INGKA IKEA

Tuning Resonance Env Mod Decay Accent

ENGINEERING

Baseline

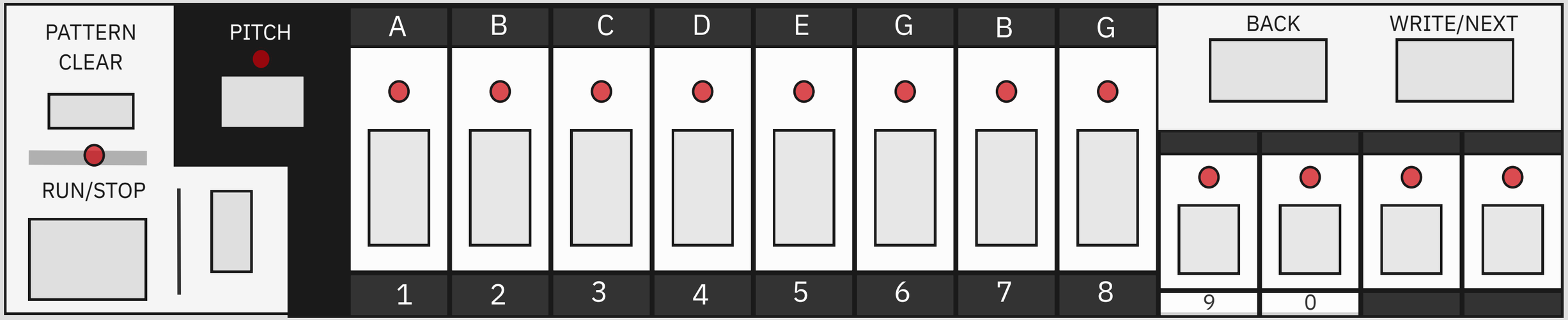
TEMPO MODE

TIMOTHY MAHONEY
SENIOR SYSTEMS ENGINEER
OBSERVABILITY ENABLEMENT

CNCF

Computer Controlled

VOLUME



