



KubeCon



CloudNativeCon

Europe 2019

How to regain the trust of your users

Eduard Iacoboia - [Booking.com](https://www.booking.com)

Where it all began

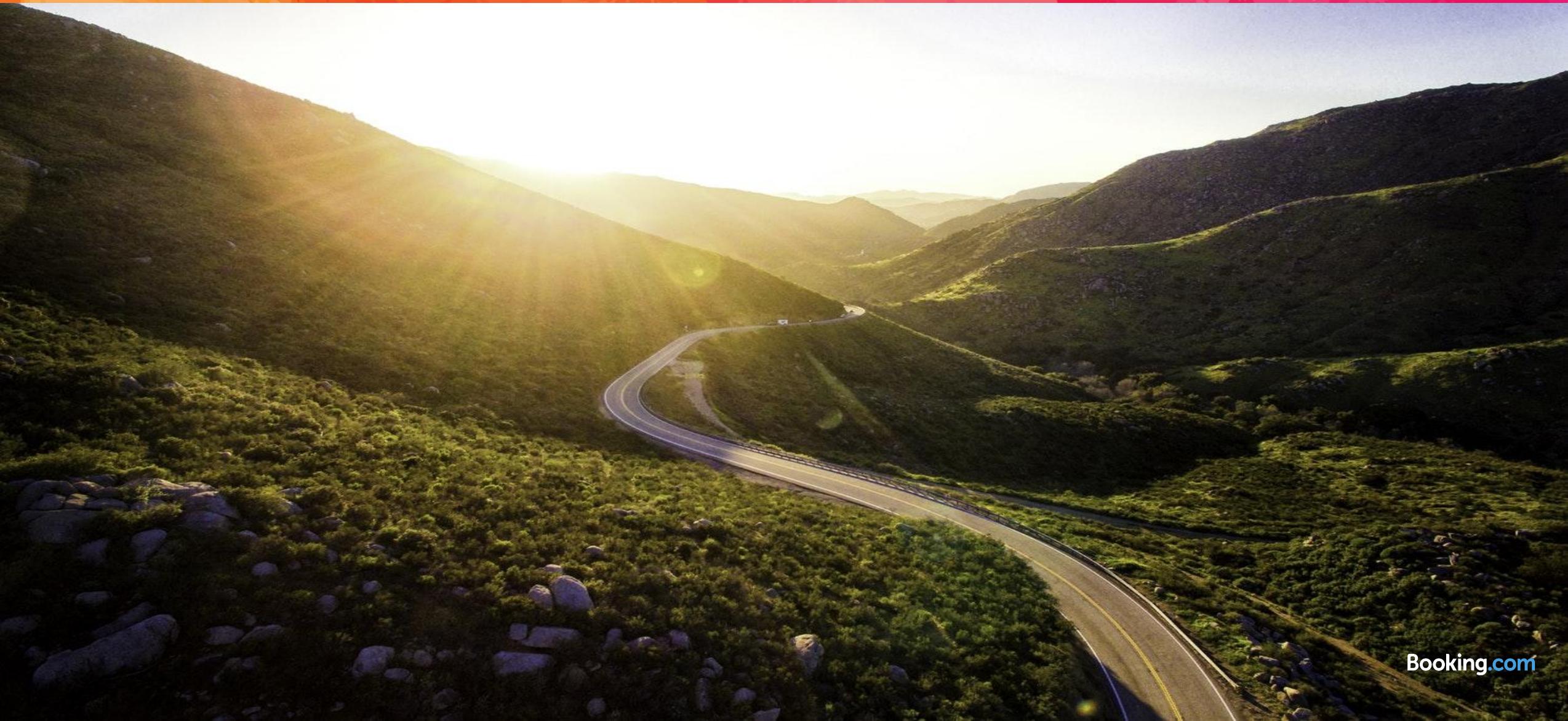


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Trust of leadership team



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- **Project plan**
- **Buy-in from tech leadership**
- **Short cycles/sprints**
- **Regular and verbose updates**



Trust in our platform



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- **Control plane**
- **Feature set**
- **Moving parts**
- **Observability**



Trust of our users



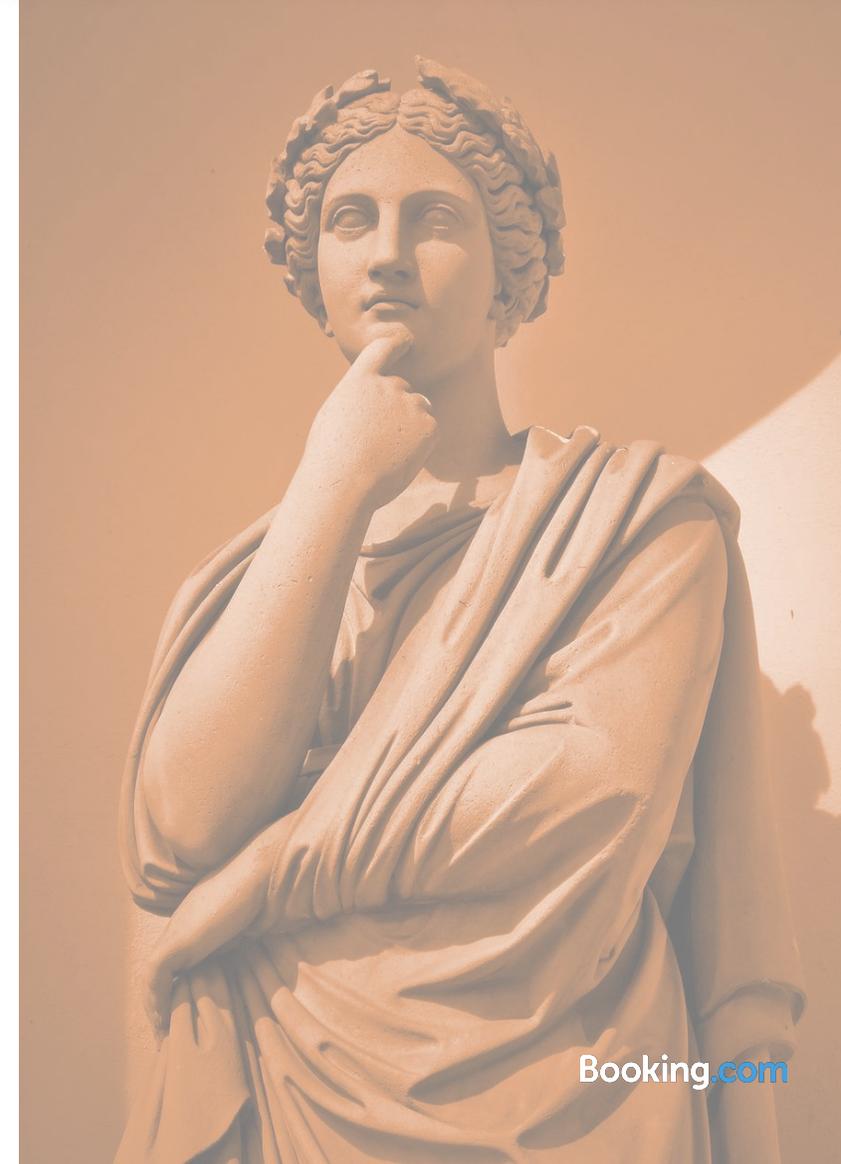
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- **SLOs**
- **Clear contract**
- **RFOs**
- **Self learning**





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Thank you!

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