



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

Tim Beattie  
Engagement Lead  
May 9, 2019

Matt Takane  
Agile Coach  
May 9, 2019

## WHO ARE WE?

### Tim Beattie

- **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**



[www.linkedin.com/in/tdbeattie](https://www.linkedin.com/in/tdbeattie)

@tdbeattie

## 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



[www.linkedin.com/in/matttakane](https://www.linkedin.com/in/matttakane)

@matt\_takane

## WHO ARE WE?



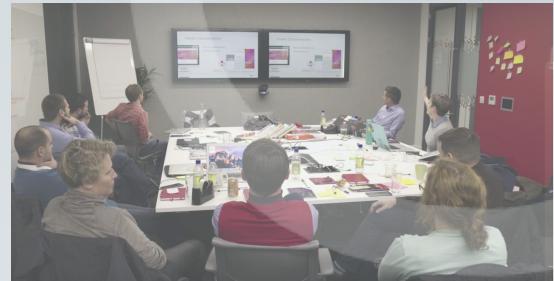
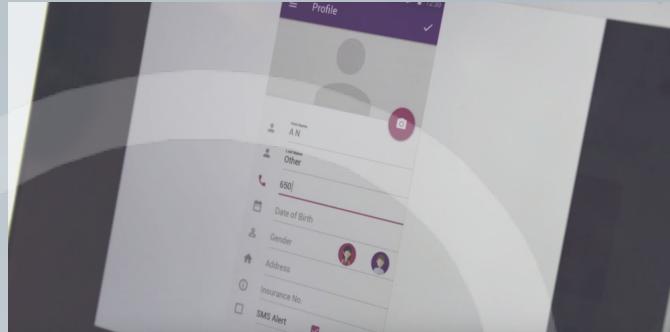
**Matt Takane**

[www.linkedin.com/in/matttakane](https://www.linkedin.com/in/matttakane)

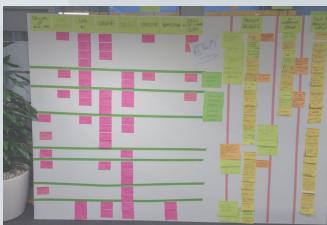
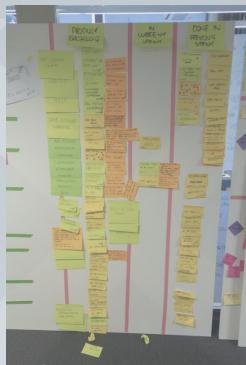
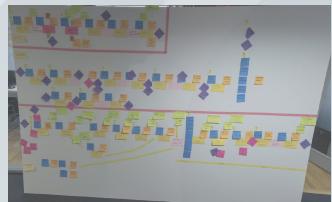
[@matt\\_takane](https://twitter.com/matt_takane)