Hej!

IKEA

Ingka - IKEA Retail

480
Stores

219000
Coworkers

€45.1
billion

Engineering Baseline

- Enable Autonomy
- Create Value
- Inner Source
- Higher Revenue

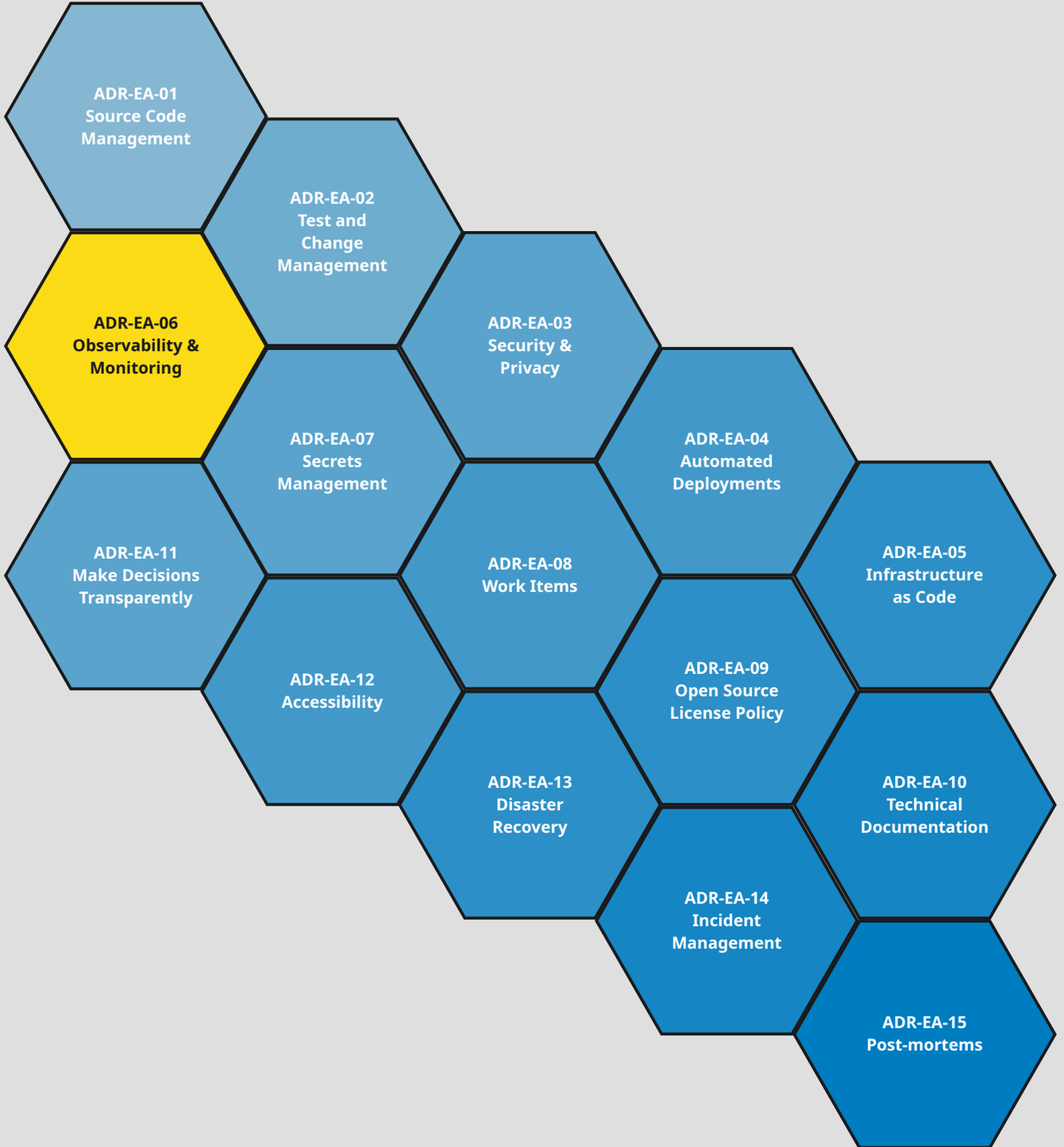
The Baseline..

