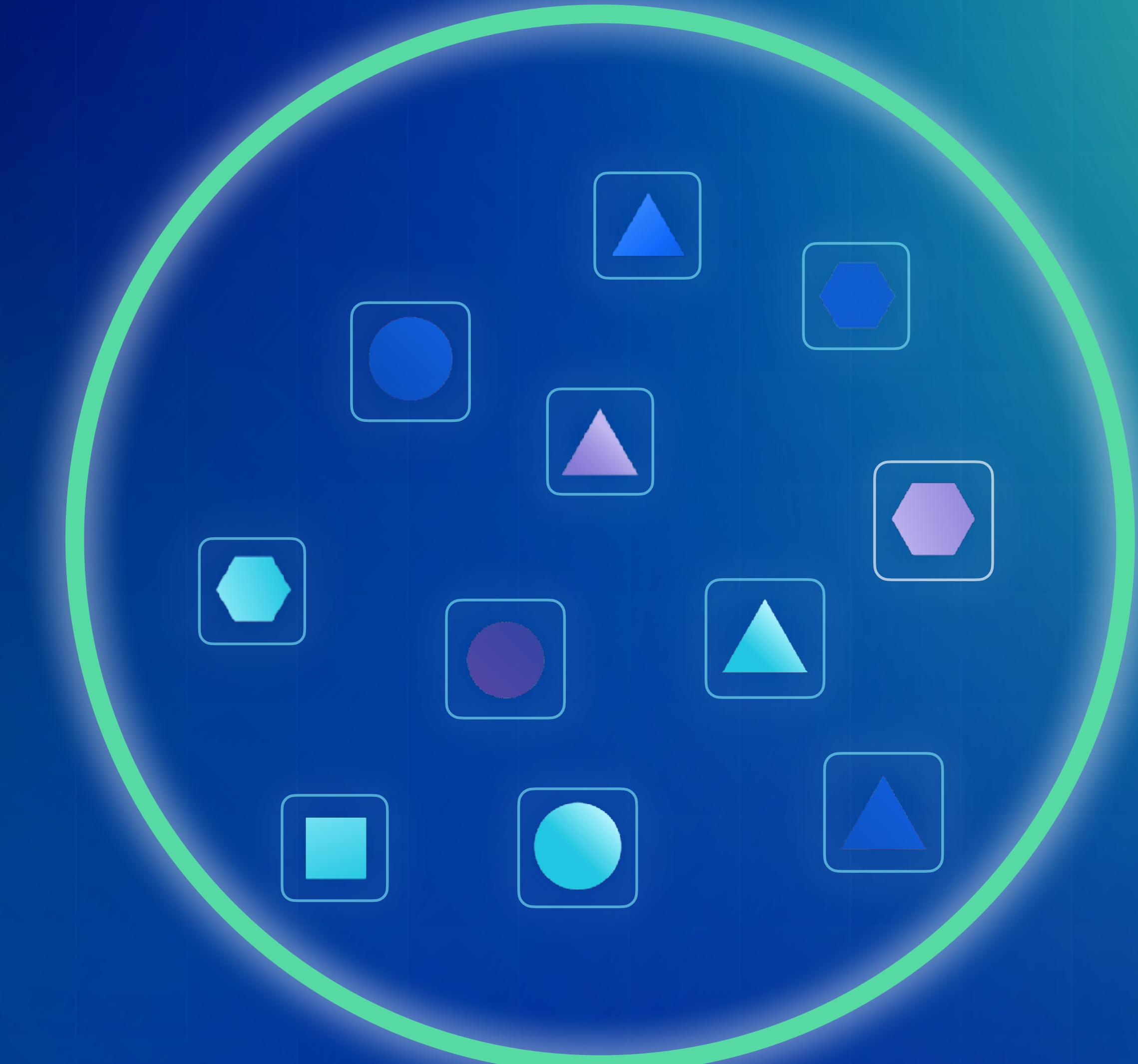


STATELESS 12 FACTOR APPS

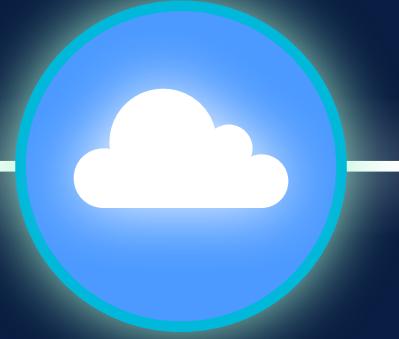
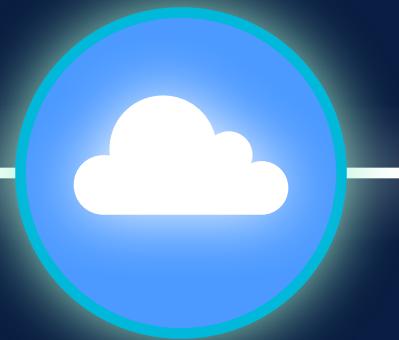
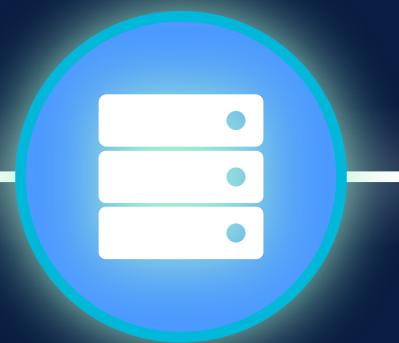
<https://12factor.net/>



EVOLUTION OVER TRANSFORMATION



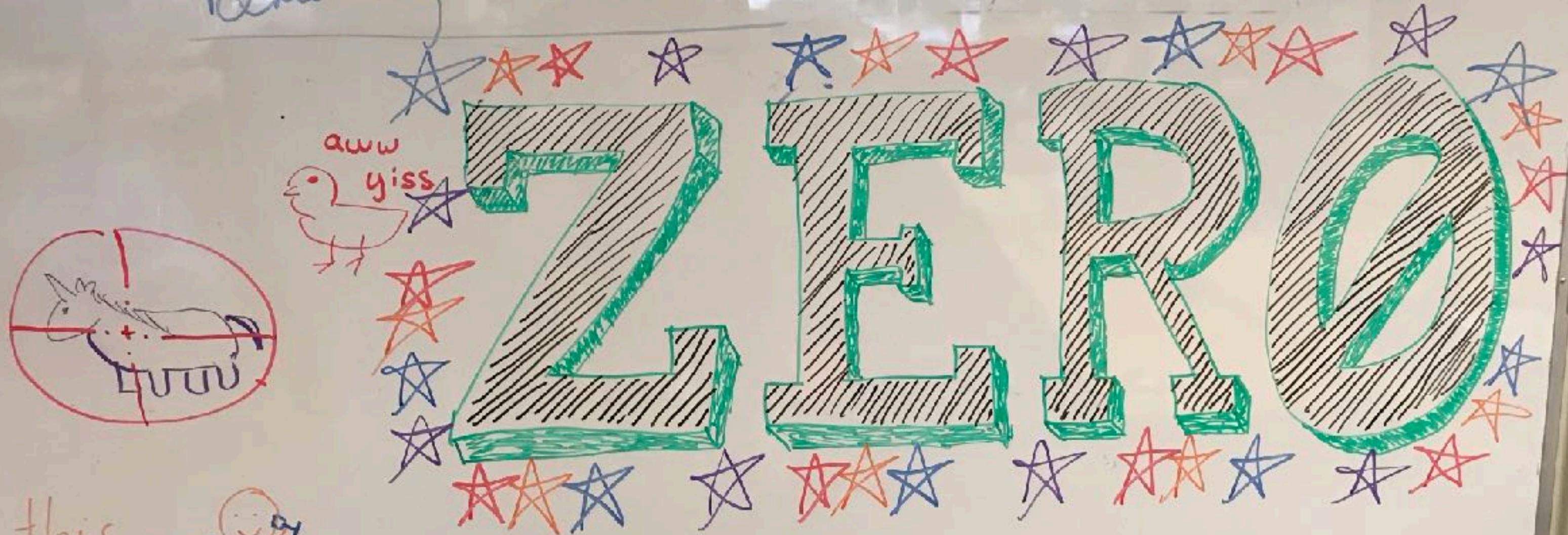
THE BIG MIGRATION



2017

2018

Remaining Instances to be migrated to Vertigo



As at 3:30 pm 13 DEC 17

UNICORN IS DEAD!

Is it SOC2 compliant?
-Baron

RIP Unicorn
U were awesome
& will not be
missed ;-)
-Neha

Lest we forget.
You had yang yang.
But that is gone.
Go and take
P2CQ with you!
-PM

Goodby Unicorn!
-An Nguyen



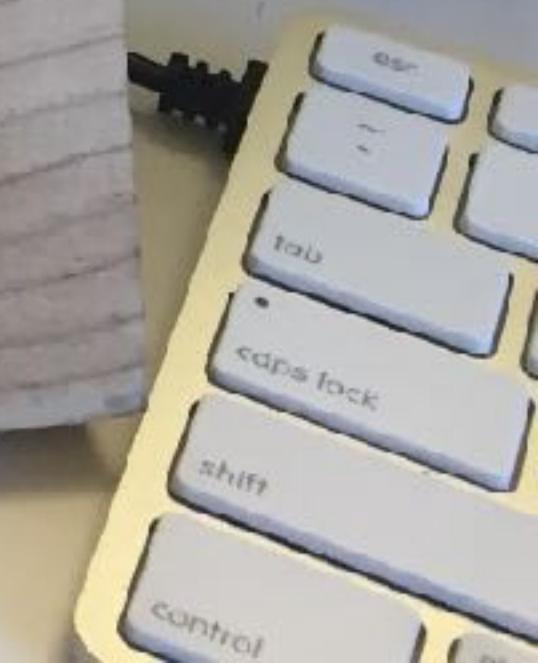
Long live Vertigo December 2017

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

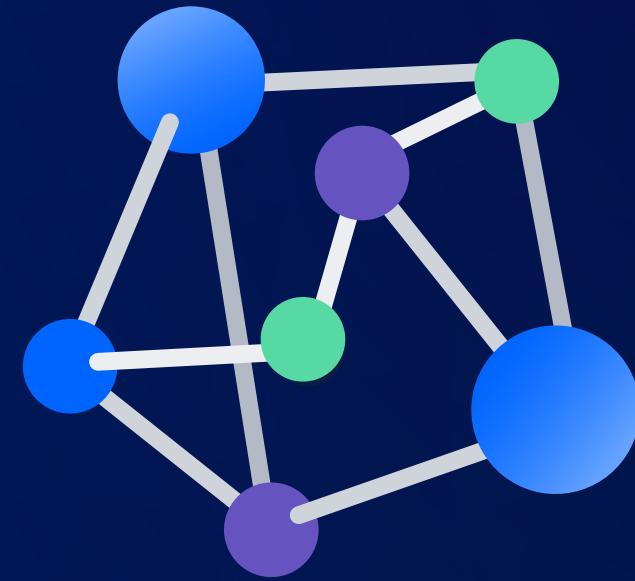
He won't miss
you Unicorn!
-Pratima

Go! Vertigo!
-Parag

Bye Vertigo
-g-mcclell



TECHNOLOGY

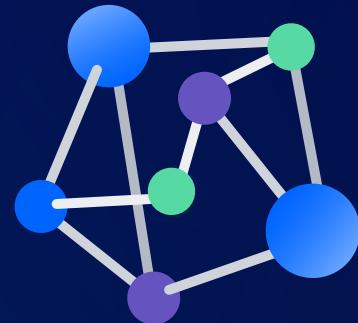


A distributed
architecture in the
cloud.



Shared
microservices

TECHNOLOGY



A distributed
architecture in the
cloud.



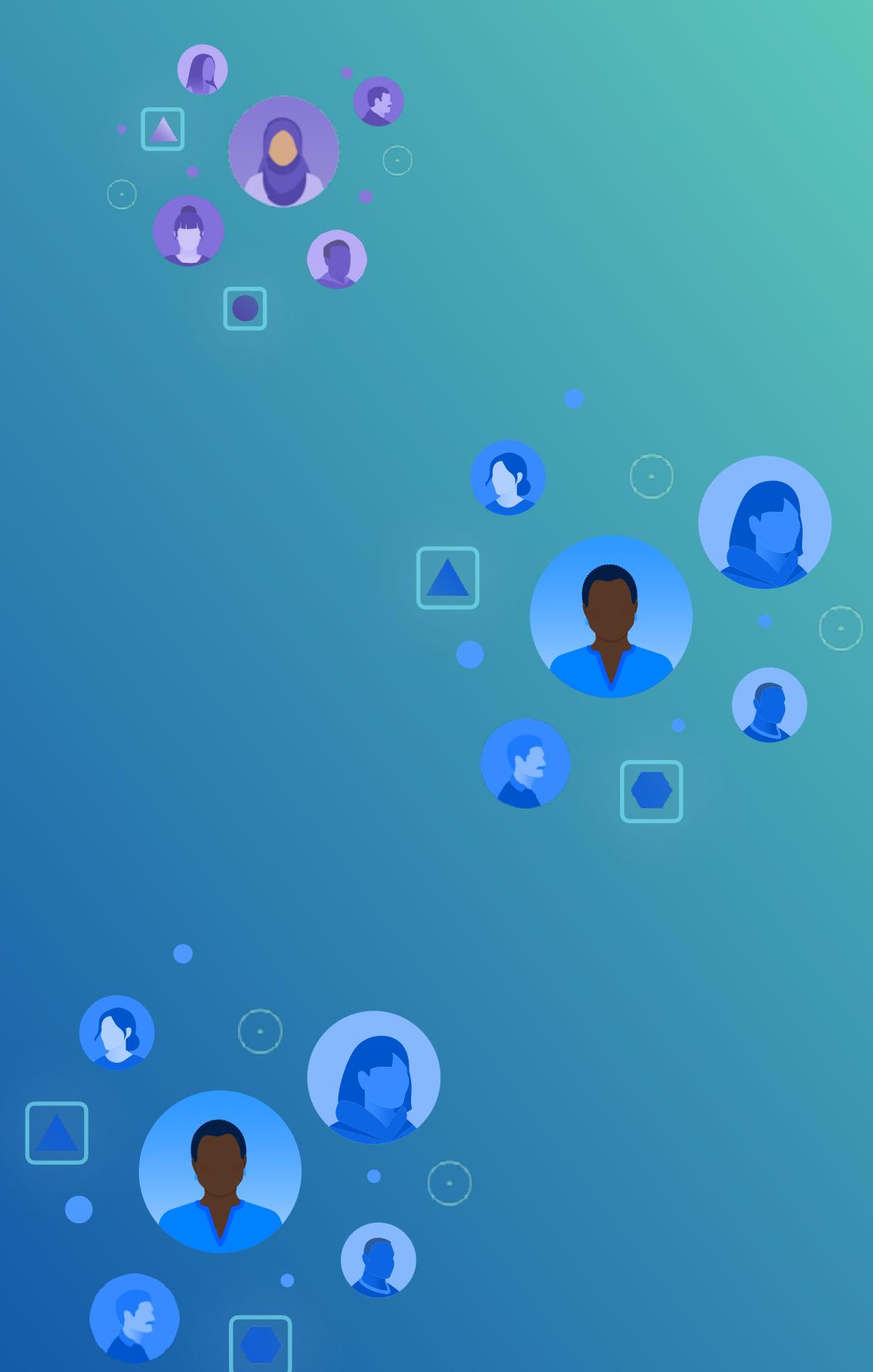
Shared
microservices

TEAMS

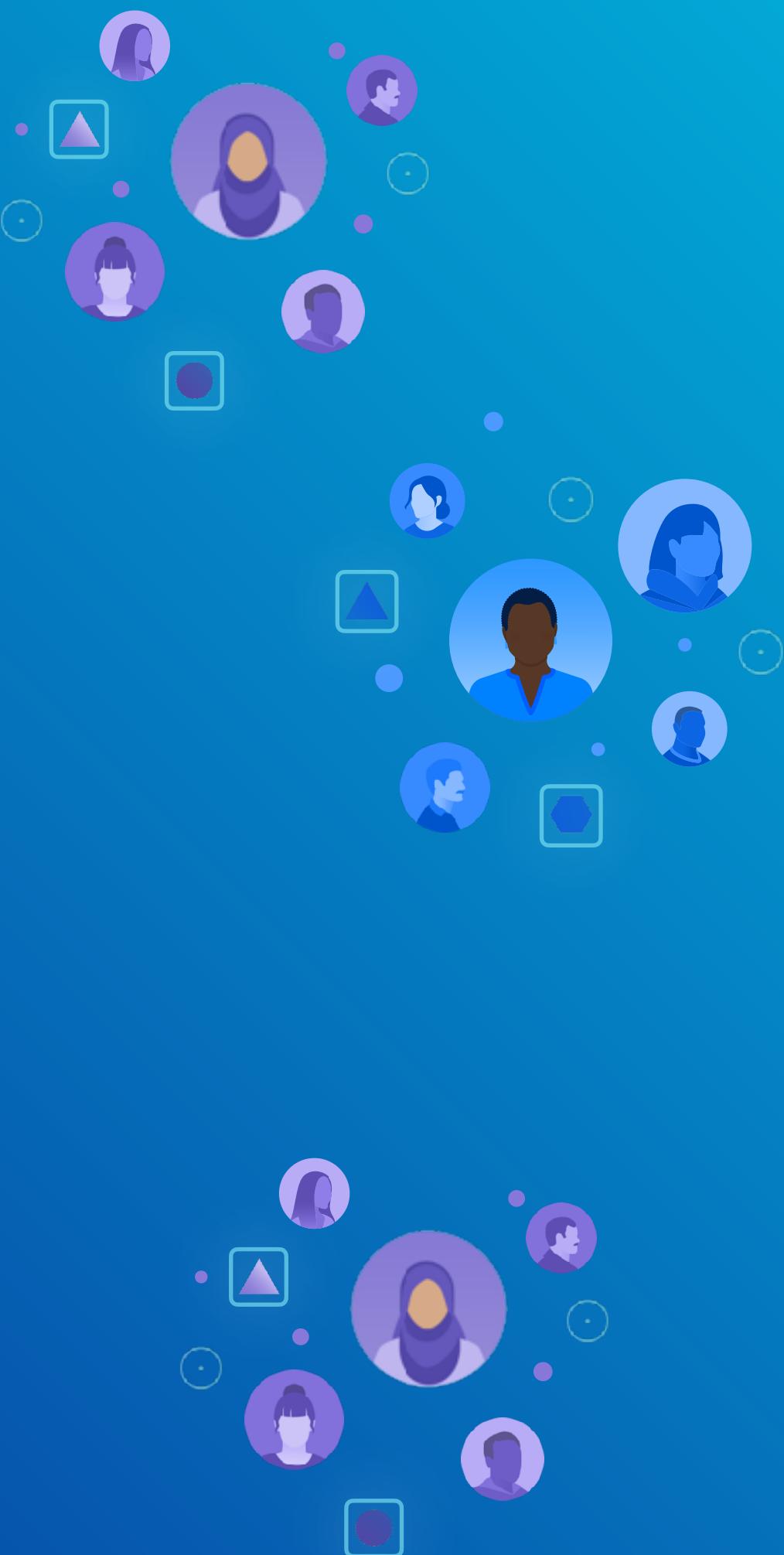


BEFORE CLOUD DEVELOPMENT...

