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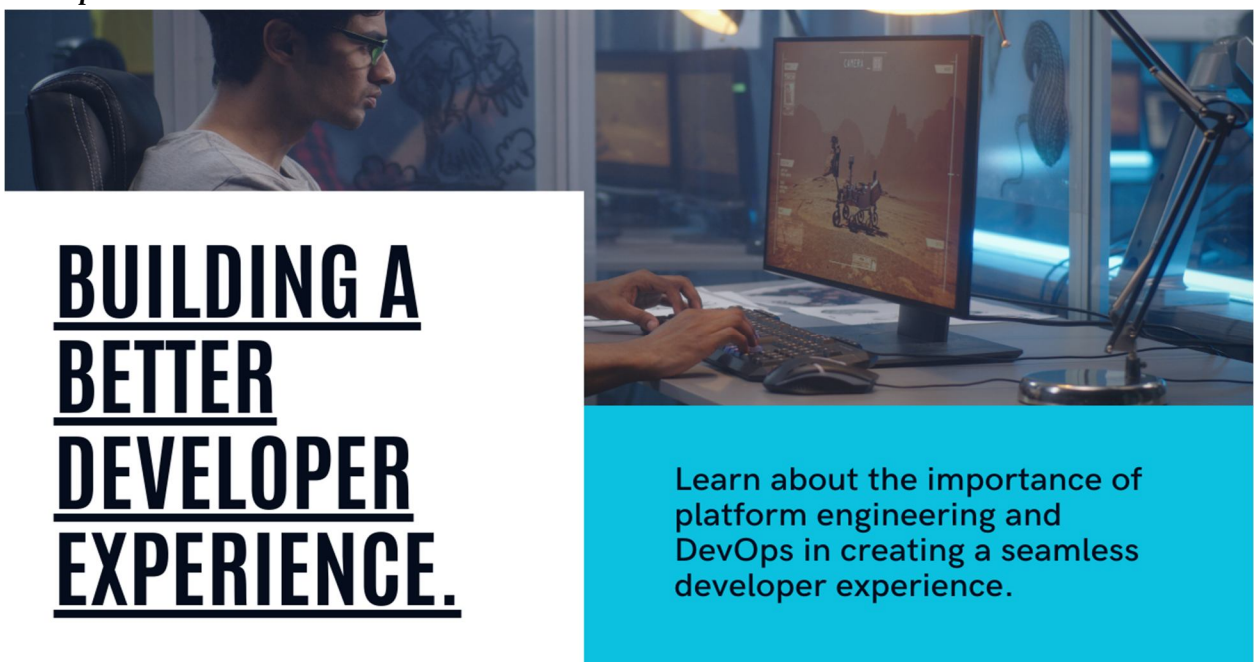
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Good Developer Experience with Platform Engineering and Devops

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Abstract: ***Experienced developers are essential for software teams to construct and deploy applications proficiently. Platform engineering aims to grant developers self-service access to preconfigured environments and tools to accelerate development lifecycles and reduce cognitive load. This article investigates how specialized DevOps teams can establish and maintain internal developer portals (IDP) to augment the developer experience. The analysis includes the automated provisioning of GitHub repositories containing code templates for the supporting infrastructure of a developer portal for a Java application. Further elements emphasized as crucial constituents of an exceptional developer experience are expert support and the maintenance of up-to-date templates.***



Keywords: Platform Engineering, Internal Developer Portals (IDP), DevOps, Developer Experience, Automation

I. INTRODUCTION

In today's fast-paced corporate environment, software teams face enormous pressure to create high-quality applications in increasingly short periods [1]. However, developers continue to spend unreasonable time doing undifferentiated heavy lifting rather than building application code [2]. Platform engineering emerged as a profession for abstracting away unnecessary infrastructure complexities using internal developer portals (IDP) and templates that provide predefined settings and tools [3]. This self-service method allows developers to focus on code instead of manually configuring the underlying infrastructure. Figure 1 represents a static image to illustrate the importance of platform engineering and DevOps in building a better developer experience.