- Applies to Everyone at Ingka
- EMs and PMs are accountable
- Composed of ADRs
- Is a cooperative effort
- Is not a checklist

Engineering Baseline

Ikea Values

- Togetherness
- Caring for People and Planet
- Cost Consciousness
- Simplicity
- Renew & Improve
- Different with a meaning
- Give & take responsibility
- Lead by example



DevOps

- Define
- Design/Code
- Build
- Test
- Deploy
- Release
- Monitor
- Support
- Fix

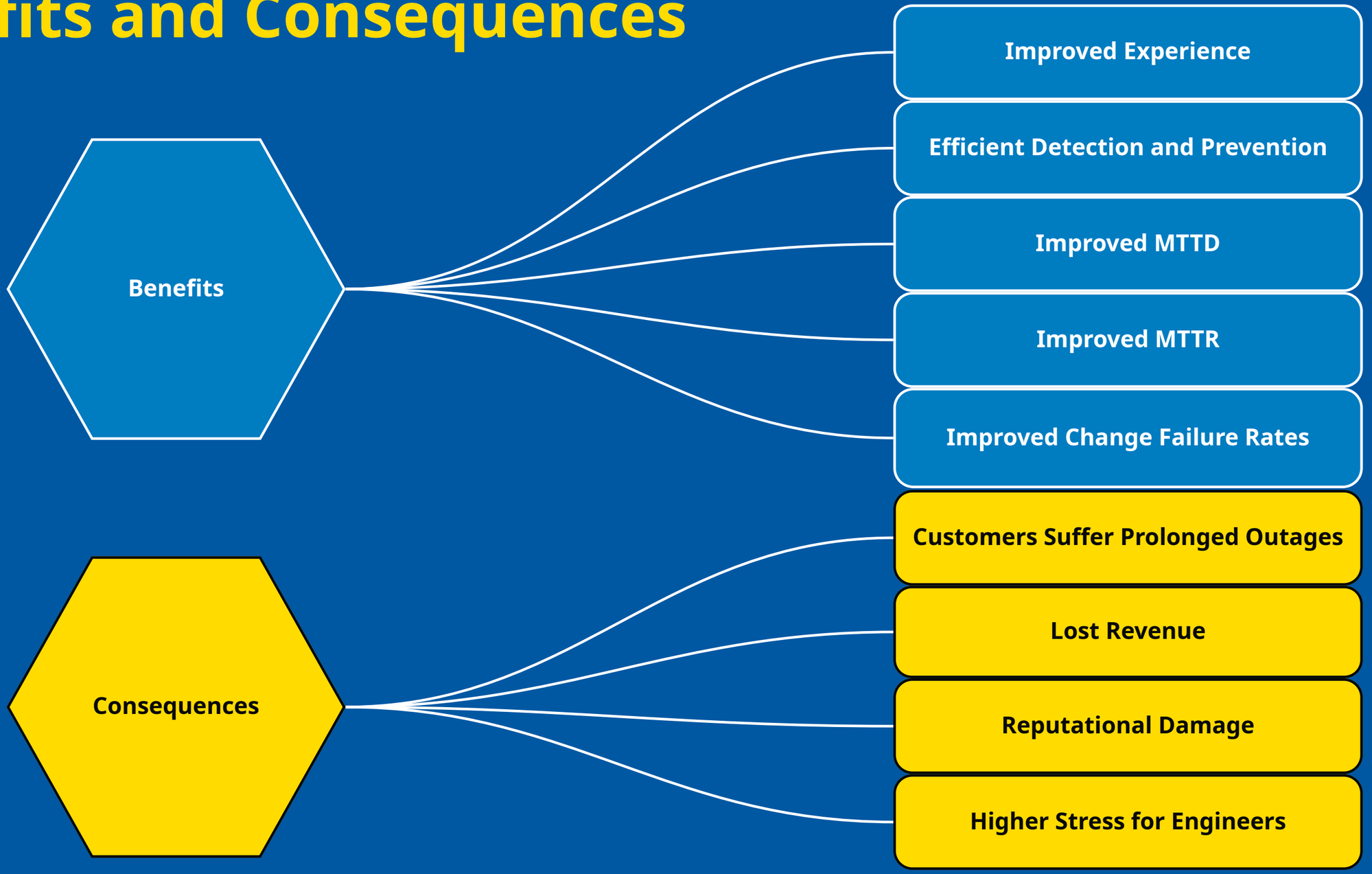
Anatomy of a Baseline ADR

- Decision
- What does it mean to us?
- Additional Interpretations
- Measure
- Get Help to Understand
- Learn More

Decisions:

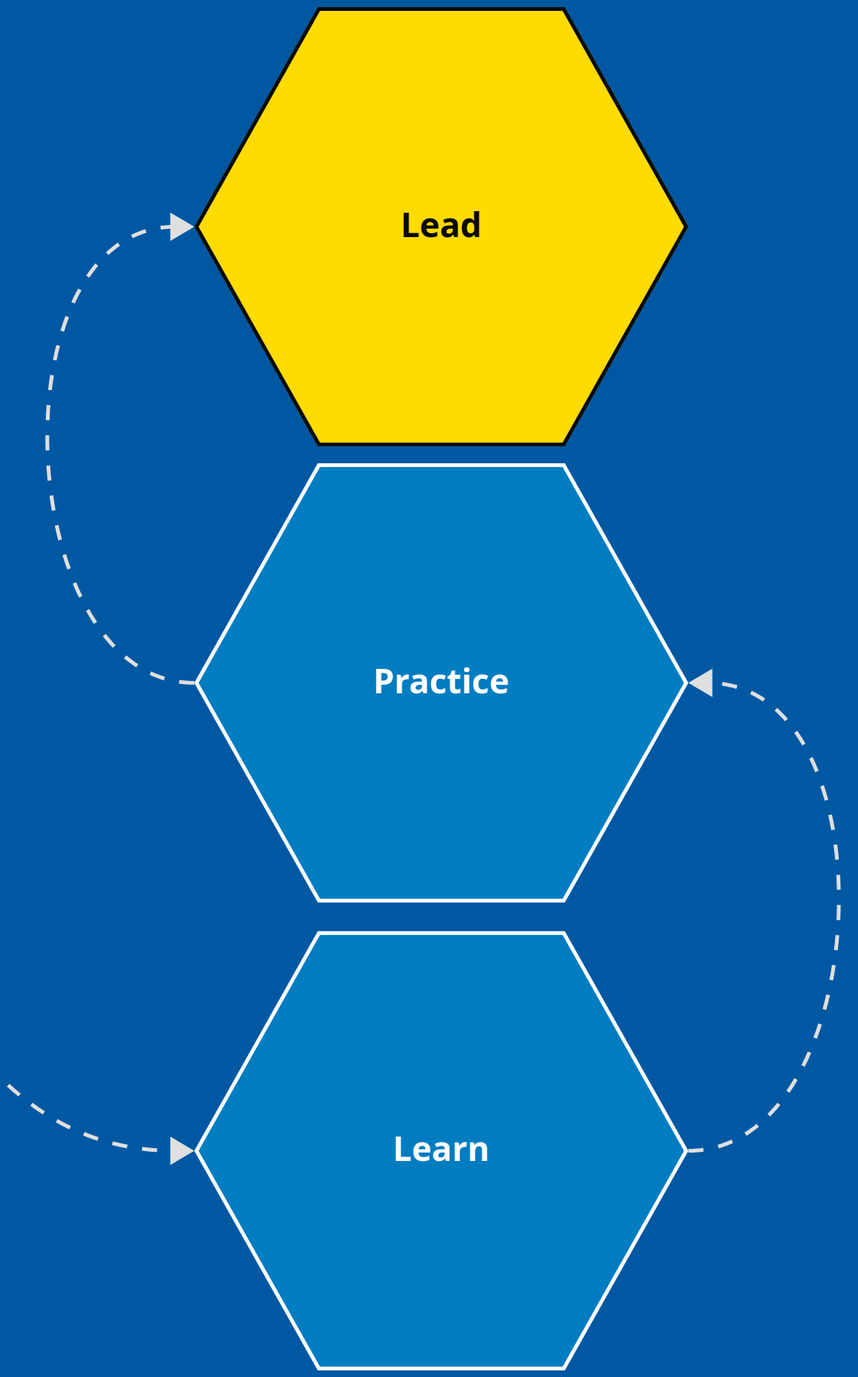
ADR-01 Source Code Management	All teams must manage their code in GitHub
ADR-02 Testing & Change Management	Speed with quality & Accountability
ADR-03 Security and Privacy	We are cyber secure and privacy compliant
ADR-04 Automated Resilient Deployments	Repeatable, testable, controlled deployments
ADR-05 Infrastructure as Code (IaC)	Testable, repeatable infrastructure
ADR-06 Observability and Monitoring	All teams have insights into their own systems
ADR-07 Secrets Management	Keep your secrets safe
ADR-08 Work Items	Transparency of work and planning
ADR-09 Open Source License Policy	Use Open Source in a responsible way
ADR-10 Technical Documentation	Document like and InnerSource project
ADR-11 Make Decisions Transparently	Provide technical context and history
ADR-12 Accessibility	Everyone should be able to use our interfaces
ADR-13 Disaster Recovery	A proven plan for unforeseen events
ADR-14 Incident Management	Transparency in responsibilities and communication channels
ADR-15 Post-Mortems	Continuous improvements through learning from mistakes