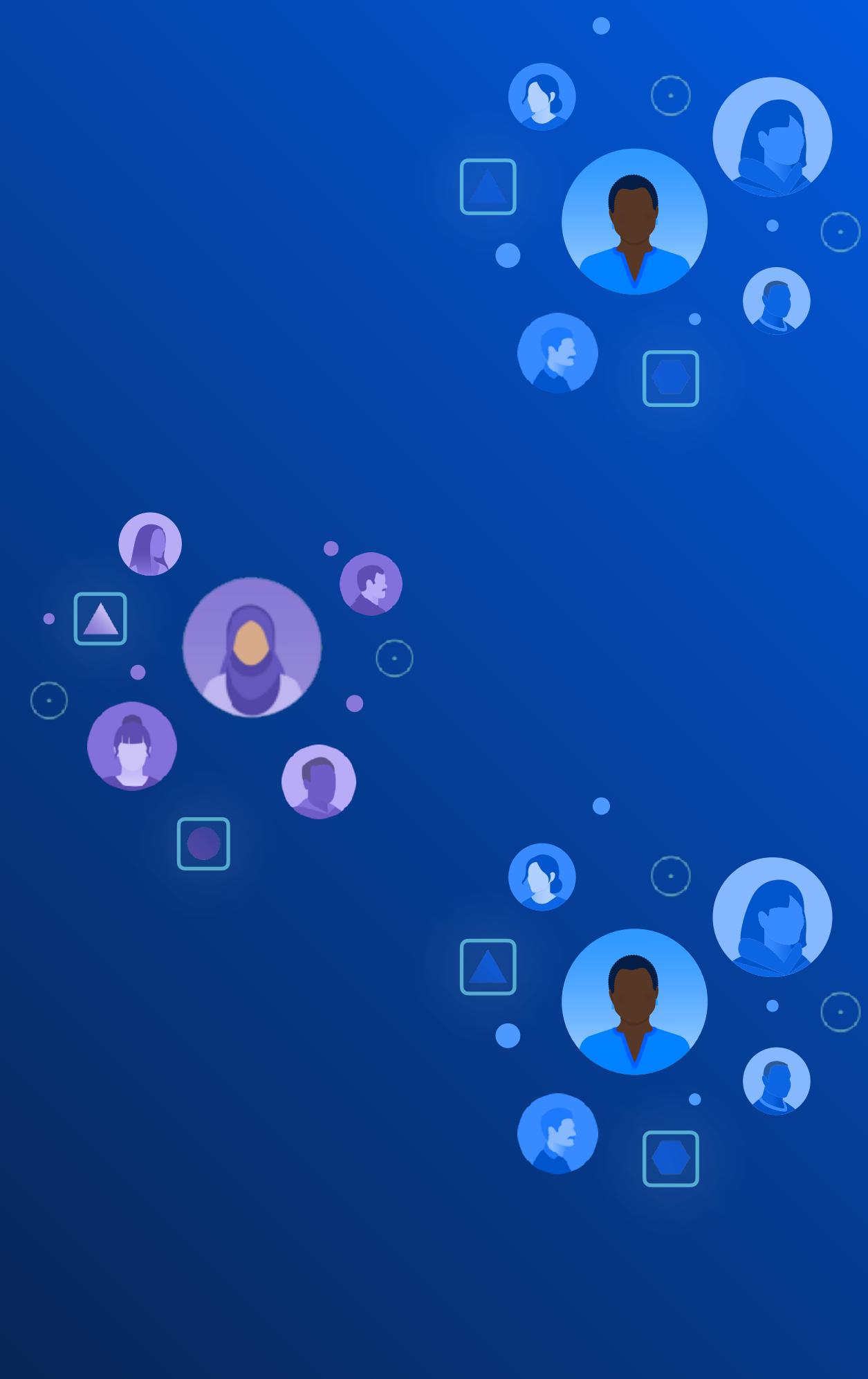
CONFLUENCE



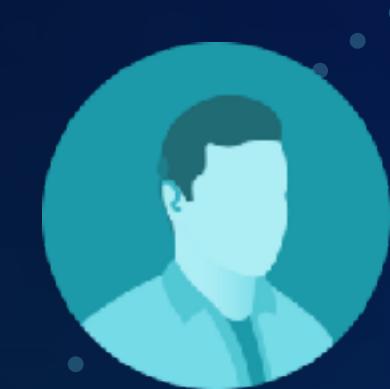
JIRA



BITBUCKET

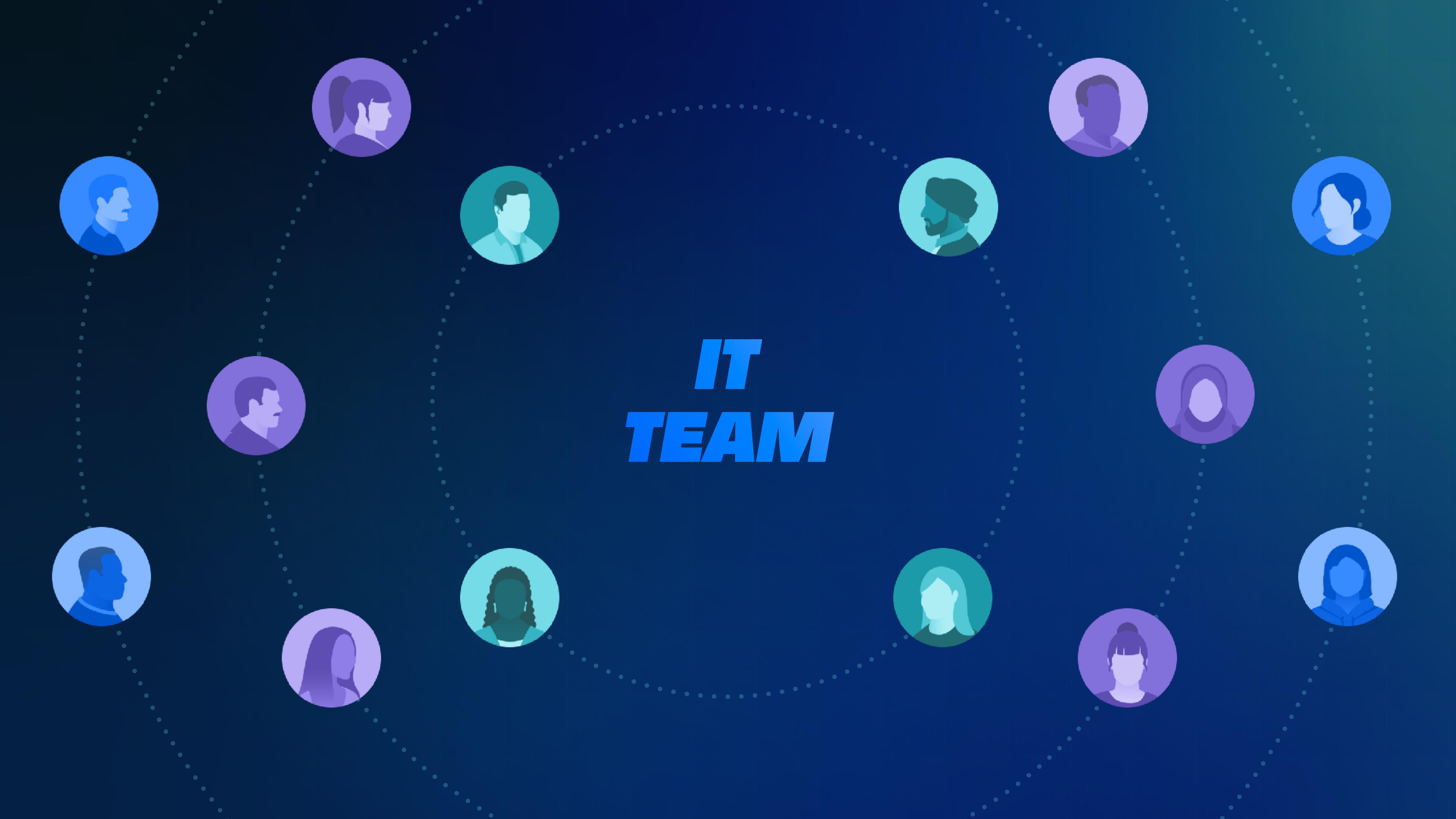


DEVELOPER TEAM



QA TEAM





IT TEAM

DURING CLOUD DEVELOPMENT...



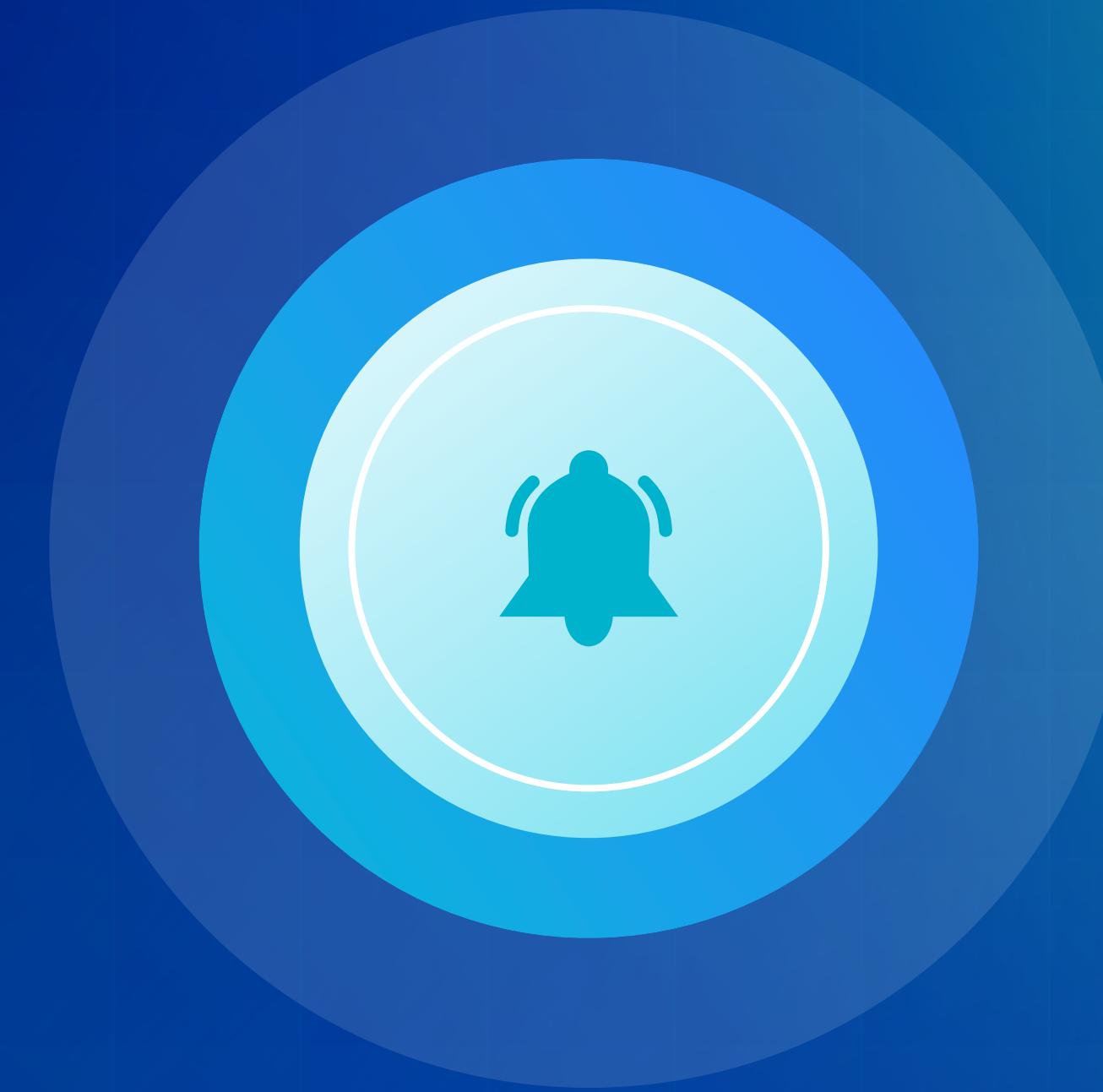
LEAD THE WAY



SOLVING TECHNICAL CHALLENGES
...FOR 2 YEARS



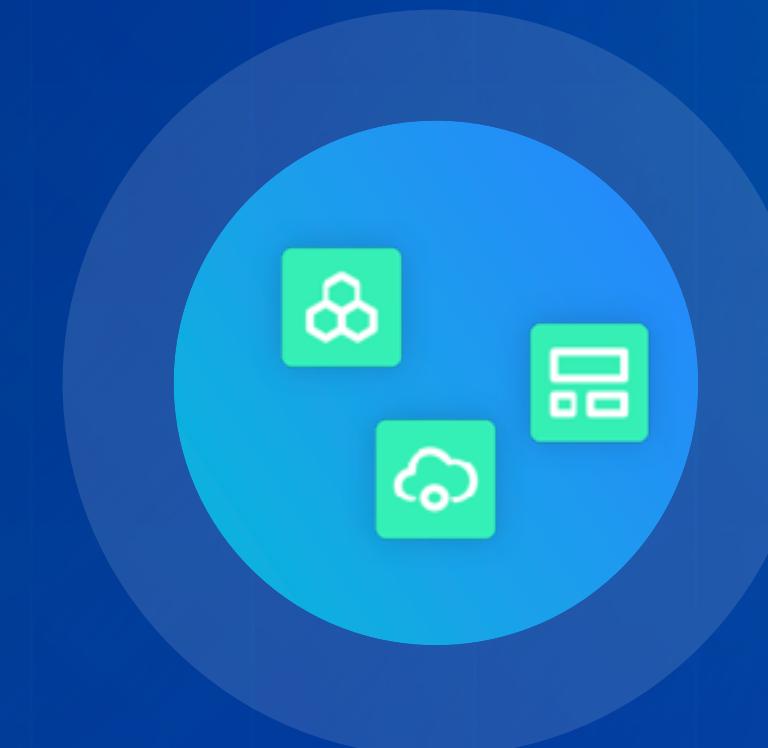
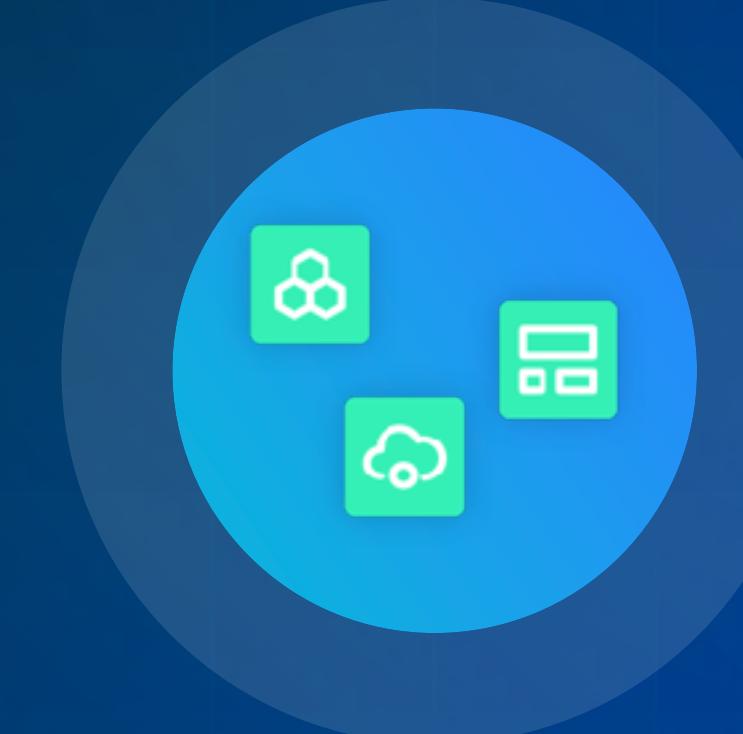
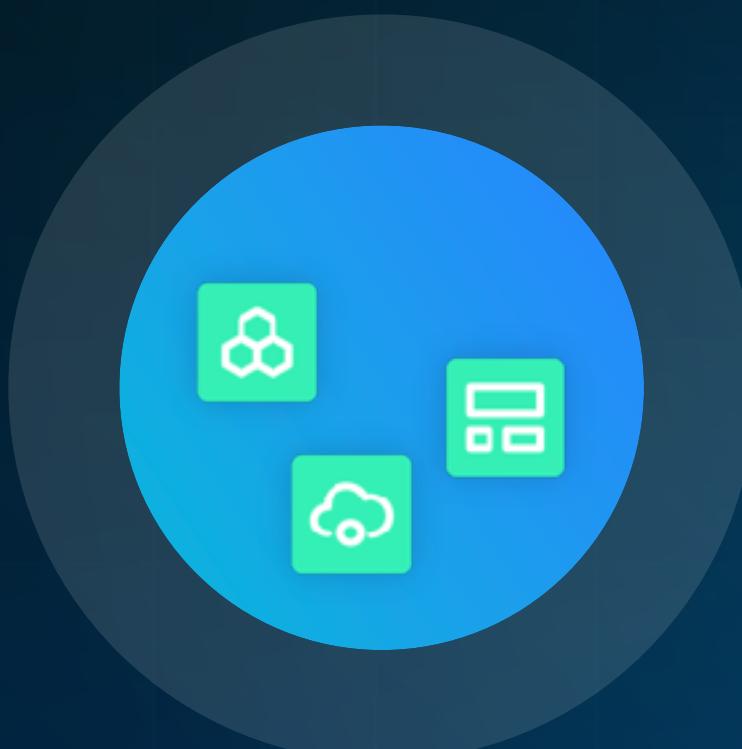
Small teams