# 3 SHORT STORIES...

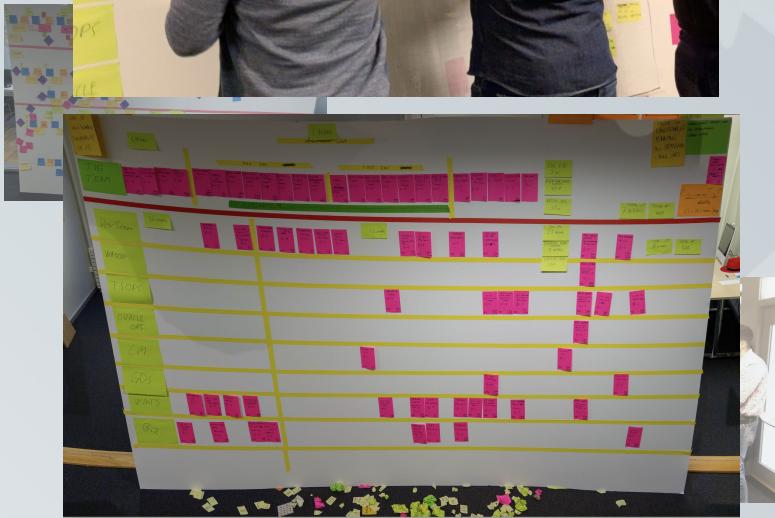
# 1st story



# 2nd story



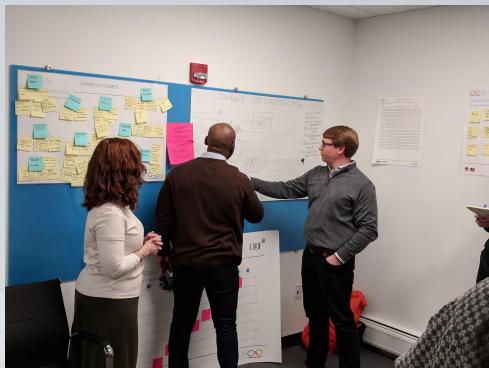
# 2nd story



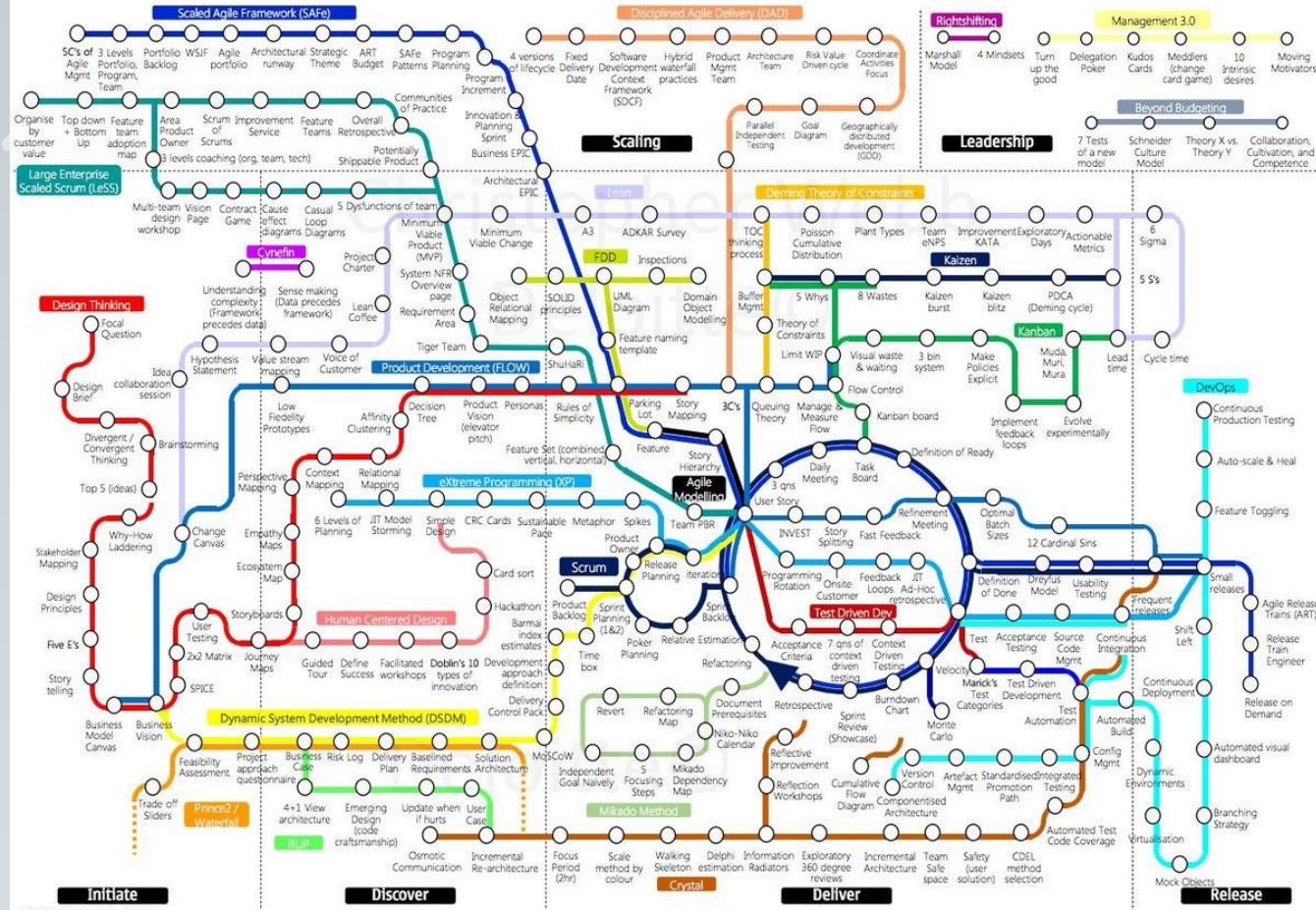
Total lead time from idea to first delivery to users	Prioritized bug	Functionality done confirmation	Critical bug fix
Current Way of Working <b>38 Weeks</b>	Current Way of Working <b>23 Weeks</b>	Current Way of Working <b>4 Weeks</b>	Current Way of Working <b>10 Hours</b>
New Way of Working <b>7 weeks</b>	New Way of Working <b>3 weeks</b>	New Way of Working <b>4,5 Hours</b>	New Way of Working <b>30 min</b>
Improvement <b>31 weeks reduction</b> <b>5,4x faster</b>	Improvement <b>20 weeks reduction</b> <b>7,6x faster</b>	Improvement <b>155 hours reduction</b> <b>34x faster</b>	Improvement <b>9,5 hours reduction</b> <b>20x faster</b>



