

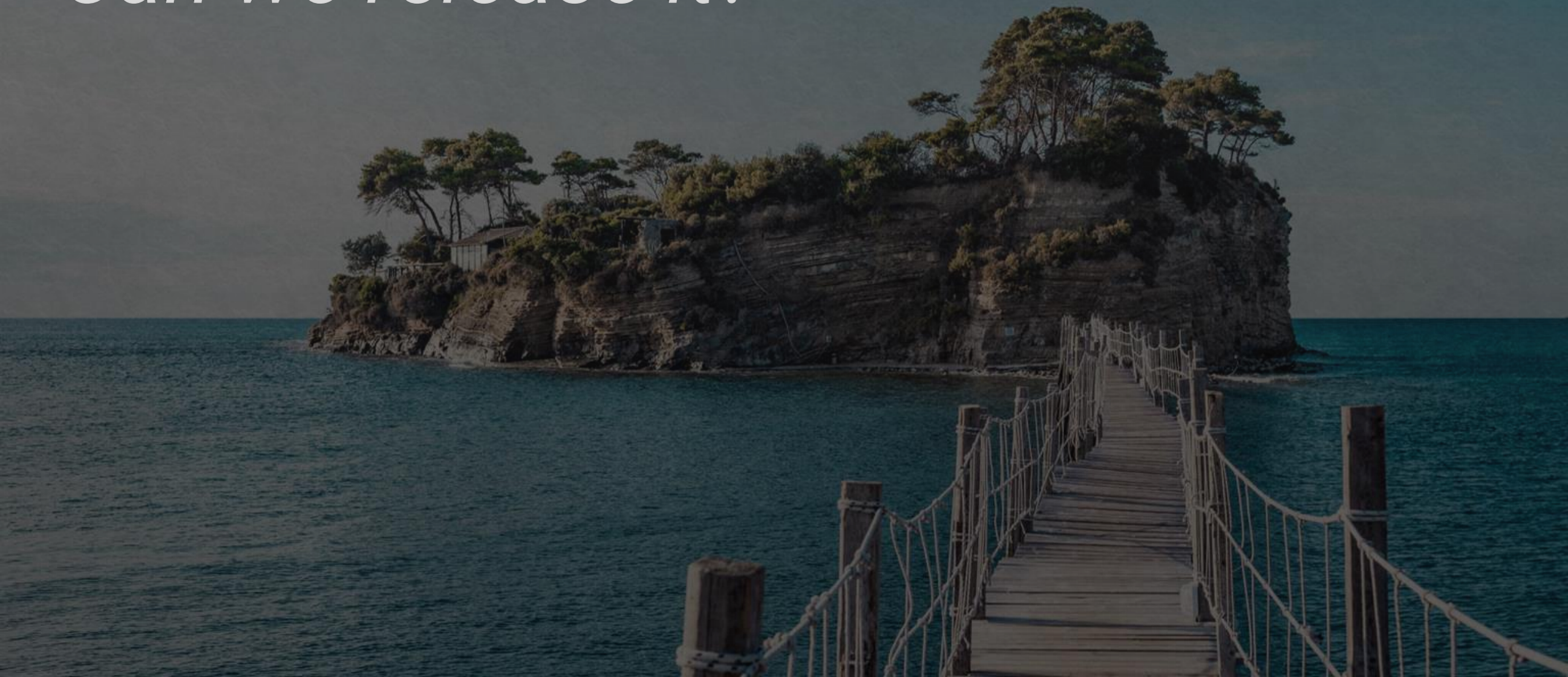


Guardrails to build up the confidence to release

ARETI PANOU

SAP SE

“Can we release it?”



Building up the confidence to release

Preparing to
avoid errors

Preparing to
handle errors

Have we tested enough?

Documenting what we know we have
tested



Quality Measures document

- What do we check?
- What is the risk if it fails?
- How often do we execute it?
- How much do we trust it?

Quality Measures

This one pager is an overview of all the measures and activities we have in place, to help us better understand the quality of our code base.

