

# Enabling Observability for the Many Teams

## Open Source Observability at Ingka(IKEA)

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Hei  
(Hello!)

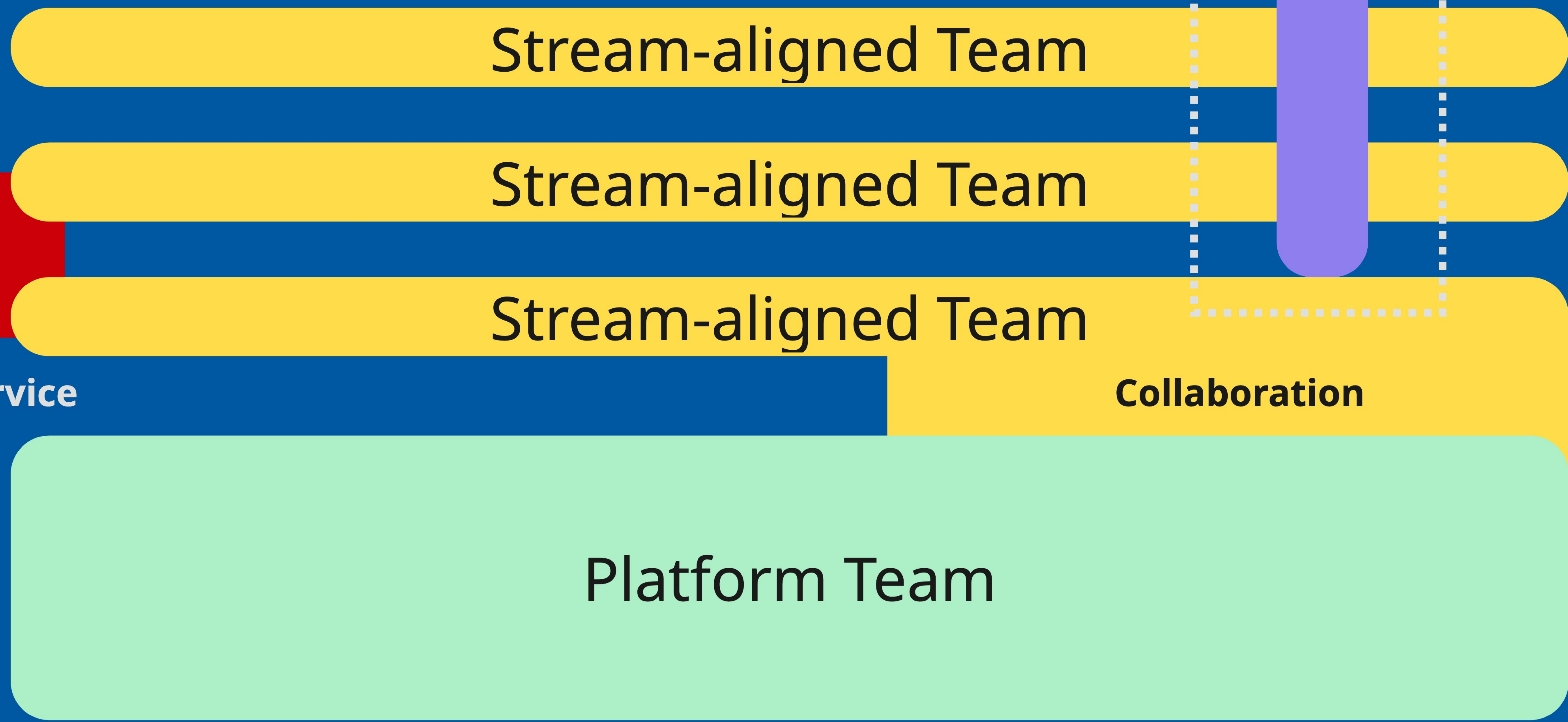
# Team Topologies

Stream-aligned team: aligned to a flow of work from (usually) a segment of the business domain



Enabling Team

Facilitating



X-as-a-service

Collaboration

Enabling team: helps a Stream-aligned team to overcome obstacles. Also detects missing capabilities.