# 3rd story

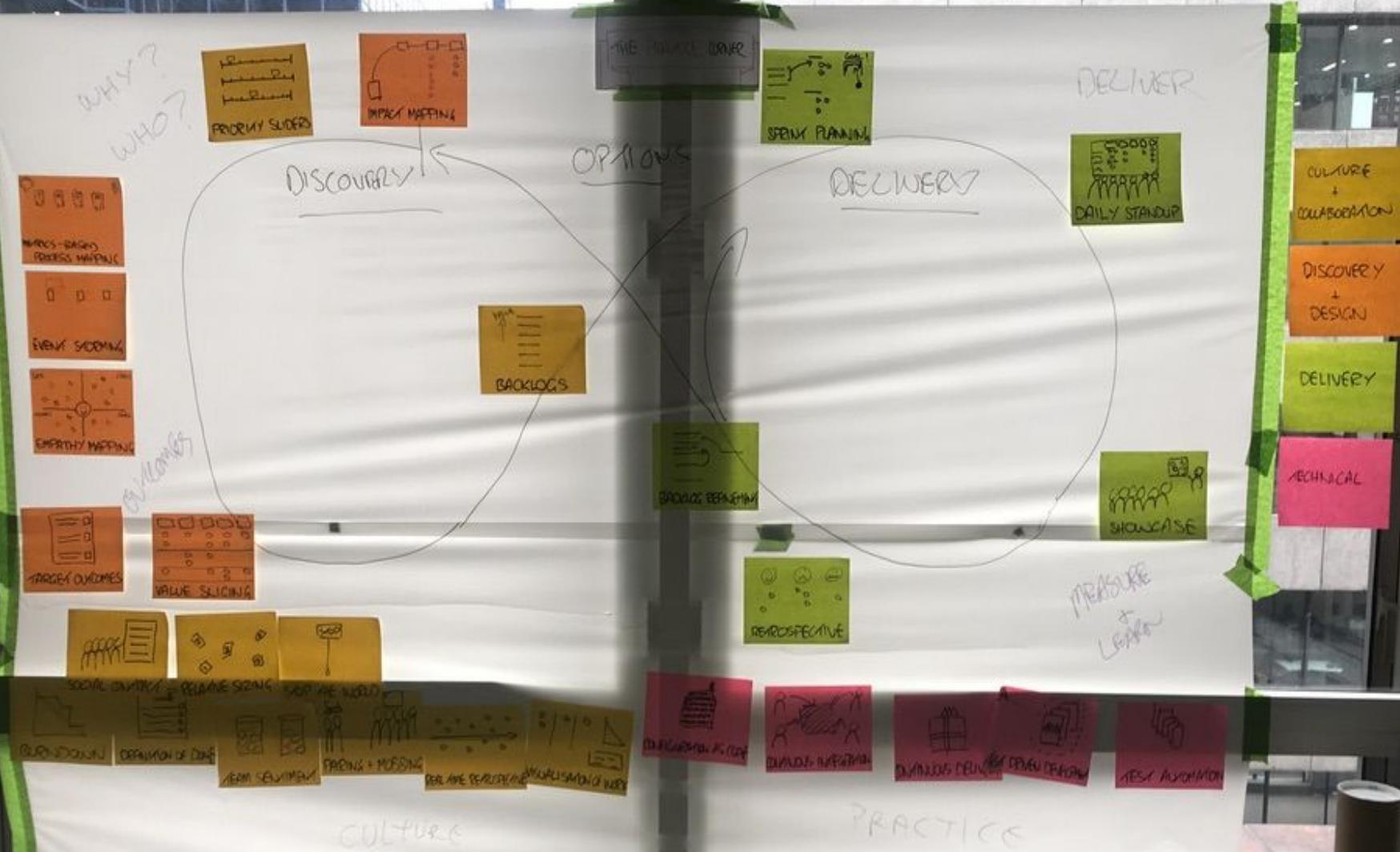


# LOTS OF PRACTICES

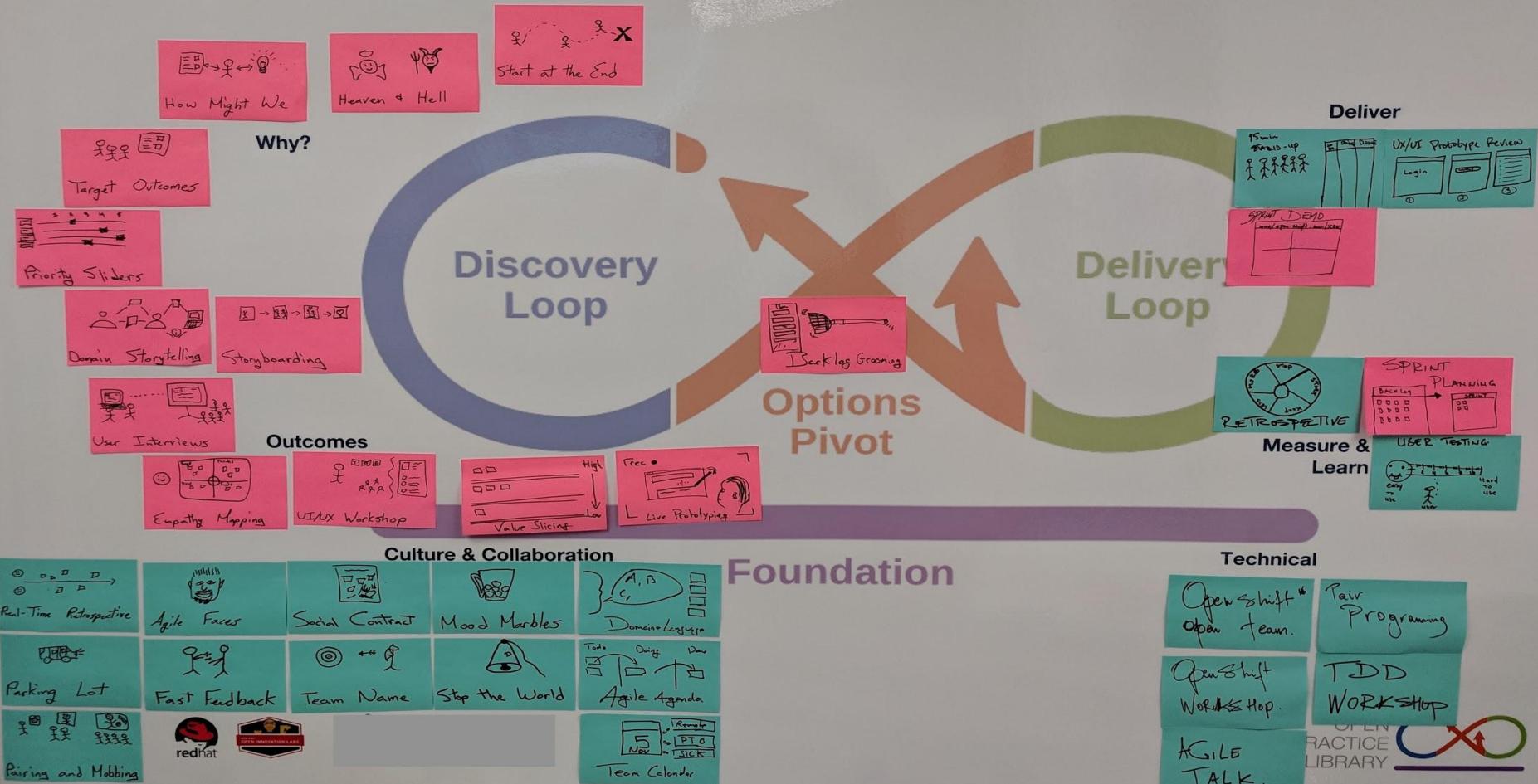


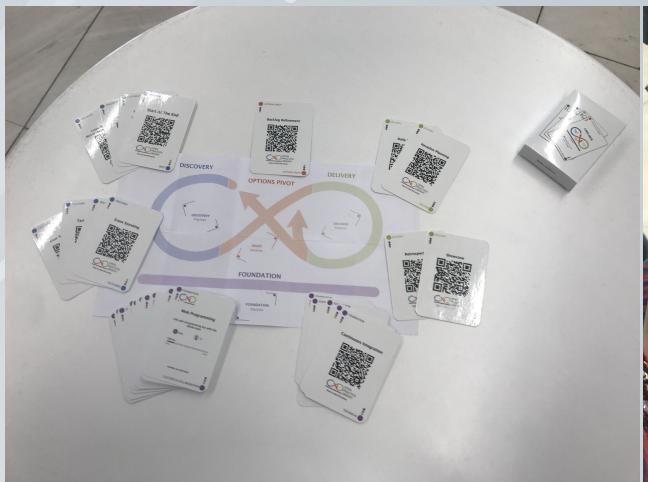
# OUTCOMES

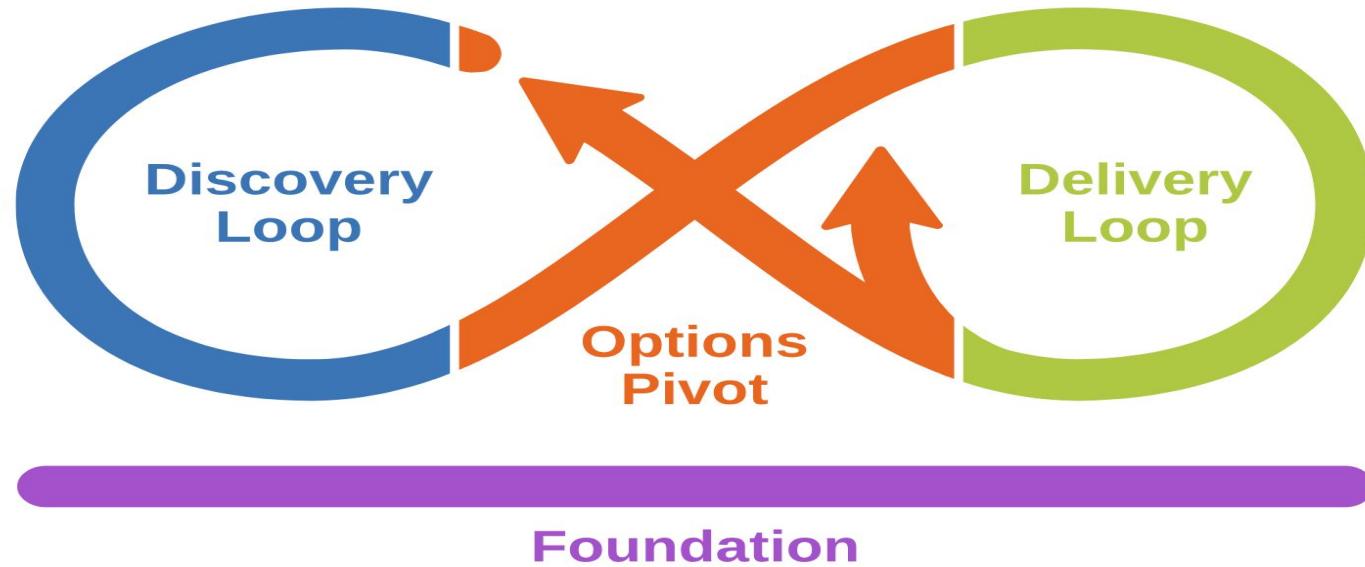
# EXAMPLES











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=N4mBIZg8MnQ>

# 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 ES

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



# THANK YOU



[linkedin.com/company/Red-Hat](https://www.linkedin.com/company/Red-Hat)