On call

**WE NEEDED TO CHANGE
THE WAY WE WORK**

MICROSERVICE TEAMS



MICROSERVICE TEAMS

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT

TOOLING

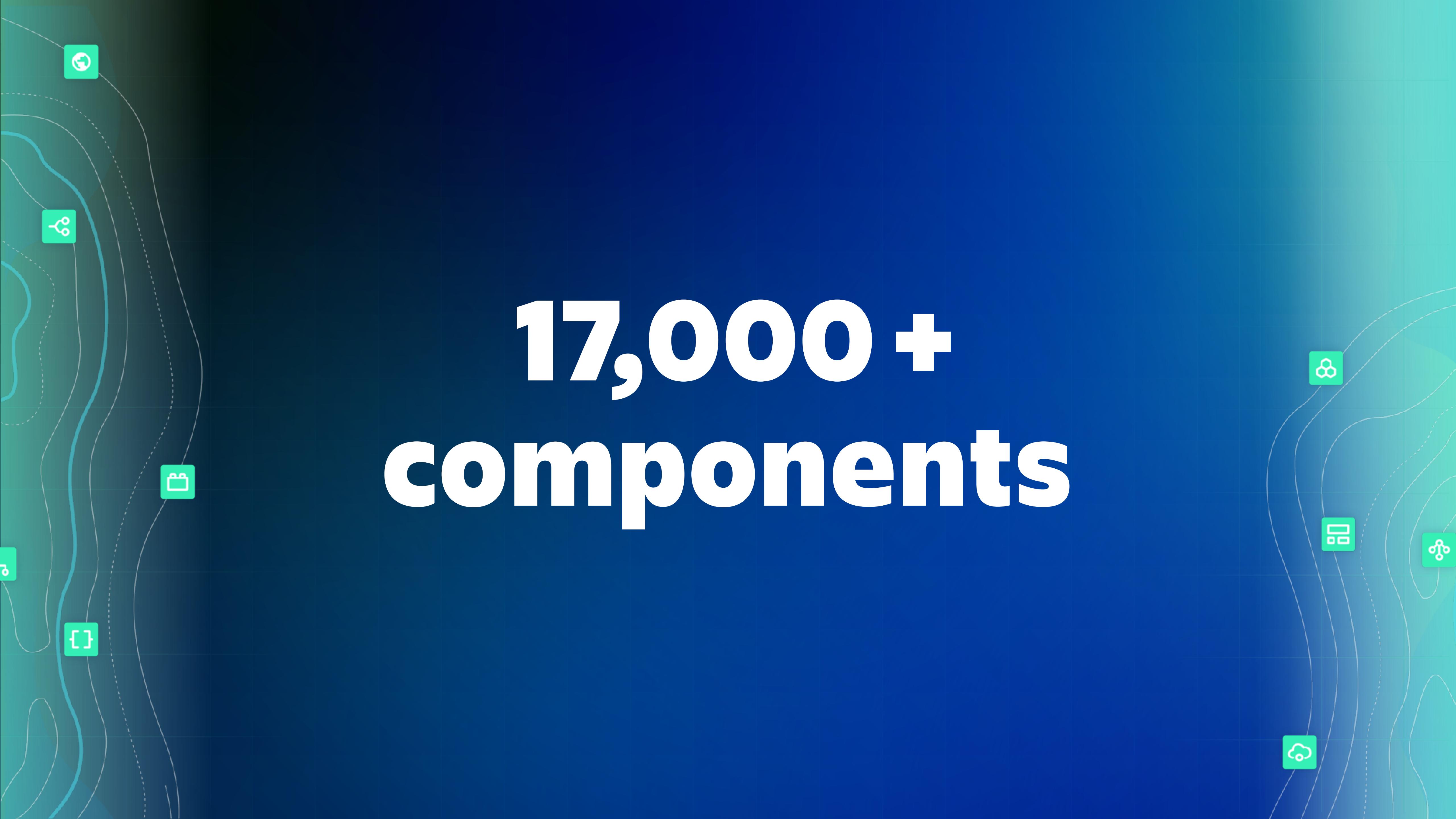
AUTONOMY

SUPPORT

ALIGNMENT

TOOLING

TOOLING



17,000+
components

17,000 times

DOCKER CONTAINER

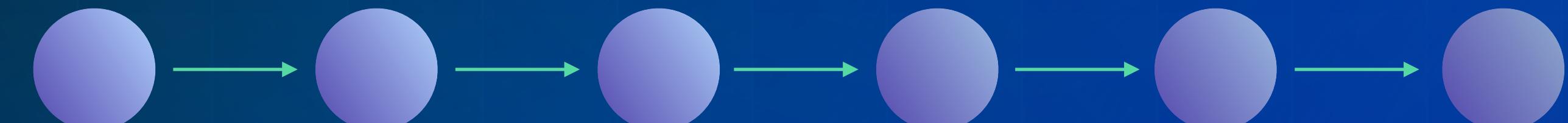
CI/CD CONFIG

ADD OBSERVABILITY

...

17,000 times

COPY | PASTE | CHANGE



**LESS
COGNITIVE
LOAD**

**CREATE
VALUE
FAST**



Micros

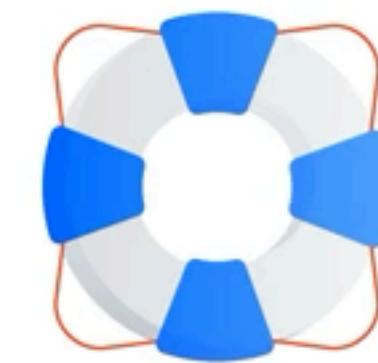
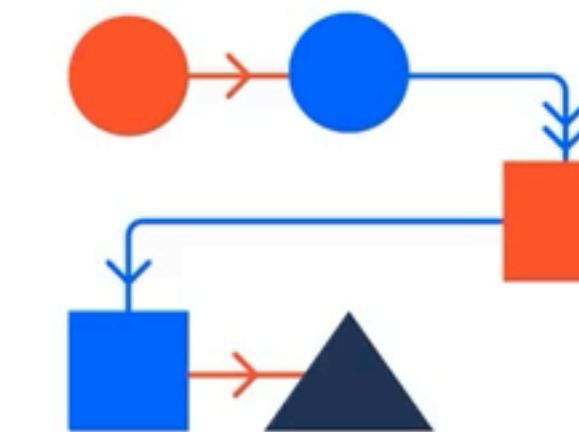
**SRE
HAPPINESS**

**BETTER
SERVICES**

ATLASSIAN Micros



Search documentation



Getting Started

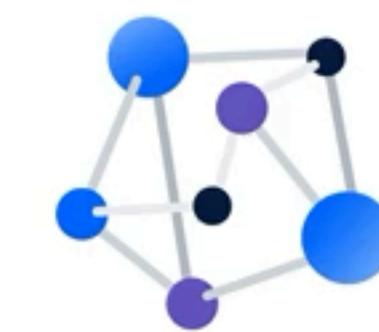
Quick and easy tutorials and examples

Reference

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

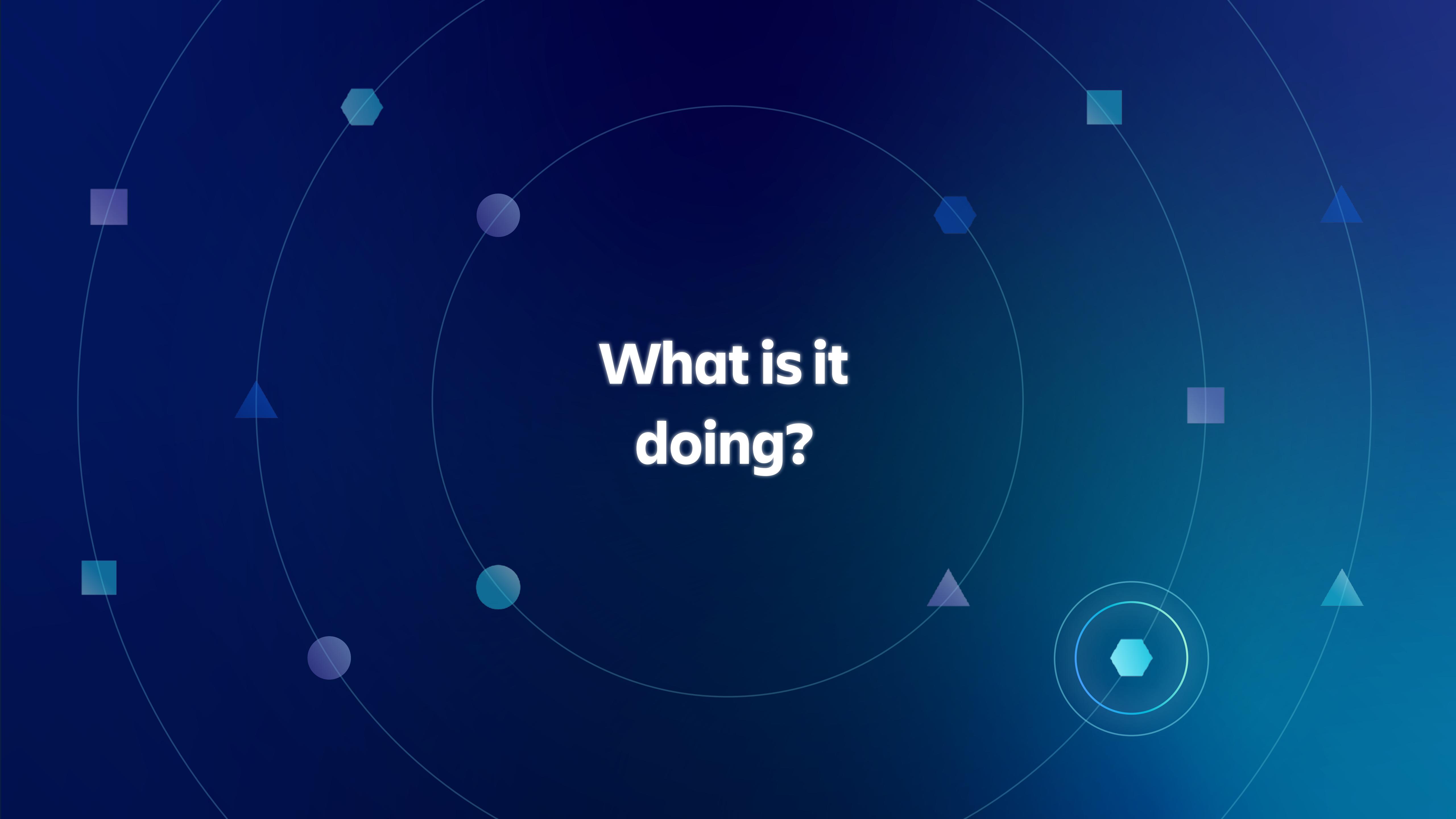
Support

Where to find help when developing or running your service





The diagram features a dark blue circular background with a light blue ring. Inside the ring, there are ten nodes: two purple squares at the top left and top right, two cyan squares at the top and bottom left, two blue triangles at the top and bottom right, and four cyan hexagons at the top, bottom, left, and right. These nodes are interconnected by a network of light blue lines, forming a complex web. In the center of the ring, the text 'All these microservices' is displayed in a large, bold, white sans-serif font.
**All these
microservices**



What is it
doing?



What are the
dependencies?

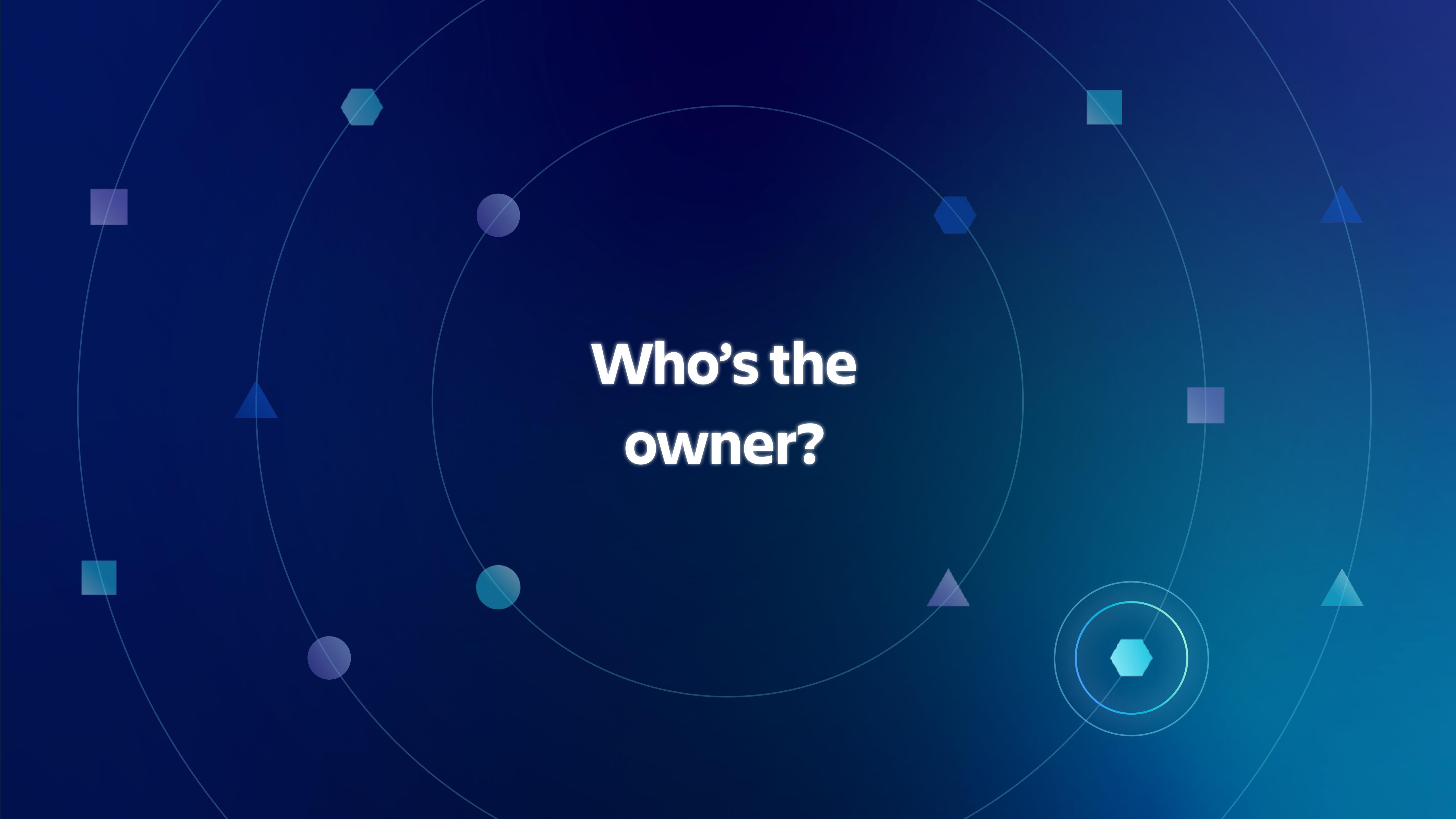


Where's the
documentation?

The background features a large, thin-lined circle centered on the text. Surrounding this are several smaller geometric shapes: a hexagon at the top, a square at the top-right, a circle at the center-right, a hexagon at the bottom-right, a square at the bottom-left, a circle at the bottom-center, a hexagon at the top-left, a square at the top-right, and a triangle at the bottom-right. The shapes are colored in a gradient of blue and purple, with the central hexagon being cyan.



Where's the repository?



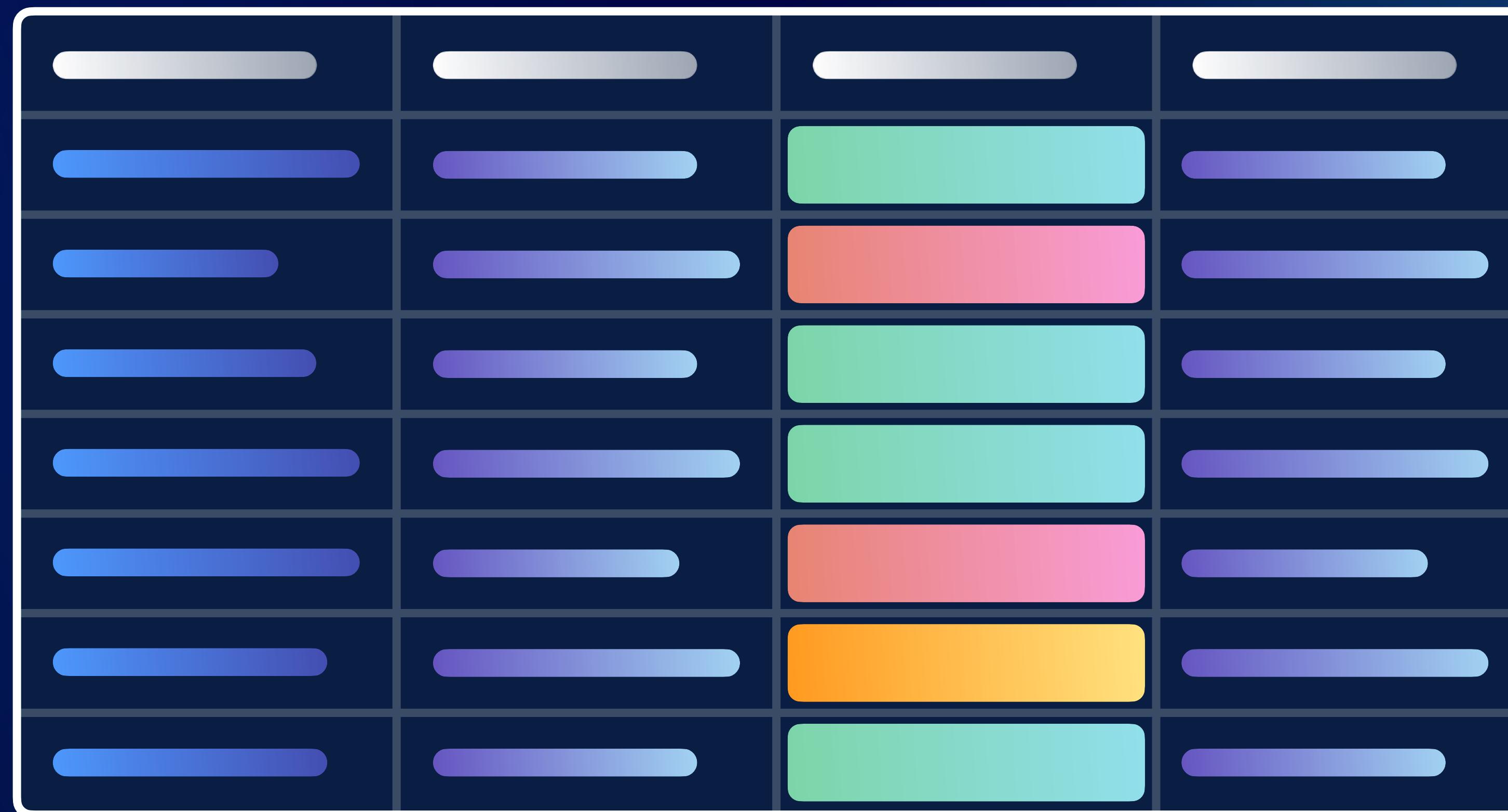
Who's the
owner?

The background features a large, thin-lined circle centered on the text. Inside the circle, there are several geometric shapes: a light blue hexagon at the top, a purple square on the left, a teal square at the bottom-left, a purple circle at the bottom, a teal circle on the right, a dark blue hexagon at the top-right, a purple square on the right, a teal square at the bottom-right, and a dark blue triangle on the far right. A small, faint teal hexagon is also visible near the bottom center. The overall color palette is a gradient of blues and purples on a dark blue background.



Who's on
call?