Benefits and Consequences



Directives and Maturity

All products must implement observability and monitoring practices



ADR-06

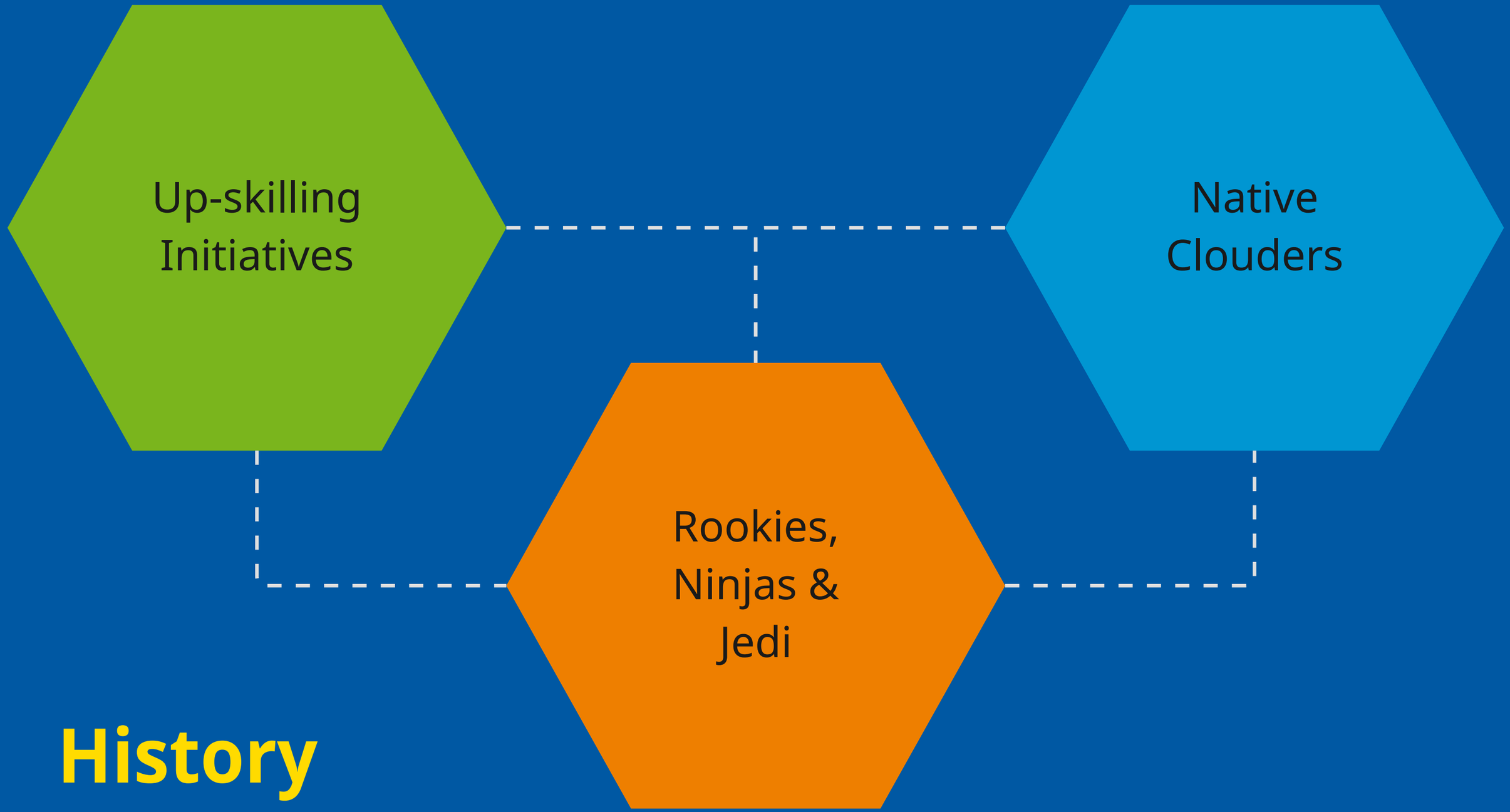
Get Help to Understand

Engineering Baseline Workshop

Info, Examples & SMEs

ADR-06 Deep Dive

DevOps Capabilities	DevOps Stages
Education	Labs, Demos, etc
References	Otel Docs
Solutions	Platforms
Experts	Me
Code	Git
Slack	#sig-observability


Up-skilling
Initiatives
Native
Clouders
Rookies,
Ninjas &
Jedi

History

What works well

Challenges


Artifacts
Complete Instructions
Not meant to increase
Connection between ADRs
Not a checklist
Not completed in sprint or epic

Specific Challenges

Observability Framework is not directly part of the Observability and Monitoring ADR

Gaps between the ADRs, such as between Obserability and Monitoring and Incident Management

People in the organisation confuse the Engineering Baseline with Google SRE

It is difficult to apply the Baseline in other domains such as Data

Teams with Legacy systems wrongly assume the practices do not apply to them.

Large changes in Ways of Working, such as Git, create a hurdle for teams to start improving maturity

Wins

Newly onboarded colleagues and consultants have a clear idea of what is expected.

Teams moving towards as-code

Spread of SLOs across the organisation have begun to give an overall view of health.

Improved connection between engineering teams and available resources

Psychological safety in deployments

Responsibility to follow the baseline moved upward to PMs and Management means time is invested in sprints and epics.

Tack!