[youtube.com/user/RedHatVideos](https://www.youtube.com/user/RedHatVideos)

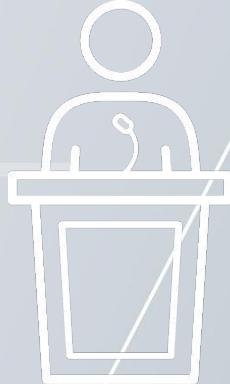


[facebook.com/RedHatinic](https://www.facebook.com/RedHatinic)



[twitter.com/RedHat](https://twitter.com/RedHat)

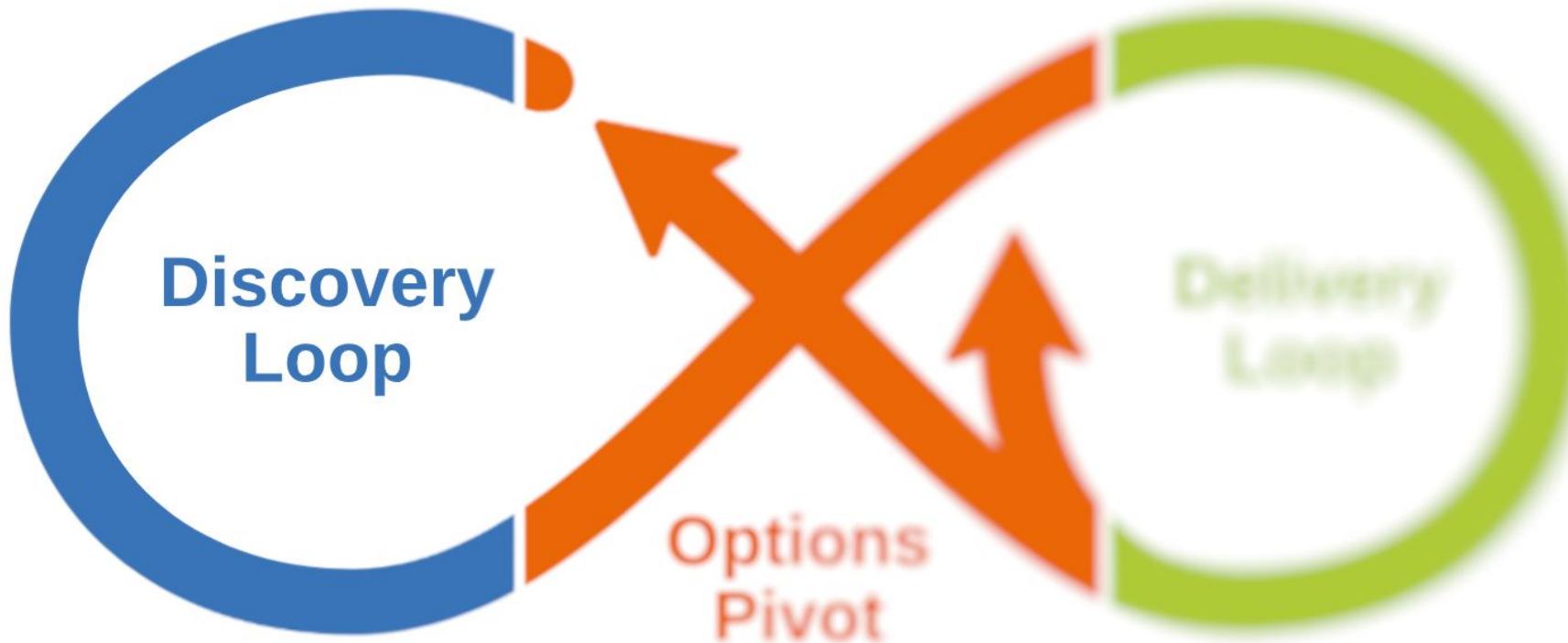
Please rate our  
session in the  
Red Hat Events  
App!