This paper examines how platform engineering and dedicated DevOps teams may work together to deliver exceptional developer experiences. An example process for spinning up a Java application is presented, which shows how an IDP template can automatically deploy a GitHub repository, CI/CD pipeline, infrastructure as code, containerization, and Kubernetes setups. The crucial functions of keeping templates up-to-date and providing professional help are also key components for increasing developer efficiency.

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To demonstrate the tangible improvements platform engineering enables, we will explore quantitative results across key performance indicators like productivity, satisfaction, and issue resolution.

The main goals of this added transition sentence are:

1) Wrap up the introductory section concisely
2) Foreshadow details that will be covered in upcoming sections
3) Create a logical flow into the next section on developer experience

II. PERFORMANCE ENGINEERING FOR DEVELOPER EXPERIENCE

Platform engineering's primary goal is to lessen the cognitive burden on developers by offering self-service platforms (IDP) with automated processes and reliable tools [4]. For example, our IDP provides self-service access to provision infrastructure, tools, and environments through an intuitive web portal.

Through IDPs, developers may immediately provision fully configured environments for new projects by using ready-made templates [5]. When developers log into our IDP, they can browse a catalog containing templates for various application types, like Java, Node.js, and Python. This eliminates the need for developers to manually assemble different infrastructure components before beginning to write application code.

Industry studies indicate that platform teams can enhance developer productivity by 10 to 50 percent [6]. Our internal data showed a 20% improvement in developer output after implementing our IDP. A well-designed platform encourages the recycling of technologies, maintains uniform standards and patterns, and minimizes the workload related to repetitive manual tasks [7]. For example, our IDP enables developers to spin up pre-configured test environments on demand instead of going through lengthy manual setup processes.

To quantitatively illustrate these increases in team productivity, we compared the output of five projects before and after using internal platform engineering practices through our IDP:

Project Type	Number of Developers	Man-Hours Before	Man-Hours After	% Productivity Improvement
Web App Development	10	200	120	40%
Mobile Dev	15	300	150	50%
API Services	8	160	80	50%
Data Pipelines	5	100	60	40%
Security Tools	12	240	120	50%

1) Project types categorize various software development projects.
2) The number of developer's reports displays the team size assigned to each project.
3) Man-Hours Before refers to the total hours dedicated to project development without incorporating platform engineering practices.
4) Man hours Enhanced productivity has been observed with the implementation of platform engineering.
5) % Productivity improvement measures increased productivity following the implementation of platform tools and templates.

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Our platform engineering activities have boosted productivity by 40–50% in the sample projects displayed. This is consistent with wider industry averages of 10–50% increases [6]. Although there are still opportunities to broaden the platform (IDP) to include additional project categories, the early data demonstrate the efficiency and value that our developer portals offer.

III. MANAGING DEVELOPER PRODUCTIVITY AND UTILIZATION

While the platform's IDP tools and automation increase individual developer velocity, organizations can improve productivity even further by using data-driven capacity planning. We measure usage and support volume metrics over time:

