



The 7 Steps to Building a Modern Engineering Platform in a Bank.

Debunking the myths of doing it for real



Who are these clowns and why should I listen to them?



Versio



Setting the scene

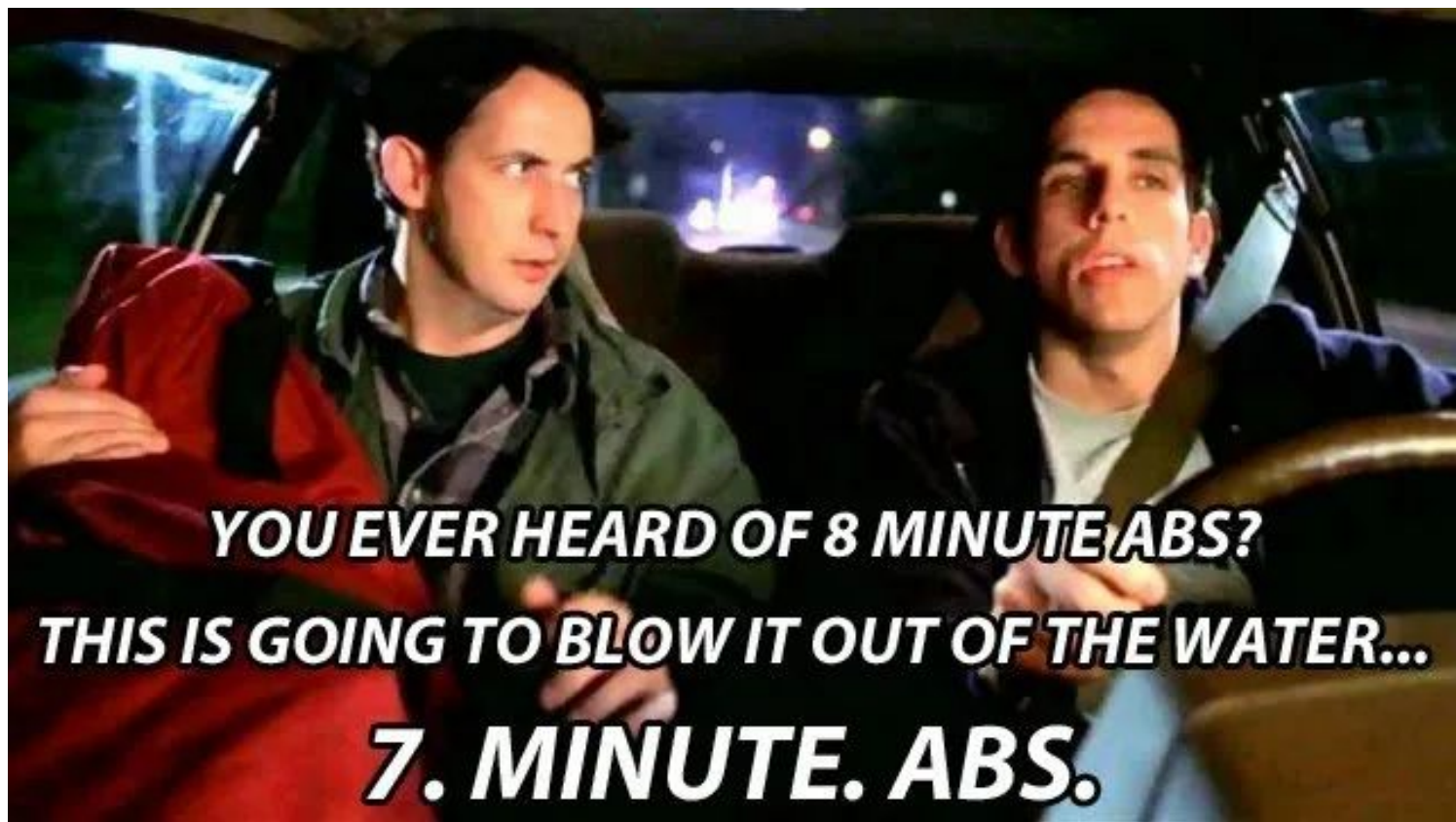


How to build
platforms fit
for purpose

By debunking
some myths
that we've
observed

Sharing our