Code Quality Measures

Name	Description	Execution	Status
Prettier	Checks for proper code formatting	on pull request	mature
Pull request reviews	Four-eye principle on every code change	On pull request	mature
Interface Updates	Updates the code when there is an API change	Triggered by API change	Work in progress

Automated Tests, Covering Functionality

Name	Description	Types of bugs	Execution	Status
Client unit tests	Tests if a UI component can be properly created and if it works as expected	white screens, unresponsive buttons, etc.	On pull request	could improve
Interface integration tests	Tests if the interface to the backend is defined correctly	Entity CRUD fails	On pull request//nightly on main	mature

Automated Tests, Covering Non-Functional Aspects

Name	Description	Execution	Status
npm audit	Checks dependencies for security vulnerabilities	On pull request/nightly on main	client: mature / server: TODO

Benefits

- Creates awareness - everyone on the same page
- Provides transparency of where we are
- Helps make decisions on where we want to improve

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Pitfalls

- Doing it and ignoring its results
- Doing it only once – ignoring that the system changes
- Single person feeling responsible for it

Did we do everything
that we had to do?

Making the best of our done criteria



From

- Our software cannot contain code with GNU General Public License
- The new feature is tested
- Documentation is in place

To

- No findings reported after running the Foss scan - [check results](#)
- Our pipeline is successful, and the feature is explored - [exploratory charters](#)
- Documentation has been added to the [guide](#) and the [FAQ](#)

Providing context to Done criteria

Benefits

- Reduces the need to be familiar with the jargon and business specific language
- Helps new team members onboard
- Makes them easier to review and update

Check the Done
criteria before starting
the implementation

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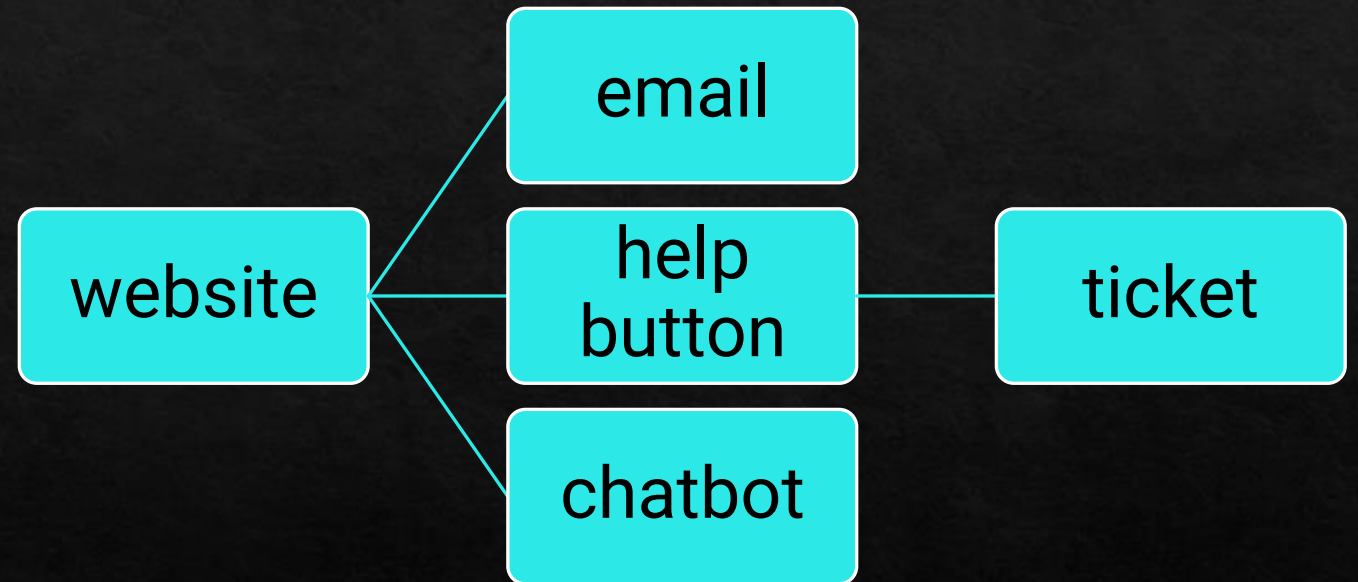
What happens when someone reports an error?

Streamlining our support process



Identifying support channels

- How can our users get in contact with us?
- Is it easy to find?
- Are we using the correct channels for our audience?
- Do all the requests from the different entry points end up in the same support system?
- Which is the channel we react to the fastest?



A teal rotary telephone is shown in a dark, semi-transparent overlay. The telephone has a circular dial with numbers 1-9, 0, *, and #. Above the dial, there are labels for 'FIRE', 'POLICE', and 'AMBULANCE'. The background is a dark, muted teal color.