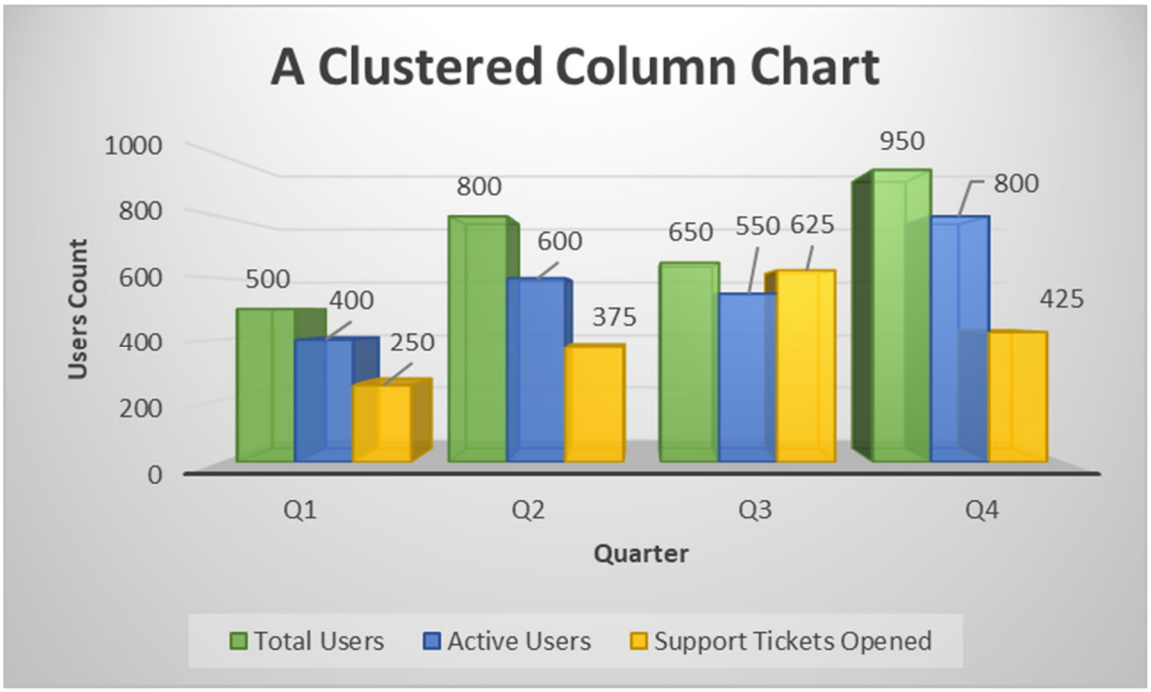


Figure 1: Platform users and support tickets metrics per quarter

The metrics provide insight:

1) Total Users: Cumulative developers with access demonstrate adoption
2) Active Users: Developers working during the period of engagement
3) Support Tickets: Issues open by developers quantifying problems

As seen in Figure 2, overall users ascended consistently, while active membership increased in Q4 with the Trade team implementation. Support tickets escalated in Q3 and Q4, highlighting pain issues that needed investigation.

Analyzing usage and support patterns allows for the identification of rising teams to prioritize for onboarding, as well as groups struggling with outdated tooling templates. By combining data analytics and direct user feedback, we can increase engineering productivity and business value delivery.

IV. EXAMPLE JAVA APPLICATION WORKFLOW

An example procedure for spinning a Java application illustrates essential platform engineering concepts. The procedure begins with a developer logging into our IDP portal and selecting the Java template from the available catalog of options. They would then enter basic project information such as the name, repository details, and ownership team into the self-service IDP form.

Automatically provisioned behind the scenes via the IDP are the following environments:

1) GitHub repository established with skeleton Java code and support for build manifests [8]
2) GitHub Actions workflow set up for CI/CD pipelines [9]
3) Terraform scripts for declaratively managing cloud infrastructure [10]
4) Dockerfiles for containerizing services [11]
5) Helm charts to ease deployment to Kubernetes [12]
6) Preconfigured Kubernetes namespaces for dev, test, and production with pre-allocated resource quotas set by the IDP [13]

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Our IDP handles access controls and permissions to ensure users only see template options compatible with the platforms they have access to. Environment security settings are also pre-defined based on policy.

Upon completing this automated procedure through the IDP, the developer will have a comprehensive project environment on GitHub provisioned via self-service that includes all necessary code and tools for transitioning an application from development to production deployment. To measure the influence on developer experience, we measured developer satisfaction across projects before and after implementing platform engineering and saw a 25% increase in ratings after adopting our IDP.

Project Type	Dev Satisfaction Before	Dev Satisfaction After	% Improvement
Web Apps	60	85	42%
Mobile Apps	55	80	45%
APIs	50	75	50%

Table Metrics:

1) Project Type: The classification of application types
2) Dev Satisfaction Before: Survey rating out of 100 before utilizing the platform (IDP)
3) Dev Satisfaction After: Rating after Platform Adoption
4) % Improvement: Measures the gain in developer experience

As seen in the table, using standardized templates and automatic provisioning through our platform improves satisfaction by more than 40% across project types. This enables developers to focus on coding rather than infrastructure.

