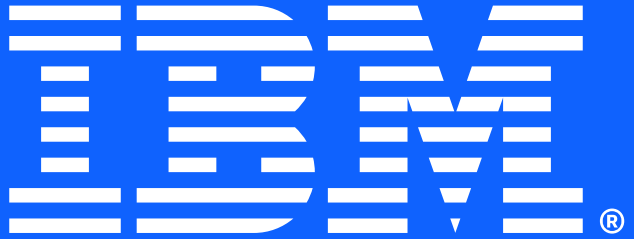
Terraform Template Builder

Market & objective details


IBM

Market opportunity

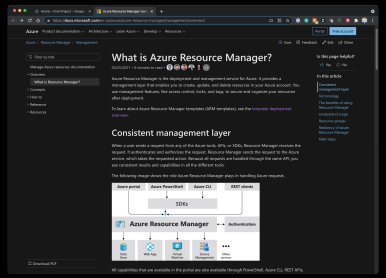
- At scale, development teams do not use the UI or CLI to build complex environments.
- A declarative IaC approach is more effective using Git repos as the source of truth and a common language to provision resources - Terraform in our case.
- IaC advantages: auditability of setup, drift detection, managed scaling, automation via GitOps
- Enterprise architects need to be able to effectively scale and provision resources across their organization.

Problem statement

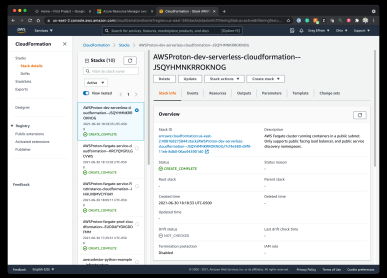
IBM Cloud users have to manually set up all infrastructure for new solutions and need support for common infrastructure-as-code standards.

Competitive landscape

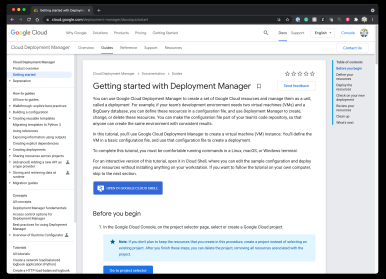
All cloud providers have IaC solutions, often with their own languages that pre-date or compete with TerraForm by HashiCorp.



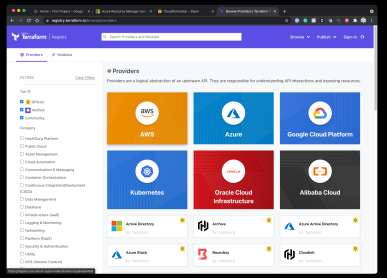
Resource Manager



Cloud Formation



Deployment Manager



Terraform Registry

Personas

Allan
Enterprise Architect

- Works at large company with many developers
- Already familiar with infrastructure as code
- Seeking to streamline team efforts
- Values code consistency and scaling

Primary objective

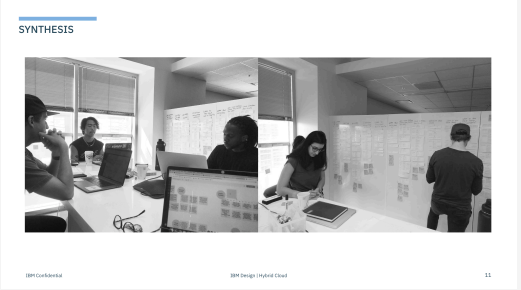
Allan, an enterprise architect, can customize and provision a basic, compliant solution on the cloud in 15 minutes or less.

