

# Platform & Reliability Snapshot

Read where the platform actually stands, and decide what the first move should be — migration, SRE, or observability.

One page, one platform. Score it with the people who run it, not about them. Where two of them score a row differently, that gap is the finding.

SCORE EACH ROW 0 Not true 1 Sometimes, by effort 2 Usually true 3 True without anyone trying

| WHAT YOU ARE JUDGING                                                                            | STRONG LOOKS LIKE                                              | SCORE                      |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------|
| Availability                                                                                    |                                                                |                            |
| <b>Service levels exist</b><br>Is there an agreed level of service, and does anyone check it?   | Targets are written, measured, and reviewed by a named person. | <input type="text"/>       |
| <b>Failure is understood</b><br>Do you know how this platform fails, and what happens next?     | Known failure modes, with a rehearsed response.                | <input type="text"/>       |
| Change safety                                                                                   |                                                                |                            |
| <b>Changes are reversible</b><br>Can you undo a bad change quickly, without a meeting?          | Rollback is routine and takes minutes.                         | <input type="text"/>       |
| <b>Deploys need no heroes</b><br>Can a normal engineer ship on a normal day?                    | The path to production is the same for everyone.               | <input type="text"/>       |
| Observability                                                                                   |                                                                |                            |
| <b>Alerts are trusted</b><br>When it pages, do people believe it?                               | Alerts are acted on, and silence means healthy.                | <input type="text"/>       |
| <b>"What changed?" takes minutes</b><br>During an incident, how long to find what moved?        | Minutes, from one place, without guessing.                     | <input type="text"/>       |
| Cost                                                                                            |                                                                |                            |
| <b>Spend is attributable</b><br>Can you say what a team, product or client costs to run?        | Cost maps to something the business recognises.                | <input type="text"/>       |
| <b>Someone owns the bill</b><br>Who is accountable for what this platform costs?                | A named owner, reviewing it on a cadence.                      | <input type="text"/>       |
| Ownership                                                                                       |                                                                |                            |
| <b>Every service has an owner</b><br>For any service here, can you name the person accountable? | A name, not a team mailbox.                                    | <input type="text"/>       |
| <b>Out-of-hours is defined</b><br>What happens at 3am, and who agreed to it?                    | A defined path, staffed and compensated.                       | <input type="text"/>       |
|                                                                                                 |                                                                | Total <input type="text"/> |

— HOW TO READ IT

Observability lowest

Change safety lowest

Availability lowest

Cost lowest

Ownership lowest

Mostly 2–3, still painful

Start there. Nothing else can be measured or trusted until you can see the system.

Start there. Reversibility is what makes every later change affordable.

Service levels and an SRE practice — targets first, then the work to meet them.

Attribution before optimization. You cannot cut what you cannot attribute.

This is not a platform problem. Fix ownership before funding any platform work.

The constraint is probably the operating model, not the platform.

Read the lowest area, not the total — a platform rarely fails everywhere at once. If a migration is already underway, score the platform as it is today, not as it will be.