

Agile + DevOps **EAST**

A TECHWELL EVENT

AT26

Agile Practices

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Agile Metrics: Let NUM8ERS Tell the Story

Presented by:

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Jagdish Karira

Jagdish Karira leads an agile and DevOps transformation services practice at one of the leading consulting companies. Jagdish is innovative, result-oriented, and pragmatic, as well as a Scaled Agile Framework (SAFe) Program Consultant (SPC4), SAFe DevOps Practitioner (SDP 4.6), and ICAgile Practitioner. He has led business and IT transformations for major global corporations in a variety of industries, including sports, media, entertainment, health care, financial services, manufacturing, energy, security, telecommunication, logistics, automotive, and transportation.



AGILE METRICS: LET NUMBERS TELL THE STORY

JAGDISH KARIRA

WHY METRICS (NUMBERS)?



“What gets measured, gets managed.”
Peter Drucker

WHY METRICS (NUMBERS)?

“Measurement is the first step that leads to control and eventually to improvement. If you can’t measure something, you can’t understand it. If you can’t understand it, you can’t control it. If you can’t control it, you can’t improve it.”
— *H. James Harrington*



WHY METRICS (NUMBERS)?

**WHAT GETS
MEASURED GETS
DONE.**

Tom Peters



WHY METRICS (NUMBERS)?

WE CANNOT IMPROVE,

WHAT WE CANNOT MEASURE!

**WE CAN IMPROVE WHAT WE CAN
MEASURE!**

@JagdishKarira

VANITY METRICS - HOW DO WE IDENTIFY?

- Number of “hits” for the website
- one million downloads
- 10 million registered users
- 200 million tweets per day
- Billions & billions served
- What business decision can we make with the metric?
- What can we do to intentionally reproduce the result?
- Is the data connected to desired outcomes?

WHY METRICS (NUMBERS)? ODIM FRAMEWORK



DELIVERY METRICS

Productivity

- Throughput
- Epic & Release Burndown
- Feature Cycle Time

Predictability

- Lead Time
- Work in Progress (WIP)
- Cycle Time

Responsiveness

- Queues
- Scope Changes
- Cumulative Flow Diagrams

Quality

- Cyclomatic Complexity
- Escaped Defects
- Code Coverage

TRANSFORMATIVE METRICS

Culture

- Net Promoter Score (NPS)

Behavior

- Teamwork
- Shared Ownership

Engagement

- Gallup Q12 Surveys
- HR Statistics

Satisfaction

- Happiness
- Morale

DEVOPS METRICS

Lead time

- Time-to-Market

Deployment frequency

- Release Net Promoter Score

Failure rate

- Failed Deployments

Time to restore

- Mean time to detection
- Mean time to recovery

METRICS (NUM8ERS) - POWER

**WITH POWER
COMES RESPONSIBILITY.**



TAKEAWAYS

- **Start with desired outcomes**
- **Measure specific outcomes**
- **Measure using automation**
- **Better measurements, better insights, better decisions, better outcomes**
- **Let us continue the conversation**
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