



Accelerating sustainably with AI

Lawrence Jones

LDX London (June 2026)



Our AI journey

Adoption

Technical investment

New opportunities

Uber's finance team overtaken by engineering in AI use

The company's rapid adoption of agentic AI coding tools has reportedly consumed its 2026 AI budget, while also raising return-on-investment questions.

AI CODING COSTS

Microsoft Cancels Claude Code Licenses, Pushes Engineers to Copilot CLI

May 31, 2026

THE PULSE

The Pulse: a trend of trying to cut back on AI spend within eng departments?

Top-down and bottom-up efforts to rationalize AI token spend, interesting AI coding stats from Cursor, GCP suspends \$2M/month customer without warning, and more



GERGELY OROSZ
MAY 28, 2026 · PAID



Is AI actually moving
the needle?

What does it look like for us?

98%



Of engineers used AI last month

>50%



Of merged PRs are agent-authored

>20%



Of PRs are fully autonomous

ROI+



Overwhelmingly positive across tenure cohorts



Warning!

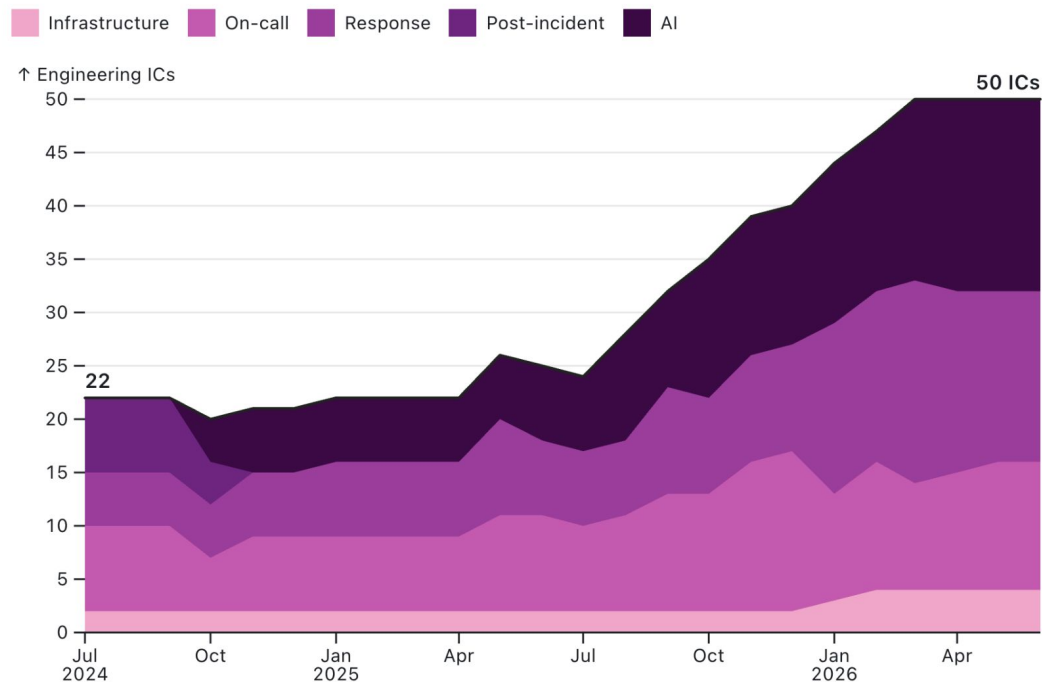
These are imperfect
measurements.

Impact

Engineering org has ~doubled

Over two years engineering roughly doubled ($\approx 22 \rightarrow 50$ ICs)

This includes splitting into more teams, with more coordination.

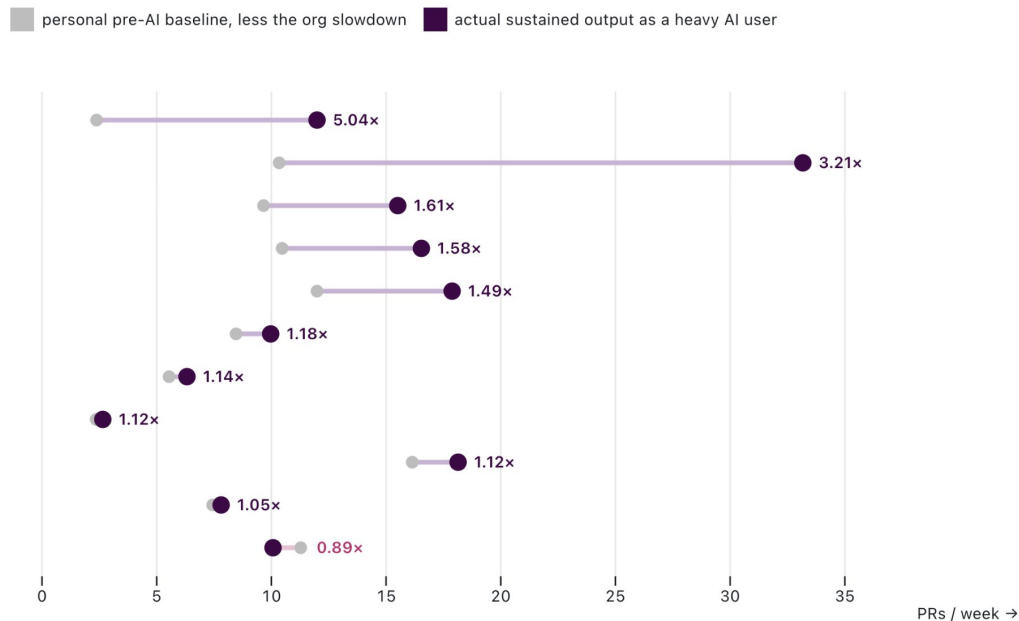


Impact

And yet, delivery is accelerating

This graph shows a selection of tenured engineers (here since 2024) and takes a measure of their PR rate before they adopted AI vs today.

Overall we've seen increases of $\sim 1.35x$, with some outliers at $3x+$

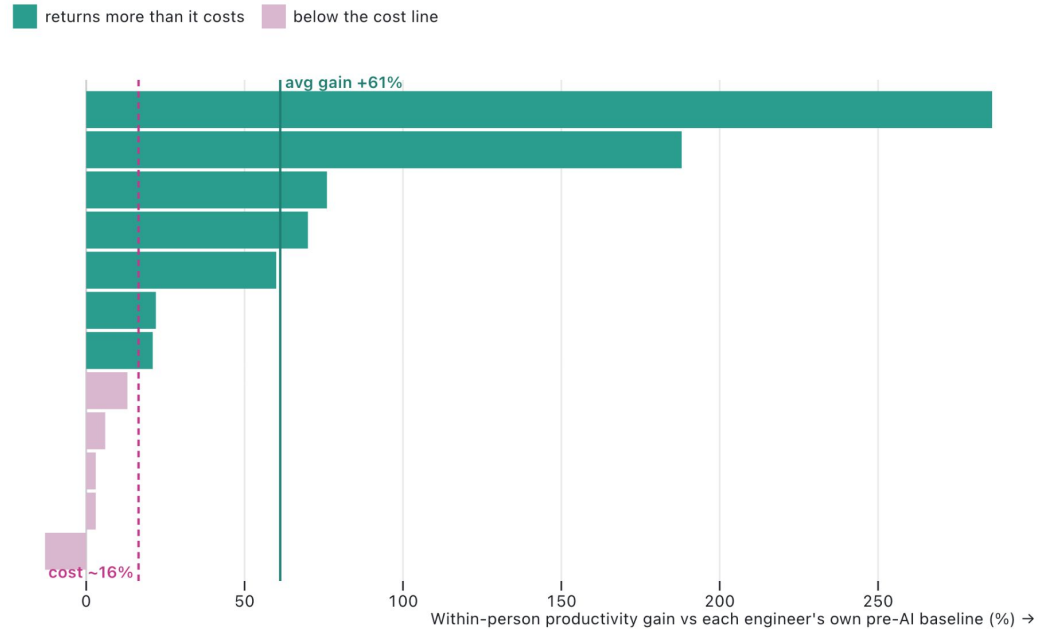


Impact

ROI is overwhelmingly positive

We're spending ~16% of engineering headcount for AI developer tools.

The average gain in productivity across tenured engineers is +61%, which is a 3.7x return on investment.