# Observability Enablement at Ingka

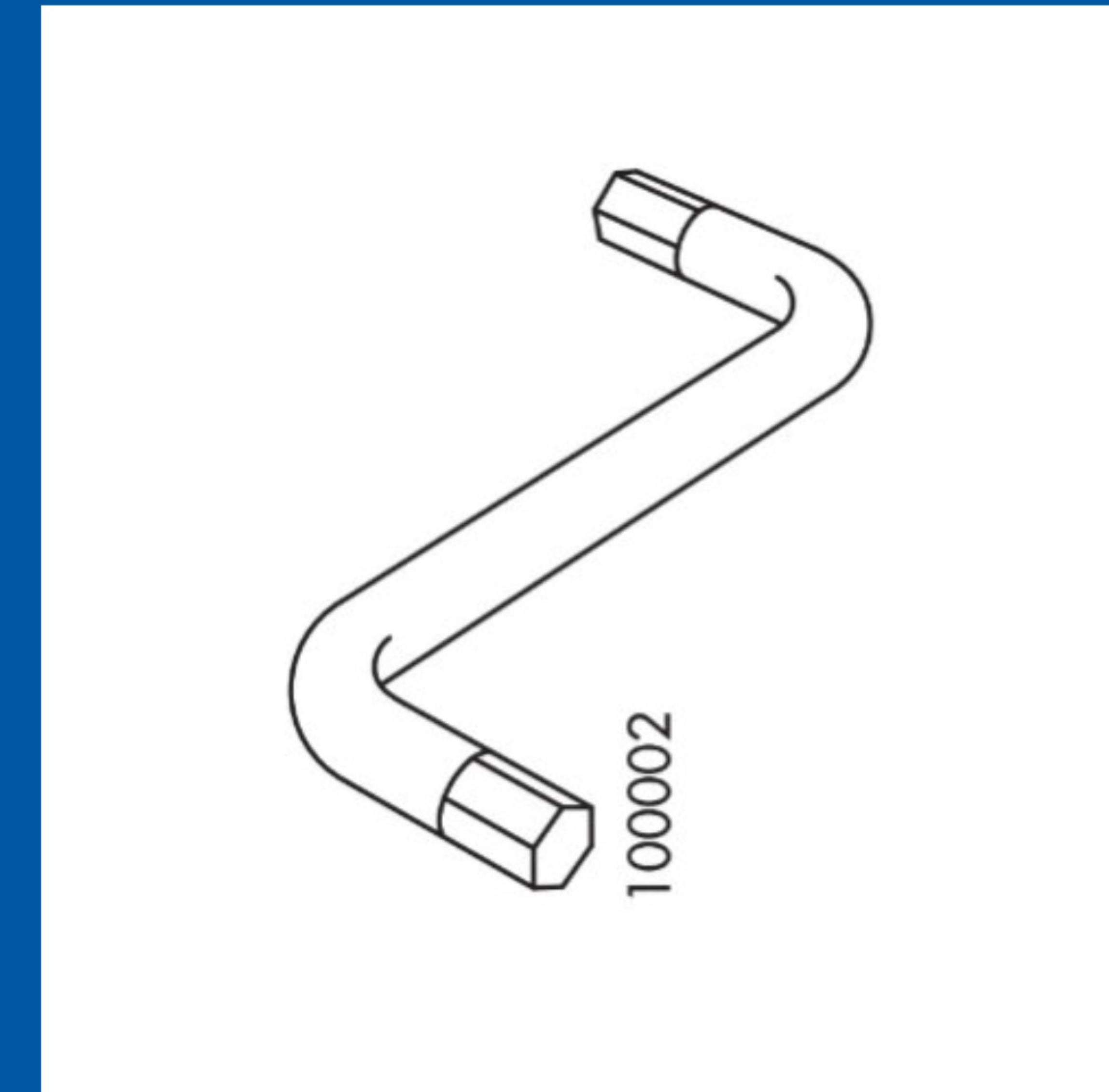
- **Help teams to adopt Observability Practices**
- **Explore ways of using existing tooling to solve Observability issues**
- **Observability SMEs for the Organisation**
- **Provide feedback to Observability Platform team to help shape offerings**

**Enablement isn't support**

# Different With Meaning

## Choosing Build over Buy

"Keep in mind, different with a meaning doesn't always mean creating something new. It can also mean taking good solutions from the past or from our colleagues somewhere else in the world.  
Why reinvent the wheel?"