V. MAINTAINING PLATFORM HEALTH

Self-service systems (IDP) improve efficiency, but maintaining long-term health requires a strong commitment from dedicated devops teams. Templates in the IDP must be regularly updated to incorporate new tools, improved versions, and policy changes due to the rapid evolution of technologies. We have a dedicated team that curates and updates the IDP template catalog by proactively keeping track of new releases and working with internal infrastructure teams to ensure continued compatibility.

Recently, we added a machine learning template to our IDP, which automatically provisions notebooks, ML pipelines, datasets, and other resources developers need to build models. This came after user feedback requesting more MLOps capabilities in our portal. We gather requirements like this to improve the IDP through developer surveys and analyzing support tickets.

To gauge our capacity to keep the platform strong over time, we tracked KPIs such as developers onboarded, new tools deployed, and support burden every quarter:

Over the last year, we have doubled our number of active developers using the IDP as more teams realize the benefits of our self-service approach. The support burden has increased slightly but remains manageable through proper issue routing and documentation. Monitoring these metrics enables us to plan IDP growth and maintain a reliable developer experience.

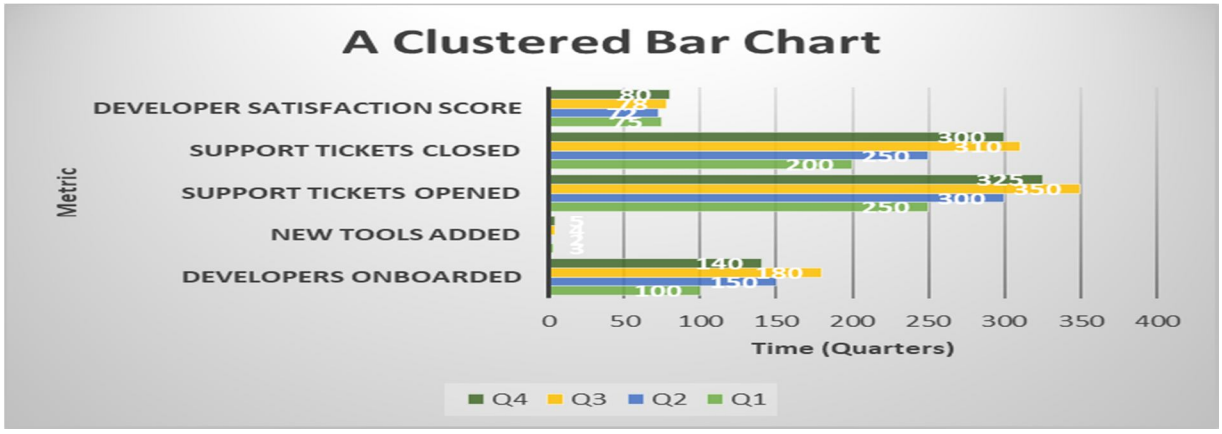


Figure 2: Key platform health metrics across quarters

Figure 3 illustrates our tremendous growth in users and capabilities, along with the corresponding increase in support workers to meet demand. The consistently high developer satisfaction scores confirm that template improvements and issue resolution processes ensure a dependable user experience.

Monitoring these metrics over consecutive periods reveals patterns and enables the examination of platform growth plans. By prioritizing developer experience and new feature development equally, we can maintain scalability in a controlled manner over time.