We created a spreadsheet



We created spreadsheets





Micro**scope**

Documentation tool for microservices

Components / Services

magnetic-api

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

Active Tier 1

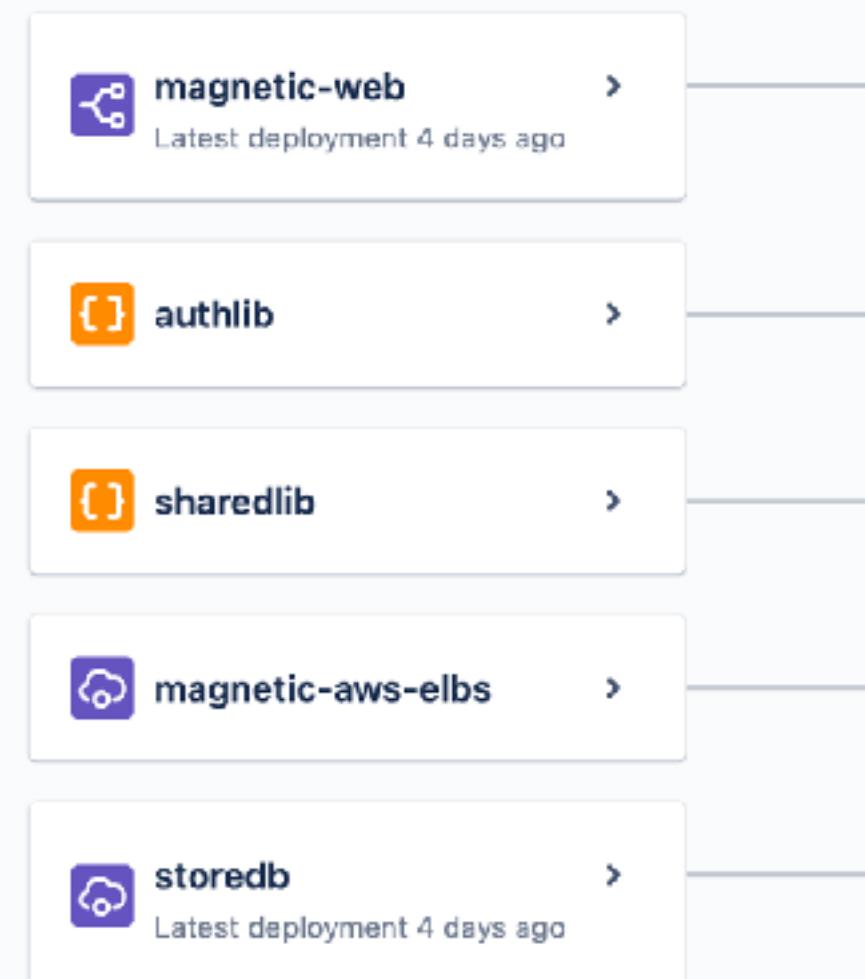
Description

API proxy between magnetic-web and backend services.

Labels

aws docker kubernetes magnetic python3

Depends on (5)



Depended on by (3)



Owner team



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...
Data connection

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



Micro**scope**

Documentation tool for microservices

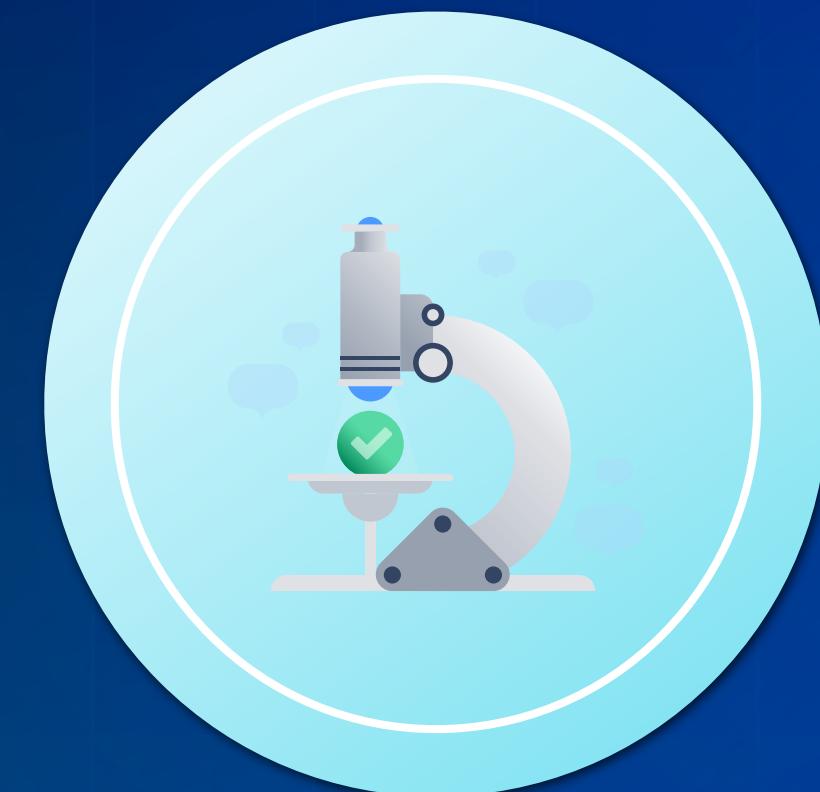


Micro**scope**

Communication teams
~~Documentation tool for microservices~~



API changes



Micro**scope**

Communication teams
~~Documentation tool for microservices~~



Components / Services

String Cheese

+ Lifecycle stage Tier 4

Description

Add a description

Labels

Add labels to describe this component

Map your software infrastructure

Upstream and downstream dependencies of **String Cheese** will appear here.

Depends on

Search components

Add dependency

No owner team

Encourage accountability and make communication easier.

Add owner team

Chat channels

Add chat channels to get more information about this component

On-call schedules

Track on-call schedules from [PagerDuty](#) and [Opsgenie](#) by pasting a link, or paste any useful on-call link as a part of this component.

Add on-call schedules

Repositories

Add repositories that contain this component's code

Projects

Add projects that track this component's work

Documentation

Add documentation like runbooks, specs, or processes

Feedback



Documentation



Owner team

Is the service ready?

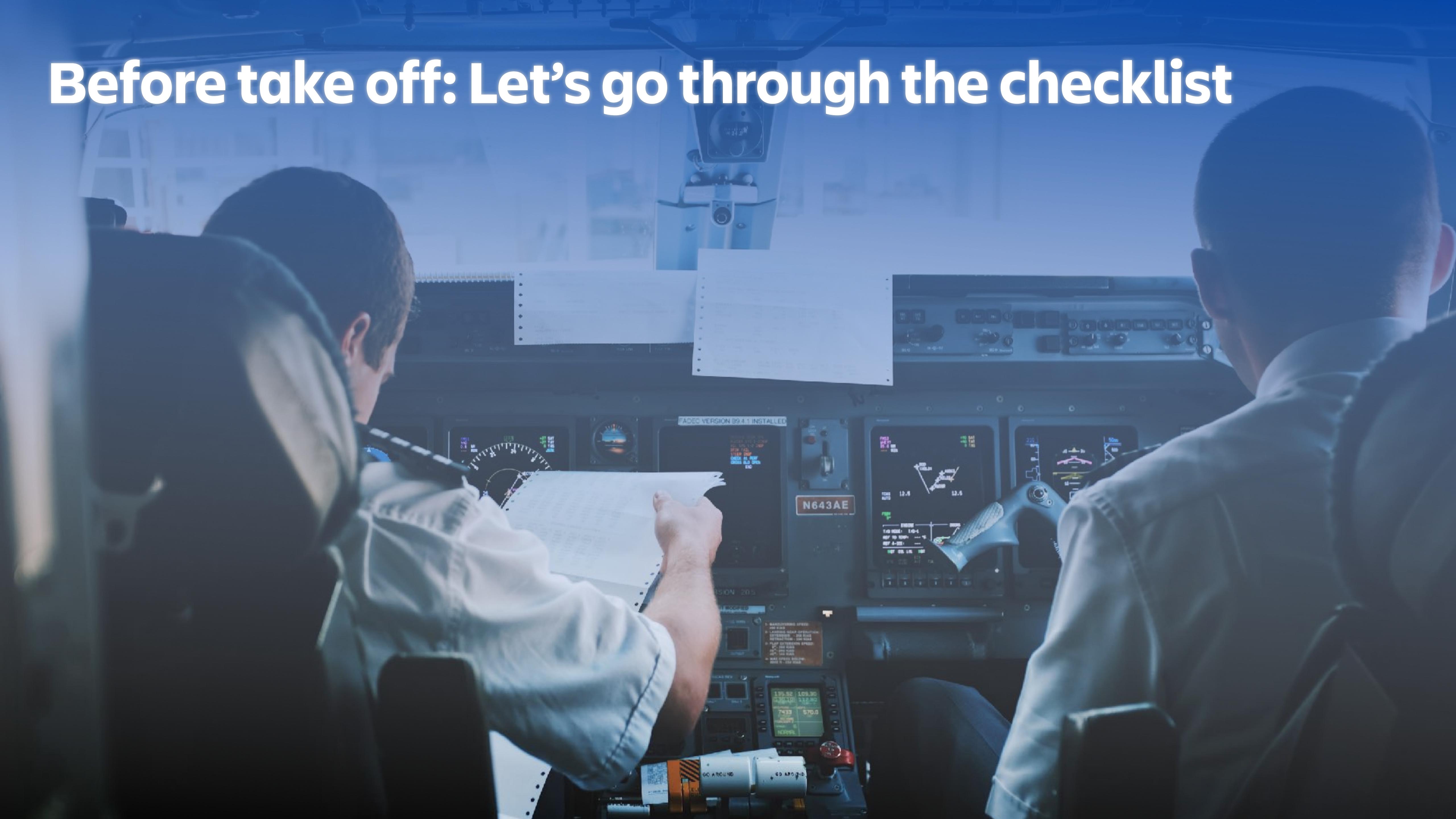


Added to Microscope



No open Jira Issues

Before take off: Let's go through the checklist



Before deployment: Check service readiness



Before deployment: Check service readiness



Service readiness

Owner team

Added

Description

Added

Deployment time < 5 min

! Currently 6.2 min

Documentation

X Missing

Compass BETA

Home Components Teams Health Apps Create Give feedback Search

id-gatekeeper Service

Overview Announcements Activity Dependencies Jira Issues Config-as-code

APPS Statuspage Swagger UI LaunchDarkly

Compliance SLIs & SLOs Data Classifications Wargames Observability DR Assistant Operations

Components / Services / id-gatekeeper

id-gatekeeper

Active Tier 1

Description This service decides which requests are held in idproxy as id-gatekeeper.

Labels APAC Payment platform

Activity

Scorecards

40% Service readiness FAILING

+ Apply scorecard

Metrics

Deployment Frequency 29.25 deploys / week

6 days ago

Number of times a component was to production in the last 28 days.

View scorecard details Close

Service readiness

This scorecard is for maintaining the production readiness of this service.

Scorecard owner Jenny Smith Applies to 13 services With label Vegastars

40%

Criteria not met

- Custom field \geq 20 days
Currently 18 days Updated December 4, 2022 at 8:00 PM
- Open critical JSW bugs $<$ 5
Currently 12 Updated December 4, 2022 at 8:00 PM
- Deployment Frequency \geq 5 deploys / week
Metric no longer exists in Compass Updated December 4, 2022 at 8:00 PM

Criteria met

- Chat channel +20%
Added Updated December 4, 2022 at 8:00 PM
- Dashboard +10%
Added Updated December 4, 2022 at 8:00 PM

Owner team

Vegastars

Chat Channels #vega-team-channel

On call PagerDuty id-Gatekeeper

On-call now • Level 1 Taha kandemir

Repositories Compass-frontend

Projects Rara Frontend

Documentation Curxfuit runbook Cruxfruit and Objectives & Key Results... Next steps : Planning

Dashboard App screens for Crux Processor request metrics



**DEVELOPER
COGNITIVE
LOAD**

DEVELOPER EXPERIENCE

PLATFORM

Standardization made easy





Standardization
made easy



Allow for
Autonomy

Components / Services

magnetic-api

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

Active Tier 1

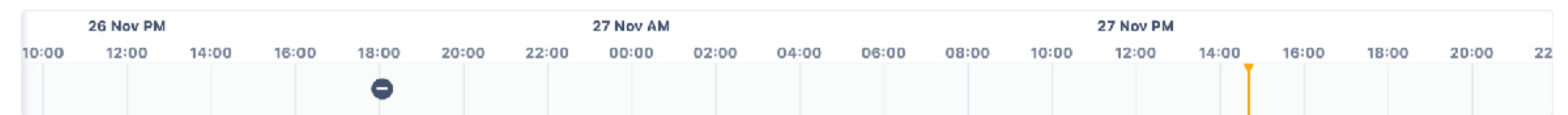
Description

API proxy between magnetic-web and backend services.

Labels

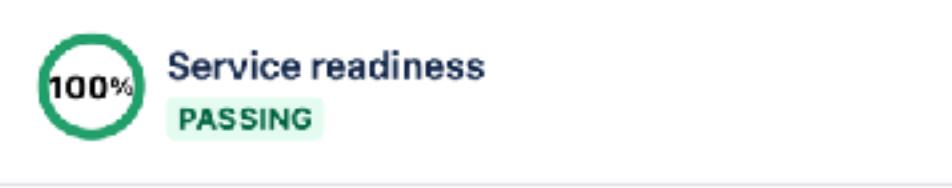
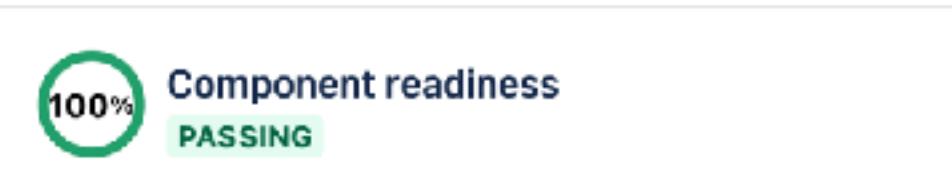
aws docker kubernetes magnetic python3

Activity



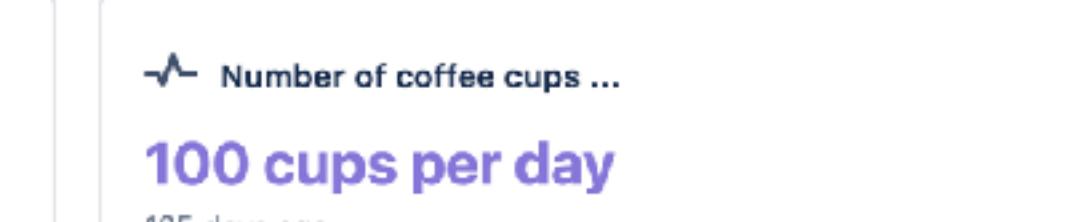
+ Add webhook

Scorecards



+ Apply scorecard

Metrics



Owner team



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...

Data connection

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

DEVELOPER EXPERIENCE

PLATFORM

TEAM



The Platform

Developers find a way



The Platform

FOR DEVS

Understand their
needs.

OPEN SOURCE

Let developers
help.

START SMALL

Build an MVP.
Evolve from there.

API FIRST

Make it easy to
run and integrate
services.

A PLAYBOOK

FOR PLATFORM
TEAMS

TOOLING

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT



AUTONOMY

Standardization



Autonomy

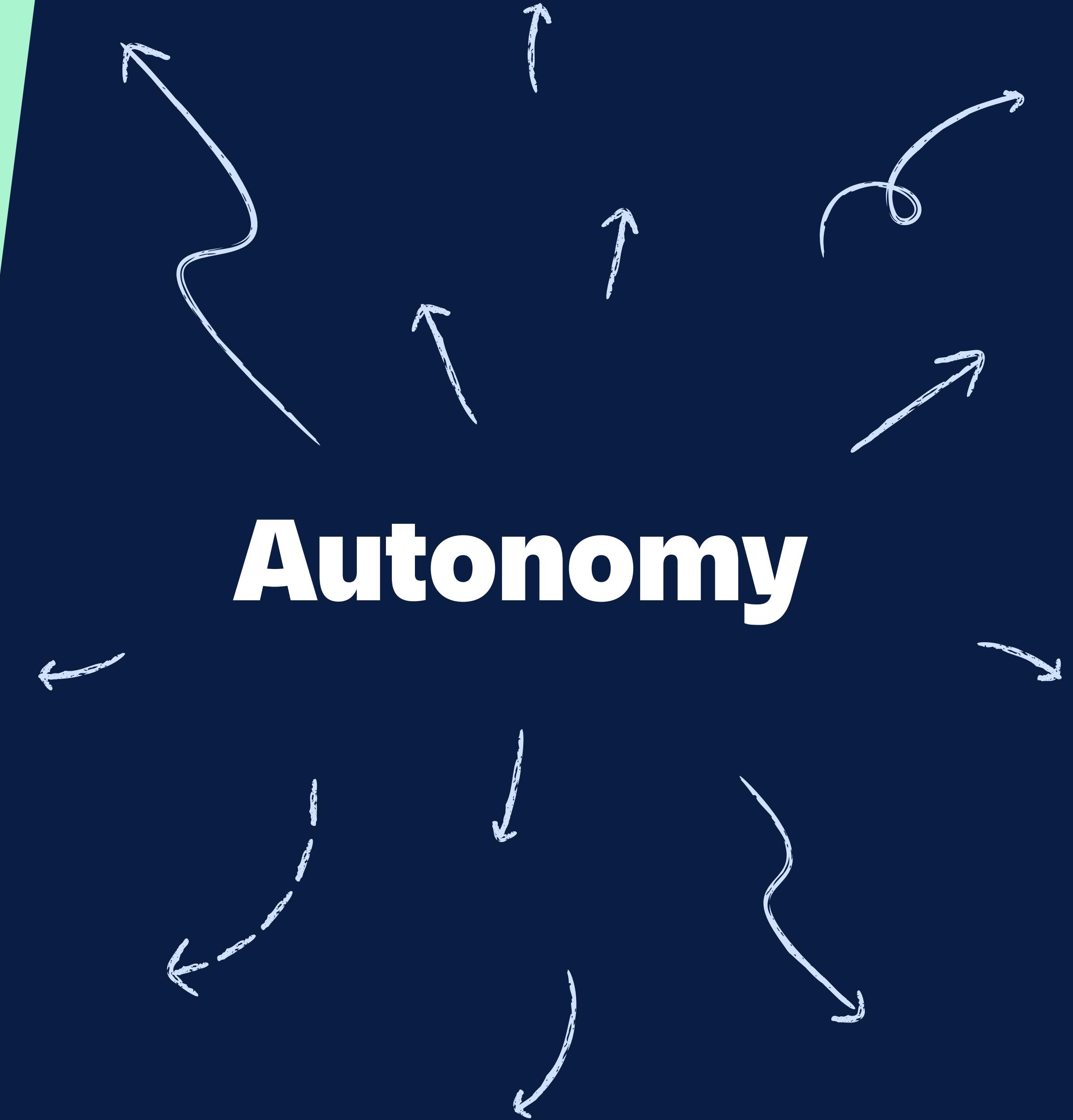


Less dependencies

=

More speed

Autonomy



More ownership

=

Motivation

Autonomy



**CONTINUOUSLY
IMPROVE**

**CONTINUOUSLY
IMPROVE**

Autonomously

ectives

Incident Response Time - How fast are we reacting?

