Agile Dev
Better Software
DevOps WEST

A TECHWELL EVENT

AT7

Agile Leadership
Thursday, June 7th, 2018, 1:30 PM

Things Are Broken: A Case Study In Moving Too Fast

Presented by:

Chris Murman

SolutionsIQ an Accenture Company

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TECHWELL™

Chris Murman

SolutionsIQ an Accenture Company

Chris Murman's first job out out of college was the weekend sports anchor at an NBC affiliate. If he had only known what was in store! Interestingly enough, he still loves telling the stories of others every day. Each interaction is an opportunity to learn what made you unique and understand where you came from. If we got to know each other more on a personal level, it would make the tough conversations easier to have. You can read more of his work at chrismurman.com and on the Agile Uprising podcast. Come tell him your story!

@chrismurman

THINGS ARE BROKEN

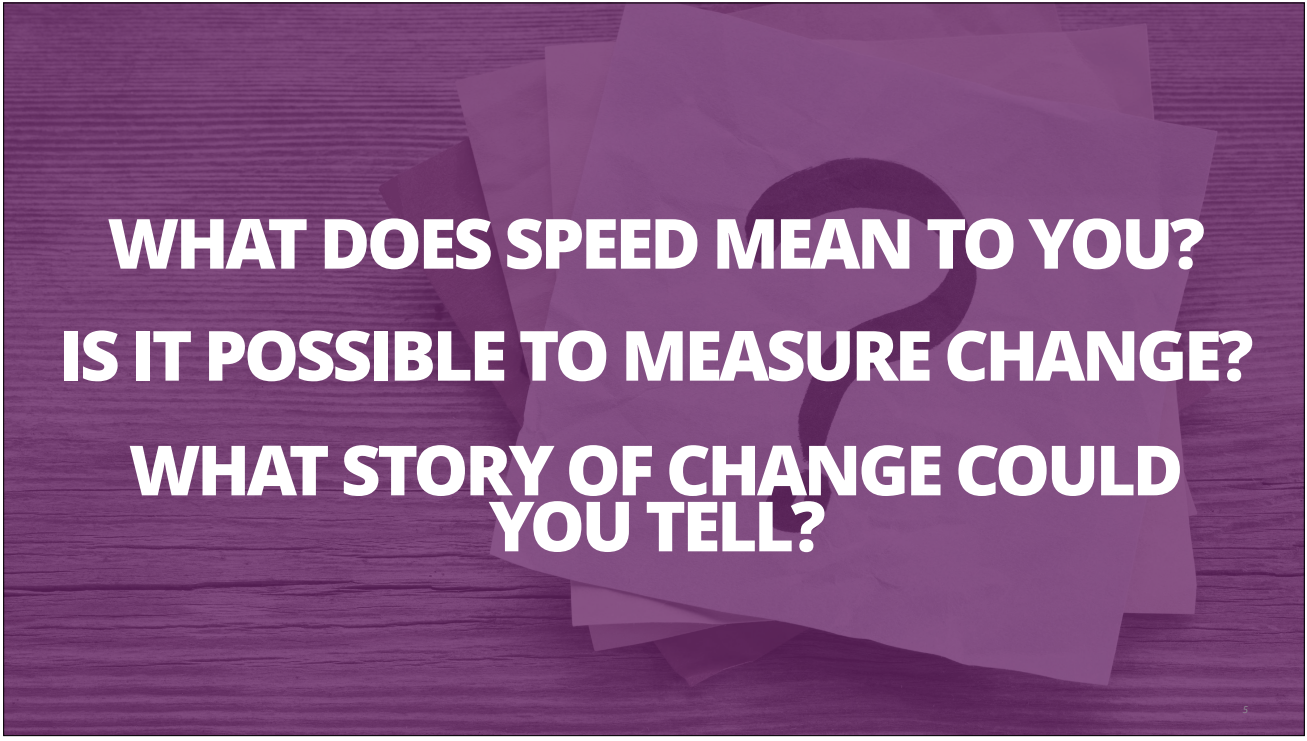*A case study in moving toooooooo fast*

WHO AM I?

