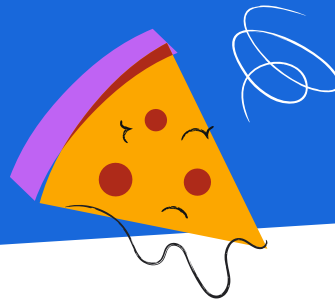


Domino's recipe for developer success with Atlassian Compass

How the world's leading pizza delivery company harnessed Compass as its internal developer platform for streamlined engineering.



When ordering a pizza, you probably don't realize that you're working with a tech-forward company to help with dinner. But with over 3,700 stores across 3 continents, Domino's Pizza Enterprises relies primarily on online ordering, which requires 20 dev teams totalling roughly 140 engineers.

After moving to a product delivery model in 2022, online orders rocketed Domino's sales, but that also meant their developers were under a higher level of stress. To continue with this model but also alleviate the lean on their engineers, Domino's Software Engineering Manager, Andy Fraser, knew they had to find a robust internal developer platform to ease day-to-day work life, prevent incidents, retain top talent, and build the next great thing.

So let's explore Domino's journey of identifying engineering challenges, adopting Atlassian's IDP Compass, and the benefits they have experienced up until now.

The learnings here are based on the session, "From dough to deployment: Domino's recipe for success with Atlassian Compass," presented at Atlassian's Team '25 conference. [Check out this session from Domino's on demand.](#)

Challenges for Domino's software teams

The initial growing pains of moving to a product model meant Fraser was frequently inundated with questions such as “Who owns this service?” or “Who can fix this for me?”. Due to unclear software ownership and thousands of software components across Domino's IT shop, troubleshooting issues and taking on new projects became increasingly complex, which sometimes left these actions idle.

Fraser also realized that the knowledge his devs needed was now scattered, resulting in information silos. With help from Domino's architecture team, Fraser was able to compile a list of services onto a Confluence page to create a makeshift service register and catalogue in the interim period.

Between unclear software ownership and scattered knowledge, engineers faced a headwind that led to unclear reporting on quality status:



Andrew Fraser
SOFTWARE ENGINEERING
MANAGER, DOMINO'S



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If you're working on a production incident and you know it's related to a particular area of your solution, but you're trying to track down the relevance of some obscure feature written years ago by someone who doesn't work at the company anymore.

It's hard going. First, you don't know who to talk to, and then second, you don't know whether what you're looking at in front of you can be trusted.

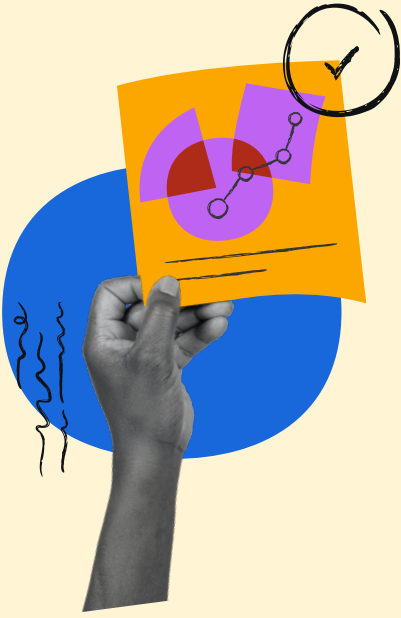
It creates unnecessary noise and ultimately, it's costing you time and money when really you want your engineers to be focusing on the issue at hand.”

Andy Fraser, Software Engineering Manager, Domino's

These growing pains of pivoting to a product model meant that Fraser's teams were incurring an ever-growing tech debt, leading to interrupted delivery plans. For a marketing-led organization, this meant growing pressure back upon Domino's engineering teams.

Fraser knew then that Domino's should adopt an internal developer platform (IDP).

Domino's search for the right IDP



Fraser knew that his teams needed to centralize engineering focus. This would allow teams to have in-depth knowledge of their products and drive quality. To empower them, Fraser knew they would need an IDP that could improve onboarding with a single source of truth, track quality at both a component and team level, and offer software controls to prevent information sprawl.

This would mean integrating relevant platforms and centralizing data with established scorecards for prioritization. Fraser also hoped for an IDP that could standardize the software building process to ease collaboration.

After evaluating several options, Fraser and his teams realized that Compass was the perfect solution for empowering his engineers.

Through Compass's robust and easy-to-use **software component catalog**, his team could eliminate knowledge silos and collaboration barriers while accessing full visibility into service details with relevant APIs, libraries, documentation, key health metrics, latest deployment activities, on-call schedules, and more.

Fraser realized he could also track team improvements in real time through the **metrics in Compass** feature. Through **CheckOps**, Fraser's teams identify problem areas and improve service performance through retrospectives developed from raw engineering data.

Fraser also saw further value in using Jira, Confluence, and Jira Service Management in tandem with Compass. Domino's engineering teams could now operate on a unifying platform that could easily track ownership and point the direction of subject matter experts. And it couldn't hurt that Compass' cost scales well for large technical teams.

Domino's realized benefits from Compass

Instantly, Fraser saw value in the ability to track and enforce software ownership to mitigate their sprawl. This also helped their cross-functionality by offering visibility into their projects from non-dev teams, which in turn saved time for all parties when needing live updates.