Bug resolutions - Critical

try points completed

Time to Restore - Time to bring a service up again

Lines of code

g position

Change Failure Rate - Ratio between successful and failed deploys

Earlier g

aying “login fail”

Comments on Reviews

Pull Request reviews - How many reviews

Test covorage

Ticket Cycle Time - how much time from backlog to deployment

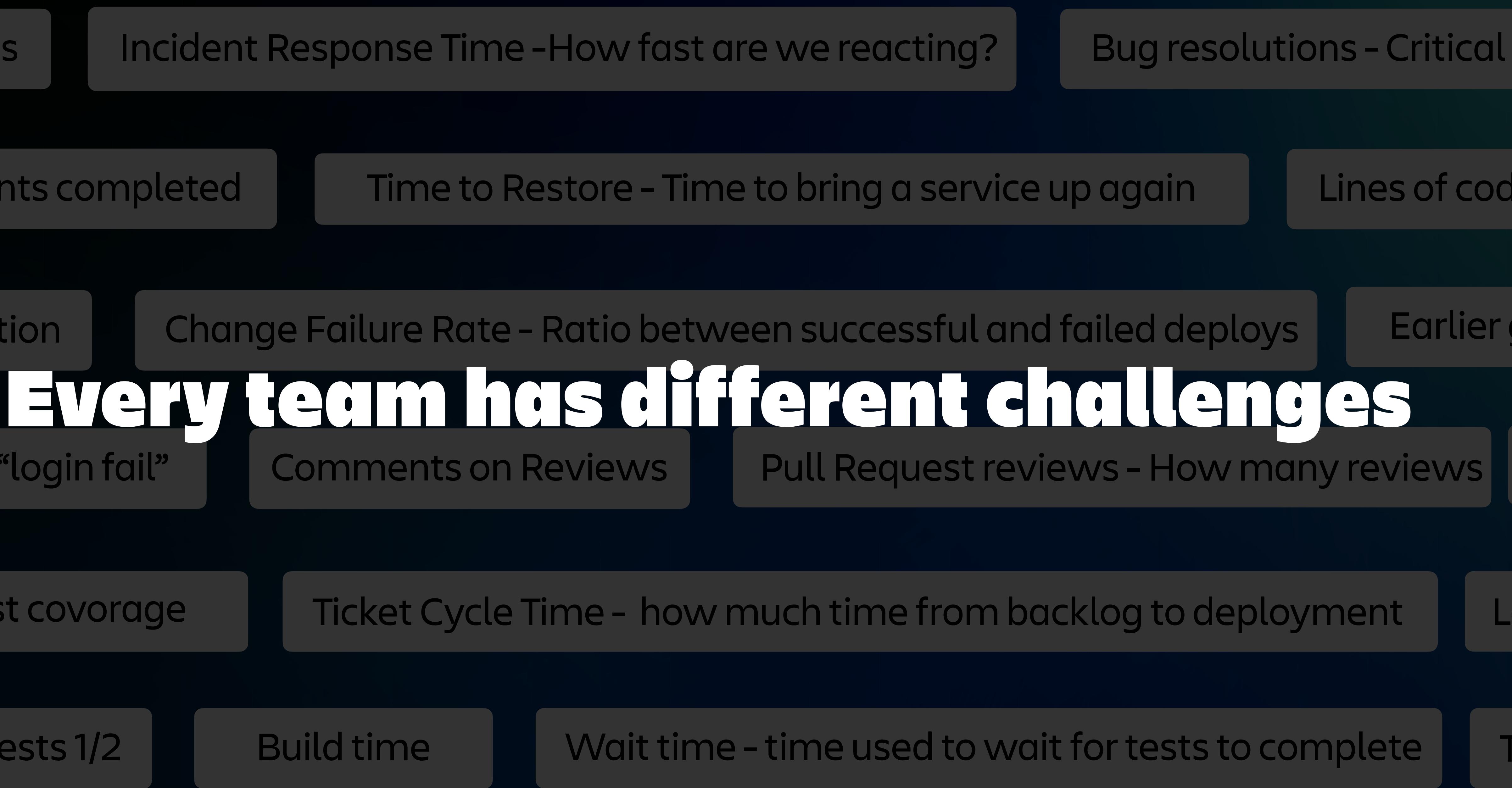
Unit tests 1/2

Build time

Wait time - time used to wait for tests to complete

L

T



Compass Home Components Templates Teams Health Apps + Create

Search

Owner team

Chat Channels

On call

Repositories

Projects

Documentation

Dashboard

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%

+ Apply scorecard

Activity

20:00 22:00 00:00

75%

75% 

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 \geq 5 deploys / week

Deployment Frequency = 3

Criteria met

Score	
Recent incidents < 3	+25%
Change failure rate < 10%	+25%
PR Cycle Time < 1.5 days	+25%

Added Updated November 6, 2023, 8:01 am

Added Updated November 4, 2023, 6:43 am

Added Updated November 1, 2023, 7:42 pm

Close View scorecard details

Lodestone +3

#lodey-team-channel

Taha kandemir November 15, 2023 at 04:00 PM - December 15, 2023 at 04:00 PM

Bancly-auth Last commit 4 days ago

Auth Frontend

Bancly Auth runbook

Lodestone and Objectives & Key Result...

Check Ops

Weekly team ritual



Measure what is important,
don't make important what
you can measure.

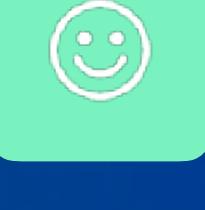
Robert McNamara

ATLASSIAN

Developer

Experience

Survey

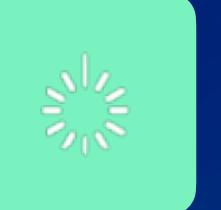
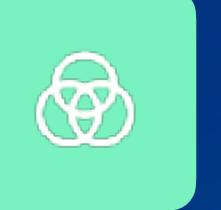
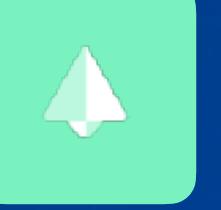
-  Speed to ship quality code
-  Waiting time
-  Execution independence
-  Access to tools, processes, and practices
-  Effort managing external standards
-  Managing code, pipeline, infrastructure
-  Ramp up time
-  Developer satisfaction

ATLASSIAN

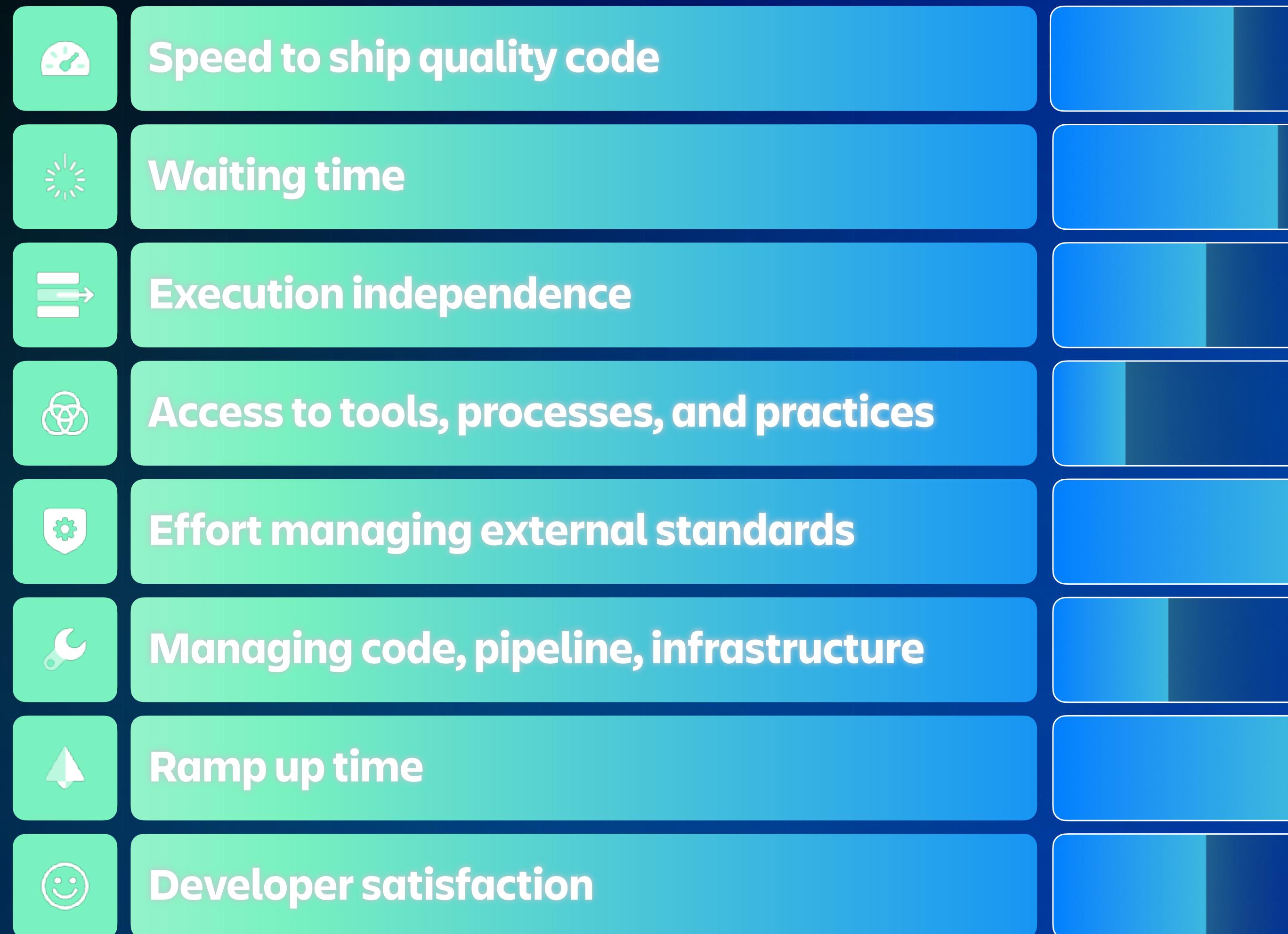
Developer

Experience

Survey

-  Speed to ship quality code
-  Waiting time
-  Execution independence
-  Access to tools, processes, and practices
-  Effort managing external standards
-  Managing code, pipeline, infrastructure
-  Ramp up time
-  Developer satisfaction

Satisfaction





Satisfaction

Importance

Developer satisfaction —

Managing external standards —

Ramp up time —

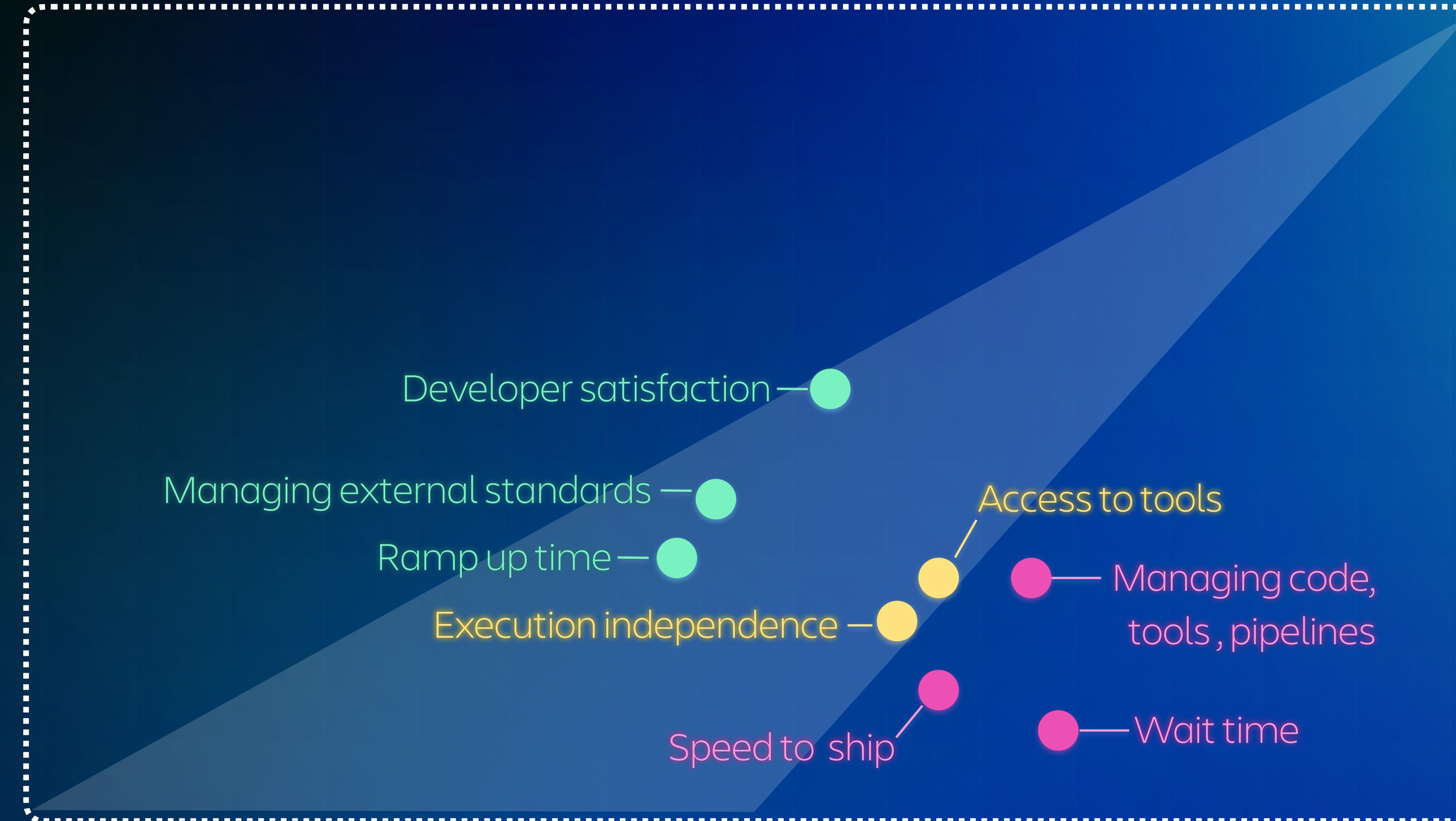
Execution independence —

Speed to ship —

Access to tools

Managing code,
tools, pipelines

Wait time





[Team Playbook](#) [Plays](#) [Why Team Playbook](#)

[Ways of Working at Atlassian](#)

Developer Experience Survey

The Developer Experience Survey Play allows teams to understand precisely what's holding their developers back and which improvements would yield the highest value for the team.

[Jump to instructions](#)



PREP TIME
50 MINS



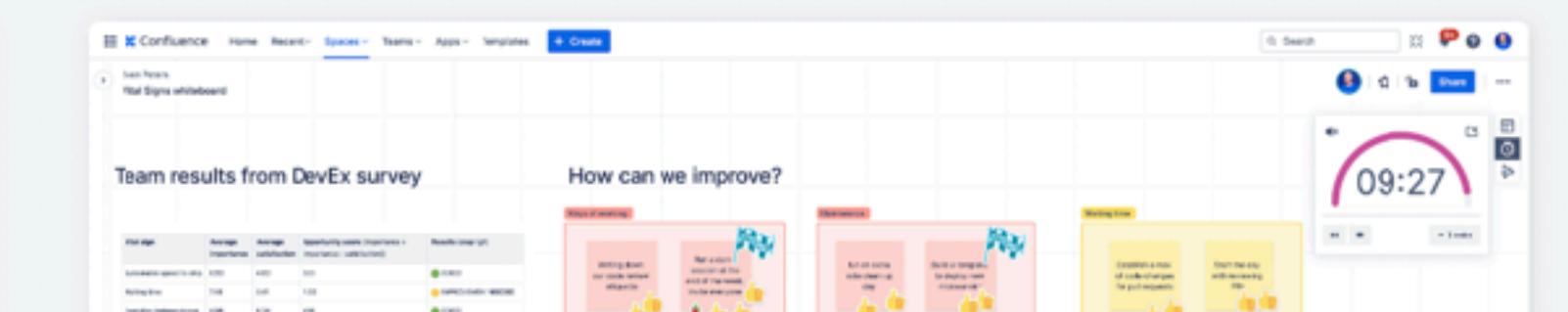
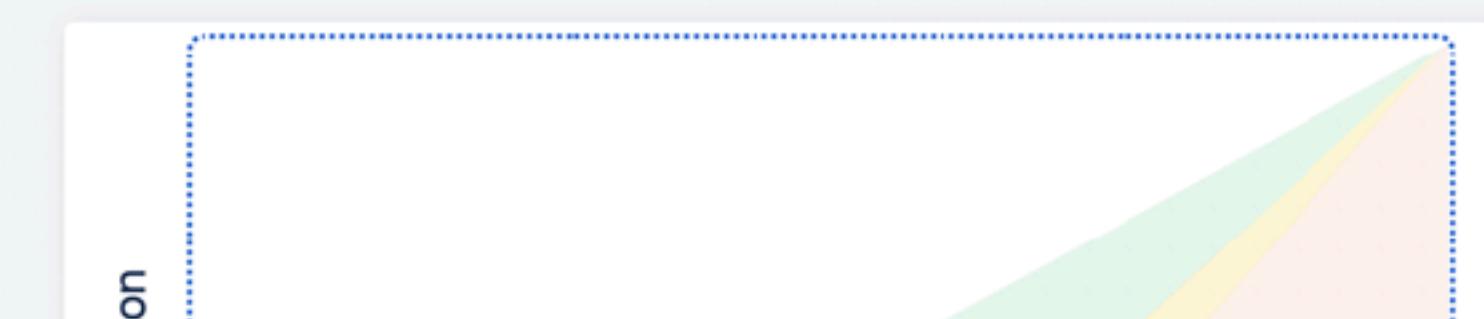
RUN TIME
30 MINS



PEOPLE
3 OR MORE



Developer experience surveys in action




[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

CheckOps

Conduct this check-in every week as a team. Use the check-in to review operational metrics, report notable events, and form actionable goals. Learn more about CheckOps.

Mark of October 10, 2023

Notable events

Time Event

18 Oct 2023 2:15 p.m. User database connection lost

17 Oct 2023 6:00 a.m. User database connection lost

Objectives

Objective Goal Review Measurement Alignment

Full Review Cycle Time ~ 24 hours

Notable events

Time Event

18 Oct 2023 2:15 p.m. User database connection lost

17 Oct 2023 6:00 a.m. User database connection lost

Objectives

Objective Goal Review Measurement Alignment

Full Review Cycle Time ~ 24 hours

CheckOps

How to use this board

The CheckOps Play is a weekly team meeting to review operational metrics, track notable events, and form actionable goals. This board is a visual representation of the meeting, showing the agenda, objectives, and outcomes.

Notable events

What happened during this week?

Notable events - Database connection lost

Objectives

What are the objectives for the meeting, the goal, the measurement, and the alignment?

Objectives - Full Review Cycle - 24 hours

Outcomes

Outcomes - What did you learn from the measurement, and how is it being applied?

Outcomes - Full Review Cycle - 24 hours

Actions

Actions - What do you want to do?

Actions - Automate check-in messages for your weekly review meeting



Stand-ups

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

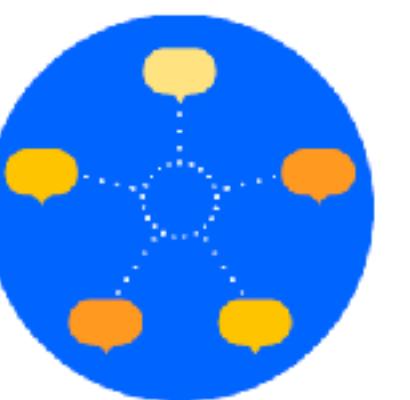
[Play instructions →](#)



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 →](#)

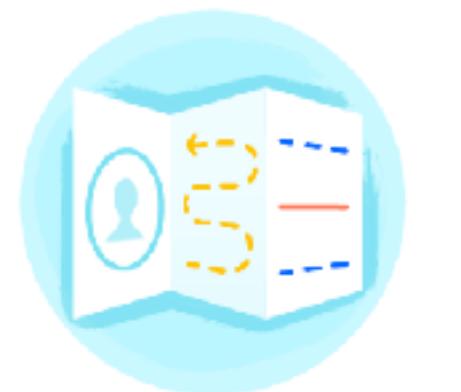


Project Poster

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

[Play instructions →](#)

Team Playbook



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



Learning Circle

life-long learning



Team Playbook

Guidance for all teams

We hire smart people.

We don't need to tell them what to do.

We just show them the way.