Maker

Sales

Scrum Master

Copywriter

Batman

Product Manager

Blogger

Author

BA

Tester

CSPO

Coach

CSM

SolutionsIQ®

Mobile Evangelist

Graphic Designer

Twitter Addict

Product Owner

Quality Analist

Agile Champion

Father

Change Agent

PM Lead

CSP

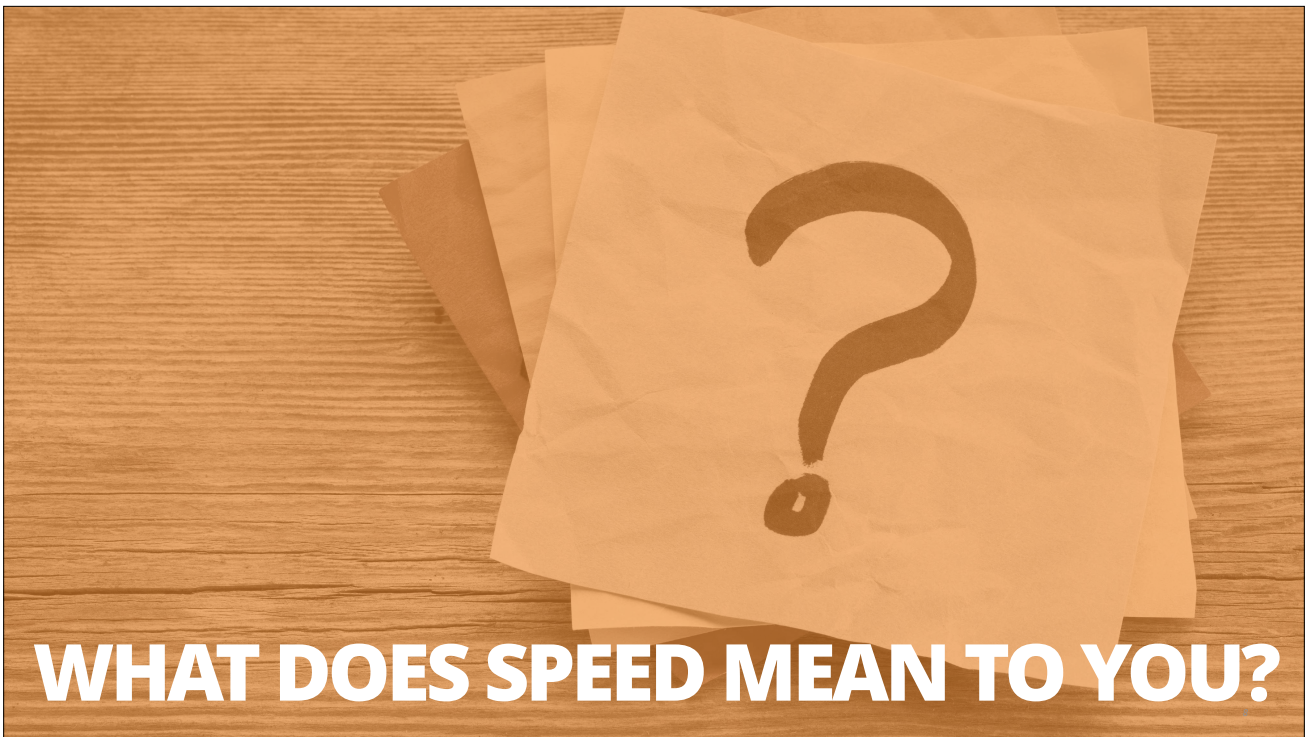Sports Anchor

TEXAS SENDS ITS LOVE...

NOW THAT'S A SANDWICH

WHAT DOES SPEED MEAN TO YOU?

IS IT POSSIBLE TO MEASURE CHANGE?

WHAT STORY OF CHANGE COULD YOU TELL?

"THE SHIFT WE'RE FACING IS THAT THE EXPECTATION ISN'T SPEED, IT'S NOW BECOME MORE LIKE THE ACCELERATION OF IT."

- Seth Godin

SPEED!

WHAT DOES SPEED MEAN TO YOU?

THE CHALLENGE

INTERVIEWS

Teams often are unable to commit to deliverable timelines because of what they described as, "an unusual amount of uncertainty and delays".

Project Management needs a deeper understanding of progress and issues during an implementation.

Teams felt they never ended a day working on what they intended to at the start.

SCRUM!

"A TRANSPARENCY SYSTEM IS DESIGNED TO ALLOW PEOPLE TO IMPROVE THE QUALITY OF DECISIONS THEY MAKE IN SOME WAY, SHAPE OR FORM."