**"IKEA is not like other companies and we don't want to be. We like to question existing solutions, think in unconventional ways, experiment and dare to make mistakes, always for a good reason."**

# Different With Meaning

**In practice...**

"So when we do things differently we do it for a clear reason – to add customer value, reduce costs, improve efficiency and strengthen the IKEA Brand as unique, meaningful and trustworthy."

## Motivation for choosing OpenTelemetry

## Abstraction between Observability as a Platform and Observability Tooling

## Is it better, or just different?

# Renew and Improve

## Observability Framework and Shared Observability Platform

"The reality and the detail of our business is our source of inspiration. We do not rely on standardised solutions from consultants, or follow the ways of our competitors. We always build our actions on our deep understanding and knowledge of our suppliers, co-workers and customers."

**Conveying  
Observability  
Knowledge and  
Curating  
Observability  
Tooling**

# Renew and Improve

## Observability Framework

- Reduce cognitive load on teams
- Ensure consistency across the organisation
- Provide an "Observability Journey" paved path
- Prevent teams from re-inventing solutions
- Provide a curated set of tools and examples
- Set the stage for an Observability Data Model and introduce the data model for Observability Data Governance

## Observability Platform

- Provide a managed platform for Observability
- Concentrate efforts to provide fit-for-purpose Observability
- Provide preconfigured integration with other company systems

# Give and Take Responsibility

Avoiding Islands of Observability

Balance between:

**Team  
Autonomy**

**Siloed  
Observability  
Data**

# Give and Take Responsibility

**Teams at Ingka are give autonomy to choose tools and technology**

- Framework and Platform give paved path
- Difficult to motivate the extra engineering effort to maintain separate standards and tooling
- Additional responsibilities such as data compliance, disaster recovery, etc.

# Different With Meaning

## Inner and OpenSource: the Open Source Policy Office

- Engineering Directives around licencing and adoption
- Third-Party Risk Management Framework
- Ensuring responsible use of OpenSource

# Different With Meaning

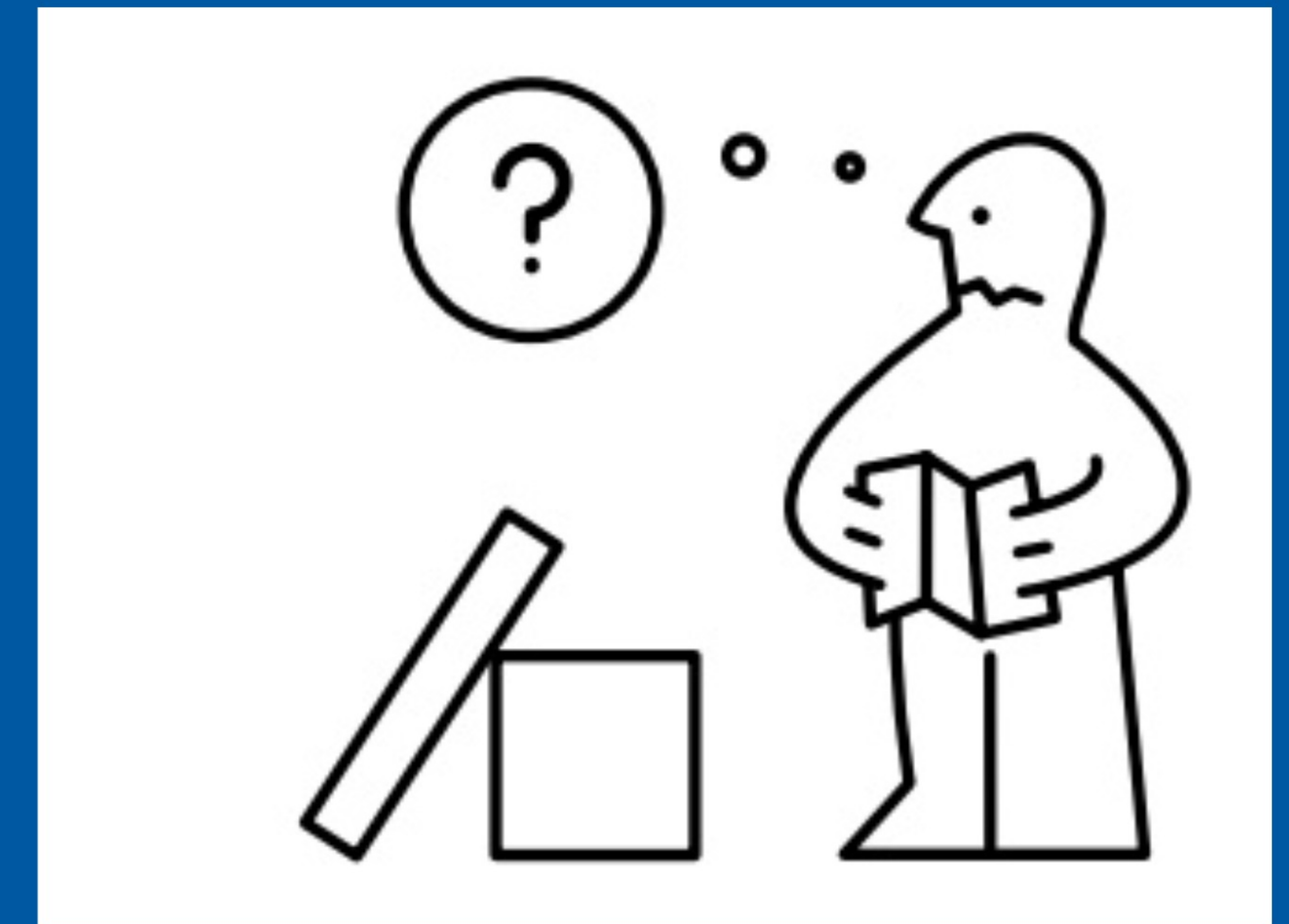
## Enabling Inner and Open Source Projects