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It's people outside of the dev teams. These are people who typically don't have access to source control, who are the ones asking for direction. So for them to go straight to Compass rather than bothering me or the teams is a time saver.”

Andy Fraser, Software Engineering Manager, Domino's

Mitigating software sprawl

Fraser's teams used Compass to categorize their components to speed up searches using built-in filters and custom fields. The import feature in Compass enabled his teams to configure their instances to automatically import from GitHub. They also added a pending approval mechanism to mitigate messy imports.

Supporting their products

With Compass, Domino's engineering teams were able to gather all the information on any component in one place. This allows engineers to view all affiliated dashboards, articles, and dependencies a component may have in Compass. There are times when Fraser's team may have to work on an internal legacy application that is so old it's lost its repo. Luckily, with Compass, they can rebuild the information for the app and keep it easy to find.

Improving software reporting

Despite its product team approach, Fraser's teams still have a handful of components for which multiple teams share responsibility and work on parts of them. When teams have to step outside of their product and work on software supported by another team, they can easily configure their Jira projects to use Compass components.

This, in turn, tidied up Domino's Jira settings, allowing engineers to query for issues related to their component across Jira projects. Devs and leaders can easily pull up information on work happening across teams on their website, work happening on features in their mobile app, or work happening on open bugs.

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Rather than teams having separate component listings for their respective Jira projects, you can just configure your Jira projects to use Compass components instead. It tidies up your Jira settings, but more beneficial to you is that now you can query for issues related to the same component across Jira projects. This has been a really cool win for us at Domino's.”

Andy Fraser, Software Engineering Manager, Domino's

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Compass will help you drive conversations on software improvements, giving your teams a place to reflect and focus on the quality of their product.”

Andy Fraser, Software Engineering Manager, Domino’s

Measuring quality

Fraser now relies on the metrics and scorecard features in Compass as his home base for dev management. Compass offers a wide array of powerful metrics that are easy to set up and measure.

Fraser started by leveraging metrics such as test coverage, build success rate, open bugs, and a handful of other engineering insights. When discussing improvements with his team, Fraser is now able to paint an accurate picture of the work.

Driving improvements

Fraser and his teams use Compass’s scorecards to narrow down the components that need the most attention. With the scorecards feature, engineers can examine legacy software components, create Jira cards with status rankings, or set KPIs to make improvements.

Customizing Compass for teams’ needs

Through Compass’s customizable fields, Fraser views metrics and scorecards in a way that seamlessly integrates into his workflow. With these views, Fraser paints a more accurate picture of when teams need to perform upgrades prior to their end-of-support dates. This also motivates teams to ensure project completion on time.

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The best way to describe it is there’s constant little wins or savings. It’s hard to quantify, but it shaves time off every time someone searches Compass and following their usual approach. I’ve been involved in a few production incidents, for example, where in the heat of the moment, particularly in a commerce environment where every minute of degradation impacts sales, being able to find the information that you need through Compass, well, it’s helped us find that information faster and save the business money ultimately.”

Andy Fraser, Software Engineering Manager, Domino’s

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If you have an IT or business driver, associating custom fields with a scorecard is a neat way to run an agenda with your team.”

Andy Fraser, Software Engineering Manager, Domino’s

Fostering teamwork

Through Compass’s developer experience page, Fraser watches precisely how teams are working and when hand-offs takeplace. For example, when his team brought to his attention that work was delayed due to review turnarounds, he was able to confirm with the metrics offered in Compass. From there, he was able to encourage his employees responsible for the reviewing process to prioritize offering their feedback to close tickets faster.



Domino's next steps

Now that Compass is the key information source sitting between Jira and Confluence for Fraser's engineers, other teams across Domino's have also started to harness its power. Departments such as their Data Integration team have begun cataloging their components in Compass, which has led to some support teams following suit.

As Fraser continues to evolve the way his engineers work, he sees the implementation of Jira Service Management and Rovo in tandem with Compass on the horizon. With Jira Service Management, Fraser's teams will be able to map their business services through their Compass components to improve incident response times. Domino's has already been leveraging Atlassian's AIsolution, Rovo, to quickly search for information across apps, but looks to integrate Rovo's agents in Compass to improve support.

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Give your devs a big hug. We expect so much from them, and they rarely get thanked for it.

So do yourselves a favor and consider getting an IDP like Compass. It will save your IT department time through self-service to find information quicker, and it will give you better reporting on the work happening on your software.”

Andy Fraser, Software Engineering Manager, Domino's

Empower your dev teams with Compass

Modern developers face ever-increasing complexity. Keeping up with CI/CD, security, and observability data spread across a narray of tools creates a growing list of responsibilities that can inhibit engineering teams from focusing on their main talents.

Compass improves the developer experience, speeds up MTTR, and alleviates time spent searching, which means more time for innovation. It also improves day-to-day flows for dev managers, who can now accelerate the onboarding process for new engineers by centralizing information.

With shared context across the software life cycles and real-time insights, Compass helps teams apply engineering best practices at scale to help systems remain reliable, performant, and secure.

This powerful addition to Atlassian Cloud connects software teams building and leveraging components with operational support to help both business and technical teams work through the toughest issues.

Try now