steps for you
to copy and
be successful
too

Showing off
some of the
Big Nerdy
Stats from
doing things
differently

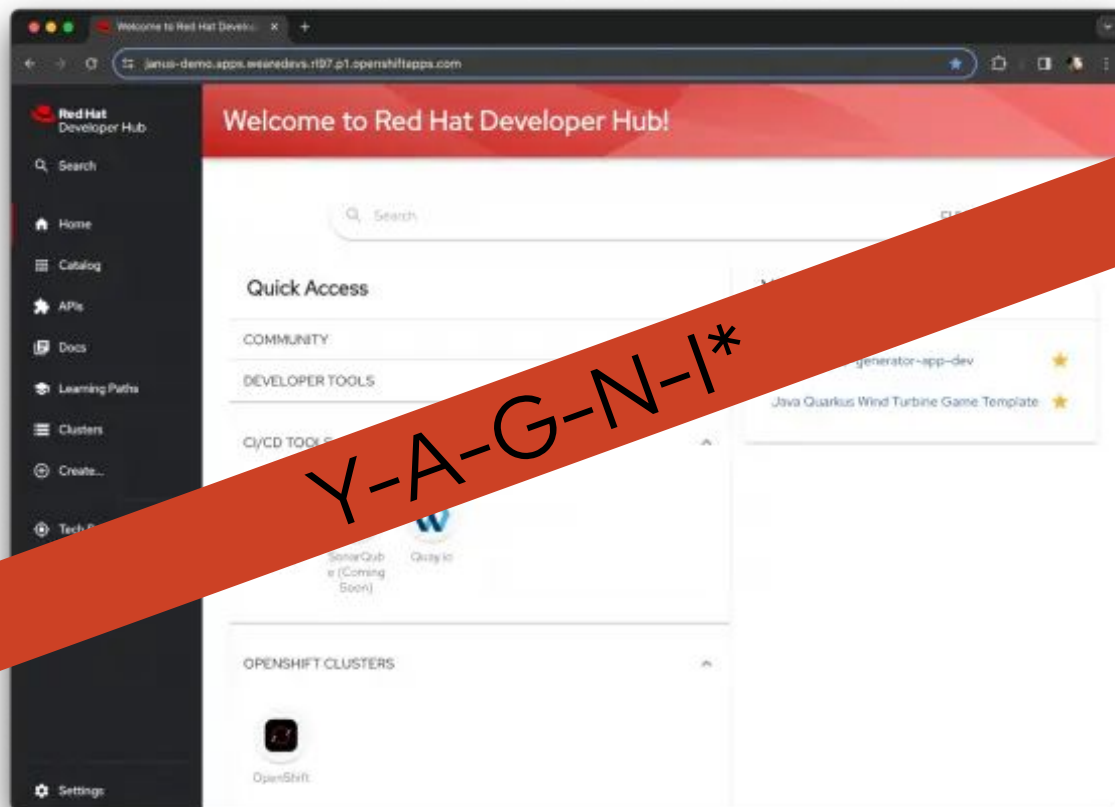


Myth #1

I want to create an awesome Developer Experience!

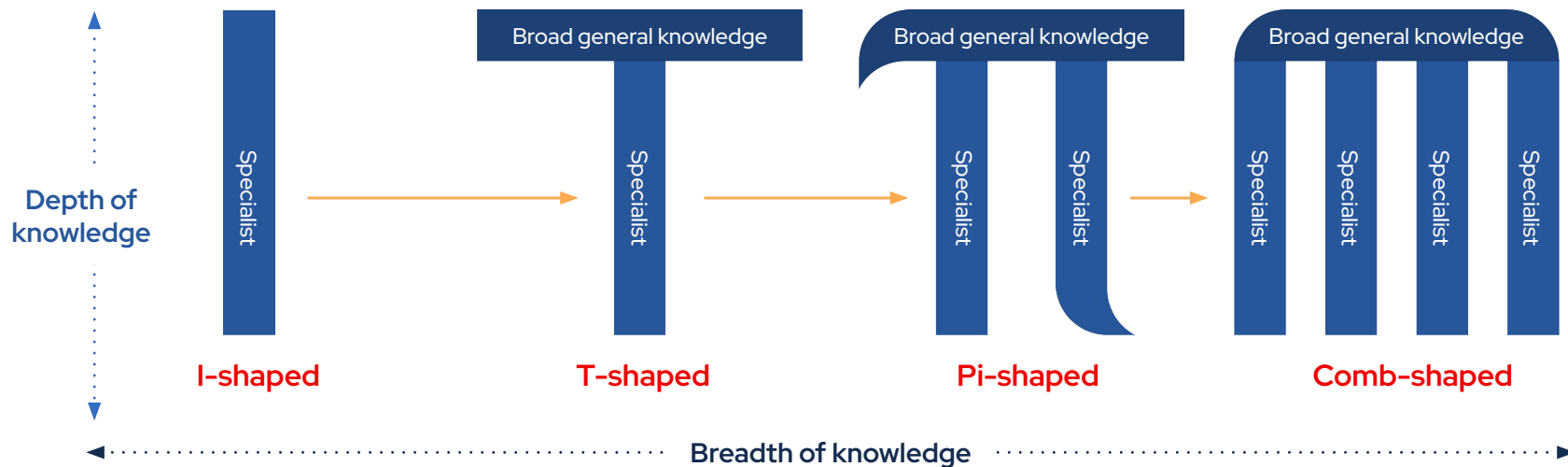
Give me a fancy UI! Oh, and I'm going to need a huge team to manage it....