Prior research: 2018-present

Generative & Evaluative studies 2019-2020

This benchmarking study follows multiple rounds of generative and evaluative research over the past several years:

- Generative research in 2018-2019 highlighted user needs for automating access management, duplicating projects and environments, and opportunity to make environments easier to self-provision.
- Project Kong, a 2019 cloud-wide evaluative study, showed a lack of integrated task flows and opportunity to better automate environment set-up



Jul-Aug 2021: Benchmarking methods and overview

Goals

- Establish baseline usability measurement of Terraform Template Builder for future comparison
- Identify immediate usability improvements and opportunities for enhancements
- Examine discoverability of IBM's Terraform solutions prior to DUX

Participant overview

- Roles included Cloud Engineer, Software Architect, Solutions Architect, similar
- All participants experienced in Terraform, from beginner to advanced
- Tool use varied, including other relevant cloud infrastructure tools

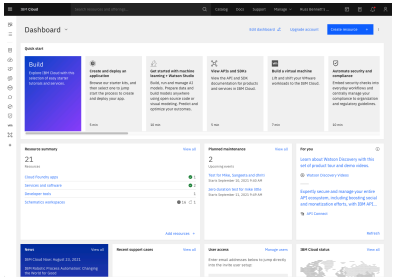
Sample size

n = 9 participants

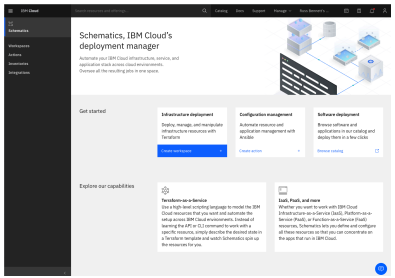
Session design

75 min, moderated

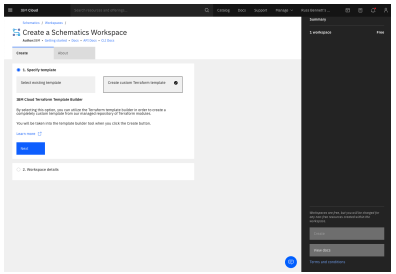
Code demo



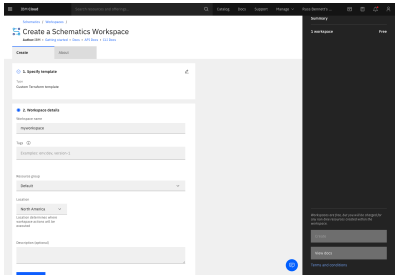
Global dash



Schematics home



Schematics Workspace create



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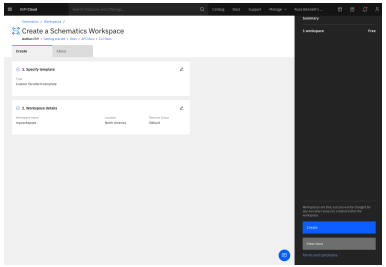
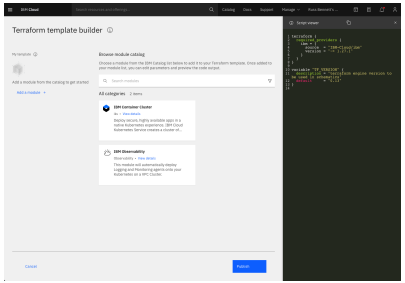
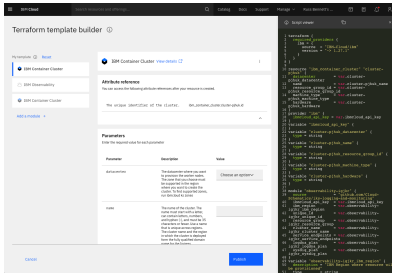


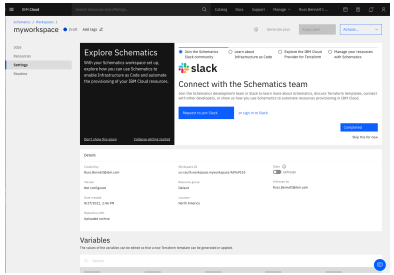
Schematics Workspace create



Template builder empty state



Template builder edit state



Schematics workspace manage