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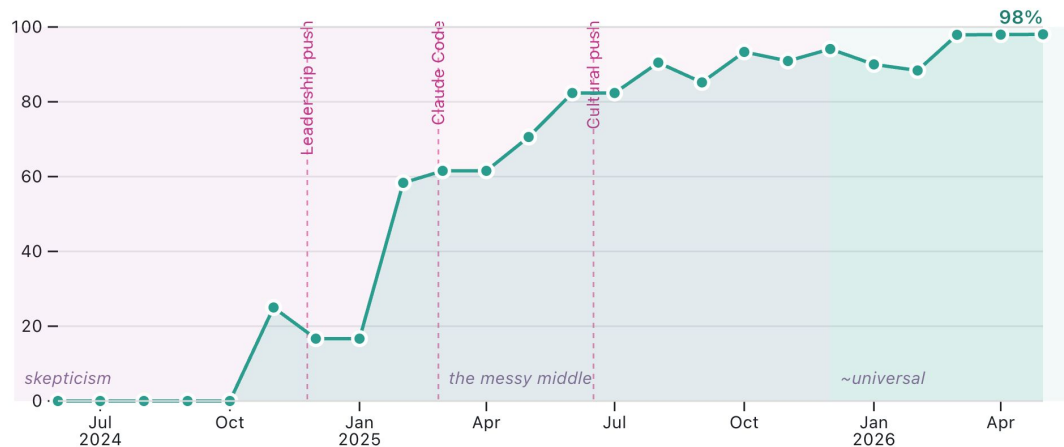
Engineers using AI

The headline curve, as a percentage of the (growing) team.

Three phases: skepticism through 2024, the messy middle through 2025 as Claude Code lands and the cultural push hits, then ~universal — ~98% active by 2026.

Inflection points came through active 'interventions'.

↑ % of (current) engineers active in Claude



Adoption

This doesn't happen without intention

November 2024

February 2025

June 2026

Leadership push

- Actively encourage adoption
- Physical 'leaderboard' in office

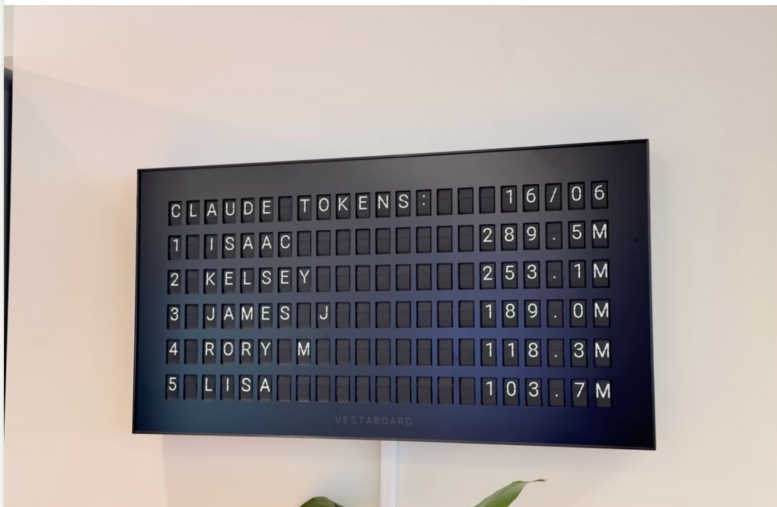


Pete Hamilton · 1st
 Co-founder & CTO at incident.io
[View my blog](#)
 11mo ·



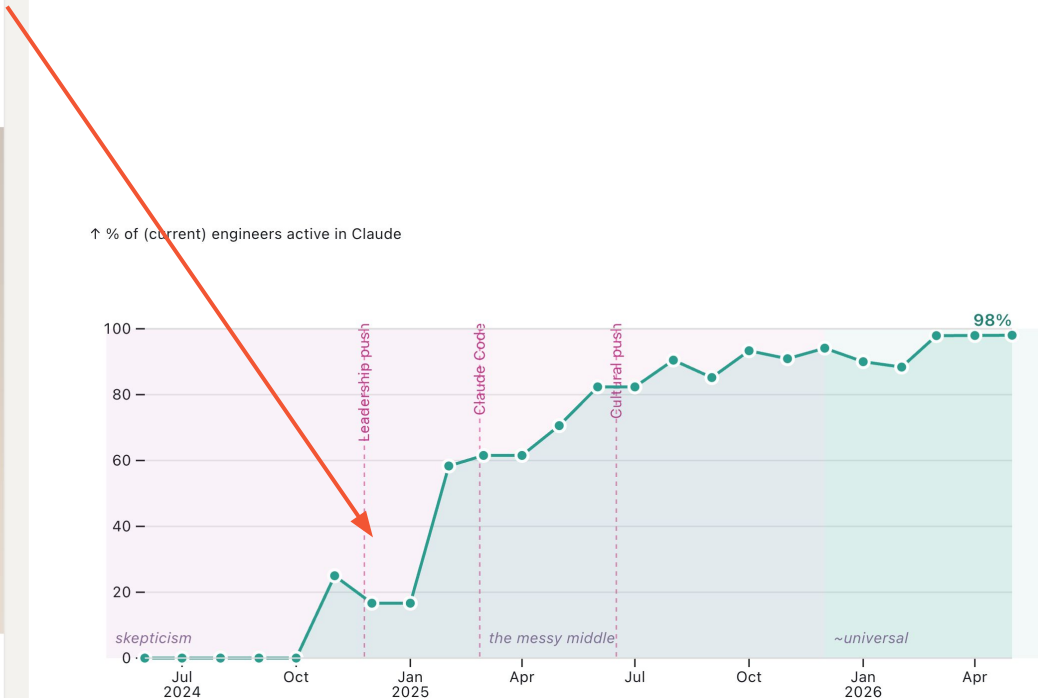
We're "all in" on accelerating developer productivity using AI right now, so my buddy Claude and I cooked up a little leaderboard at the weekend, to add an element of competition...

In all seriousness, going forward, I've made clear that our budget for AI tooling is essentially "uncapped". I couldn't be more happy to spend money exploring and iterating on how we build here and I'm excited to see where it takes us



96

17 comments



Adoption

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February 2025

Claude Code arrives

- Everyone gets access
- Slack channels to share best-practices

June 2026



Isaac 2:45 PM

🌟 Claude code is game-changing imo 🌟

Want to quickly pull this thread out of #ai-chat. Claude code feels absolutely game-changing to me. I've spent most of my day today just talking to Claude about how to update our Terraform provider and it *just does it*, then runs the tests, then fixes the tests, then I tell it to clean up its code and it does that too.

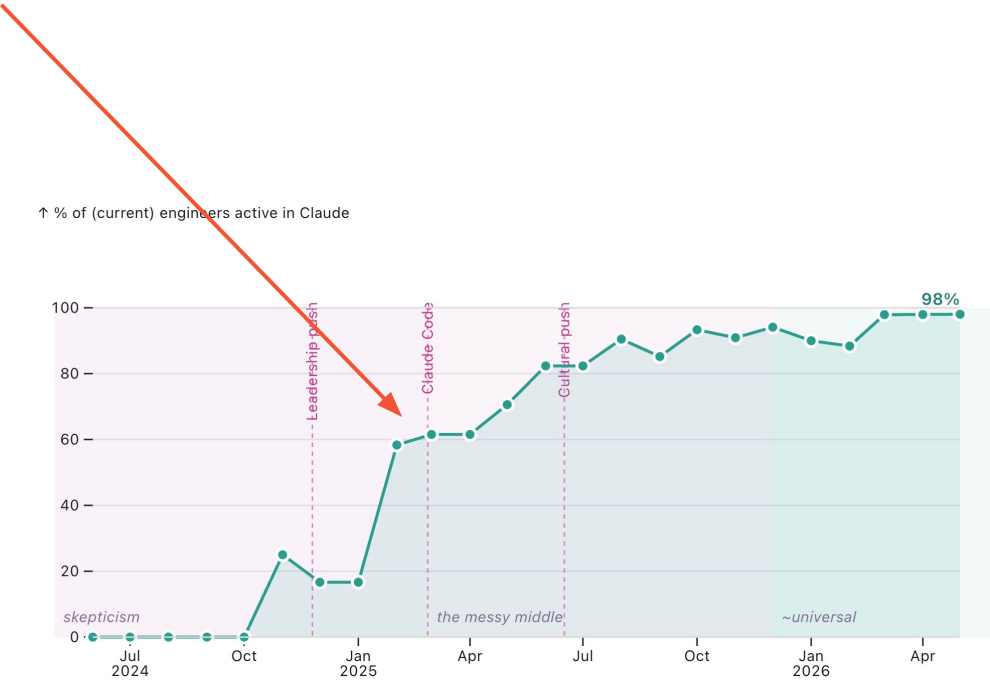
Cannot recommend this enough - it feels like using Claude in our 'engineering' project, but significantly quicker 🤩