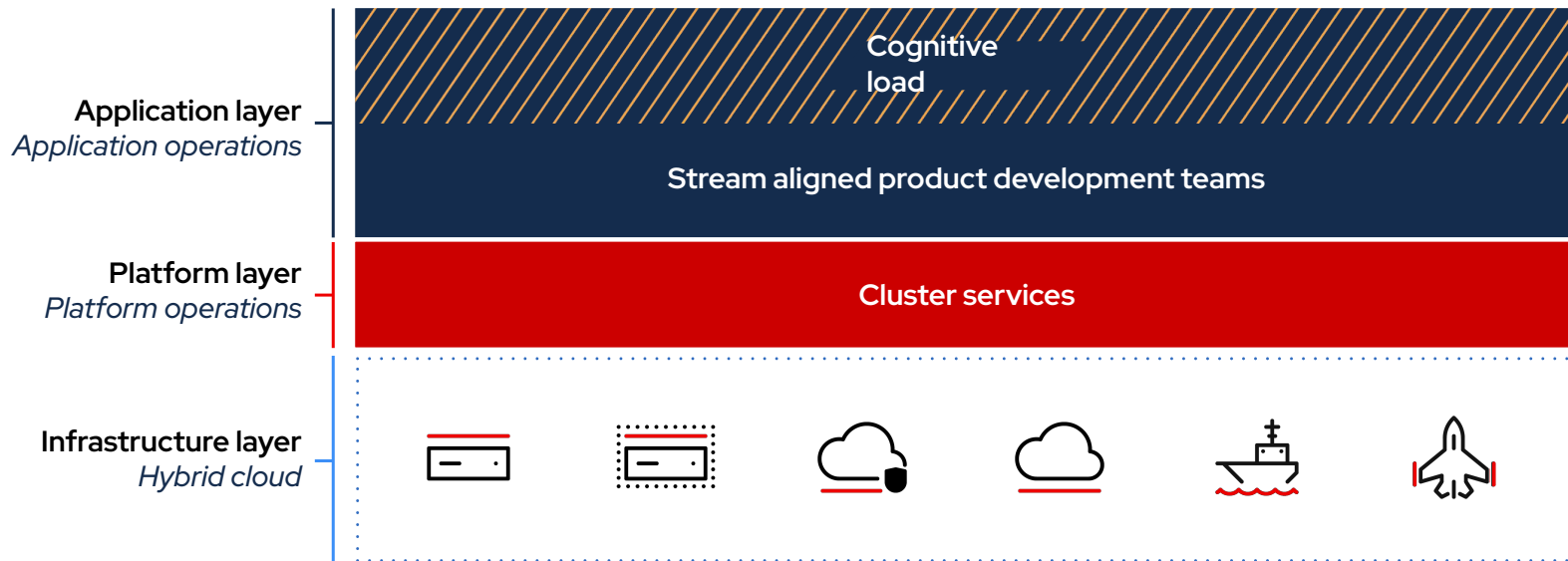
Software development has changed...