External Support

- Keep them up-to-date
- Let them Beta test a new feature
- Establish a collaboration model



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Internal Support

- Designated support person with reduced capacity for development work
- Have the most knowledgeable people on stand-by
- Triage issues as soon as they come

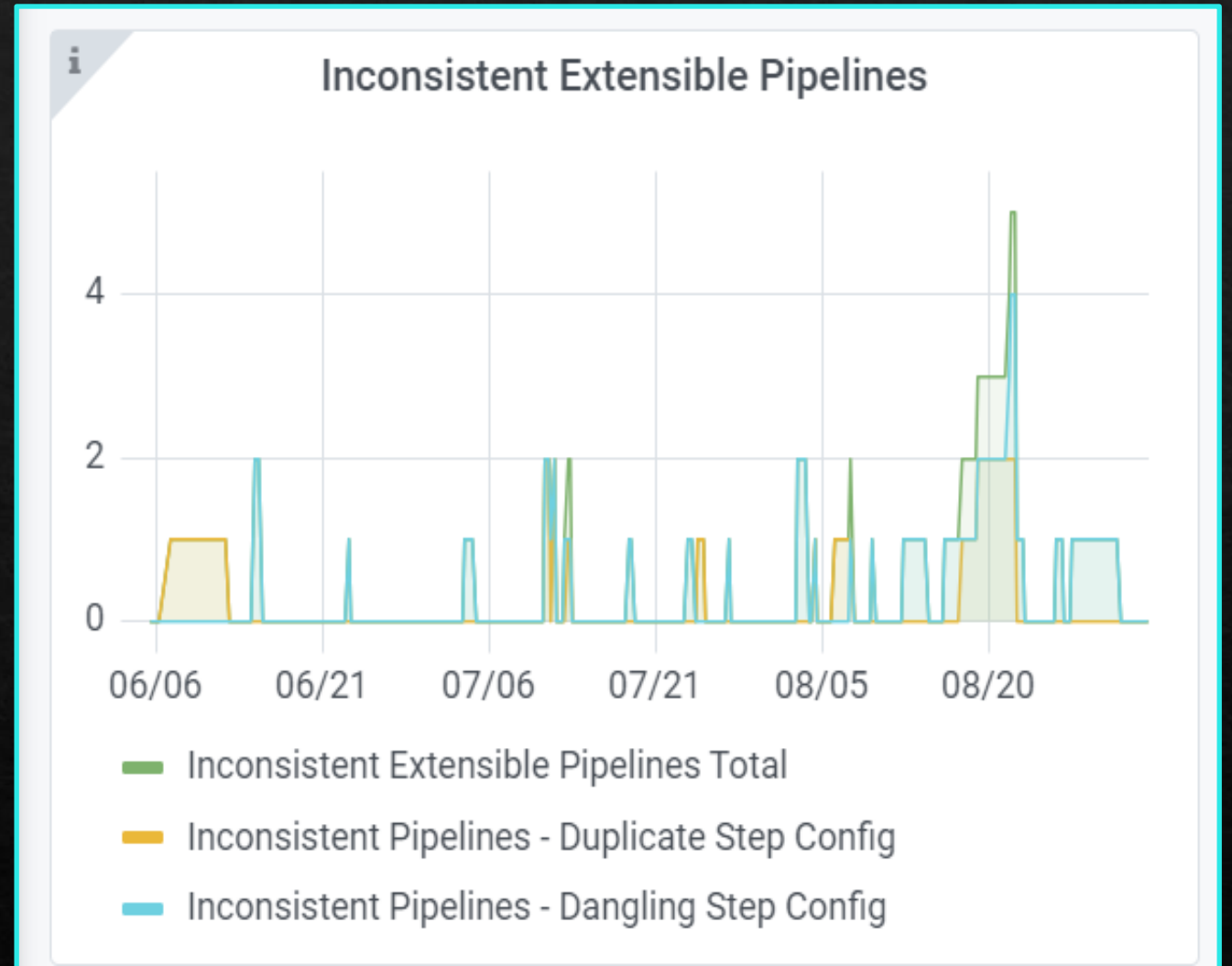
How can we find unreported errors?

Monitoring key functionality



Monitoring user experience

- What are the system properties that “translate” to visible errors?
- How can we quickly learn about what matters?
- What is our tolerance level?



The background image shows a blurred dashboard interface. At the top, there is a line chart with several data points connected by a blue line. Below the chart, there is a date selector showing '29 juin'. In the lower-left area, there is a data card with the text 'Pages vues' and the number '4 212'. At the bottom, another line chart is partially visible. The overall image is dimmed and serves as a background for the text overlay.