3 files | Download all



5

71 replies Last reply 1 year ago



Adoption

This doesn't happen without intention

November 2024

Leadership push

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Claude Code arrives

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June 2026

Renewed cultural push

- Offsite discussing AI practices
- Invest in technical setup
- Showcase successes

Adoption

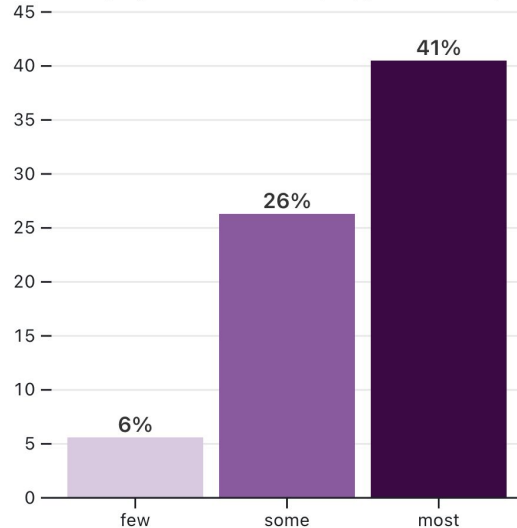
Working with people is what triggers it

Work next to people already using AI and your odds of starting jump ~7x. Work in the same codebase? That looks like it matters too — until you account for timing, and it disappears.

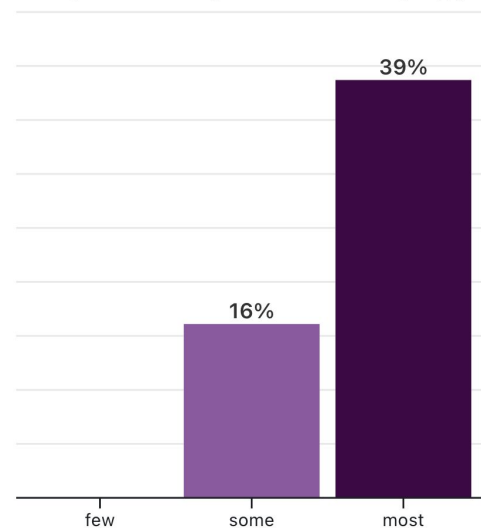
It's not the code you share. It's the people you work with.

So how do you find those people?

↑ your chance of starting that month (%)
People you work with — real (+12pp within-month)



People whose code you touch — vanishes (-14pp)



→ how many of them already use AI

claude-usage Private Edit Pins Watch 0 Fork 0 Star 0

master Go to file Code

lawrencejones	Claude Code prompting self-reviews...	3c6113c · 3 hours ago
folder	.claude/skills	Claude Code prompting self-review... 3 hours ago
folder	analysis	Claude Code prompting self-review... 3 hours ago
folder	archetypes	Claude Code prompting self-review... 3 hours ago
folder	dms	Claude Code prompting self-review... 3 hours ago
folder	reports	Claude Code prompting self-review... 3 hours ago
folder	scripts	Claude Code prompting self-review... 3 hours ago
file	.gitignore	Claude Code prompting self-review... 3 hours ago
file	CHECKLIST.md	Claude Code prompting self-review... 3 hours ago
file	PROMPT.md	Claude Code prompting self-review... 3 hours ago
file	README.md	Claude Code prompting self-review... 3 hours ago
file	SURVEY.md	Claude Code prompting self-review... 3 hours ago

README

claude-usage

Understanding how our engineering team actually works with Claude Code on the **core repo** — how people prompt, how they feel about it, and whether their style produces good outcomes. The findings feed the "Accelerating sustainably with AI" talk.

About

- Tracking how engineers use Claude Code
- Readme
 - Activity
 - Custom properties
 - 0 stars
 - 0 watching
 - 0 forks
 - Audit log

Releases

No releases published
[Create a new release](#)

Packages

No packages published
[Publish your first package](#)

- ### Contributors 3
- lawrencejones Lawrence ...
 - isaacseymour Isaac Seym...
 - yuhanwwu



Identifying prompting 'archetypes'



The Conductor

Spins-up several sub-agents, watches for progress, redirecting as soon as anything drifts.

Actively steering AI activity across many agents.



The Interrogator

Works iteratively and structurally, often forcing the agent to verify output before moving to the next step.

Diffs stay minimal, PRs often stacked.



The Operator

Working single-threaded, focused on one change at a time, shipping small reviewable chunks.

Mostly trusts the agent to check things for them.

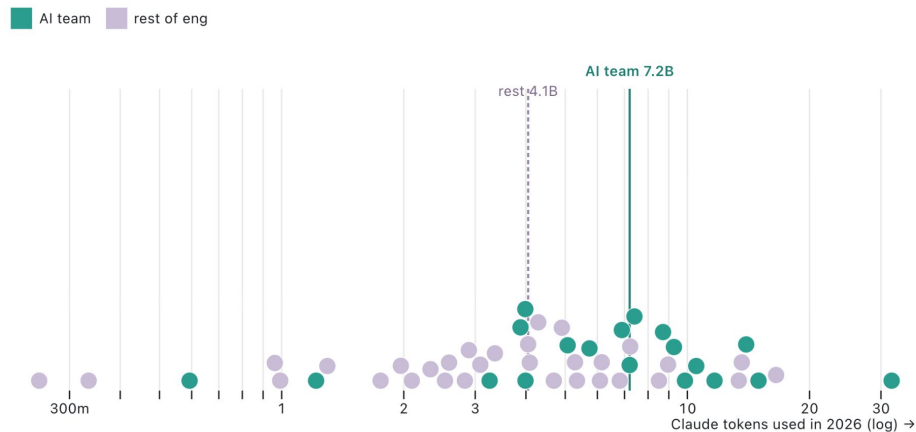
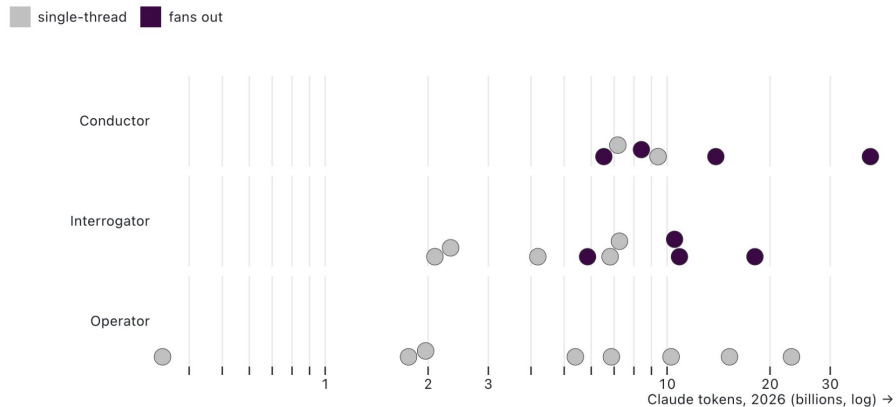
Adoption

Your AI team are likely leaders

If you have teams building AI products, they are likely already experts.

Our AI team are the higher token users, they are also predominantly archetypes with higher-order AI usage.

Placing them in other teams, even for short periods of time to collaborate on projects, is an easy way to spread genuine AI expertise.





Our AI journey

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Technical investment

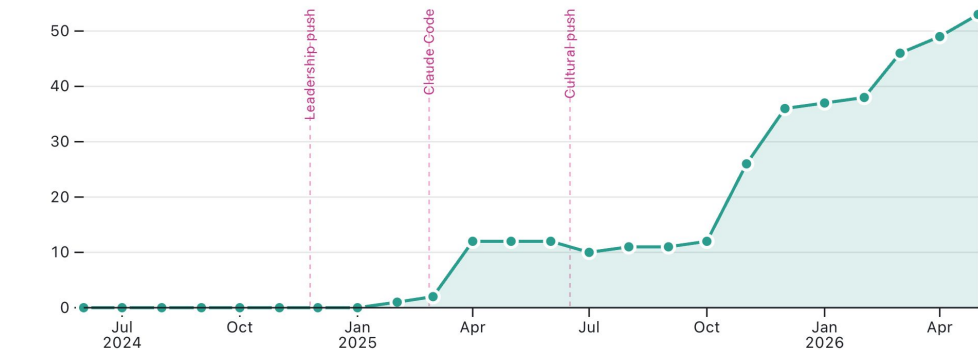
Documentation makes your codebase legible

Everything in your head need to be written for the AI to understand.

That's code patterns, best-practices, style preferences. But it's also architectural patterns and anti-patterns.