Your engineers



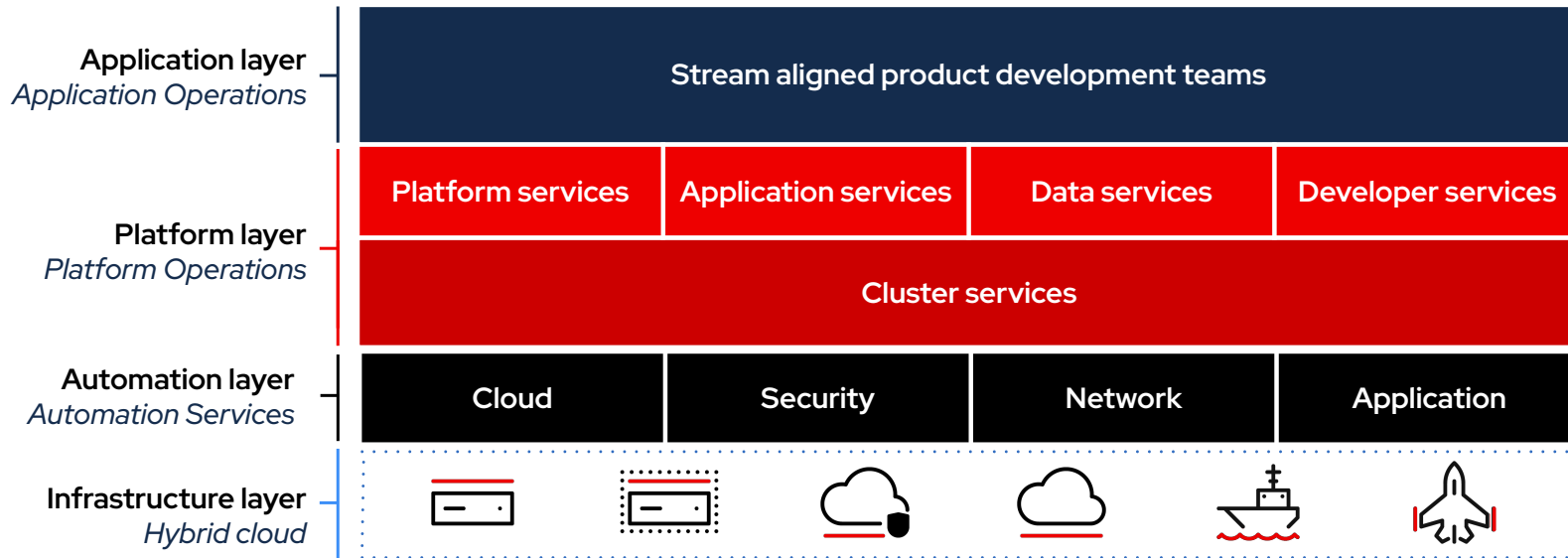
Software development has changed

Your platform

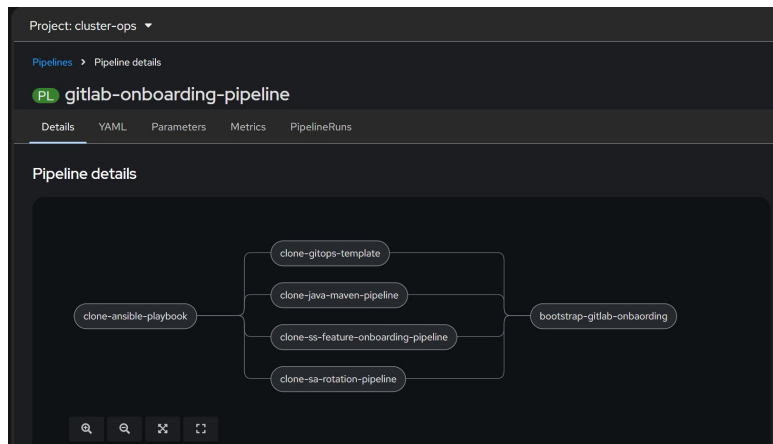


Software development has changed

Your platform



STEP 1 - Cognitive Load



Start Pipeline

Parameters

teamname *

siebel

Please enter team name to be onboarded:

clustername *

ocp-dev

List the cluster name :

Timeouts

— 60 + Min ▾

Timeout for the pipeline

argo v2.1.11+005302

Applications Q tools

DETAILS DIFF SYNC SYNC STATUS HISTORY AND ROLLBACK DELETE REFRESH

APP HEALTH Healthy

SYNC STATUS Synced to main (5b0e432) and (1) more

LAST SYNC Sync OK to 5b0e432 and (1) more

Auto sync is enabled.

Author: Mackey, Alan <alan.mackey@redhat.com>

Comment: Merge branch 'feat-siebel-helmchart-pipeline' into 'main'.

Application

- tbp-build-pipeline (6 months)
- helmchart-pipeline (3 years)
- metaccontroller-additional-rol... (2 months)
- sa-rotation-pipeline (3 years)
- sealed-secrets (3 years)
- self-service-feature-onboard... (3 years)
- siebel-helmchart-pipeline (3 years)

Group bbp / gitops

gitops

Pinned

Issues 0

Merge requests 8

Epics 0

Recent activity **Last 30 days**

Merge requests created **40**

Issues created **0**

Members added **0**

Subgroups and projects Shared projects Shared groups Inactive

Search (3 character minimum)

- prod
- preprod
- dev
- tools
- siebel
- scm

The guiding principle ...

Will it reduce the cognitive load on the development teams?



THE GUIDING
PRINCIPLE -
WILL IT REDUCE
COGNITIVE FOR THE
DEV TEAMS?



MEET THE DEVELOPERS WHERE THEY ARE



STEP 2 - Self Service

Project: sandbox-ci-cd ▾

Pipelines > Pipeline details

PL self-service-feature-onboarding-pipeline

Details | YAML | Parameters | Metrics | PipelineRuns

Pipeline details

create-feature-subgroup — update-namespace-list

🔍 🔍 🔍 🔍

Projects

📏 Name ▾ bbp-sieb

Label owner=bbp x Name bbp-sieb x

[Clear filters](#)

Name	Display name	Status
PR bbp-siebel-bau-sit	No display name	Active
PR bbp-siebel-sandbox	No display name	Active
PR bbp-siebel-test	No display name	Active
PR bbp-siebel-dev	No display name	Active

Start Pipeline

Parameters

teamname

bbp

Your team name that is the same as your GitLab group

feature

siebel

The feature name you want to onboard to OpenShift

envs

test

dev

[Add envs](#)

List the environments you want for your feature

Applications 🔍 bbp-siebel-test-apps

DETAILS | DIFF | SYNC | SYNC STATUS | HISTORY AND ROLLBACK | DELETE | REFRESH

APP HEALTH 🟢 Healthy

SYNC STATUS 🟢 Synced to main (44e5eb3)

LAST SYNC 🟢 Sync OK to 26a8124

Auto sync is enabled.
Author: Sierra, Carlos <carlos.serra@bbp.de>
Comment: Merge branch 'DPS518_SBM902_add_tooltip' into 'main'

Succeeded 14 days ago (Tue Sep 22 2026 10:11:06 GMT+0100)
Author: Paulo, Pedro <pedro.paulo@bbp.de>
Comment: Merge branch 'bbp-027-new-optional-method' into 'main'

siebel-test-additional-rolbind... (6 months)

siebel-test-eso-push-secrets (6 months)

siebel-test-katalog (6 months)

siebel-test-opensearch (2 months)

siebel-test-sealed-secrets (6 months)

bbp-siebel-test-apps (6 years)

siebel-test-siebel (6 months)

siebel-test-siebel-apache (6 years)



IF YOU'RE DOING
TICKETS
YOU'RE **NOT** DOING
SELF SERVICE



Myth #2

We know our user needs, we don't need to talk to them!



