



Scaling out in the age of Internet Proportions

Noah Arliss
Sherriff

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Customers who purchase Workday, Inc. services should make their purchase decisions upon services, features, and functions that are currently available.

The Leading Enterprise Cloud for Finance and HR

150+ FORTUNE
companies **500**



26,000,000+
workers under contract

99.9%
actual availability



189,000,000+
transactions per day

98%
transactions < 2
seconds

Customer Satisfaction

300+
go-lives in 2016

#18
100 Best Companies
to Work For, *Fortune*

#1
Best Workplaces in Ireland,
Great Place to Work Institute

Measuring Customer Satisfaction at Scale

57B

Requests per Year

Up **78%** from 32B in 2016

289M

Highest Daily
Transaction Volume

Up **63%** from 177M in 2016

119M

Logins per month

Up **86%** from 64M in 2016

98%

Customer Satisfaction

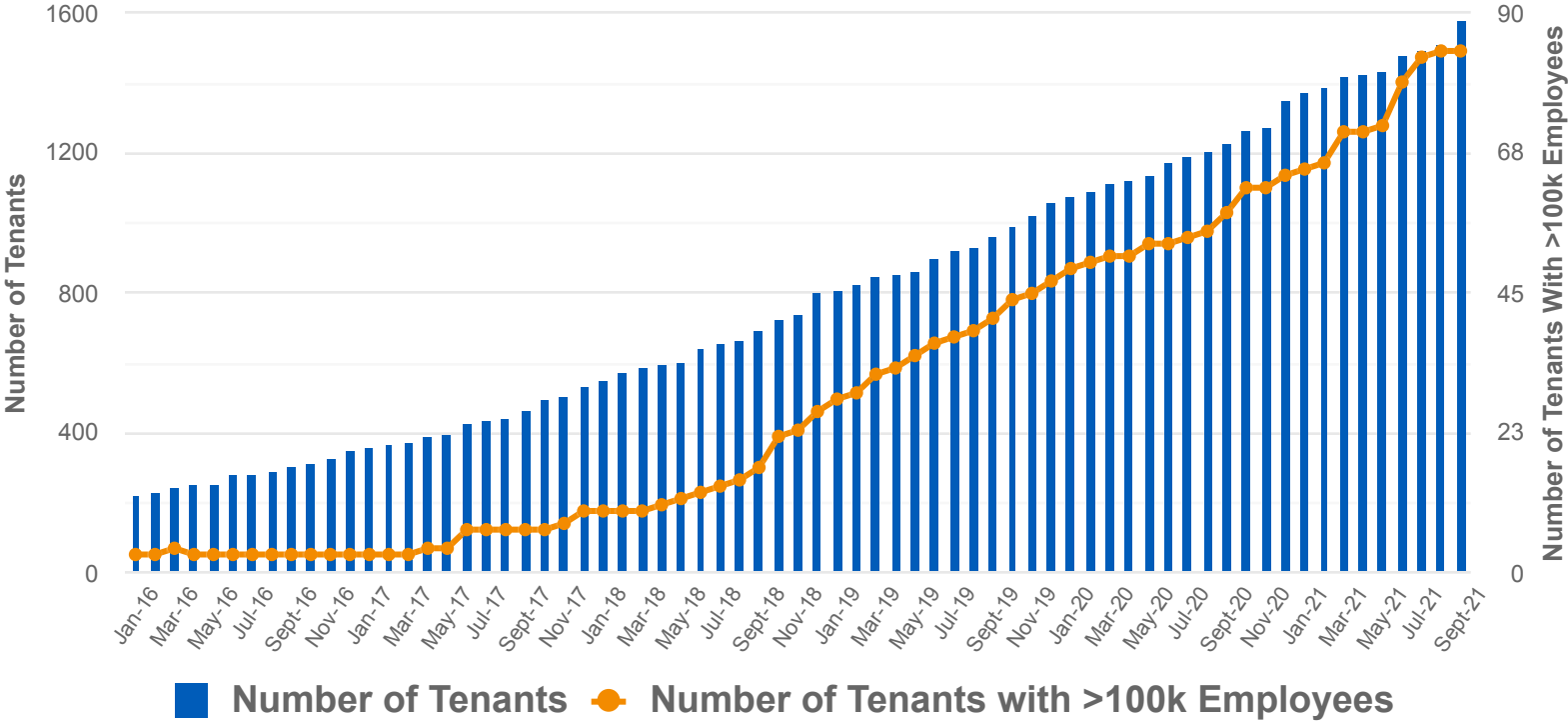
99.95%

Actual Availability

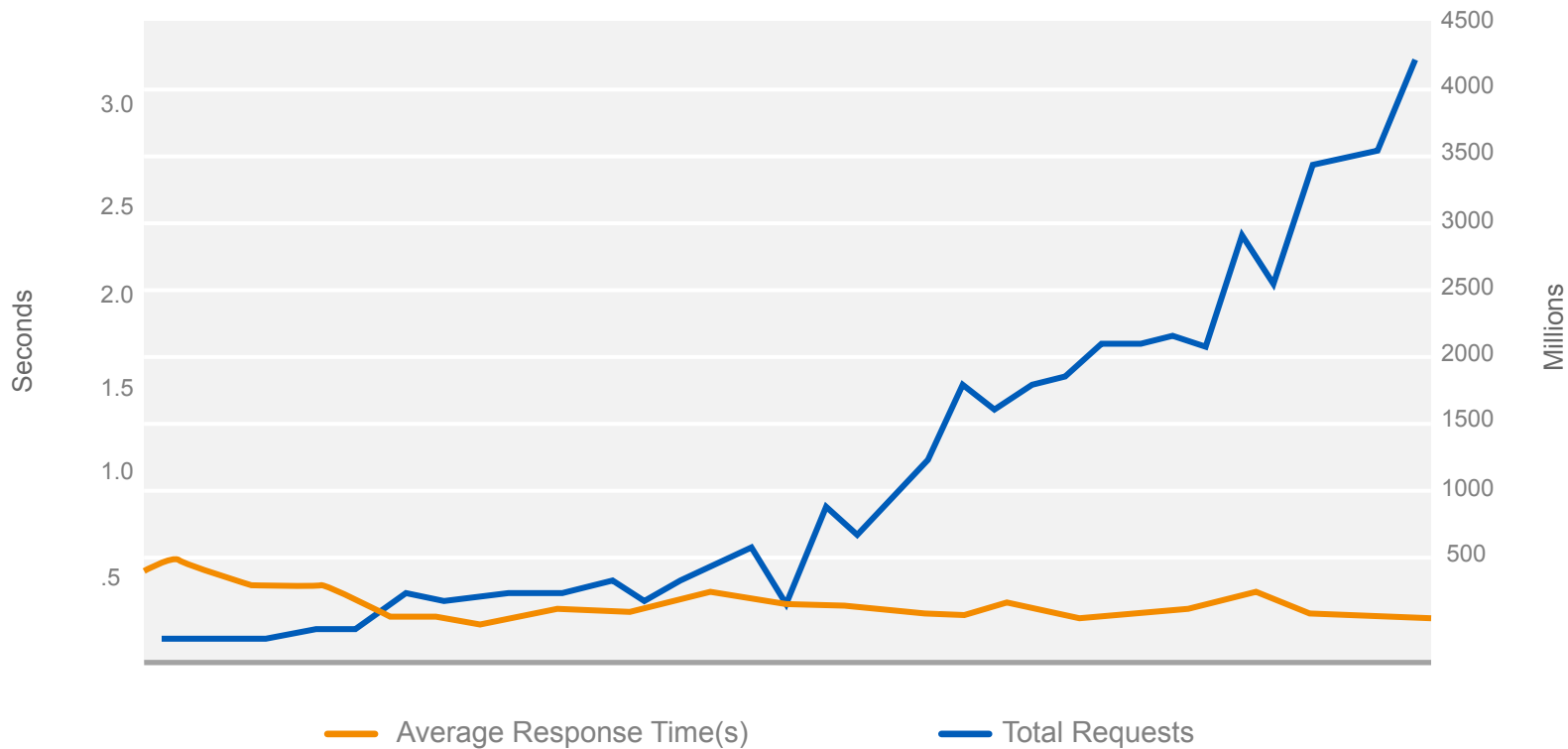
98.8%

Transactions < 2 seconds

Tenant Growth



Performance Request Volume vs. Response Time