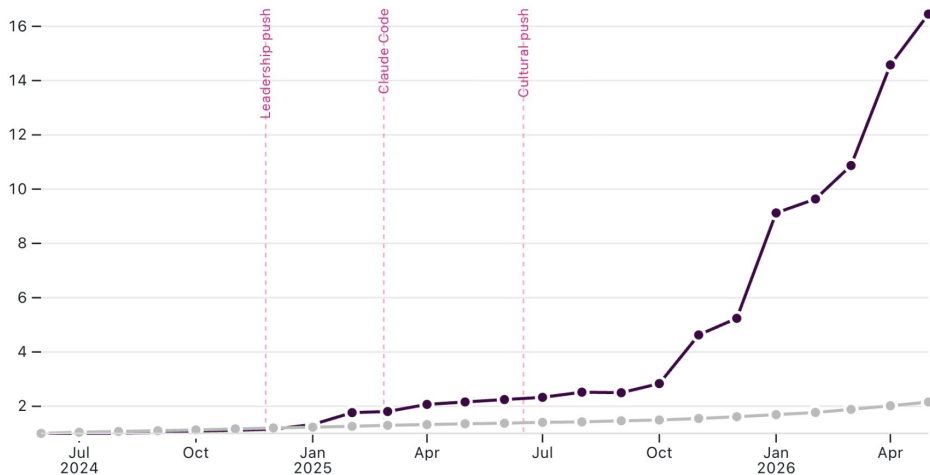
We saw early success and doubled-down, often using AI to draft docs.

↑ AGENTS.md / CLAUDE.md files



■ doc lines ■ code files

↑ × June 2024 size



incident-io / core

<> Code Issues 2 Pull requests 436 Actions Security and quality 27 Insights Settings

master core / server / app / ai / mcp / README.md

Go to file

rorymalcolm tool_alert_detach a4039ba · 2 months ago

87 Lines (70 loc) · 6.99 KB

Preview Code Blame

MCP (Model Context Protocol)

Exposes incident.io's capabilities to external AI clients (Claude, ChatGPT, etc.) via the Model Context Protocol. Serves tools for querying and managing incidents, resources for providing environment context, and an OAuth flow for browser-based authorization.

Docs

Before working with or in this package, you should read the following documentation:

Getting Started

- [Routing](#) — Where endpoints are hosted, production infrastructure, OAuth discovery routes
- [Authentication](#) — Token types (OAuth user tokens, API keys), auth flow, OAuth 2.0
- [Security](#) — Access control, RBAC enforcement, error leakage, MCP protocol considerations

Building Tools & Resources

- [Tools](#) — File conventions, handler anatomy, naming, registration
- [Ask Tools](#) — AI-powered conversation tools
- [Resources](#) — What resources are, how we use them, gotchas
- [Serializers](#) — Pure functions, designing output for LLMs, testing strategy
- [Pagination](#) — Cursor-based pagination for list tools, truncation signals for capped collections
- [Includes](#) — Optional content sections callers can opt into for richer responses
- [Errors](#) — Structured JSON error format, error helpers, translation rules

Reference

- [Adding Tools](#) — Step-by-step runbook for exposing functionality as MCP tools
- [Best Practices](#) — Design philosophy, checklists for adding tools and resources
- [Desktop App](#) — How the desktop app proxies our tools, what it adds, and keeping guidance aligned
- [Dogfooding](#) — Runbook for testing the MCP against production data after making changes
- [Feedback](#) — How to query MCP waitlist sign-ups and tool feedback from BigQuery

incident-io / core

<> Code Issues 2 Pull requests 436 Actions Security and quality 27 Insights Settings

master core / server / app / ai / mcp / docs / best-practices.md

Go to file

lawrencejones MCP: Enable stateful sessions for progress notifications b9bd787 · 3 months ago

71 Lines (45 loc) · 5.38 KB

Preview Code Blame

Best Practices

Our philosophy on MCP tool design and a checklist for adding new tools.

Philosophy

Our MCP server exposes incident.io's capabilities to external AI systems. The guiding principles are:

- Tools wrap existing app functionality** — Tools should call into our existing app layer, not reimplement business logic. The MCP layer is a thin boundary that handles serialization, access control, and error translation. See `tools.md` for patterns.
- No AI in tools** — MCP tools are standard code that fetches, transforms, or mutates data. They do not call LLMs. If an interaction needs AI reasoning, the MCP client (Claude, ChatGPT, etc.) provides that. The exception is ask tools that proxy to our own AI agents — see `ask.md`.
- Consistent error handling** — Use structured JSON errors matching our API format. Let `ToolErrorFromErr` handle the translation. See `errors.md` for the format and rationale.
- Respect existing access patterns** — Use the same RBAC scopes and resource-level access control as our API. Don't invent new access models. See `security.md`.

Designing for LLM Callers

MCP tools are called by LLMs, not humans writing curl commands. LLMs are inconsistent in how they format inputs — the same model will send `"2026-03-20"` in one call and `"2026-03-20T00:00:00Z"` in the next, or `"INC-123"` vs `"123"` vs the full ULID. Our tools should be tolerant of this variation rather than returning validation errors that waste a tool call round-trip.

Be permissive with inputs

Accept multiple formats for the same field and normalise internally. Some examples:

- Dates** — use `parseFlexibleTime` from `helpers.go`, which accepts ISO 8601 variants (`2026-03-20`, `2026-03-20T10:30:00Z`, `20260320`), slash-separated dates (`2026/03/20`), and natural language dates (`March 20, 2026`). All tools that accept date parameters should use this helper so behaviour is consistent. Document as `"yyyy-mm-dd or RFC 3339"` in the jsonschema tag.

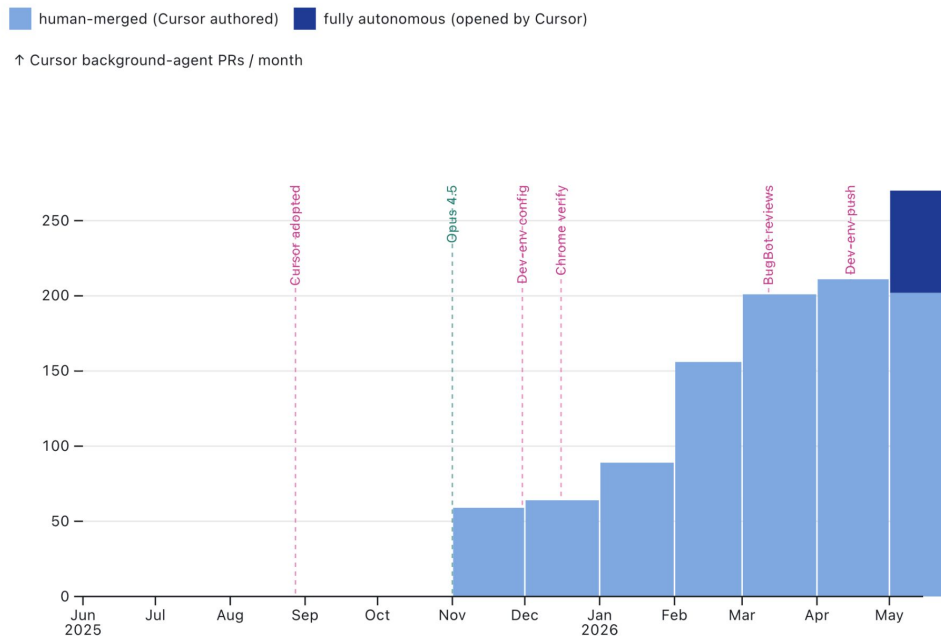
Technical investment

Cursor is great, but only with investment

We've had Cursor since November, but usage was low.

PRs that we created were often broken in CI, or functionally incorrect.