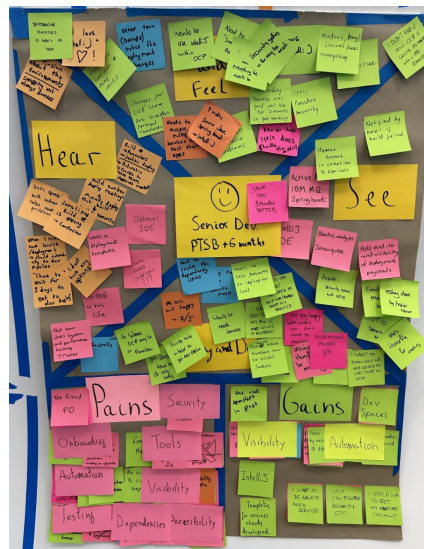
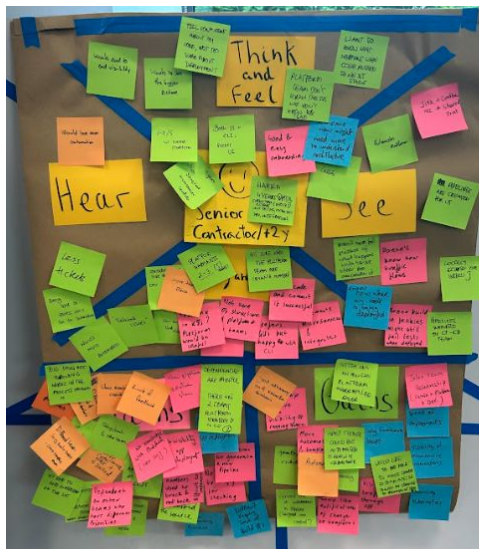


imgflip.com



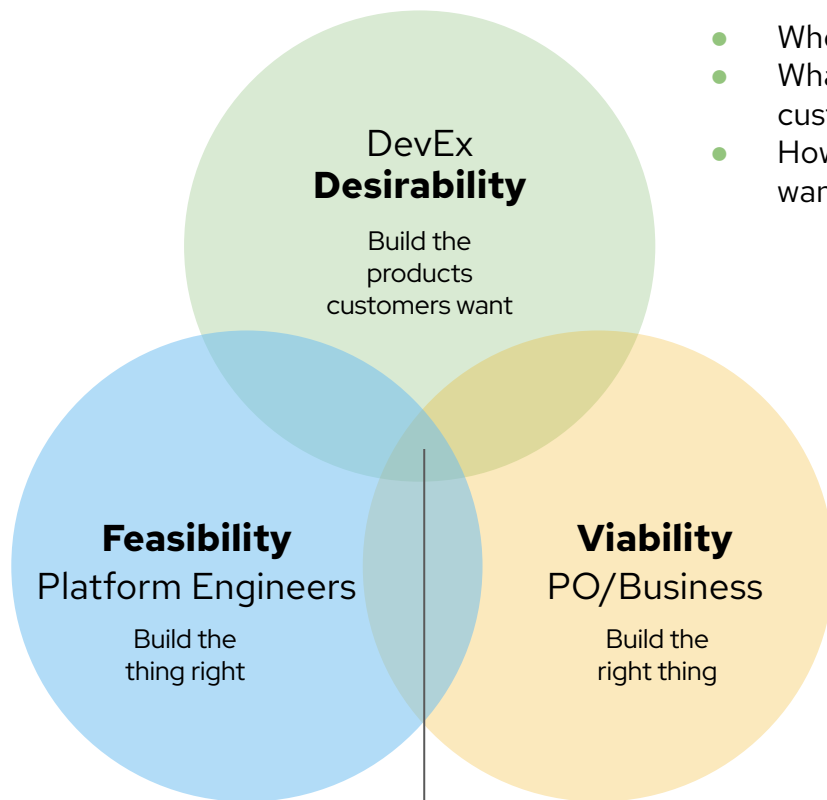
Apply a product management mindset to building platforms

Understanding the needs of the platform users



P-a-a-P

- How can we make it work in reality?
- What technology to use?



- Who is our customer?
- What need or job do we solve for the customer and user?
- How do we know if people would want this product or service

- What is the business model?
- How can we build sustainable business?