Stand-ups

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

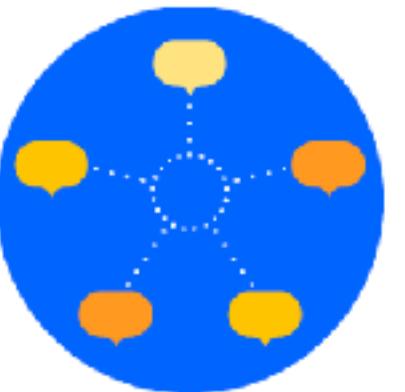
[Play instructions →](#)



4 Ls Retrospective

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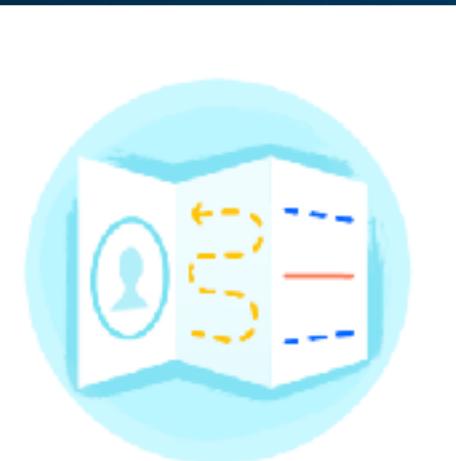


Project Poster

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[Play instructions →](#)

atlassian.com/team-playbook



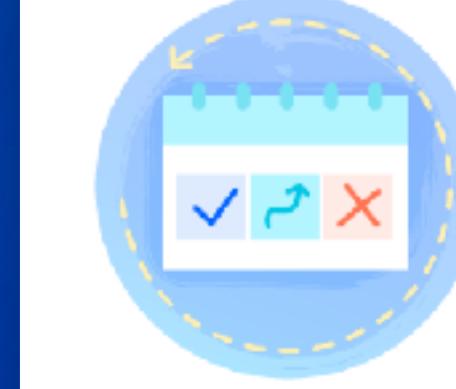
My User Manual

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



Learning Circle

life-long learning



Standardization
made easy



Allow for
Autonomy

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT

TOOLING

AUTONOMY

SUPPORT

ALIGNMENT



TOOLING

AUTONOMY

SUPPORT

ALIGNMENT



SUPPORT

Learn

Better tester

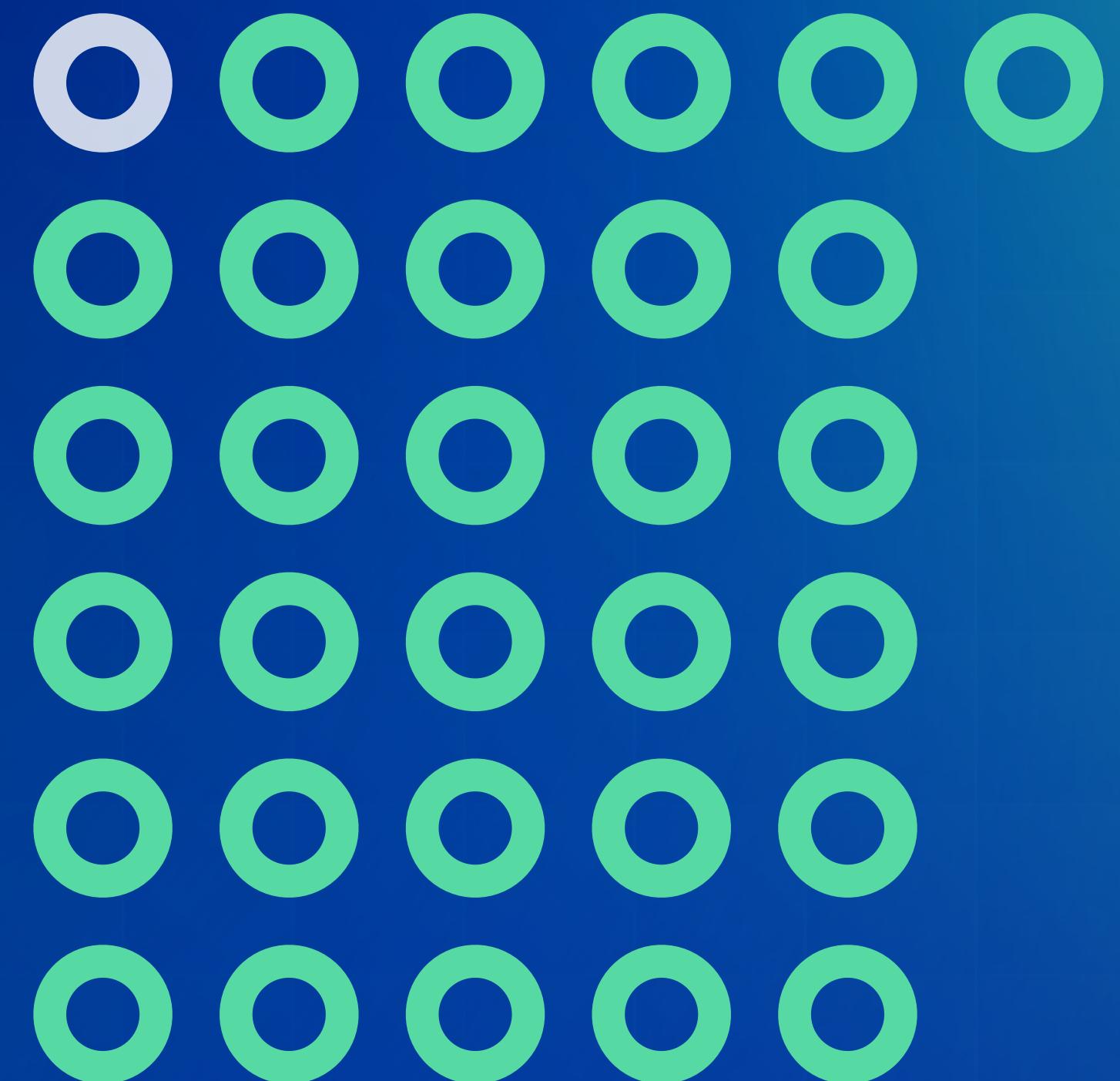
Better designers

Better product managers



1:30

QA : Developer



Devs

Automated Test

Exploratory Test

QA

Devs

Automated Test

Exploratory Test

Quality
Assistance

QA Kick-off

for team autonomy

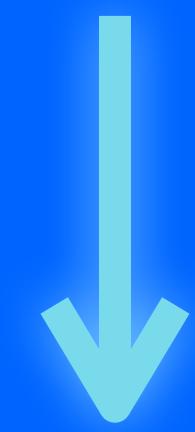
QA Kick-off

Implementation

Testing

Demo

Deploy



QA

Dependency



Developer

Autonomy

with support

2005



JIRA

JC Huet Filters Log Out

HOME BROWSE PROJECT FIND ISSUES CREATE NEW ISSUE ADMINISTRATION GREENHOPPER

QUICK SEARCH: [Permalink]

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
Epic**Text Search**
Query: Query Fields: Summary Description
 Comments Environment**Issue 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 Navigator1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | [Next >](#)

T	Key	Summary	Assignee	Reporter	Status	Created	Rank	Updated	Fix Versions
	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 Breault	Philippe Breault	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 Breault	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 Breault	Katharina Luthe	Open	13/Feb/09	5	13/May/09	
	WTB-146	Provide error messages when the save request fails	Unassigned	Philippe Breault	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 Breault	Philippe Breault	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 Breault	Philippe Breault	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 Breault	Philippe Breault	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 Breault	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

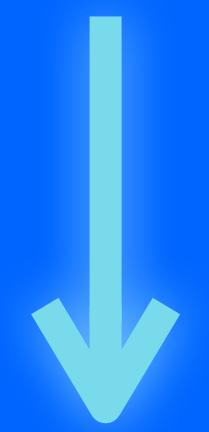
TO DO	11	...
University, Learning & Certifications		...
REJIRA-11	LH	
PR & AR Comms		
REJIRA-13	LH	
Data & Analytics		
REJIRA-18	AC	
Messaging for Premium / Upsell		
REJIRA-33	LH	

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	LH	
Performance Advertising		
REJIRA-5	LH	

TO DISCUSS	0	...
+ Create		

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



Design
Dependency



Developer
Autonomy
with support



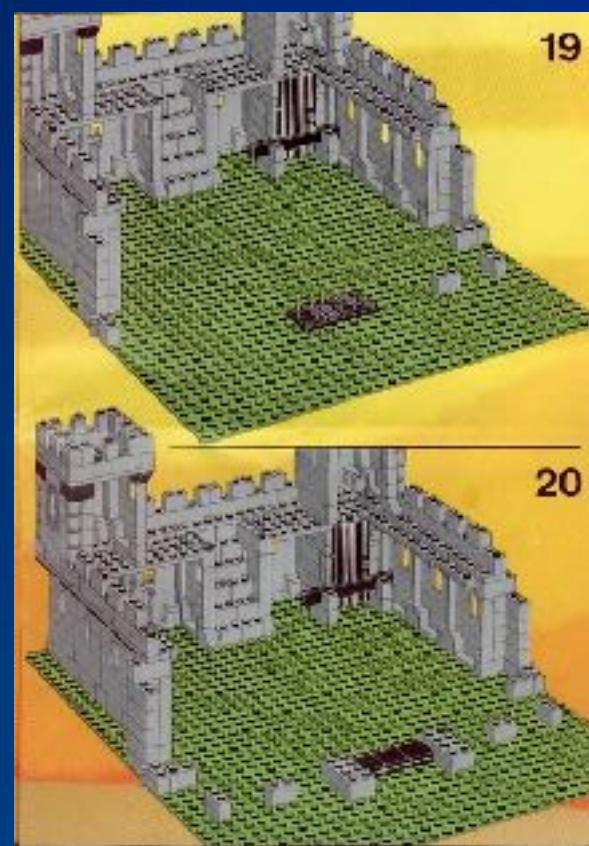
Standard bricks



Sven's castle



Special bricks



Instructions



Sven's castle

Designed by Lego

Design System

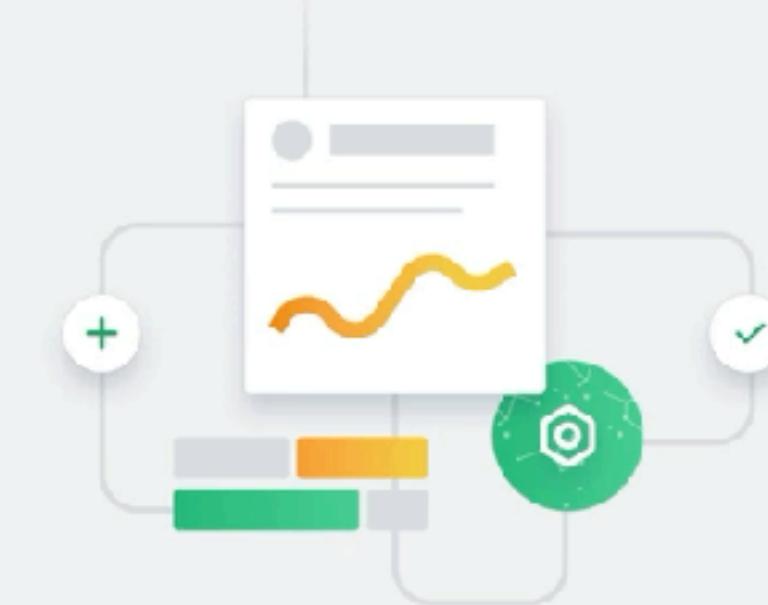
ATLASSIAN Design System [Get started](#) [Brand](#) [Foundations](#) [Tokens](#) [Components](#) [Content](#) [Patterns](#) [Resources](#) [Search](#) [Theme](#)

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 Jamie Yip · Last updated: Nov 17, 2023 by Joseph Baker · 2 min read · 626 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](#)

ATASSIAN Design System

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

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](#)

See the work

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](#)

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

Contact us

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

You build it

**You build it,
you run it**



Werner Vogel, AWS

**You build it,
you run it,
you improve it**



Sven Peters, Atlassian

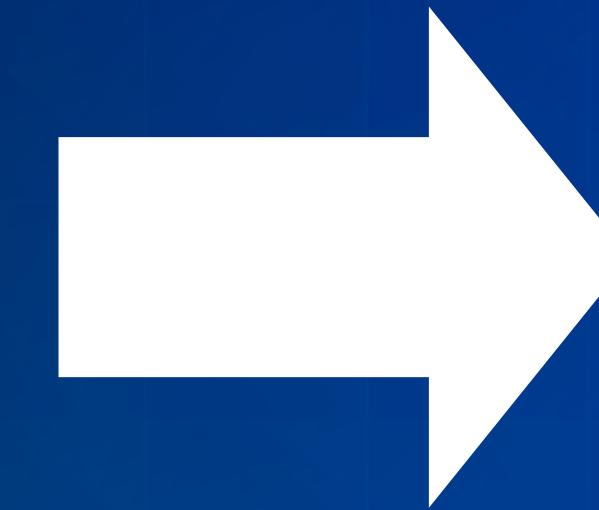
FEEDBACK

80k

Feedback items

80k

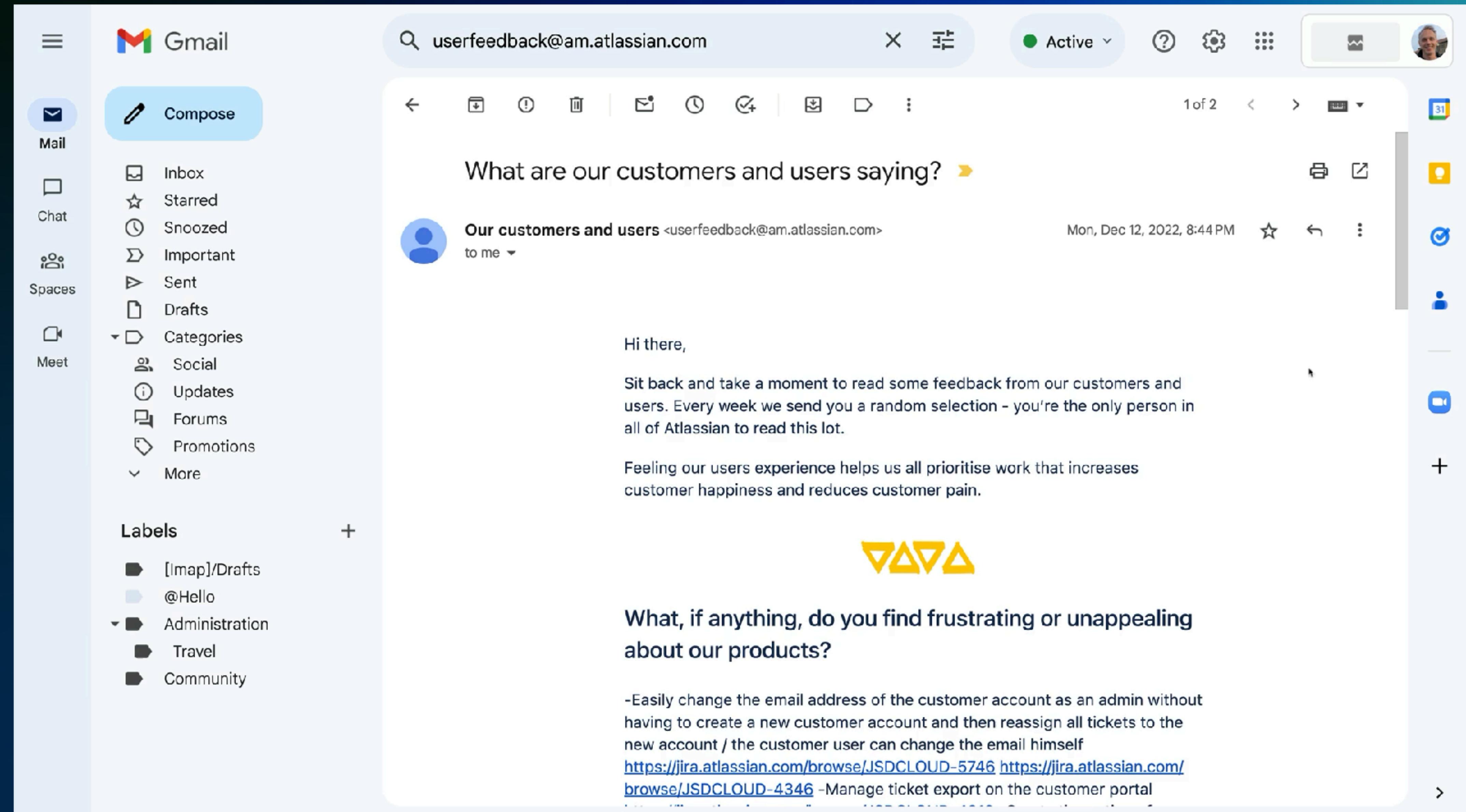
Feedback items



10k

Atlassian's

BROAD FEEDBACK

A screenshot of a Gmail inbox. The search bar at the top contains the email address "userfeedback@am.atlassian.com". The inbox list shows one email from "Our customers and users <userfeedback@am.atlassian.com> to me" dated "Mon, Dec 12, 2022, 8:44 PM". The email subject is "What are our customers and users saying? ➔". The message body starts with "Hi there," followed by "Sit back and take a moment to read some feedback from our customers and users. Every week we send you a random selection - you're the only person in all of Atlassian to read this lot." It ends with "Feeling our users experience helps us all prioritise work that increases customer happiness and reduces customer pain." Below the message is a yellow smiley face icon. The Gmail interface includes a sidebar with "Compose" and "Mail" sections, and a vertical list of labels on the left.