Fixed this by investing in dev setup, with the big uptake happening after we built a genuine verification stack...





johanna Apr 23rd at 12:53 PM

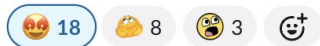
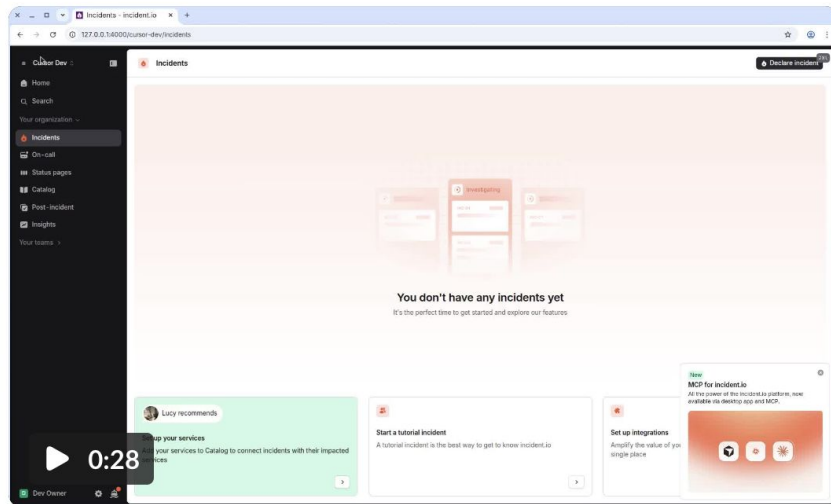
The Cursor Cloud agent can now start the backend and dashboard to visually verify code changes. It can take screenshots and record videos, and add them to the PR. If started from a Slack thread, it should post videos and images back to the thread.

Here's an example run from the prompt `change the title of the Home page in dashboard to Skynet is Coming and record a video of going to that page and then clicking around a bit`.

Most of the credit goes to [@Rory B](#) for setting up the seeding logic!

<https://github.com/incident-io/core/pull/55651> (edited)

skynet.mp4 ▾



Propagate incident list cursor lookup errors #57200

Code

Merged [lawrencejones](#) merged 1 commit into `master` from `cursor/mcp-incident-list-assigned-to-dbe1` 2 weeks ago

Conversation 7 Commits 1 Checks 10 Files changed 1 +9 -1

[lawrencejones](#) commented 2 weeks ago

Summary

- Propagate non-not-found errors from `applyCreatedAtCursor` instead of silently returning the unmodified query.
- Keep unknown/cross-org cursor IDs ignored as before.
- Add regression tests for unknown cursors and injected cursor lookup failures.

Tests

```
go run github.com/onsi/ginkgo/v2/ginkgo --focus 'incident_list' ./app/ai/mcp
```

Open in Web Open in Cursor

👍 1

[vercel](#) Bot commented 2 weeks ago · edited

The latest updates on your projects. Learn more about [Vercel for GitHub](#).

5 Skipped Deployments

Review with Vercel Agent

Reviewers

- [github-actions\[bot\]](#) ✓
- [Copilot](#) Request

Assignees

No one—[assign yourself](#)

Labels

None yet

Projects

None yet



incident APP 5:31 PM

📢 Person from [Redacted](#) submitted MCP feedback

I'm an engineer at a large company (thousands of open incidents at any given time). I wanted to use `incident_list` to find the incidents I'm personally involved in – incidents where I am the lead, a responder, or otherwise assigned a role – so I could triage my own workload without wading through everyone else's.

person@redacted.com · Desktop app

1

5 replies Last reply 17 days ago



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New opportunities

Work that would not have happened before

Refactors

Large-scale across the codebase refactors for style or architecture.

With 50 engineers working in the same codebase, a week of structural refactors would die under merge conflicts.

Complex breadth

Integrations across many tools with complex technical requirements would require too much effort for initial build and maintenance.

AI is perfect for this.



New technologies

Building products with technologies unknown to the team would be costly to start, and an initial MVP would be low quality.

Senior engineers can leverage expertise in other technologies to become productive much quicker.

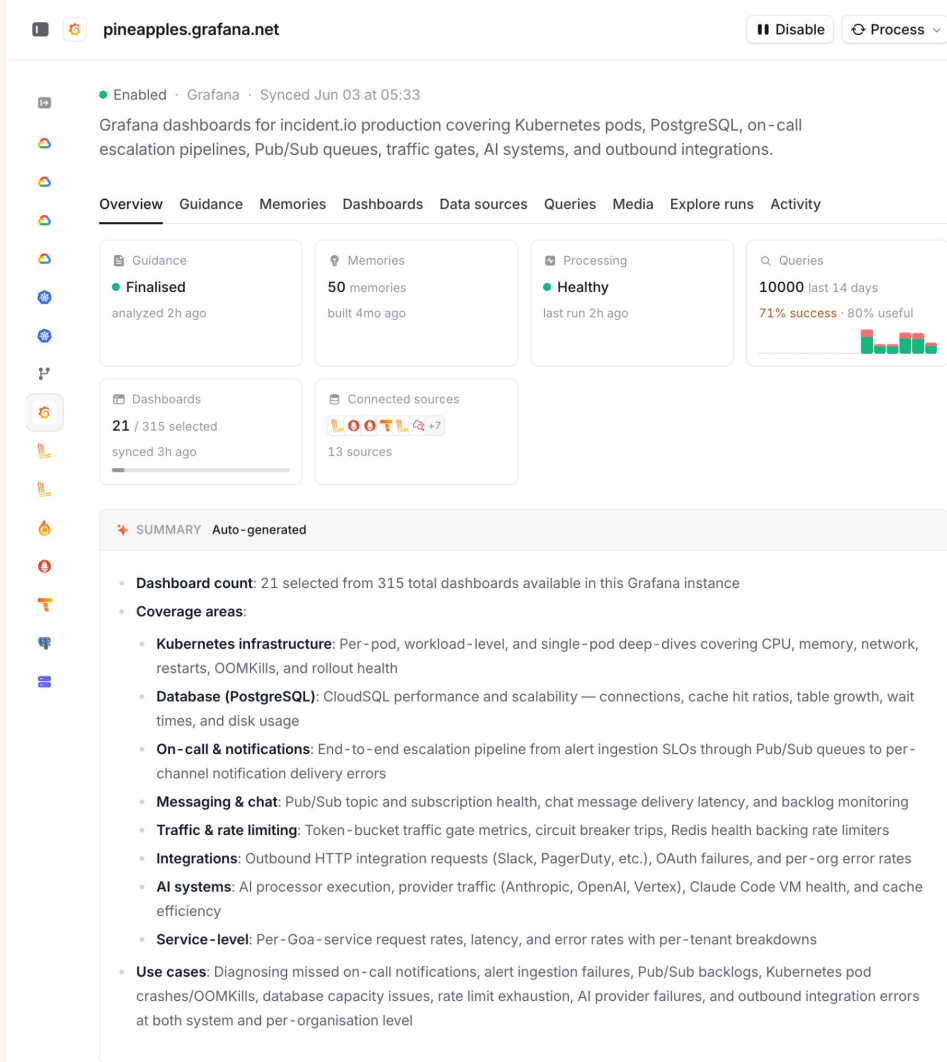
New opportunities

Complex breadth

We build things now that would have been too ambitious before.

Our product needs to connect to 25+ telemetry datasources to query logs, metrics, traces, SQL, kubernetes, etc.

Very technical implementations. Historically 2+ weeks for a human team to build, now AI can build a high-quality MVP in a couple of hours.



pineapples.grafana.net

Enabled · Grafana · Synced Jun 03 at 05:33

Grafana dashboards for incident.io production covering Kubernetes pods, PostgreSQL, on-call escalation pipelines, Pub/Sub queues, traffic gates, AI systems, and outbound integrations.

Overview Guidance Memories Dashboards Data sources Queries Media Explore runs Activity

Guidance
● Finalised
analyzed 2h ago

Memories
50 memories
built 4mo ago

Processing
● Healthy
last run 2h ago

Queries
10000 last 14 days
71% success · 80% useful

Dashboards
21 / 315 selected
synced 3h ago

Connected sources
13 sources

SUMMARY Auto-generated

- **Dashboard count:** 21 selected from 315 total dashboards available in this Grafana instance
- **Coverage areas:**
 - **Kubernetes infrastructure:** Per-pod, workload-level, and single-pod deep-dives covering CPU, memory, network, restarts, OOMKills, and rollout health
 - **Database (PostgreSQL):** CloudSQL performance and scalability — connections, cache hit ratios, table growth, wait times, and disk usage
 - **On-call & notifications:** End-to-end escalation pipeline from alert ingestion SLOs through Pub/Sub queues to per-channel notification delivery errors
 - **Messaging & chat:** Pub/Sub topic and subscription health, chat message delivery latency, and backlog monitoring
 - **Traffic & rate limiting:** Token-bucket traffic gate metrics, circuit breaker trips, Redis health backing rate limiters
 - **Integrations:** Outbound HTTP integration requests (Slack, PagerDuty, etc.), OAuth failures, and per-org error rates
 - **AI systems:** AI processor execution, provider traffic (Anthropic, OpenAI, Vertex), Claude Code VM health, and cache efficiency
 - **Service-level:** Per-Goa-service request rates, latency, and error rates with per-tenant breakdowns
- **Use cases:** Diagnosing missed on-call notifications, alert ingestion failures, Pub/Sub backlogs, Kubernetes pod crashes/OOMKills, database capacity issues, rate limit exhaustion, AI provider failures, and outbound integration errors at both system and per-organisation level