STEP 3 - Platform as a Product

```
1 project: default
2 destination:
3   server: https://kubernetes.default.svc
4   namespace: ptsb-ci-cd
5 syncPolicy:
6   automated:
7     selfHeal: true
8     enabled: true
9   syncOptions:
10    - Validate=true
11    - CreateNamespace=false
12    - RespectIgnoreDifferences=true
13    - ServerSideApply=true
14 sources:
15   - repoURL: https://gitlab.alpha.internal/openshift/ptsb-cluster-apps.git
16     path: .
17     targetRevision: 1.0.4
18     helm:
19       valueFiles:
20         - $platform_values/default.yaml
21         - $platform_values/regions/cw/region.yaml
22         - $platform_values/owners/ocp/ownerdef.yaml
23         - $platform_values/dev/common.yaml
24         - $platform_values/dev/ocp-dev/groupdef.yaml
25         - $platform_values/dev/ocp-dev/cw/clusterdef.yaml
26         - $platform_values/dev/ocp-dev/cw/servicemesh2.yaml
27       ignoreMissingValueFiles: true
28   - repoURL: https://gitlab.alpha.internal/openshift/ptsb-cluster-config.git
29     targetRevision: release/2.0.4
30     ref: platform_values
```



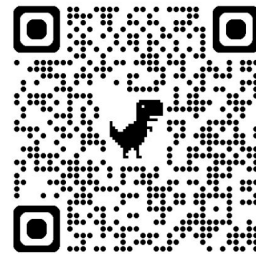
Version 2.0.4

RELEASED

Start: 15/Sep/26

Released: 05/Oct/26

[Release Notes](#)



0 Warnings

8 Issues in version

8 Issues done

0 Issues in progress

0 Issues to do

1-8 of 8

[View in Issue Navigator](#)

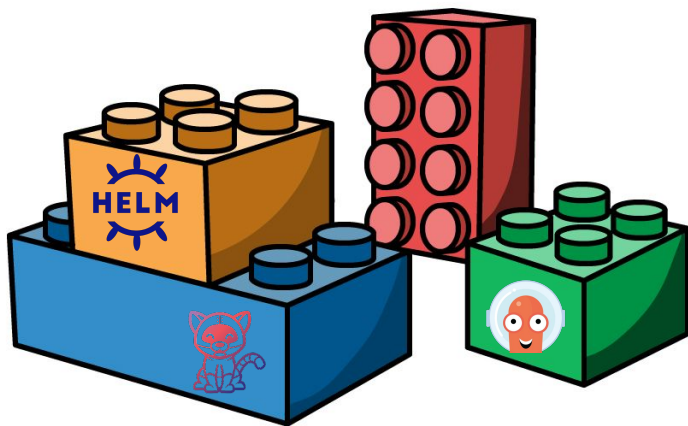
P	T	Key	Summary	Assignee	Status	Development
=	A	OPT-1648	Create a rule to stop NonCompliant Alert	Hurley, Marc	DONE	MERGED
=	✓	OPT-1657	Install servicemesh3 operator in ocp clusters	Young, Richie	DONE	
=	✗	OPT-1677	trigger-quay-start critical vulnerability on ocp-dev	Feeney, Mike	DONE	
=	✗	OPT-1678	trigger-udi-weekly critical vulnerability on ocp-dev	Feeney, Mike	DONE	
=	A	OPT-1680	Argo CD health handling for ACM Policy	Hurley, Marc	DONE	MERGED
=	✗	OPT-1711	Image change in etcd backup	Hurley, Marc	DONE	MERGED
=	✗	OPT-1712	Fix all OSE Image tags	Feeney, Mike	DONE	MERGED
=	✓	OPT-1718	Additional ACS group for reporting	Hurley, Marc	DONE	MERGED



ENSURE YOU HAVE
STRONG **PRODUCT**
OWNERSHIP TO
MAKE THIS WORK



Provide *Lego Bricks* and a way to
do something.



STEP 4 - Lego Bricks

Project: cluster-ops ▾

Tasks

Tasks TaskRuns

Name ▾ Search by name... /

Name ↑	Namespace ↓	Created ↓
T allure-post-report	NS cluster-ops	16 Jan 2026, 09:56
T argocd-task-sync-and-wait	NS cluster-ops	16 Jan 2026, 09:56
T blackduck-scan	NS cluster-ops	16 Jan 2026, 09:56
T bootstrap-team-onboarding	NS cluster-ops	19 Jan 2026, 14:38
T buildah	NS cluster-ops	16 Jan 2026, 09:56
T buildah-1-16-0	NS cluster-ops	16 Jan 2026, 09:56
T buildah-custom	NS cluster-ops	16 Jan 2026, 12:08
T coverity-dotnet-scan	NS cluster-ops	16 Jan 2026, 09:56
T coverity-java-scan	NS cluster-ops	16 Jan 2026, 09:56
T coverity-java-scan-poc	NS cluster-ops	16 Jan 2026, 09:56
T delete-dir	NS cluster-ops	16 Jan 2026, 09:56

Certificates > Certificate details

bbp-siebel-test-siebel-config-keystore

Details YAML

```
1  apiVersion: cert-manager.io/v1
2  kind: Certificate
3  metadata:
4    annotations:
5      > kubectrl.kubernetes.io/last-applied-configuration: | ...
6      venafi.cert-manager.io/custom-fields: |-
7        {
8          "name": "Service Category", "value": "Non-Production - Tier 1"
9        }
10     name: bbp-siebel-test-siebel-config-keystore
11     namespace: bbp-siebel-test
12   spec:
13     renewBefore: 1008h0m0s
14     subject:
15       organizationalUnits:
16         - OpenShift Team
17     organizations:
18       - PTSB
19     keystores:
20       jks:
21         > create: true
22         passwordSecretRef: ...
23     usages:
24       - server auth
25       - client auth
26     duration: 8766h0m0s
27     commonName: siebel-bbp-siebel-test.apps.ocp-dev.ptsb.internal
28     issuerRef:
29       group: cert-manager.io
30       kind: ClusterIssuer
31       name: venafi-tpp-clusterissuer
32     secretName: keystore
33     privateKey:
34       algorithm: RSA
35       encoding: PKCS1
36       rotationPolicy: Always
37       size: 4096
38     dnsNames:
39       - siebel-bbp-siebel-test.apps.ocp-dev.ptsb.internal
40       - smc.bbp-siebel-test.svc.cluster.local
```