– Archon Fung, professor at Harvard University's John F. Kennedy School of Government

THE SURVEY

Rate 5 Items:

- **Satisfaction**
- **Team Productivity**
- **Communication**
- **Personal Productivity**
- **Quality**

HOW WOULD YOU MEASURE GROWTH?

SOME GOOD STUFF...

Sprints are beginning to make more sense.

Having the board makes it a lot easier to get things done.

If someone has bandwidth to help out another release, it is easy to just check the board and see where you can help another team member.

More progress made than expected.

The process seems like it will work well when we follow it.

I think our PM asked pertinent and direct questions during stand-up to get everyone on the same page.

Sprints 1-5:

Satisfaction: 6.7

Team productivity: 7.7

Communication: 7.25

Personal productivity: 7.6

Quality: 7.1

SOME BAD...

Rushing through tasks because of tight deadlines are effecting the overall quality of our product.

More time needs to be spent on regression and bug fixes.

I'd say no real change in quality of work.

In some cases we were more likely to give up on an issue that was going to take too long, or put off to the next release due to the time crunch.

I don't feel like very much went out. What we did looks alright.

CONTEXT SWITCHING

HURRY UP AND WAIT

EVER FEEL LIKE THIS?!?

PIVOT!

Sprints 1-5:

Satisfaction: 6.7
Team productivity: 7.7
Communication: 7.25
Personal productivity: 7.6
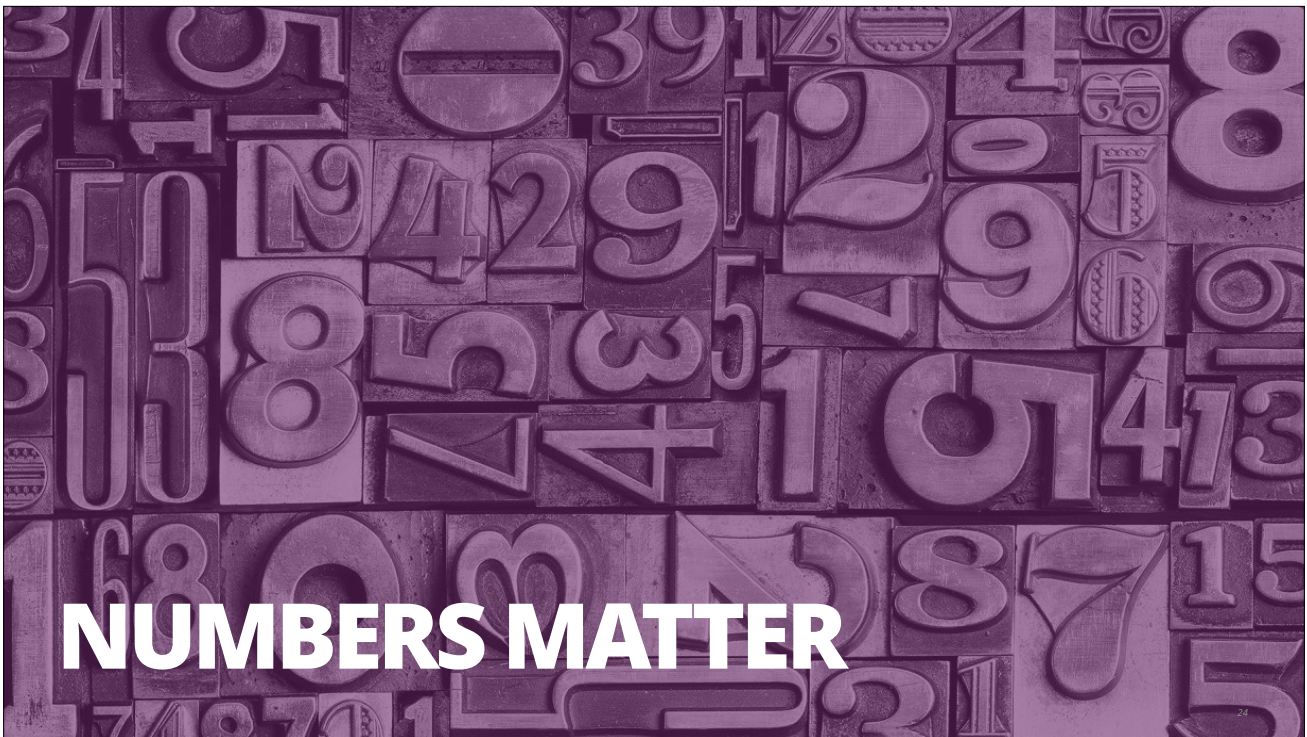Quality: 7.1