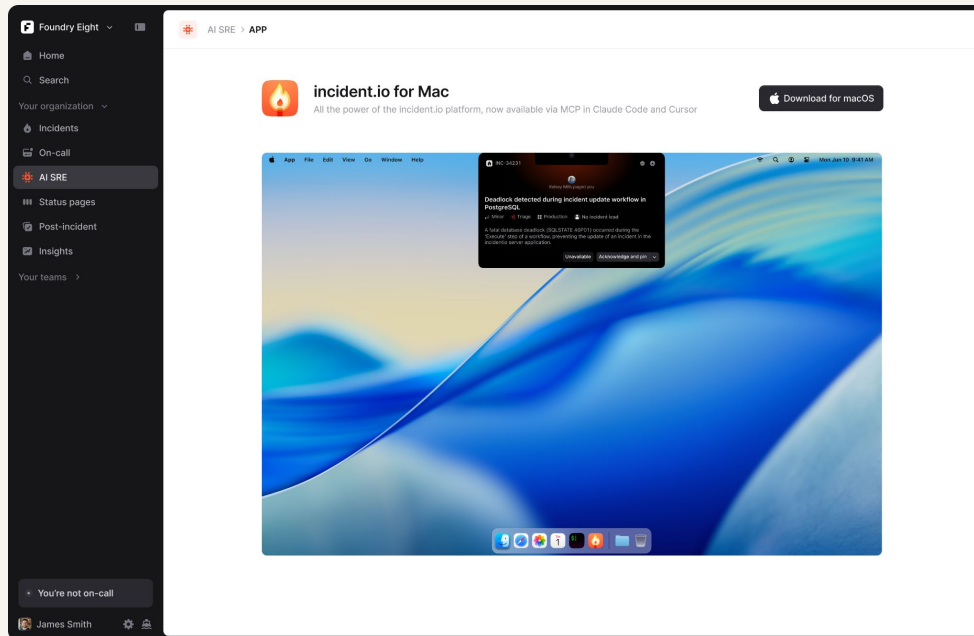
New opportunities

New technologies

We had no Swift engineers at incident, but built and shipped a Mac OS X app in 4 weeks.

Includes security hardening, design polish, integration support for various AI tools.

Feedback from customers has been great. We wouldn't have tried this before!



It's really worthwhile,
but nothing happens
by accident.

Takeaways

How to adopt AI sustainably

01

Social problem

Adopting AI is a social problem, you should treat it like one.

Identify early adopters, help them help others.

02

Make codebase legible

An 'expert' engineer in your codebase with no knowledge of your org would produce bad outcomes.

Document everything so AI can understand it.

03

Agents need verification

Background agents like Cursor are a huge productivity unlock, but only if you invest.

They need an environment to fully verify their changes before you'll see them take off.

04

AI expertise is transferable

Teams building AI products are likely experts at using AI tools, too.

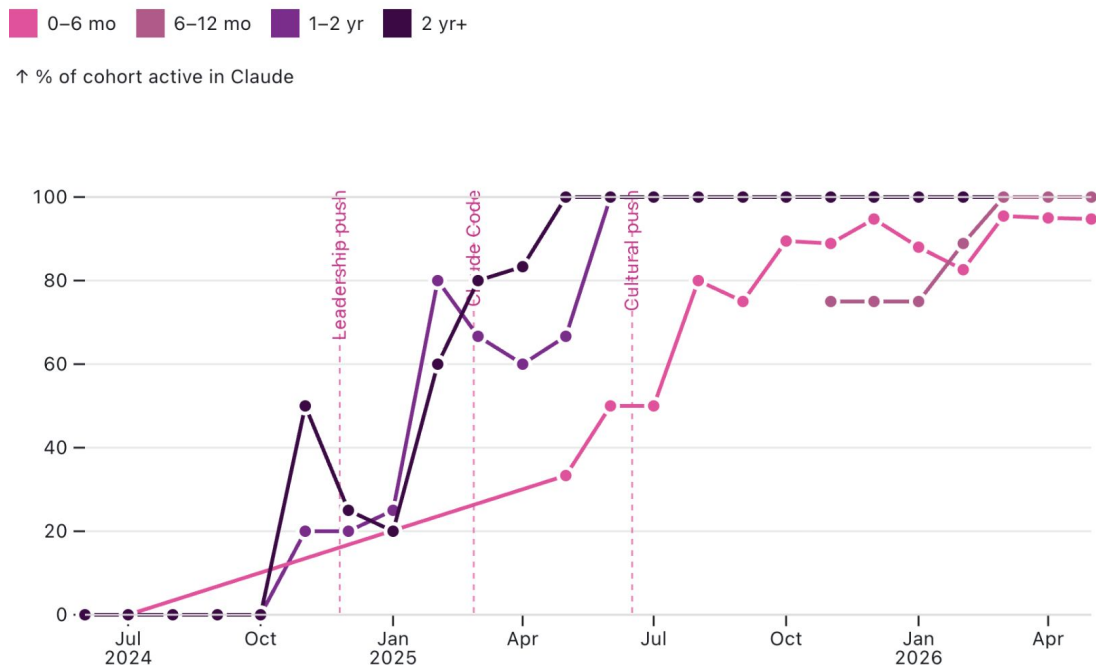
Figure out how to leverage that to faster upskill your org.

Adoption

Adoption rose, but unevenly

Despite all these attempts adoption was still uneven, and as new people joined, it subsided.

So what got us to 100%?



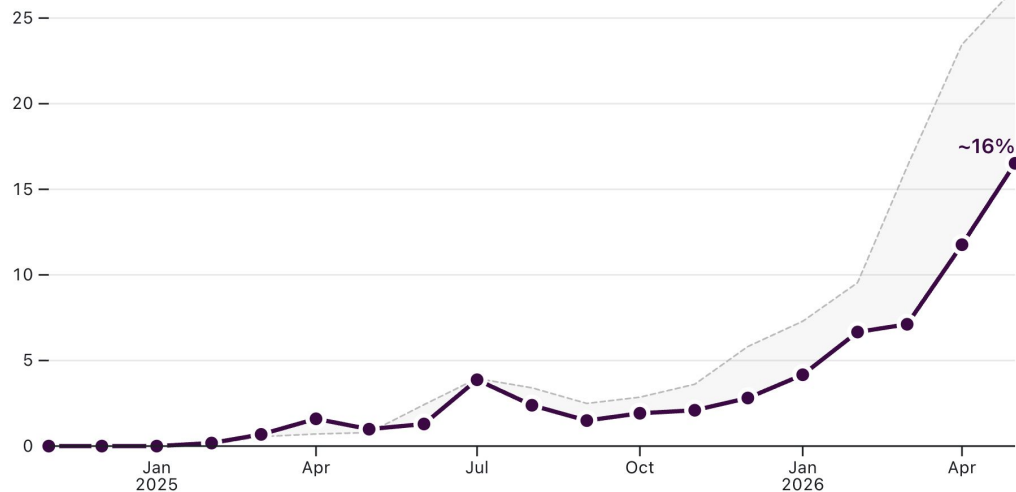
Impact

Spending ~sixth of an engineer's cost

What we pay for Claude lands at ~16% of one engineer's salary for feature development work (the dashed line).

↑ AI spend as % of one salary

raw all-in (incl. AI-team analysis)



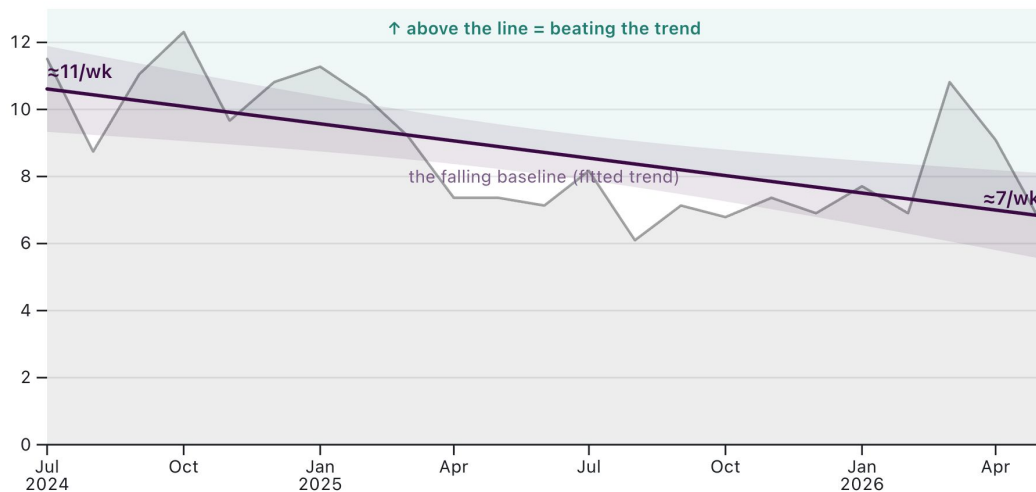
Impact

Per-engineer throughput *falls* as we scale

As the team ~2x'd, the median engineer PRs/week decreased: ~11 → ~7.