FOR THE MANY NOT
THE FEW - ENSURE
YOU HAVE DIVERSE
SET OF PLATFORM
USERS



Myth #3

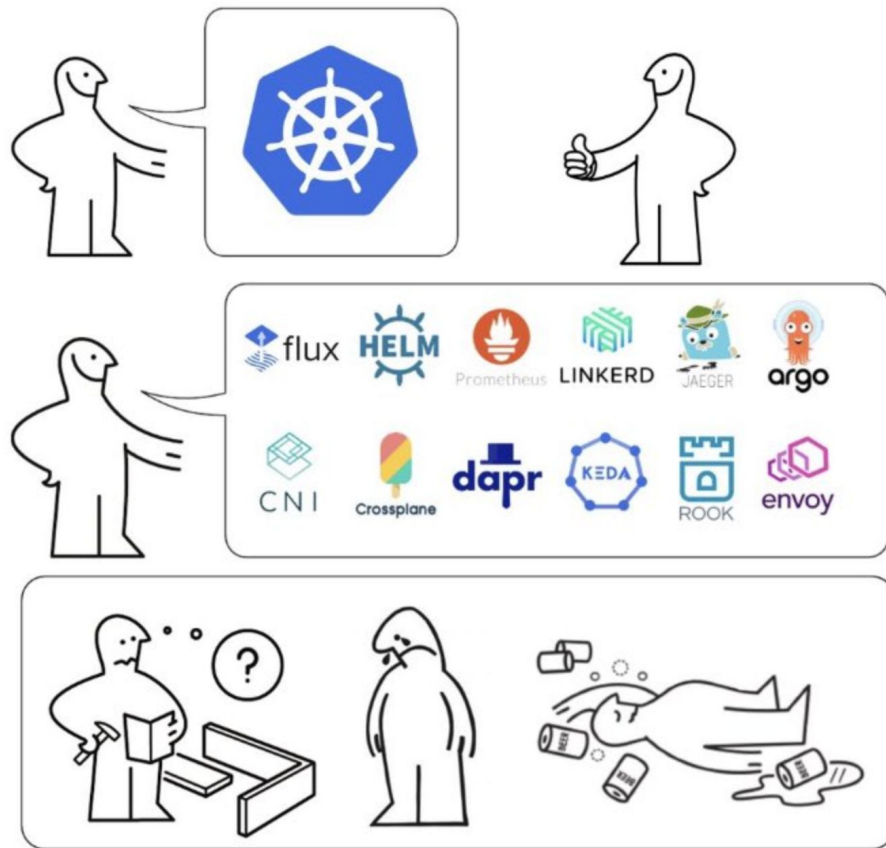
If we build it,
they will come...



NOPE



STEP 5 - Build it together - Inner Sourcing



BUILD FOR REUSE NOT SINGLE USE



Empower your
developers and
encourage them
to contribute
back

 NO TICKETS
NEEDED

openshift-template > ptsb-udi > Merge Requests > 12

Merged Opened 4 days ago by Caglio, Alessandro

Edit Report abuse

Added tkn CLI

Overview 2 Commits 2 Changes 2

Added tkn CLI

 Request to merge idc-appdev-residency:feat-tkncli into master 

 Merged by Hurley, Marc 4 days ago  

The changes were merged into master with 6f1aadd7 

The source branch has been deleted

 0  0 

Oldest first Show all activity

 Hurley, Marc @MarcHurley · 4 days ago Owner    

Hey Ale I can see your MR you are referencing a variable called `TKN_VERSION` but this is not defined in the ENV... can you update? thanks for your request! I will accept it if you can update this. marc.

 Caglio, Alessandro @LIDP172 added 1 commit 4 days ago

- `cdcdfba4` - Fixed missing TKN_VERSION variable



DON'T BE A PR
GATEKEEPER -
YOU'VE JUST MOVED
THE TICKET QUEUE
INTO GIT



MAKE THE SAFE PATH THE EASY PATH



DEVELOPERS



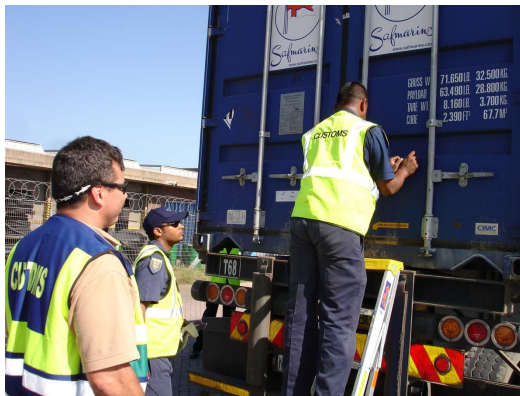
Containers can promote bad behavior

OPERATORS



Deal with it

REALITY →



STEP 6 - Sensible Guardrails

Red Hat Advanced Cluster Security for Kubernetes

Dashboard

Network

Violations

Compliance

Vulnerability Management

Configuration Management

Risk

Platform Configuration

Clusters

Policy Management

Collections

Integrations

Exception Configuration

Access Control

System Configuration

Administration Events

System Health

Base Images

Policies > Critical CVEs Present at Deploytime

Critical CVEs Present at Deploytime

Design custom security policies for your environment

1 Policy definition

Details

Describe general information about your policy.