What are our customers and users saying? ➔

Our customers and users <userfeedback@am.atlassian.com>
to me

Hi there,

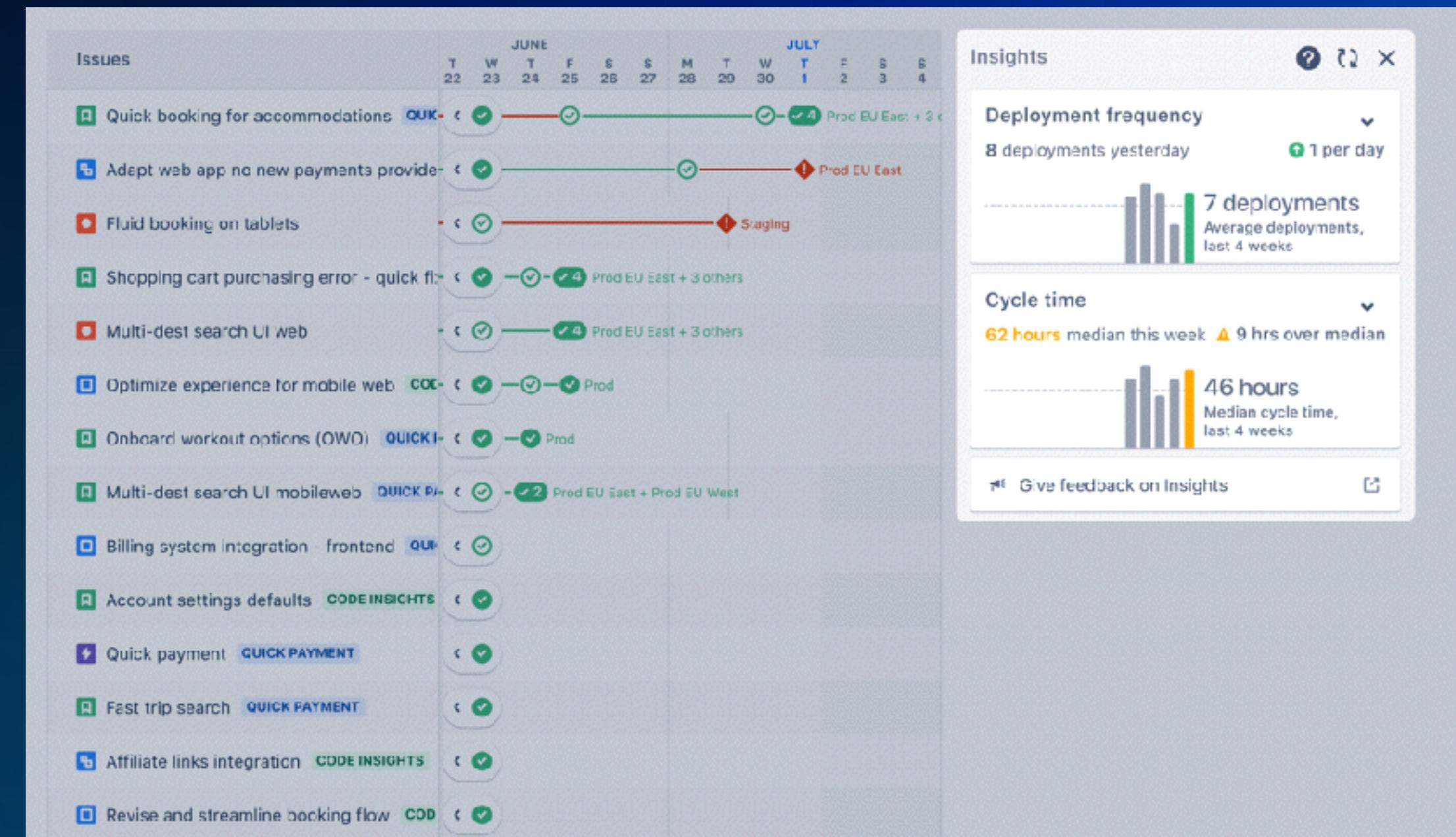
Sit back and take a moment to read some feedback from our customers and users. Every week we send you a random selection - you're the only person in all of Atlassian to read this lot.

Feeling our users experience helps us all prioritise work that increases customer happiness and reduces customer pain.

What, if anything, do you find frustrating or unappealing about our products?

-Easily change the email address of the customer account as an admin without having to create a new customer account and then reassign all tickets to the new account / the customer user can change the email himself
<https://jira.atlassian.com/browse/JSDCLOUD-5746> <https://jira.atlassian.com/browse/JSDCLOUD-4346> -Manage ticket export on the customer portal

New feature



PROBLEM



SOLUTION



PROTOTYPES



CODE



TEST



DEPLOY

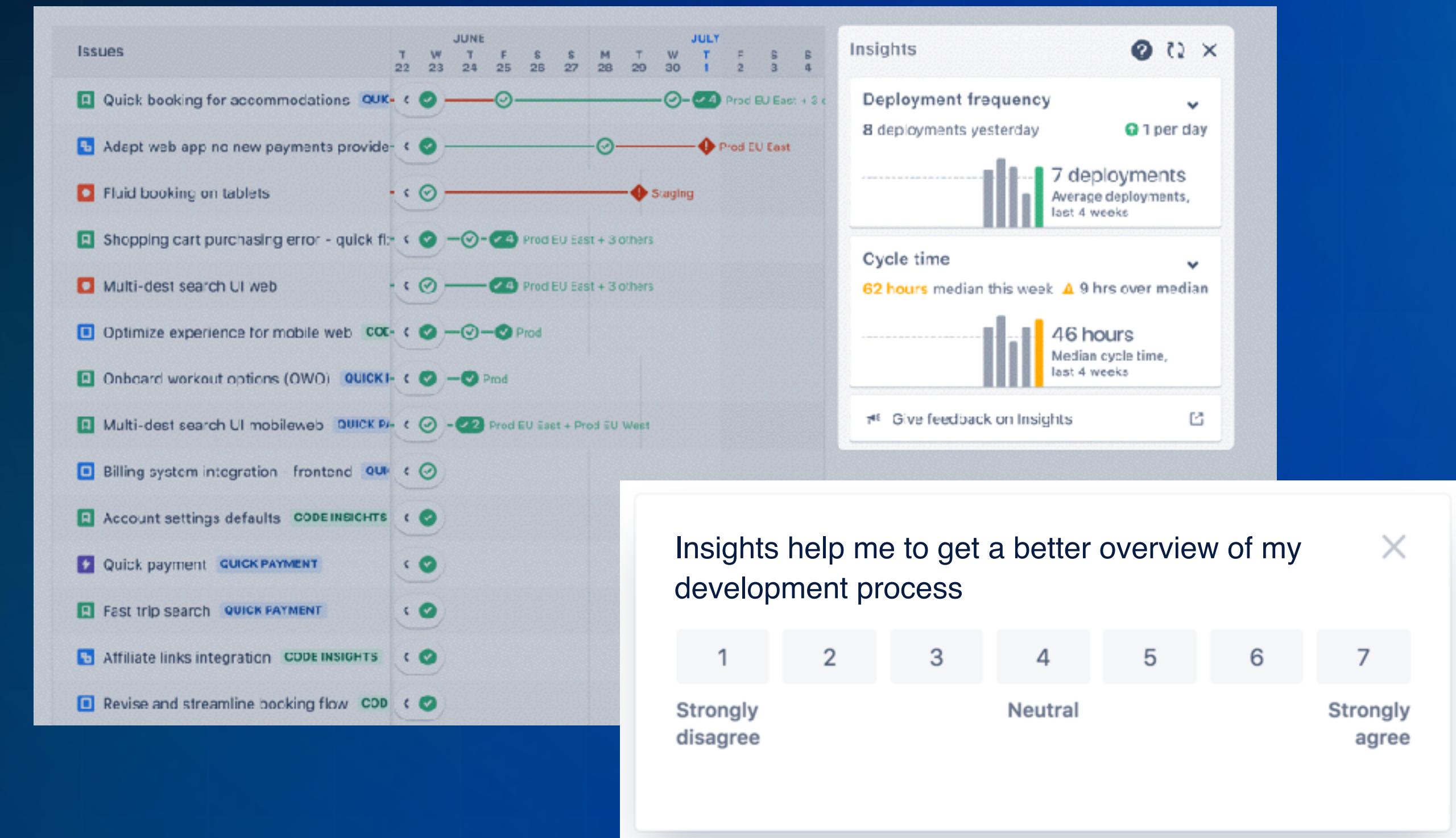


BLACK HOLE



Contextual Feedback

As a service



The screenshot shows a software interface for managing development tasks and monitoring deployment metrics. On the left, a Kanban board titled 'Issues' displays a list of tasks with their status and deployment history. On the right, a sidebar titled 'Insights' provides real-time data on deployment frequency and cycle time. A modal window in the foreground is asking for feedback on the Insights feature.

Issues

- Quick booking for accommodations (AU) - Prod EU East + 2 others
- Adept web app no new payments provider (AU) - Prod EU East
- Fluid booking on tablets (AU) - Staging
- Shopping cart purchasing error - quick fix (AU) - Prod EU East + 3 others
- Multi-dest search UI web (AU) - Prod EU East + 3 others
- Optimize experience for mobile web (AU) - Prod
- Onboard workout options (OWD) (QUICKI) - Prod
- Multi-dest search UI mobileweb (QUICK PI) - Prod EU East + Prod EU West
- Billing system integration - frontend (AU) - Prod
- Account settings defaults (CODE INSIGHTS) - Prod
- Quick payment (QUICK PAYMENT) - Prod
- Fast trip search (QUICK PAYMENT) - Prod
- Affiliate links integration (CODE INSIGHTS) - Prod
- Revise and streamline booking flow (CODE INSIGHTS) - Prod

Insights

Deployment frequency
8 deployments yesterday (1 per day)
7 deployments (Average deployments, last 4 weeks)

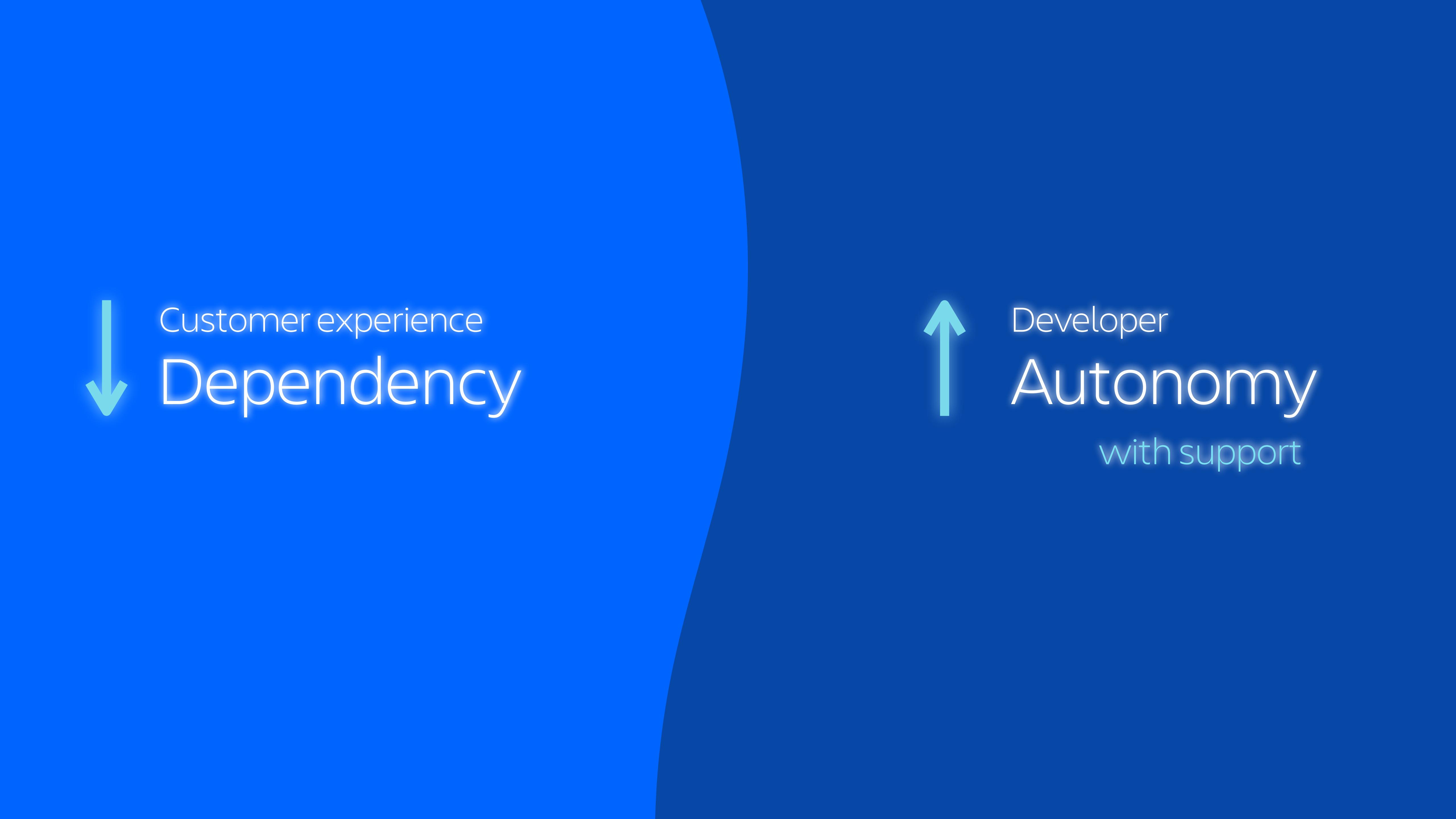
Cycle time
62 hours (median this week, 9 hrs over median)
46 hours (Median cycle time, last 4 weeks)