We expect this, and take it into account with our analysis.

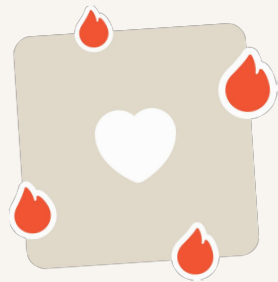
↑ Median PRs / week (active ICs)



Master Deck Template

Optional eyebrow

Cover



Subsection title 1 highlight

Section title goes here

Subsection title 1

highlight

Image slides

Optional eyebrow

Aim to keep your titles short

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.

Optional eyebrow

Aim to keep your titles short

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Aim to keep your titles short

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Short description

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Short description

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Short description

Optional eyebrow

Aim to keep your titles short

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 A short bullet goes here, max one line

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Aim to keep your titles short



Subtitle here

Description goes here, maximum three lines for each



Subtitle here

Description goes here, maximum three lines for each



Subtitle here

Description goes here, maximum three lines for each

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This layout supports a maximum of two lines of text in the headline

Text-only slides

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Aim to keep your titles short

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Aim to keep your titles short

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.

Cards slides

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Subtitle here

Use this layout to highlight two core points clearly and effectively.



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Aim to keep your titles at one line max



Subtitle here

Use this layout to break key ideas into three clear points.



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Use this layout to break key ideas into four clear points.

Aim to keep your titles at one line max



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Optional eyebrow

Aim to keep your titles at one line max

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Optional eyebrow

Aim to keep your titles at one line max



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Optional eyebrow

Aim to keep your titles at one line max

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Optional eyebrow

Aim to keep your titles short

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.



Subtitle here



Subtitle here



Subtitle here



Subtitle here

Optional eyebrow

Aim to keep your titles short

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.



Add a description
with four lines
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Add a description
with four lines
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Optional eyebrow

Aim to keep your titles at one line max



Add a description with three lines
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Aim to keep your titles at one line max

Subtitle here

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Subtitle here

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Subtitle here

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.

Optional eyebrow

Aim to keep your titles at one line max

01

Subtitle here

Use this layout to highlight three core points clearly and effectively.

02

Subtitle here

Use this layout to highlight three core points clearly and effectively.

03

Subtitle here

Use this layout to highlight three core points clearly and effectively.

Aim to keep your titles at one line max

01

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03

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Optional eyebrow

Aim to keep your titles at one line max

01

Subtitle here

Use this layout to break key ideas into four clear points.

02

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Use this layout to break key ideas into four clear points.

03

Subtitle here

Use this layout to break key ideas into four clear points.

04

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Use this layout to break key ideas into four clear points.

Optional eyebrow

Aim to keep your titles at one line max

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Optional eyebrow

Aim to keep your titles at one line max

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Optional eyebrow

Aim to keep your titles short

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.

01

Add a description with four lines maximum here

02

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03

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04

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Optional eyebrow

Aim to keep your titles short

This is where you can dive into the details. Keep things as simple and casual as possible, but don't shy away from specifics if needed.

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Optional eyebrow

Aim to keep your titles at one line max

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Optional eyebrow

Aim to keep your titles at one line max

Subtitle here

Keep these descriptions maximum three lines long

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Quotes

Optional eyebrow

“Include a quote from a happy customer. **Alarmalade** can be used to highlight certain parts.”

Full name

Title, Company

Optional eyebrow

“Include a quote from a happy customer.
Alarmalade can be used to highlight solutions.”

Aim to keep your titles at one line max

Subtitle here

“Replace this text with a short, impactful quote that highlights the core idea. Keep it clear, relevant, and easy to remember.”

Full name

Title, Company

Subtitle here

“Replace this text with a short, impactful quote that highlights the core idea. Keep it clear, relevant, and easy to remember.”

Full name

Title, Company

List

Optional eyebrow

Aim to keep your titles
short

1. Content 1
2. Content 2
3. Content 3
4. Content 4
5. Content 5
6. Content 6
7. Content 7
8. Content 8

Optional eyebrow

Aim to keep your titles
short

1. Content Highlight
2. Content 2
3. Content 3
4. Content 4
5. Content 5
6. Content 6
7. Content 7
8. Content 8

Aim to keep your titles at one line max



Aim to keep your titles at two lines

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Aim to keep your titles short

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Optional eyebrow

Aim to keep your titles short

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Section title goes here

Stats

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Section title goes here

People

Optional eyebrow

Aim to keep your titles
short

Full name
Title, Company

Optional eyebrow

Aim to keep your titles short

Full name
Title, Company

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Optional eyebrow

Aim to keep your titles at one line max

Tables

Optional eyebrow

Aim to keep your titles at one line max

Month/Week

Subtitle

This is where you can dive into the details. Keep things as simple and casual as possible

Month/Week

Subtitle

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Optional eyebrow

Aim to keep your titles at one line max

Month/Week

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Optional eyebrow

We aim to provide enough structure for a great outcome, while staying flexible to your needs.

Week	Week 2	Week 3	Week 4
Kickoff	Configure	Rollout	Review
Define success metrics, rollout phases, and go-live dates.	Fine-tune core settings, integrations, and workflows. Train key teams on incident.io. Run test incidents and share feedback.	Roll out incident.io within your priority teams for rapid-turnaround development.	Review rollout status and start mid-term planning. Share key insights and feedback in a meeting.

Optional eyebrow

Aim to keep your titles at two line max

Month/Week

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Optional eyebrow

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Month/Week

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Month/Week

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Optional eyebrow

Aim to keep your titles at one line max

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Optional eyebrow

Aim to keep your titles at one line max

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Aim to keep your titles at one line max

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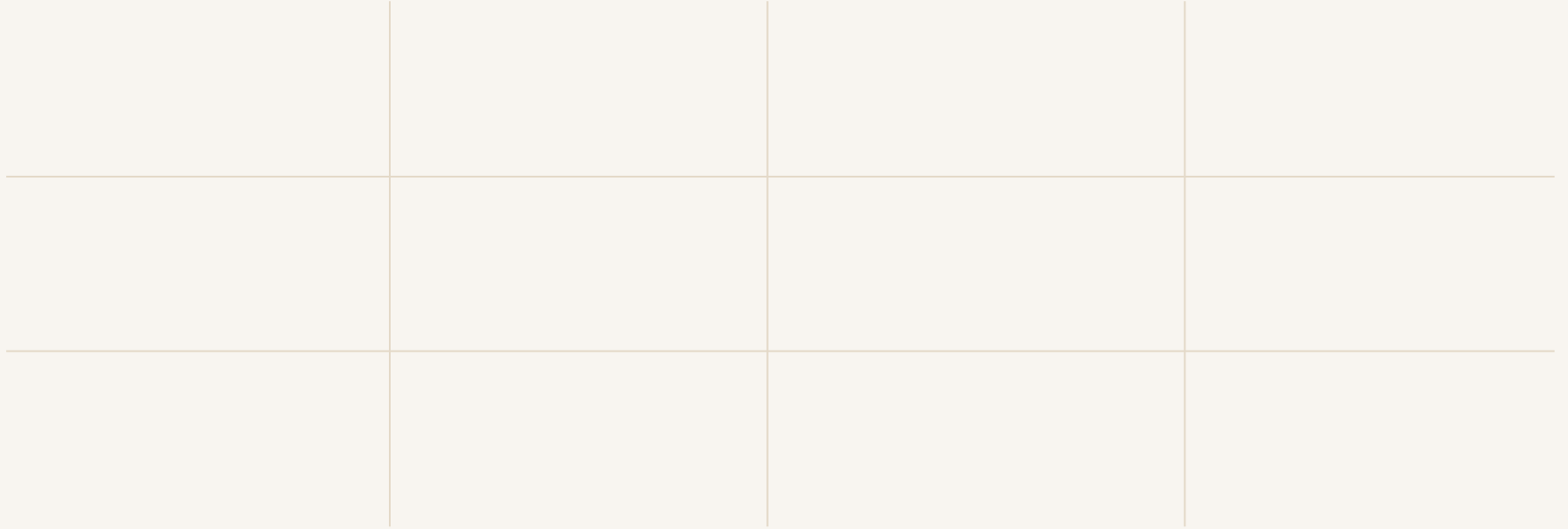
Optional eyebrow