Name *

Critical CVEs Present at Deploytime

Provide a descriptive and unique policy name

Severity *

☐ Low ☐ Medium ☐ High ☒ Critical

Select a severity level for this policy

Categories *

Vulnerability Manage... X Select categories

Select policy categories you want to apply to this policy

Description

Inform when deployments contain Critical vulnerabilities.No enforcement applied.

Enter a description of the policy

Rationale

ClusterResourceQuotas > ClusterResourceQuota details

CRO bbp-clusterquota

Details YAML

ClusterResourceQuota details

requests.cpu

71.8% used

requests.memory

73.3% used

Name

bbp-clusterquota

ClusterResourceQuota details

Resource type	Capacity	Used	Max
requests.cpu	44	31590m	44
requests.memory	172Gi	129166Mi	172Gi

Type	Resource	Min	Max	Default request	Default limit
Container	cpu	-	-	20m	2
Container	memory	-	-	200Mi	12Gi



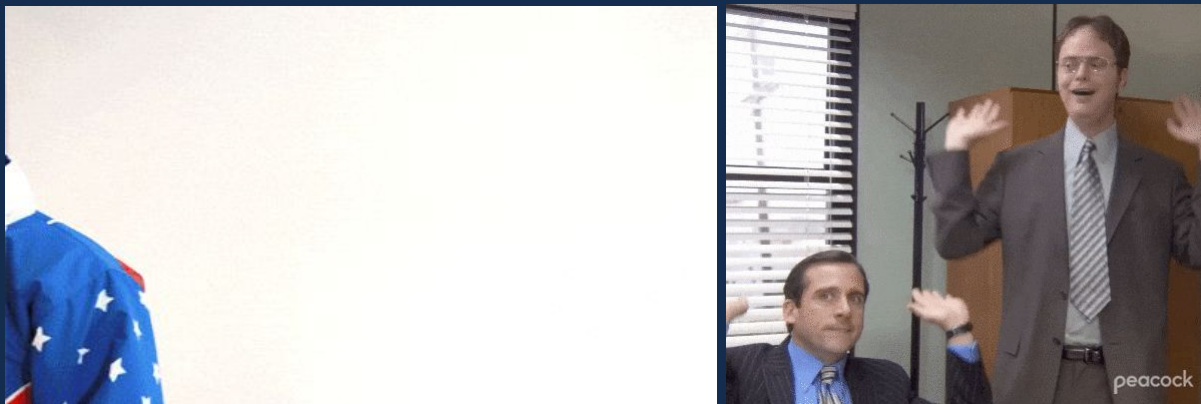
GO CHECKOUT **Policy Management and Delivery at Scale @ 15:45**



DON'T GET STUCK
OVER ENGINEERING
POLICIES. CREATE
THE PATTERNS AND
ITERATE



Some Big Nerdy Stats!





🏆 From 0 to Hero in 3 Weeks

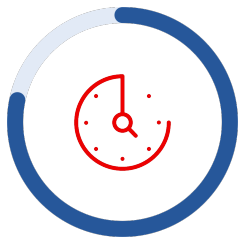
- > First application team onboard, learning as we did, 3 weeks after we began
- > Supercharged with Open Innovation Lab Residency from Red Hat
- > Onboarding a new team takes about **5 minutes** - fully automated

🏆 60% of all strategic services within the bank run on OpenShift

- > 20 teams onboard from Online Banking to CRM to Mortgage Service
- > Payments runs 100% of their workloads on the platform

🏆 Payments pushes 30 times per month to Production

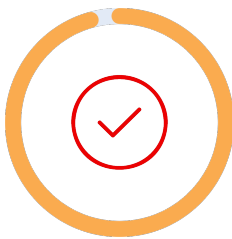
- > Repeatable, validated, traceable changes via GitOps 🦄
- > Enabled by self-service, trust and autonomy



15x

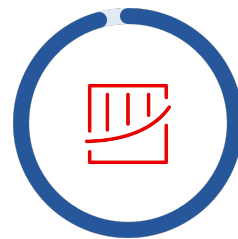
New service
deployment

From 15 to 1 days*



Fully automated,
0 Failures

2 Week Releases,
Rolling n-1 Platform
Upgrades



20x

Increase
productivity
From 20 to 1 day*

But wait, what about the 7th Step?!

...



#NEVERDONE

*Do the best you can until you know
better.*

—

*Then when you know better,
do better*