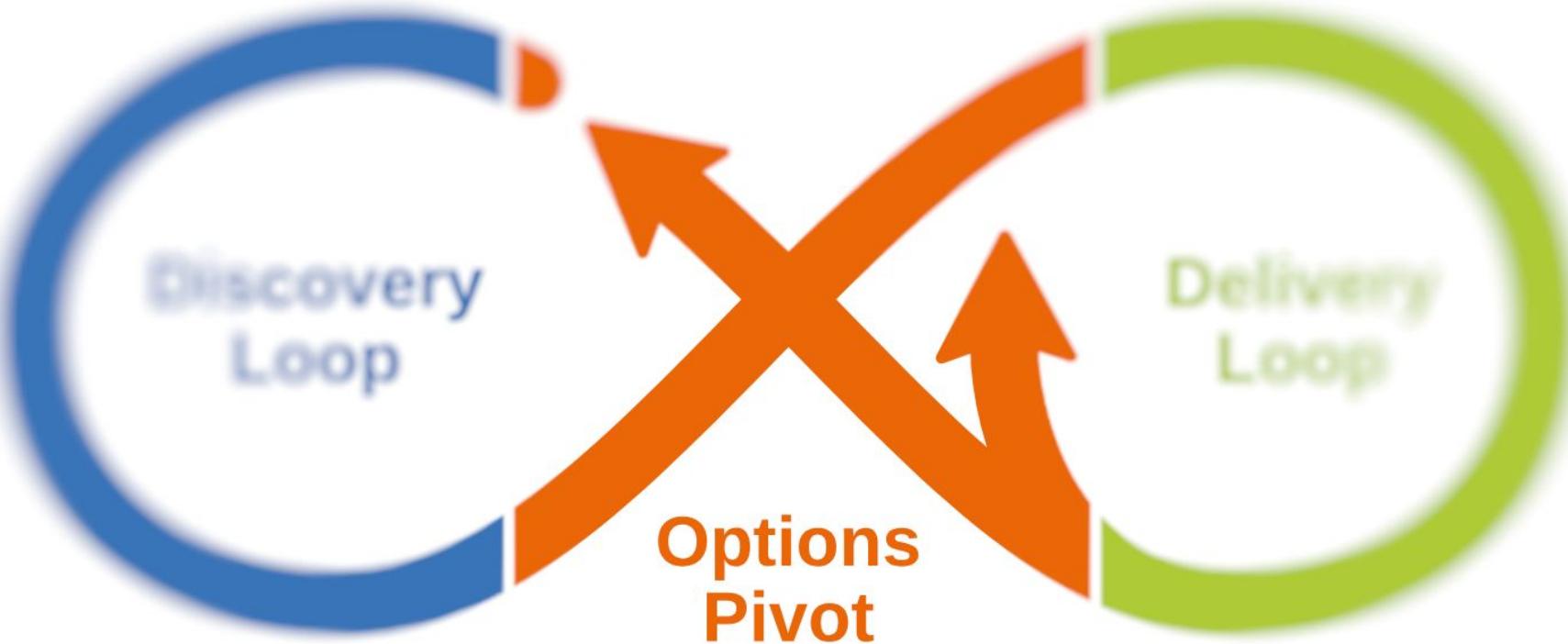
# EXTRA SLIDES (IN CASE OF PHYSICAL ISSUES)