Aim to keep your titles at one line max

Title here	Title here	Title here	Title here
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Merged cells example			
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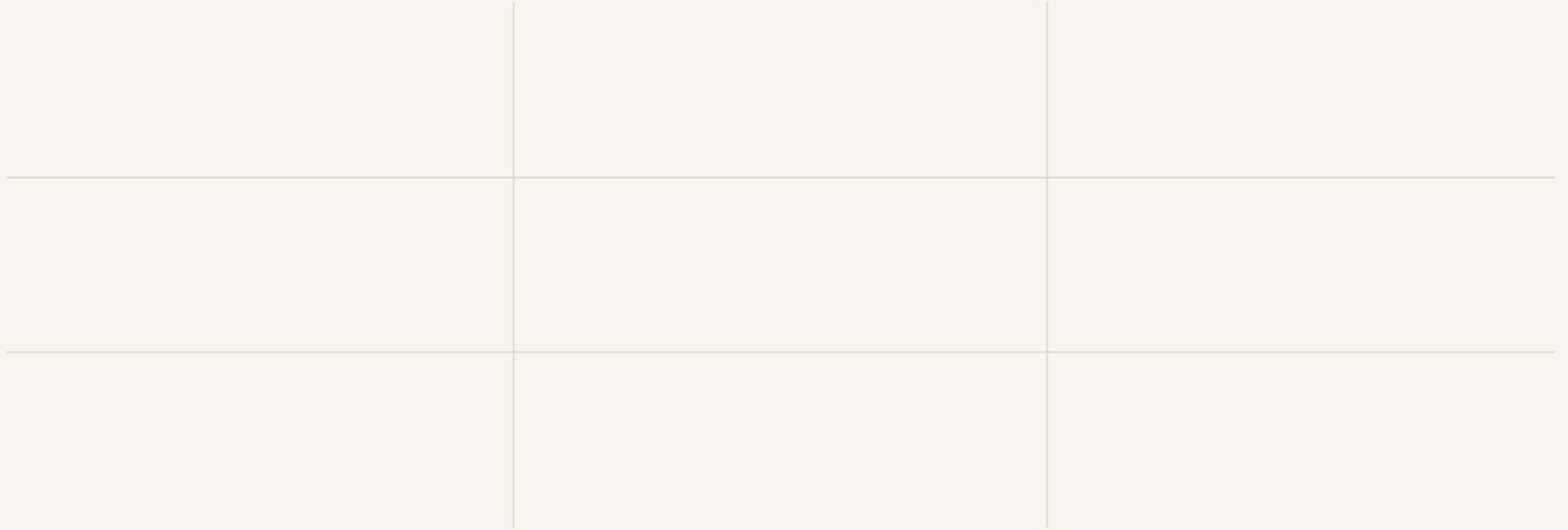
Optional eyebrow

Aim to keep your titles at one line max



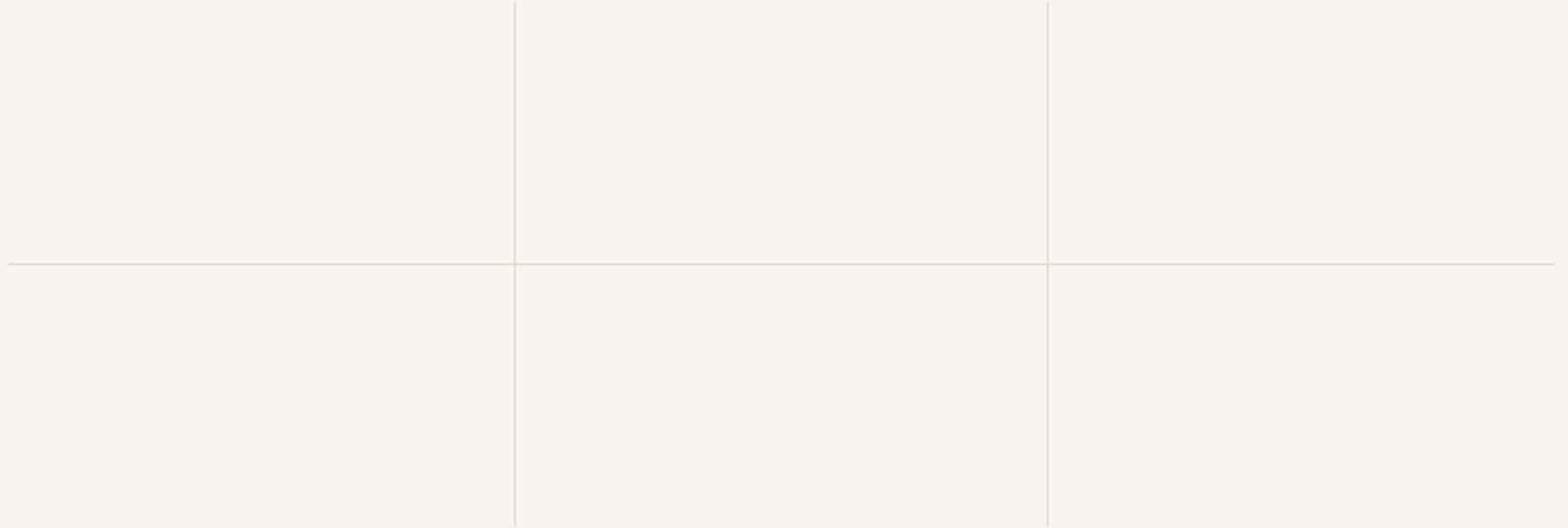
Optional eyebrow

Aim to keep your titles at one line max



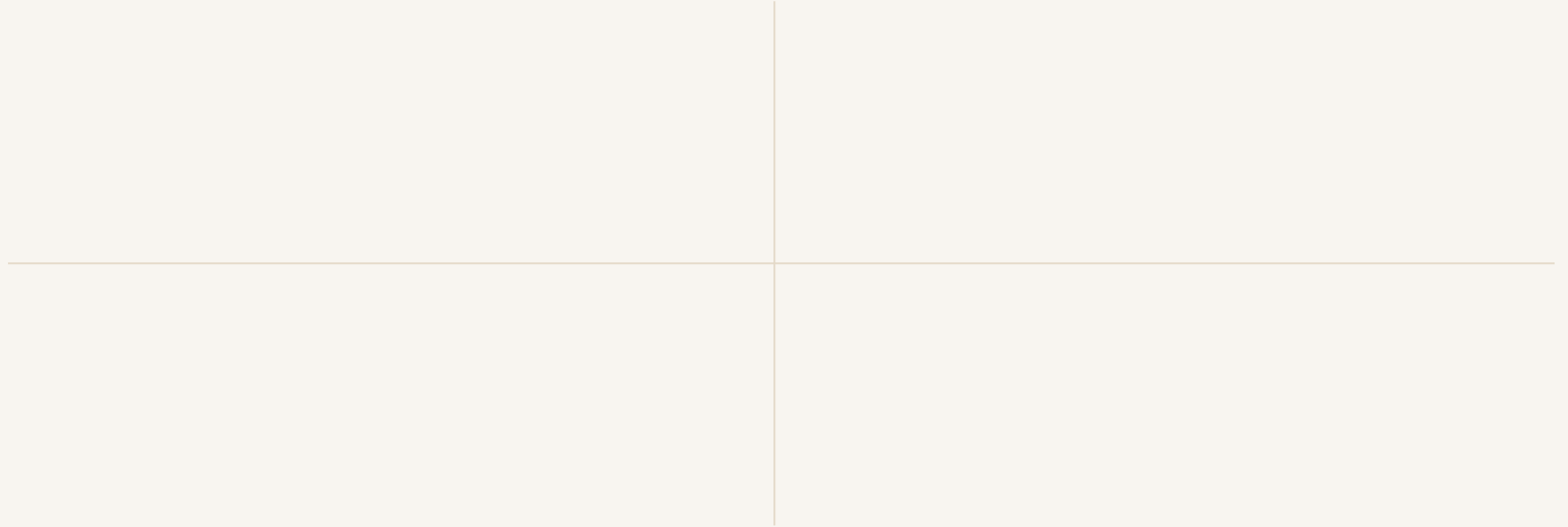
Optional eyebrow

Aim to keep your titles at one line max



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