Workday:
2016 Actual
Availability

> 99.95%

What We Do





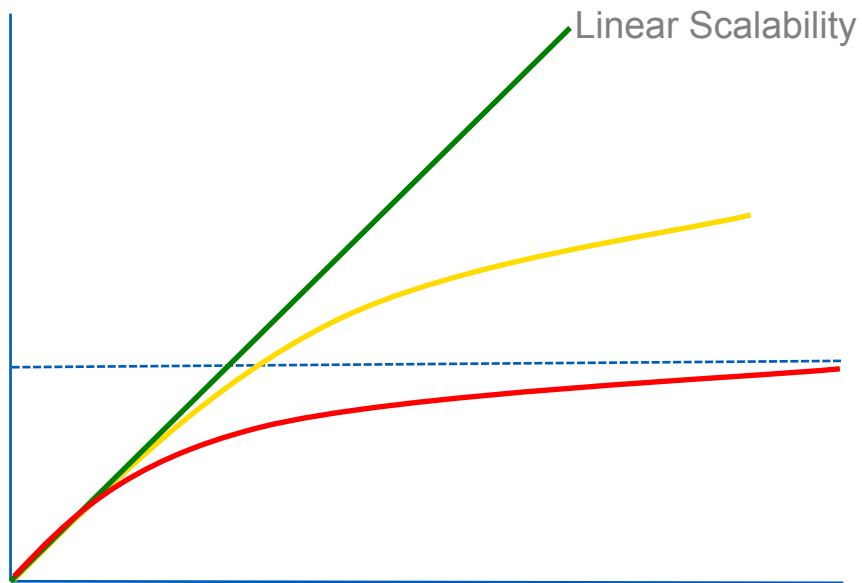
We Care About

- Scalability
- Throughput
- Reliability and Availability
- Visibility
- Efficiency

What We Worry About



Any customer. Any App. Any time.



Change is the only constant.

- Heraclitus

The Little API That Could



The Details



Constantly Embracing Shifting Paradigms



MY MOTTO IS
"MOVE FAST AND
BREAK THINGS."



JOBS I'VE BEEN
FIRED FROM

FEDEX DRIVER
CRANE OPERATOR
SURGEON
AIR TRAFFIC CONTROLLER
PHARMACIST
MUSEUM CURATOR
WAITER
DOG WALKER
OIL TANKER CAPTAIN
VIOLINIST
MARS ROVER DRIVER
MESSAGE THERAPIST

<https://xkcd.com/1428/>



Platform Best Practices

- Clear expectations and behaviors
- Easy to learn and memorize
- Hard to misuse
- Consistent
- Complete
- Easy to Extend



Platform Operations Best Practices

- Automation
- Visibility
 - Alerts
 - Metrics, Telemetry and Traceability
 - Root Cause Analysis
- Failure Detection and Recovery
- Heterogeneous environments



Make the impossible possible, the possible easy,
the easy elegant...

- Moshe Feldenkrais

