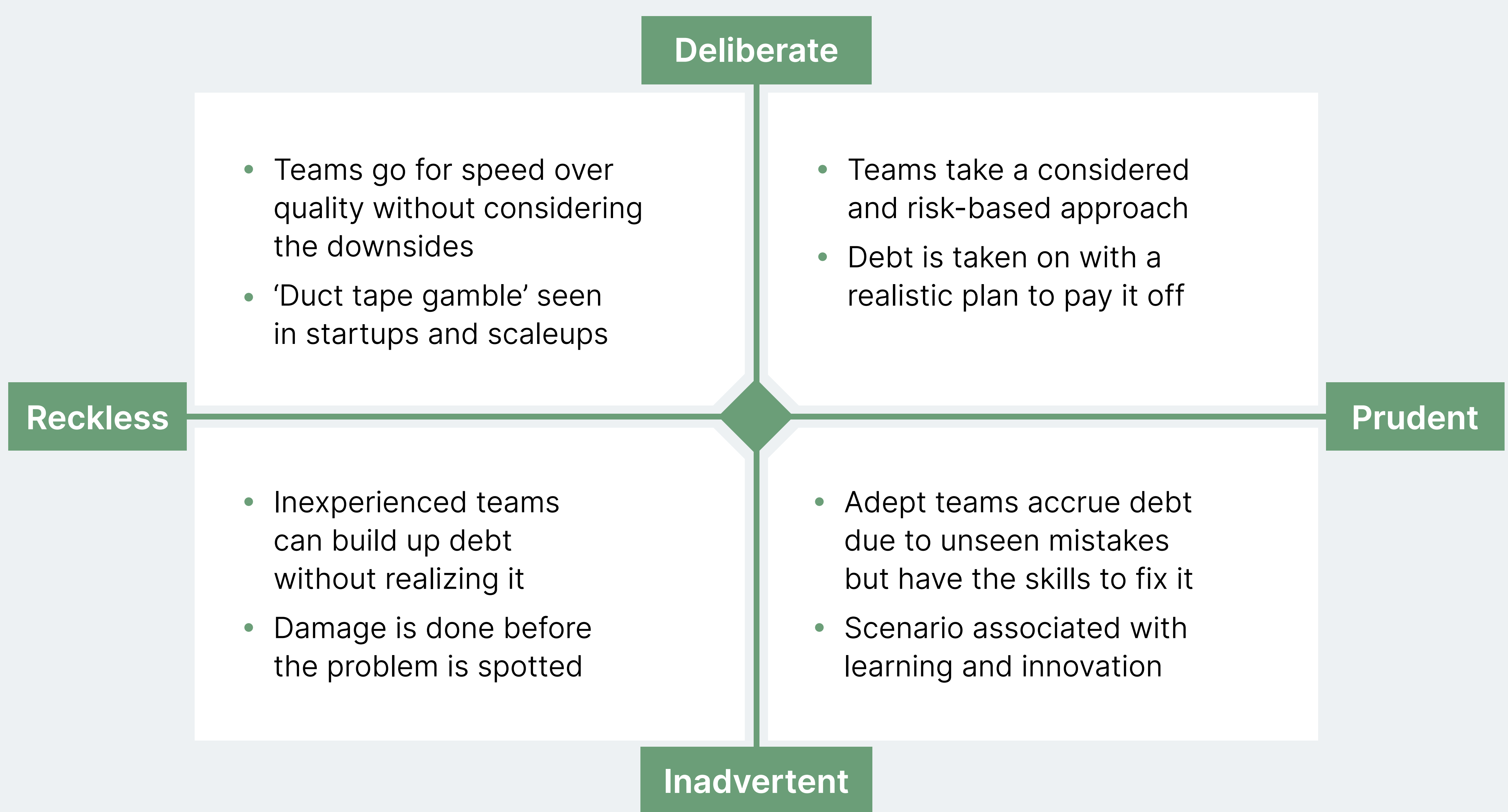





# Is **technical debt** slowing down your organization?

Tech debt is a term widely used to describe an organization's under-investment in the software it relies upon.

## Types of technical debt



## Five ways tech debt can compromise your business

 <b>Customer experience</b>	New features aren't added as tech debt slows making basic changes, as well as innovation. Customers get frustrated when unexpected events cause systems to fail.
 <b>Operational costs</b>	Outdated tech causes delays and increases operational costs. Outage responses and remediation incur costs. Productivity and <b>engineering effectiveness</b> suffer.
 <b>Revenue leakage</b>	Manual processes, quick fixes and human error rise with tech debt. Customer data gets siloed in different systems, making it harder to leverage insights.
 <b>Talent retention</b>	Developers generally don't want to spend their careers maintaining broken systems. Less tech debt means your talent is driving value instead.
 <b>Brand reputation</b>	Outages dent reputations, as does an inability to innovate at speed. Tech debt also reduces resilience to cyber attacks and data leaks.

## Tackling tech debt

 <b>Listen to your developers</b> They are up close to day-to-day tech debt problems and the broader risks	 <b>Listen to your customers</b> Glitches they find may signal deeper problems, make leadership aware	 <b>Watch for rising costs and delays</b> Tech debt can be an underlying cause, or exacerbate them	 <b>Measure it</b> Deployment lag and longer developer onboarding times can be indicators
 <b>Prioritize based on risk</b> A forum for business and tech leaders to discuss will help	 <b>Empower engineering teams</b> Trust them to fix problems and stop new ones	 <b>Culture of continuous improvement</b> Approach code and dev support with the right mindset	 <b>Align your business and tech strategies</b> Disconnect drives tech debt, alignment brings efficiencies