

Key takeaways from the book



A Platform Mindset: Building a culture of collaboration, by Marcus Fontoura (*8080 books*).



A PRACTICAL PERSPECTIVE ON MANAGING A TECH COMPANY

Part II: Technology

Reusable platforms

PRINCIPLES FOR IMPLEMENTING REUSABLE PLATFORMS

- Design generic platforms for **reuse**, such as Lego blocks.
- Develop a **layered platforms stack**, with engineering-focused and business-focused layers.
- Evaluate building platforms **in-house and outsourcing** them.
- Enable teams to innovate, by focusing on the company’s **differentiated offerings**.
- Understand that generic platforms have a **multiplier effect**, positive and negative.
- Consider how technology innovation, such as smartphones or AI, may **impact** the platform stack

Engineering tools

HOW TO USE ENGINEERING TOOLS TO PROMOTE COLLABORATION

- Use a single repository, or a set of integrated repositories, **searchable** with a search tool.
- Promote **intentionality** in the choice and standardization of engineering tools.
- Limit the number of programming languages, favoring **fungibility** across the company.
- Define a robust culture of testing and **code review**, with concrete incentives.
- Adopt **collaborative** inner source and open source systems.
- Have a **dedicated team** of experienced professionals focused on developer productivity.

Incidents and post-mortems

IMPORTANT POINTS ABOUT INCIDENTS

- Raise awareness that **incidents will always happen**—and should happen, because they are a sign that we have systems in production.
- Hold post-mortem meetings to find the **root cause** of incidents and turn the experience into a learning exercise.
- Develop a **blameless culture** and assertive communication of this culture, promoting a safe environment for dealing with incidents.
- Promote tranquility to manage incidents **without pressure** on the team.
- Strive for continuous and **frequent deployments** to only generate micro-incidents instead of macro-incidents.
- Develop the required skills to handle incidents, if possible, in **simulations** or incidents of limited impact on customers.

Check out more insights on Culture and Leadership at platformmindset.org