Tools and techniques to shift the conversation from "what" to "why"

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Engagement Lead
May 9, 2019

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Agile Coach
May 9, 2019
Agilista for over a decade
Lead IBM’s European Agile Centre of Competency
Engagement Lead at Red Hat Open Innovation Labs
Active contributor to Outcomes Delivery community
Leading residency style engagements with customers
WHO ARE WE?

Matt Takane

- Consultant for over a decade
- Agile Coach for over 5 years
- Prior roles included Test Manager, Scrum Master, Release Train Engineer, trainer
- Co-manager of the Agile and DevOps Community of Practice at Red Hat
- Passionate about leading by example and iteratively improving

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WHO ARE WE?

Matt Takane

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3 SHORT STORIES...
2nd story
<table>
<thead>
<tr>
<th>Total lead time from idea to first delivery to users</th>
<th>Prioritized bug</th>
<th>Functionality done confirmation</th>
<th>Critical bug fix</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Way of Working 7 weeks</td>
<td>New Way of Working 3 weeks</td>
<td>New Way of Working 4,5 Hours</td>
<td>New Way of Working 30 min</td>
</tr>
<tr>
<td>Improvement 31 weeks reduction 5,4x faster</td>
<td>Improvement 20 weeks reduction 7,6x faster</td>
<td>Improvement 155 hours reduction 34x faster</td>
<td>Improvement 9,5 hours reduction 20x faster</td>
</tr>
</tbody>
</table>

#redhat #rhsummit
3rd story
LOTS OF PRACTICES
OUTCOMES
EXAMPLES
The Open Practice Library is a community-driven repository of practices and tools. These are shared by people currently using them day-to-day for people looking to be inspired with new ideas and experience.
GREAT RESOURCES

MOBIUS OUTCOME DELIVERY COMMUNITY
http://outcomedelivery.com/

OPEN PRACTICE LIBRARY
https://openpracticelibrary.com/

RED HAT OPEN INNOVATION LABS
http://www.red.ht/labs

RED HAT VIDEOS
https://www.youtube.com/watch?v=N4mBIZq8MnQ
DISCOVERY SESSION THEATER

TUESDAY

7:45 - 8:30 PM - 4 ways to jump start an open source & agile automation culture

WEDNESDAY

10:15-11:00 AM - Day-in-the-Life: Designing Software for Open Innovation Labs

11:15-12:00 PM - How Volkswagen used microservices & automation to develop self-service solutions

12:15-1:00 PM - Container adoption at scale: Metrics-driven framework and other lessons learned

3:15-4:00 PM - The road to RHEL 8: Best practices for optimizing your operating system

4:15-5:00 PM - Adoptando RHEL 8: Las mejores practicas para optimizar tu Sistema Operativo

5:15-6:00 PM - A DevOps survival guide: Small changes lead to big results

6:15-7 PM - Digital Nudge: How automation, machine learning, A.I., and more shape our digital decisions

THURSDAY

10:45-11:30 AM - OpenShift DevSecOps: Making your enterprise more secure for tomorrow, today

11:45-12:30 PM - To the Edge and Beyond: Network Automation for Telecommunications

12:45-1:30 PM - People first, digital second: Using open principles to drive transformation at Heritage Bank

1:45-2:30 PM - Monoliths in OpenShift: Application onboarding strategies for containers

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THANK YOU

Please rate our session in the Red Hat Events App!
EXTRA SLIDES (IN CASE OF PHYSICAL ISSUES)
Discovery Loop -> Options Pivot -> Delivery Loop

Foundation
WHY & WHO
What is the problem to solve or idea to pursue?
Who are the target customers and what do they need?

OPTIONS
How will we deliver the outcomes?

DELIVER
Run experiments and deliver to customers

OUTCOMES
How will we measure the customer and business needs?

MEASURE & LEARN
Measure the impact and learn what we should do next

Foundation
CULTURE AND COLLABORATION

WHY & WHO
What is the problem to solve or idea to pursue?
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OPTIONS
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DELIVER
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TECHNICAL
KEY TAKEAWAYS

Lots of practices support each of the loops
KEY TAKEAWAYS

Lots of practices will help on each of the loops.

The “Options Pivot” helps determine if we should keep delivering or revisit / do more Discovery?
KEY TAKEAWAYS

Lots of practices will help on each of the loops

The “cross roads” - keep delivering or should we revisit / do more Discovery?

Outcomes drive everything!
KEY TAKEAWAYS

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The “cross roads” - keep delivering or should we revisit / do more Discovery?

Outcomes drive everything!

Be cautious if you keep going round Delivery circles!
KEY TAKEAWAYS

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The “cross roads” - keep delivering or should we revisit / do more Discovery?

Outcomes drive everything!

Be cautious if you keep going round Delivery circles!

The Foundation is needed to hold up the loops