Pitfalls

- Too many dashboards
- Not actionable dashboards
- Not easy to add metrics
- Using these dashboards for reporting
- Waiting for the “right” solution

Try to connect to user satisfaction or retention to justify the effort

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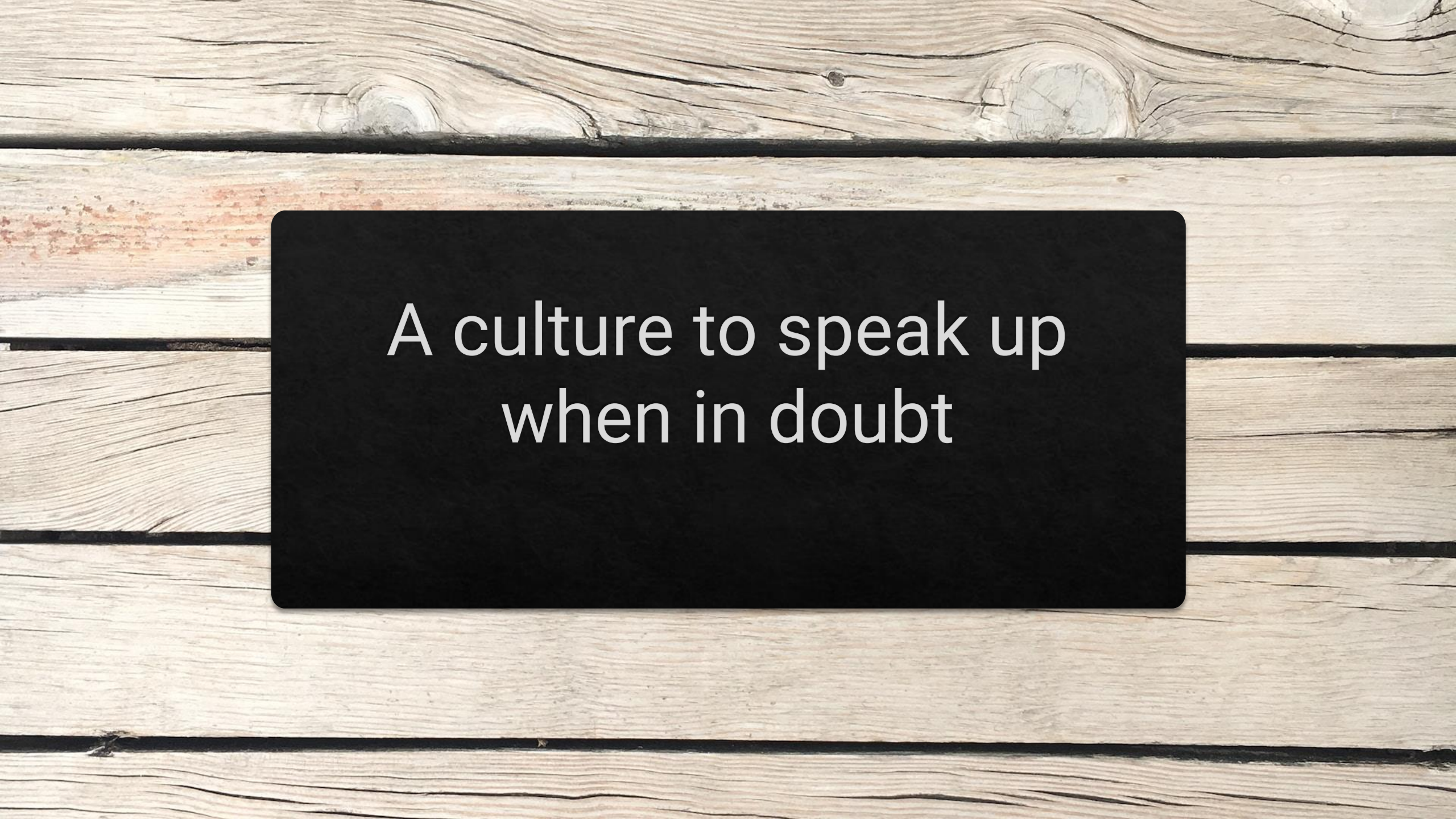
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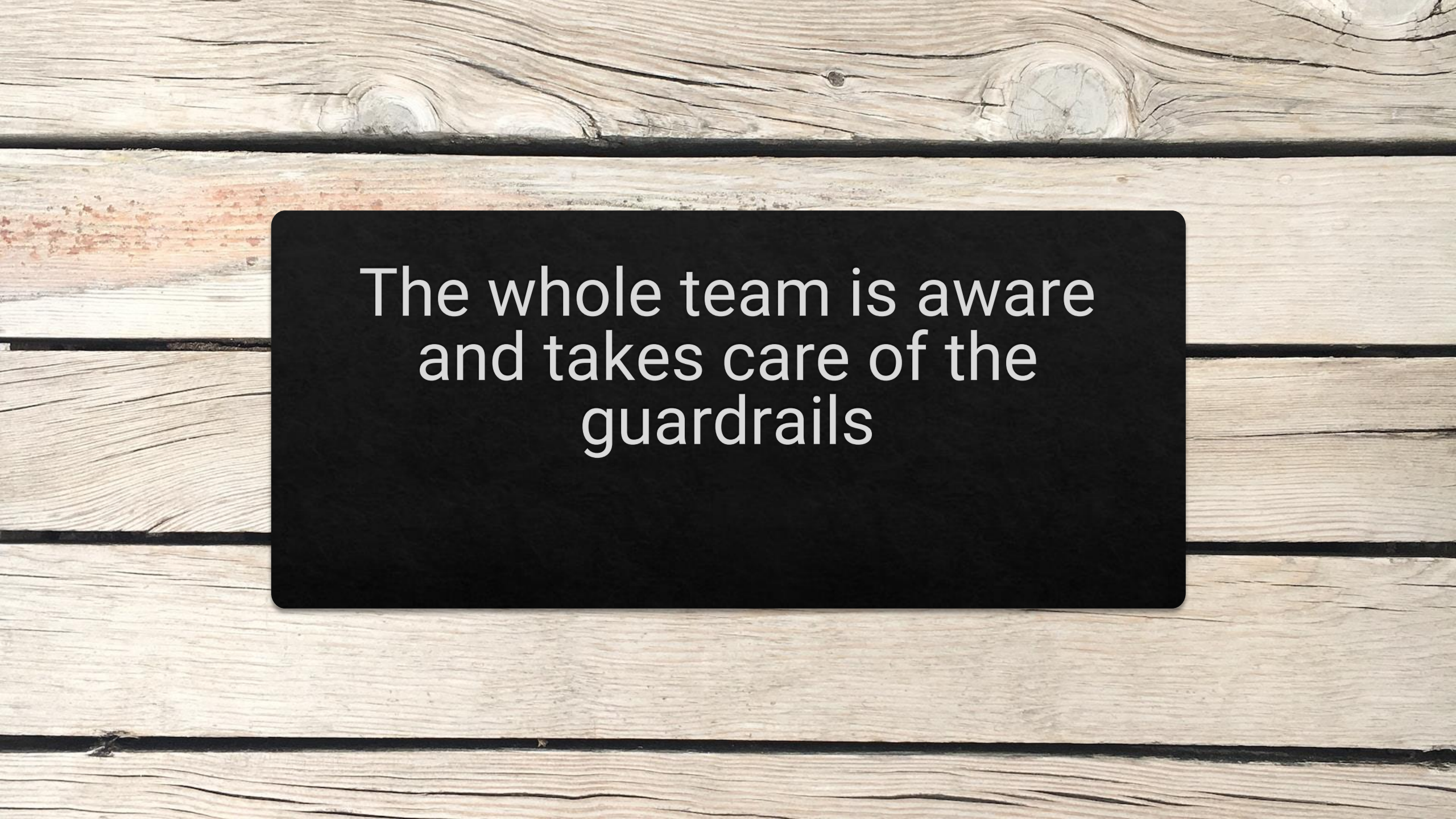
Preparing to
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Streamlining
our support
process

Monitoring
key
functionality



A culture to speak up
when in doubt

The image features a background of horizontal wooden planks with a natural, weathered texture and visible grain patterns. A central black rectangular box with rounded corners contains white text. The text is centered and reads: "The whole team is aware and takes care of the guardrails".

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and takes care of the
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A culture to speak up when in doubt

The whole team is aware and takes care of the guardrails

Happy to answer
any questions
Thank you!

ARETI PANOU, SAP SE

 [Areti Panou | LinkedIn](#)



Photos Acknowledgements

- [Brown wooden bridge over blue sea under blue sky during daytime photo – Julian Timmerman](#)
- [White and red striped ball in clear glass container photo – Girl with red hat](#)
- [Orange and Green Pen on Graphing Notepad - freestocks.org](#)
- [Teal rotary telephone photo – Diogo Brandao](#)
- [A close up of a computer screen with a graph on it photo – Agence Olloweb](#)
- [Brown wooden plank photo – Mariia Savchenko](#)