Sprints 6-10:

Satisfaction: 7.3
Team productivity: 7.8
Communication: 7.6
Personal productivity: 7.9
Quality: 7.6

NUMBERS MATTER

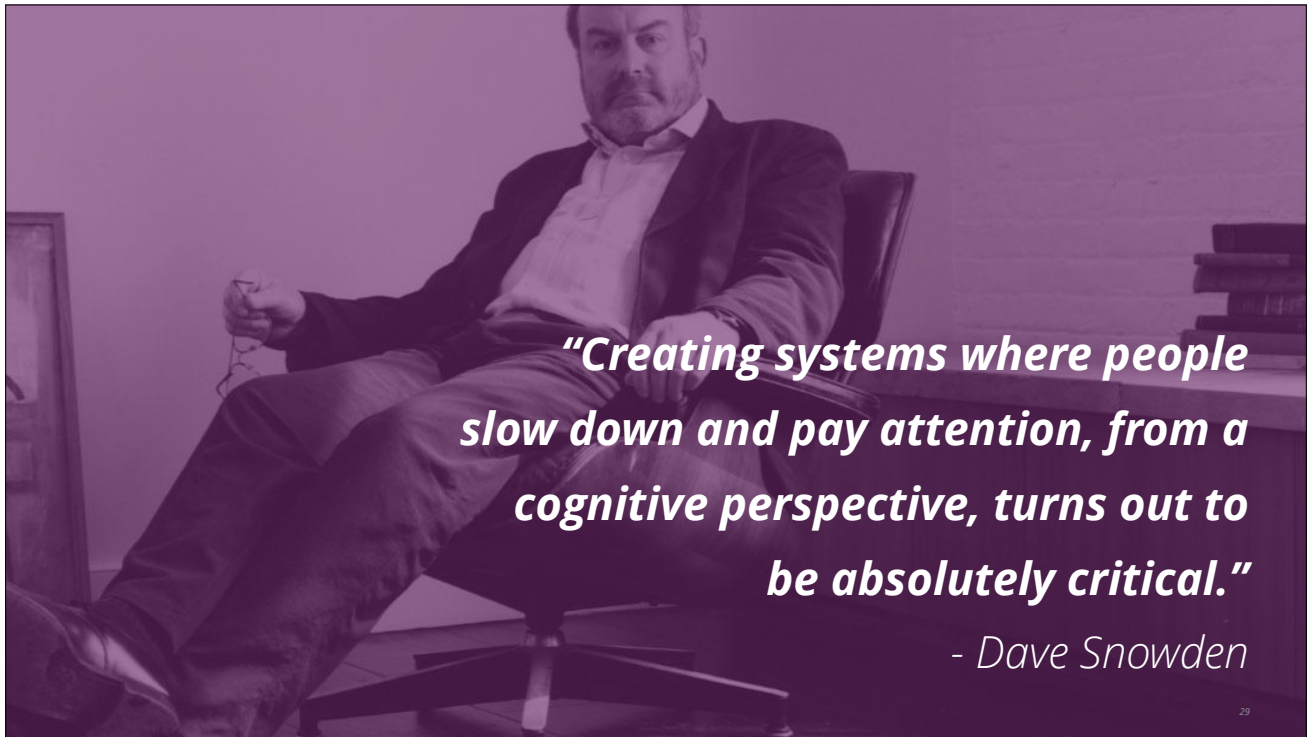*"Without data, you're just another person with an opinion."*

- W. Edwards Deming

IT DOESN'T TAKE MUCH

"Seemingly small choices and small actions add up over time."
- Rebecca MacKinnon

MOVING TOO FAST

"Creating systems where people slow down and pay attention, from a cognitive perspective, turns out to be absolutely critical."

- Dave Snowden

"THERE'S NOT AN ABSOLUTE SPEED, A CORRECT VELOCITY, A POSTED LIMIT OR MINIMUM FOR ALL OF US. IT'S RELATIVE."

- Seth Godin

DO YOU HAVE STORIES THAT NEED TELLING?

THANK YOU!!!

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