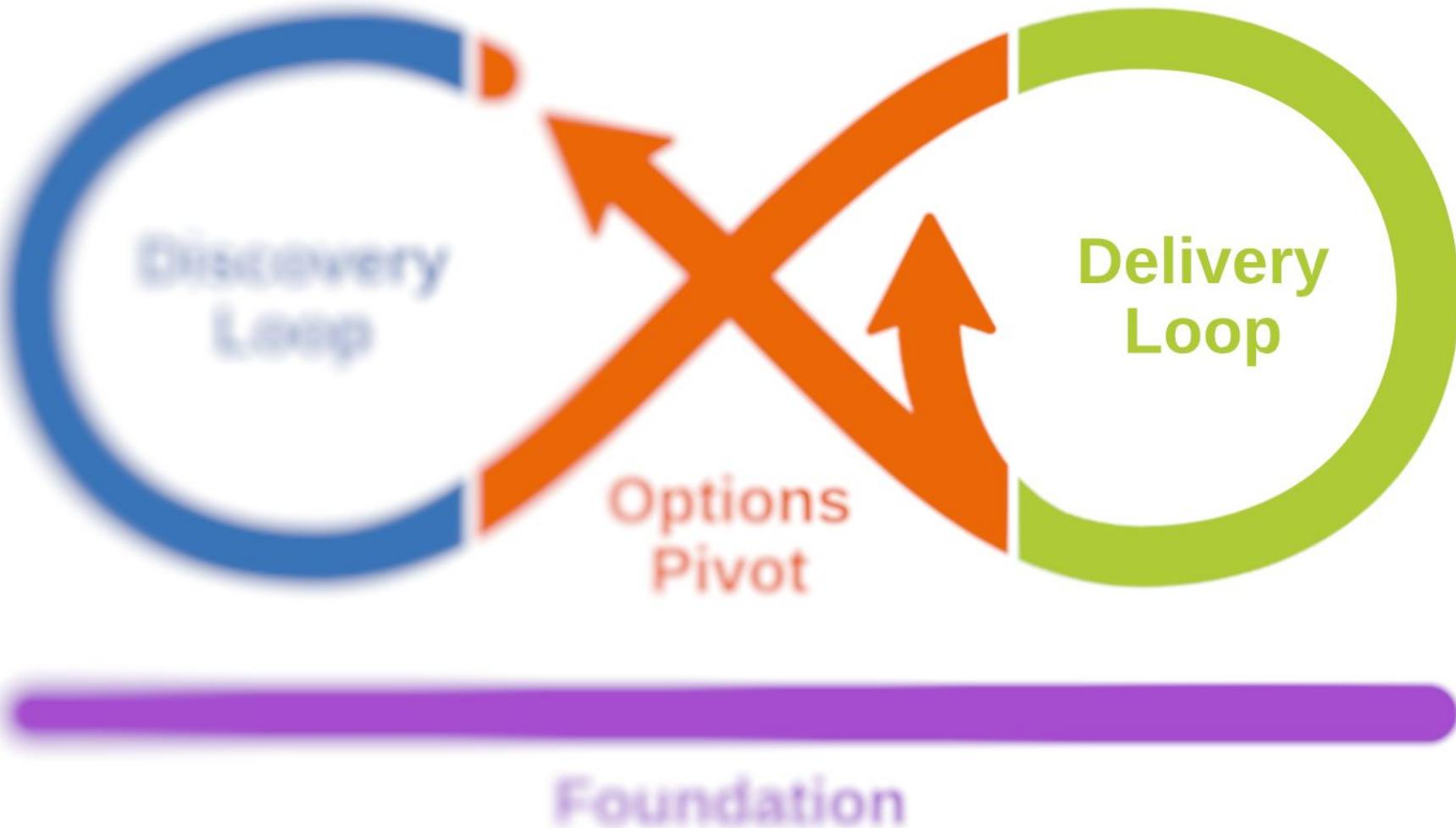
Foundation

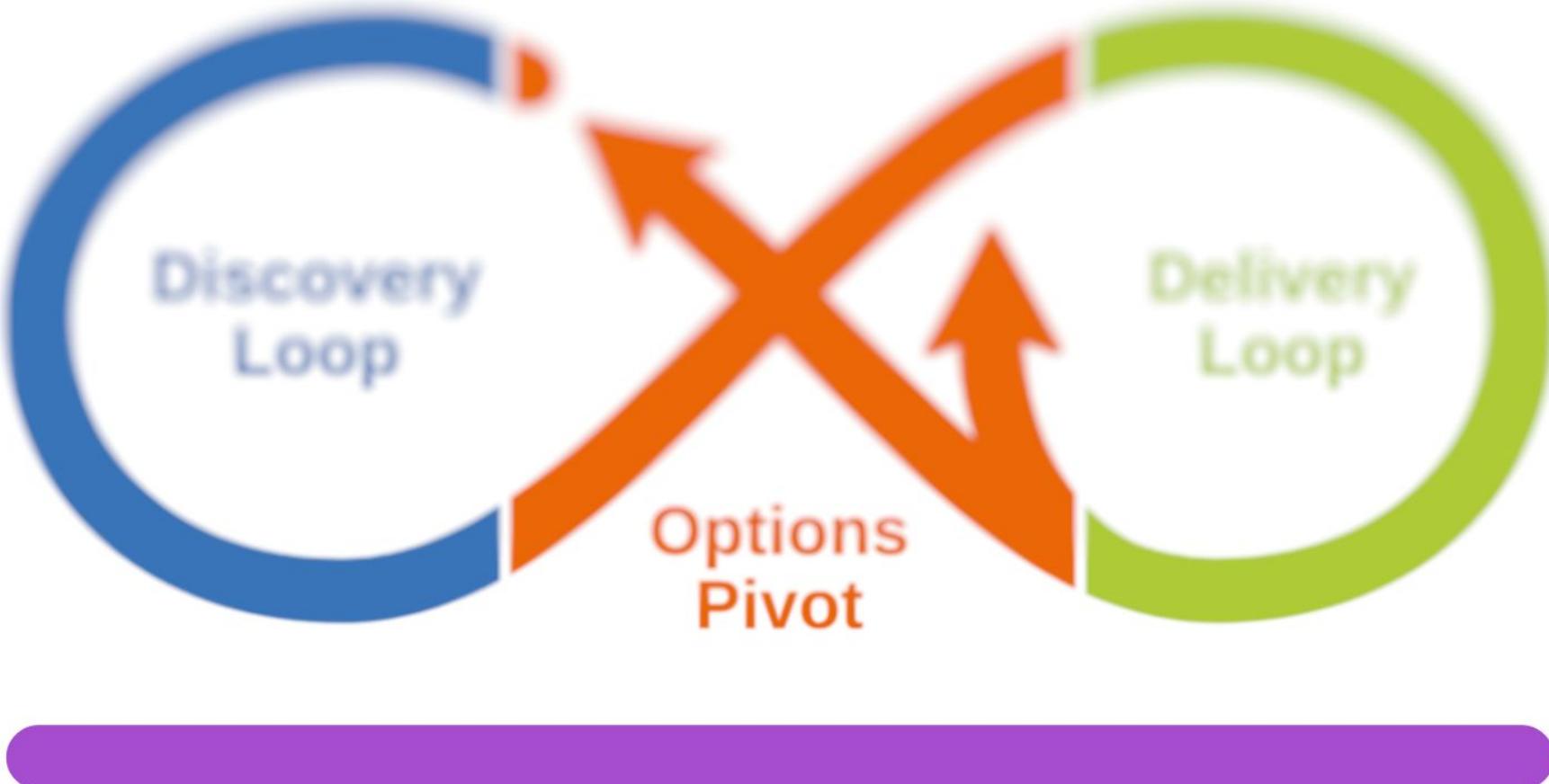


Foundation



Foundation





Foundation



Foundation

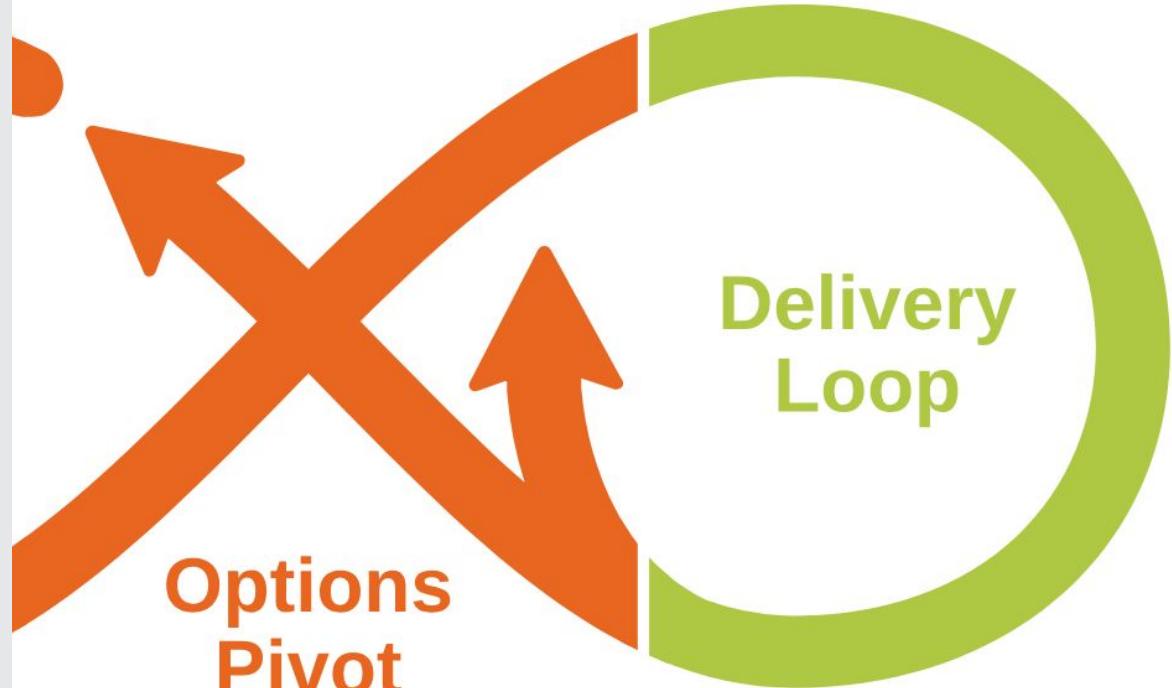
## WHY & WHO

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



## OUTCOMES

How will we measure the customer and business needs?



# Foundation

## WHY & WHO

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



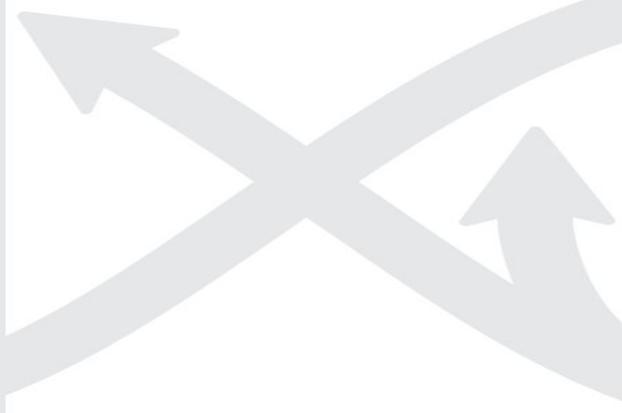
## OUTCOMES

How will we measure the customer and business needs?



## OPTIONS

How will we deliver the outcomes?



## 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?



## OUTCOMES

How will we measure the customer and business needs?



## OPTIONS

How will we deliver the outcomes?



## DELIVER

Run experiments and deliver to customers



## MEASURE & LEARN

Measure the impact and learn what we should do next

# Foundation

## WHY & WHO

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



## OUTCOMES

How will we measure the customer and business needs?



CULTURE AND COLLABORATION



## OPTIONS

How will we deliver the outcomes?



## DELIVER

Run experiments and deliver to customers



## MEASURE & LEARN

Measure the impact and learn what we should do next

TECHNICAL

## KEY TAKEAWAYS

**Lots of practices support each of the loops**

Discovery Loop

Delivery Loop

Options  
Pivot

Foundation

## 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

**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!**

**Be cautious if you keep going round Delivery circles!**

## 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!**

**Be cautious if you keep going round Delivery circles!**

**The Foundation is needed to hold up the loops**



# THANK YOU



[linkedin.com/company/Red-Hat](https://www.linkedin.com/company/Red-Hat)



[facebook.com/RedHatincl](https://www.facebook.com/RedHatincl)



[youtube.com/user/RedHatVideos](https://www.youtube.com/user/RedHatVideos)



[twitter.com/RedHat](https://twitter.com/RedHat)