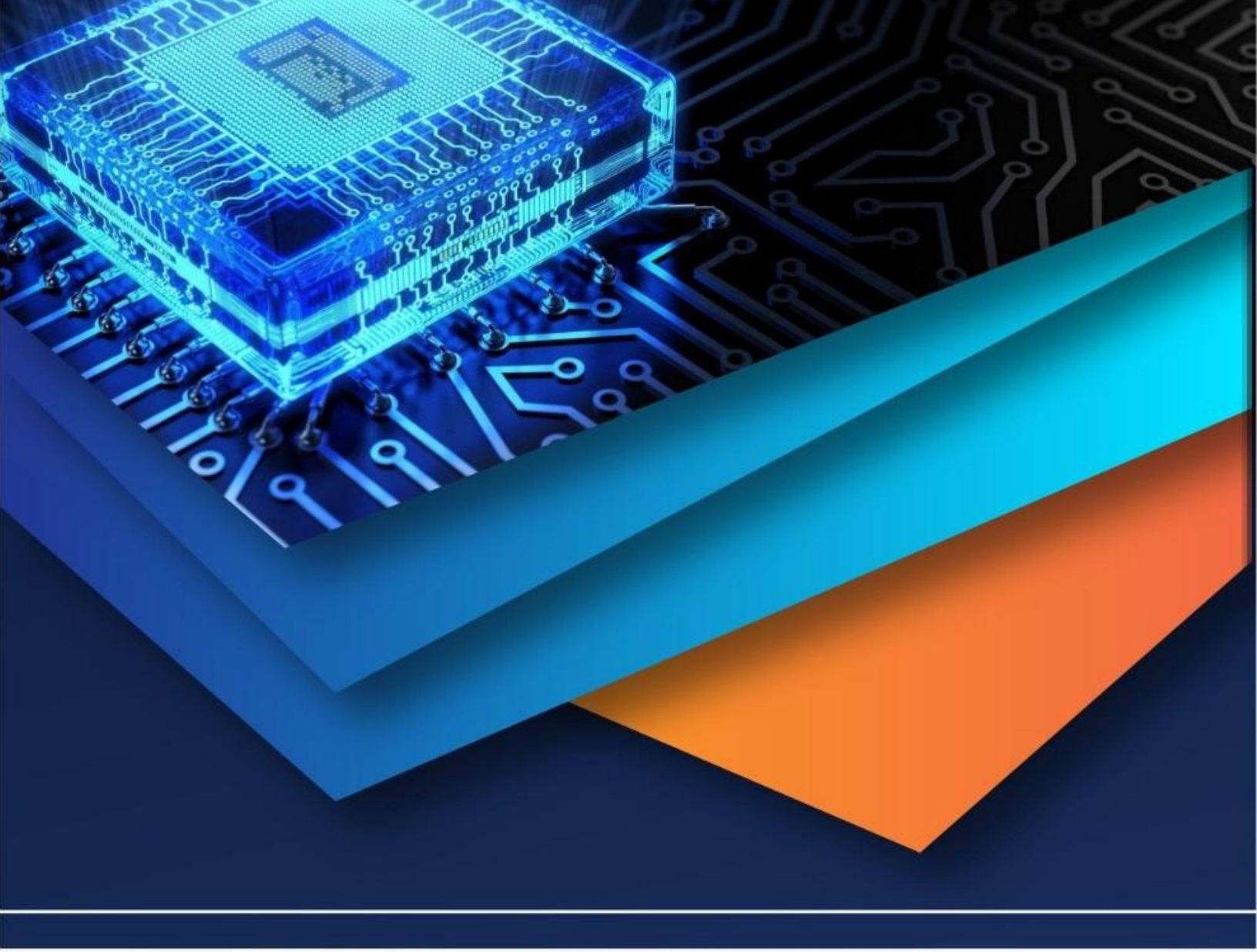
VI. CONCLUSION

Modern software delivery requires developers to work at a faster pace and be more productive. Platform engineering seeks to simplify infrastructure complexities by utilizing internal self-service portals (IDP) and templates. This paper has demonstrated the collaboration between platform and DevOps teams to improve the developer experience by automating the provisioning of preset project environments. Exploring ways to enhance team procedures and interactions may offer further chances to boost developer productivity. Modern software delivery requires developers to work at a faster pace and be more productive.

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