Give feedback on Insights

Insights help me to get a better overview of my development process

1 2 3 4 5 6 7

Strongly disagree Neutral Strongly agree



Customer experience

Dependency

Developer Autonomy with support



Standardization
made easy



Allow for
Autonomy

TOOLING

SUPPORT

AUTONOMY

ALIGNMENT



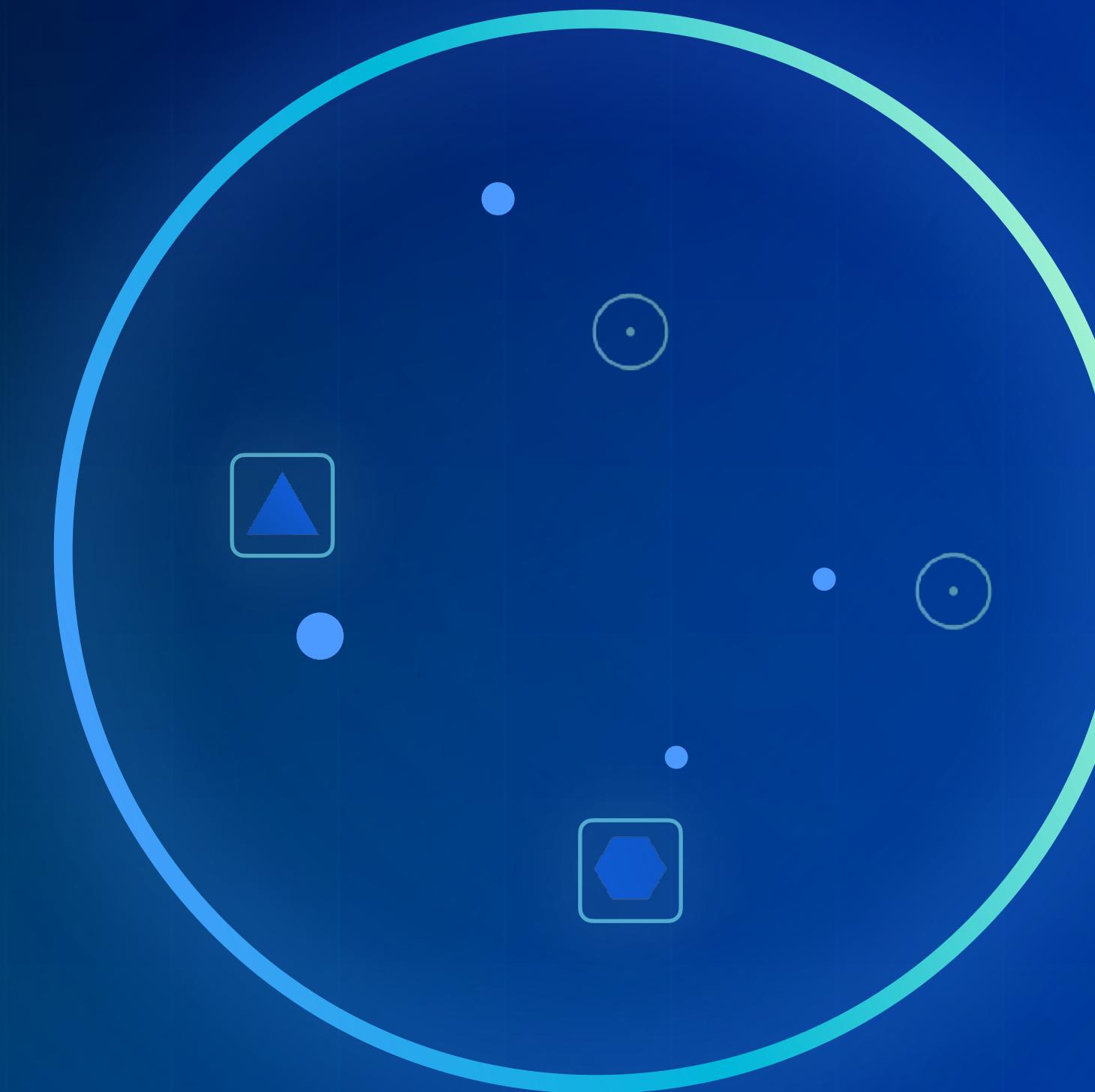
TOOLING

SUPPORT

AUTONOMY

ALIGNMENT

ALIGNMENT



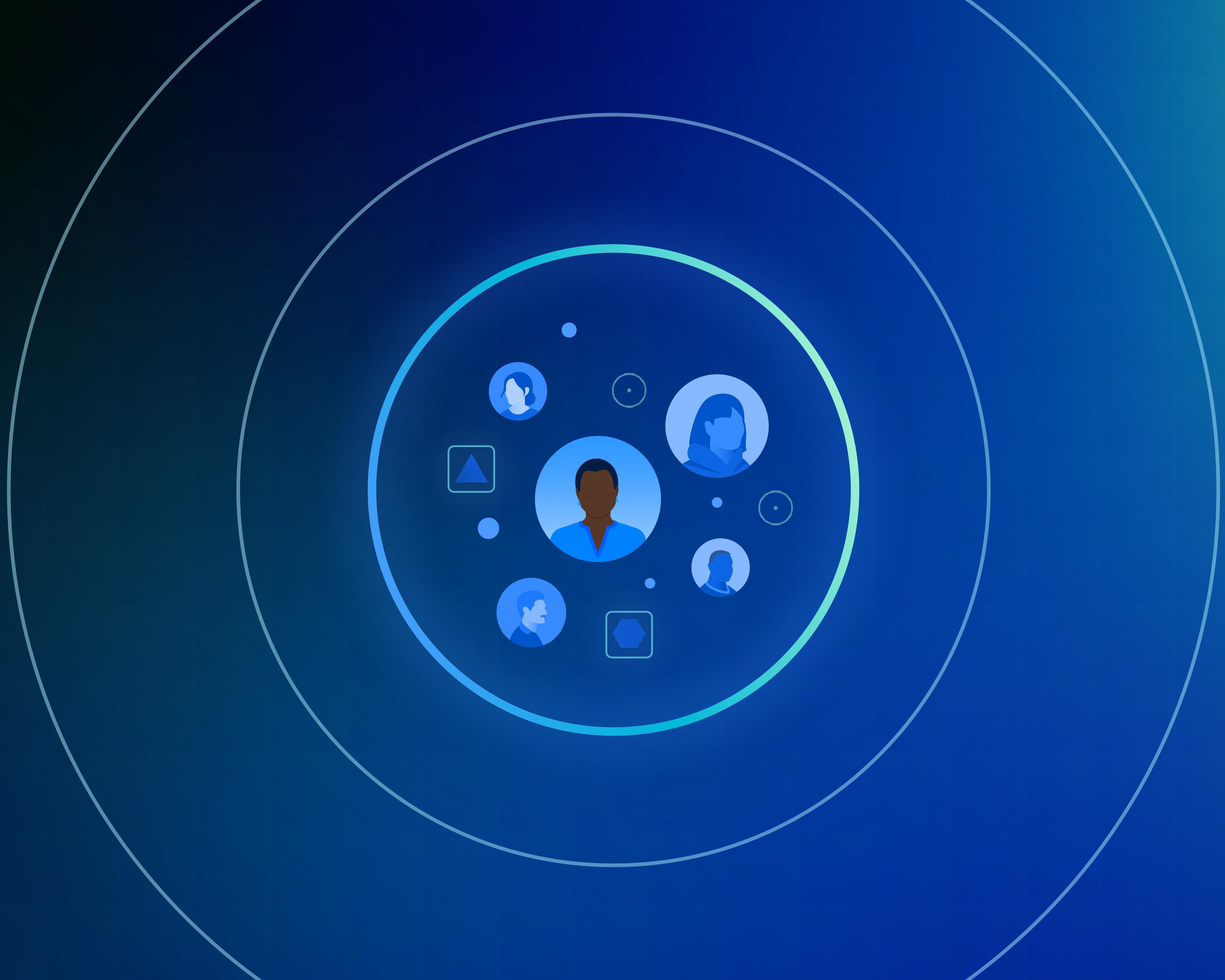




Developer Platform



Guidance



Support

Fast



Independent



DESIGN



QUALITY

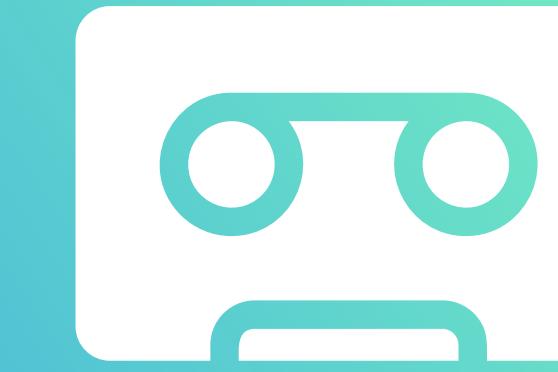


MARKETING



OPERATIONS



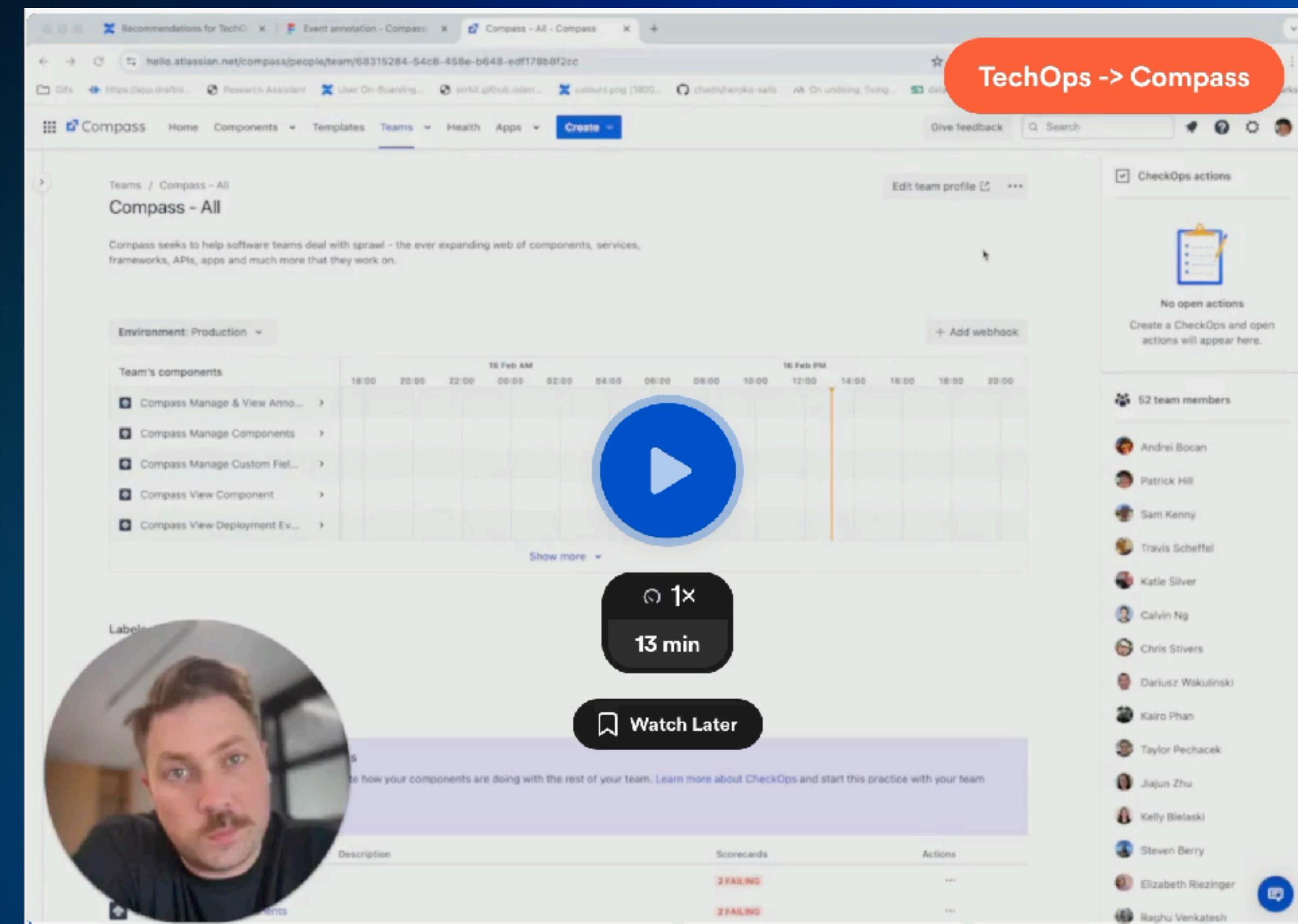


**Demo
Sessions**



**Demo
Sessions**

Async videos





**Demo
Sessions**

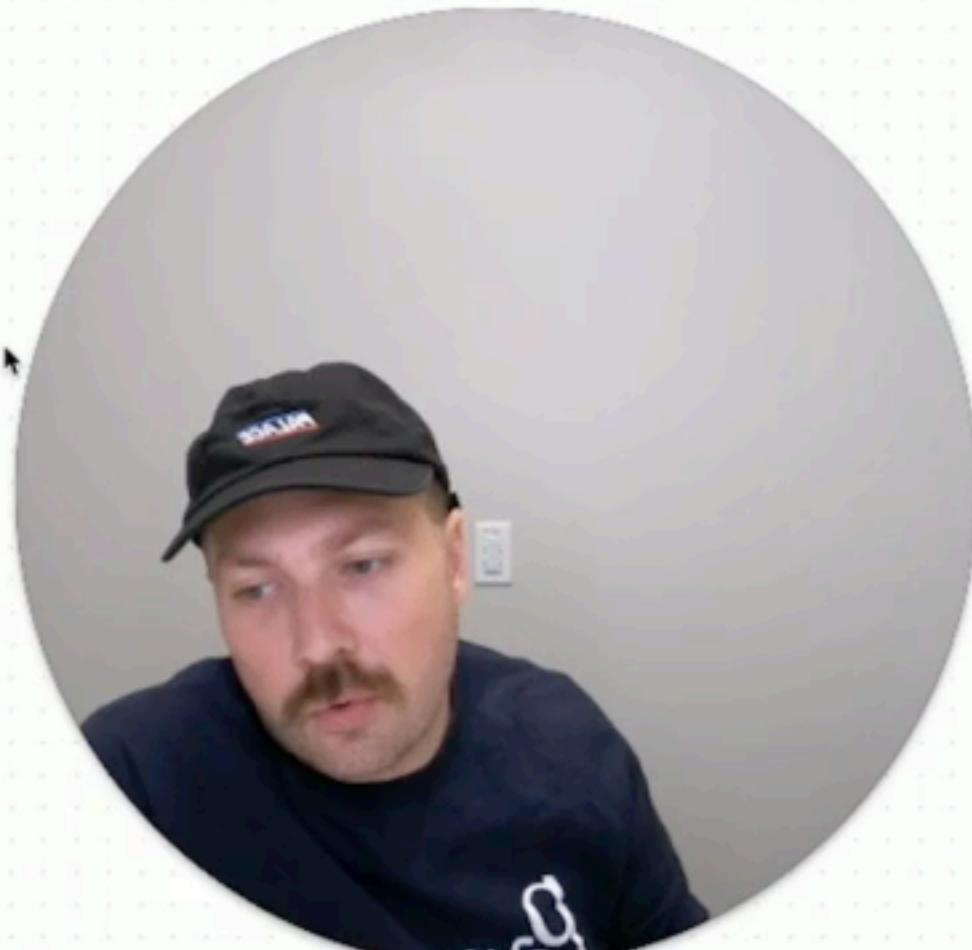
Yubing Compa Onboar Compa 2023-0 Compa Shared Vega: D Compa Metrics M1 Tea Incomin Scorec First Mi Journe Compa OneS

03:00 PM Folder / OneSight Compass Playback

P Share - 42% +

0:30

How can OneSight + Compass combine forces?



43



50%

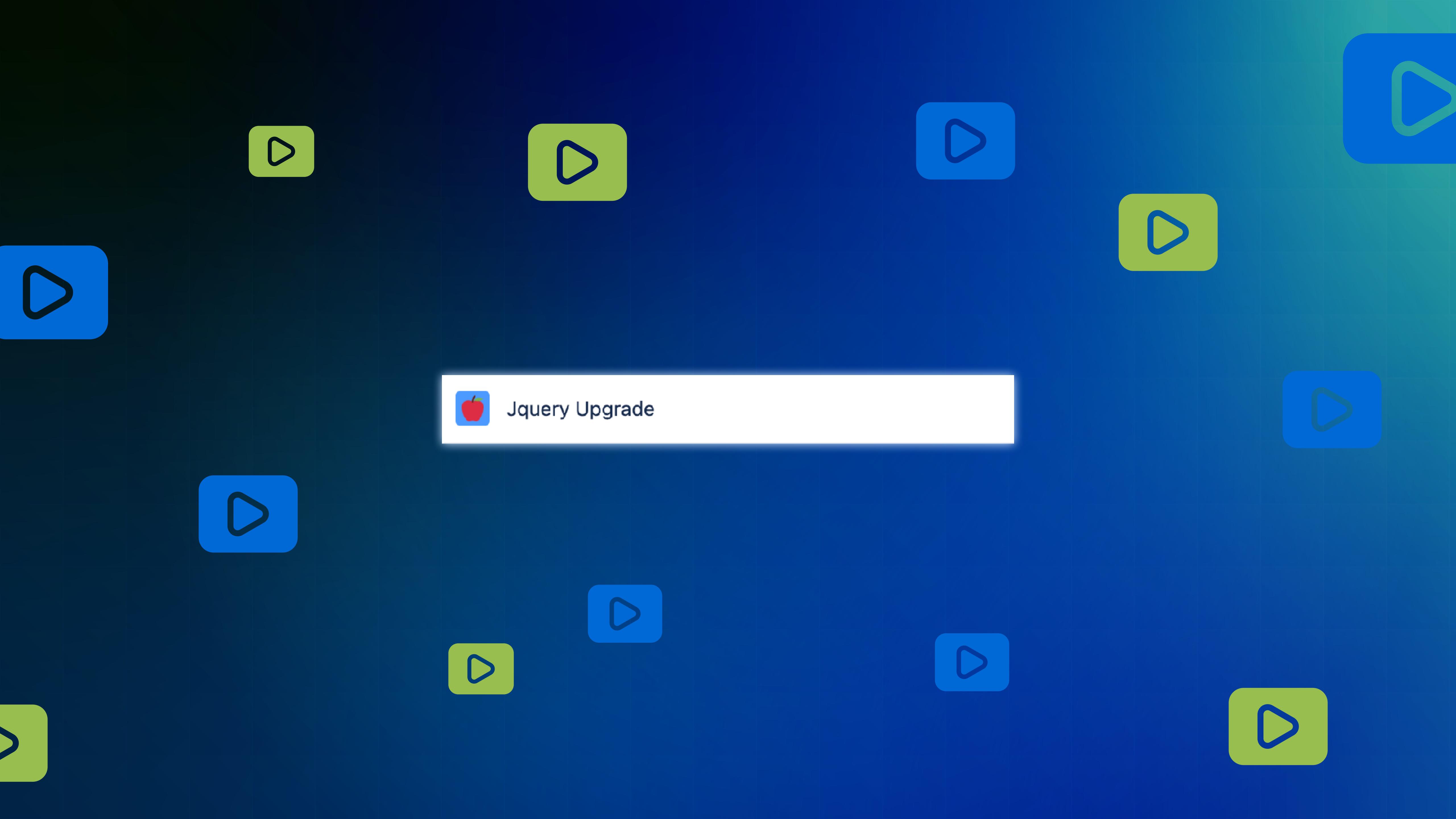
more engagement



#democulture

5000 demo videos in 2024

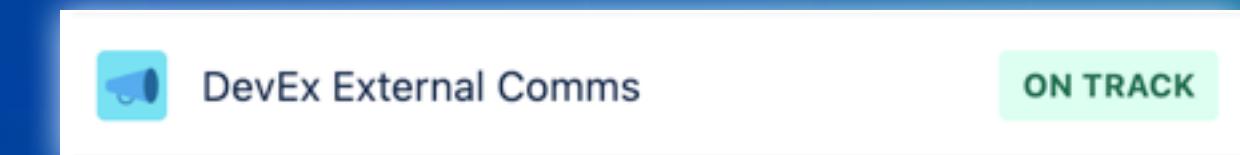
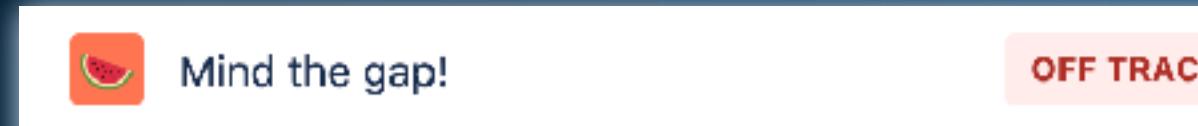
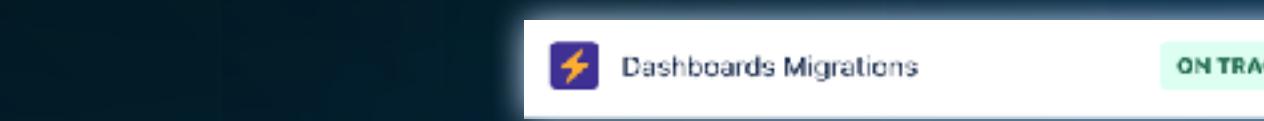
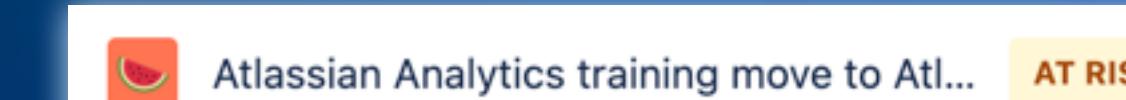




Jquery Upgrade

Projects

6,000+ active projects





Jquery Upgrade

ON TRACK



Virtual Agent Onboarding 2.0

ON TRACK



Weekly Experience Reviews (Hea

Dashboards Migrations

ON TRACK

What is a project?

the gap!

OFF TRACK

Two people or more.

Longer than **two weeks**.



DevEx External Comms

Migrate Jira Cloud CI to Bitbucket Pipel...

ON TRACK

Enhancements for Playwright Adoption

OFF TRACK

Project Lucario: Ticket Segmentation (...

ON TRACK



Atlassian Analytics training move to Atl...

AT RISK



Java 17 upgrade for Jira Monolith

ON



Jquery Upgrade

ON TRACK



Virtual Agent Onboarding 2.0

ON TRACK



Weekly Experience Reviews (Hea

Dashboards Migrations

ON TRACK

What's the status?

the gap!

OFF TRACK

Updates are due **every Friday**.

You just got **280 chars.** Go!



Target state architecture for Brie

OFF TRACK



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ATLAS-11950 Sunsetting of the Jira Mac app COMPLETED

About Updates 10

What are we doing?

We are sunsetting the Jira Mac app.

See DACI page: [DACI: Jira Mac app continuity](#)

This means the Jira Mac app will be taken down from the Mac app store.

Why are we doing it?

See the DACI page for the reason of why the Mac app is sunset: [DACI: Jira Mac app continuity](#).
Also here: [Why we recommend to sunset the Jira Mac app](#).

This has been approved and we'll proceed with the steps required to take it down and communicating this to customers.

What will success look like?

Success is if we are able to do this in a way that respect our values.

- Clear communication to customers and stakeholders
- Timely execution

Comments

Add a comment Go team! How can I help? Can you explain...

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Owner Irene Ongkowidjaja

Contributors 1 +

Irene Ongkowidjaja Senior Product Manager

Contributor Don't go it alone. Add people

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Where is the work tracked? +

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Mac app sunset epic in JNA project

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dept--pg-agile x # pg-ado x

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Contributors 1 Irene Ongkowidaja Senior Product Manager

Contributor Don't go it alone. Add people

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Tags # dept--pq-agile x # pq-ad0 x



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ON TRACK



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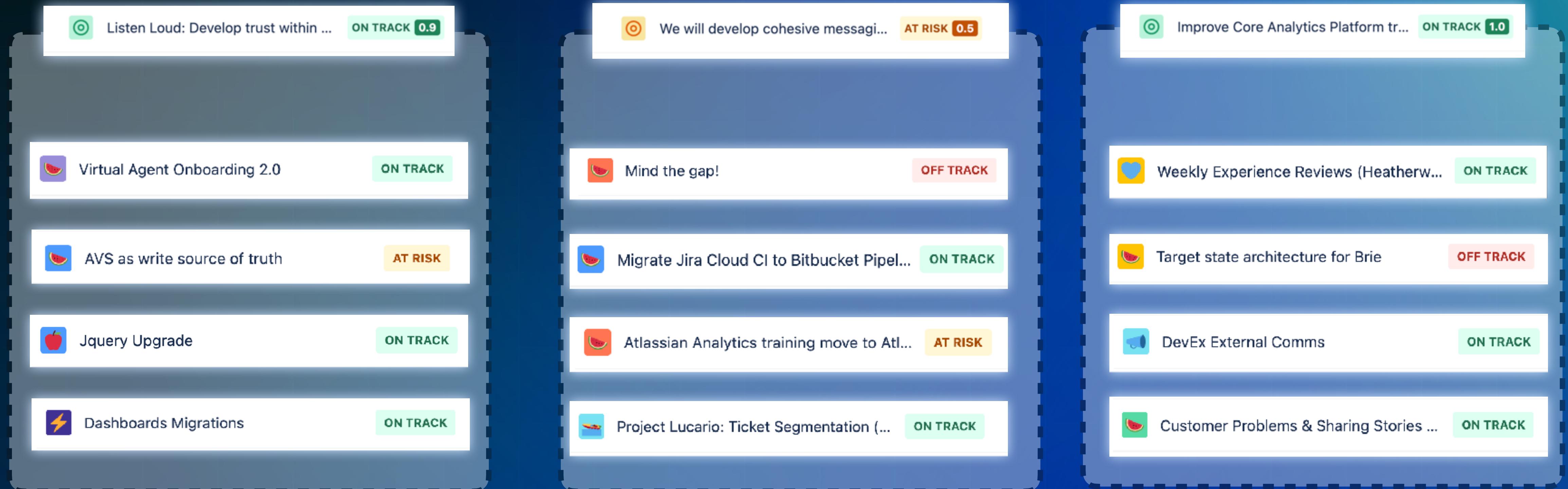
AT RISK



Java 17 upgrade for Jira Monolith

ON

Aligned by goals





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?

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