- Choosing which Open Source projects to promote
- Gathering internal support for internal and external projects
- Working with OSPO to recognise contributions
- Choosing when to deprecate

# Renew and Improve

## Enabling Maturity in Observability Practices

**Observability is a non-functional requirement for teams. How do you enable teams to practice good Observability without becoming experts themselves?**



# Renew and Improve

## Enabling Maturity in Observability Practices

- Learning from incidents and failure analysis
- What improvement in Observability can you accomplish in a coffee break?
- Give teams clear steps and guidelines to accomplish their observability needs.
- Feedback loop to our team to guide future work

# Give and Take Responsibility

## Ingka Engineering Baseline

- Engineering Best Practices
- Connected to IKEA Values
- Connected to DevOps Capabilities
- Education, References, Experts

# Give and Take Responsibility

## Decision Records:

- **Observability and Monitoring**
- **Open Source License Policy**

- Clear understanding for teams of the Observability and Open Source practices they are expected to adopt.
- Benefits and Consequences
- Maturity Measure
- Guidance to the resources available internally and externally.

# Different With Meaning

## The balance between technical value and debt

How do we create useful documents and tools for our many colleagues without drowning in technical debt?

# Different With Meaning

## Balancing Value with Technical Debt in Enablement

- Avoid re-creating documentation or tooling
- Produce what is specific to IKEA/Ingka
- Keep teams from falling into DIY rabbit holes
- Try to keep LLMs from falling into external documentation rabbit holes

# Renew and Improve

**Doing more with less...**

Enablement for a large  
company with a small team  
is a tough job

# Renew and Improve

## A healthy Observability Community is Key

- Community Sessions
- Demos
- Internal Educational Videos
- Workshops
- Engagement with teams in Slack SIG

# Give and Take Responsibility

## Enabling Meaningful Answers

### Observability as a tool for the many

Observability is the process through which one develops the ability to ask meaningful questions, get useful answers, and act effectively on what you learn.

– Hazel Weakly

# Give and Take Responsibility

- **Enablement's role to convey the broader context of Observability Data**
- **Tooling now becoming available to ensure consistent semantic conventions and data models.**
- **Data Governance Attributes are the first step.**

# Final Thoughts

- Development of OpenTelemetry has always been one step ahead of Ingka's maturity
- Open sharing of knowledge and experience in Open Source has been very beneficial to our work in Enablement
- Much of our team success rides on the efforts of the Platform, Baseline and OSPO.

**Tack!**  
**(Thanks!)**