Making work visible: The role of Information Radiators and Telemetry

Find a table to sit with people you don’t know and introduce yourself

Anil Jaising

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Which ward would you choose?
WARD A

Medical units with more reported errors, for instance, in administering medicine, actually had better health outcomes for their patients.

Pfeffer, J. 2007 – What Were They Thinking?

http://www.flickr.com/photos/12392252@N03/4529585525/sizes/m/
Anil Jaising (@aniljaising)

- Agile, Lean and DevOps Thought Leader
- 23 years of product delivery experience in Financial Services
- CSP-SM, Certified Trainer “Training from the back of the room”
- Third degree black belt in Karate
Information Radiators in Agile
Three ways of DevOps

The First Way: Systems Thinking

(Business) --- Dev --- Ops

The Second Way: Amplify Feedback Loops

Dev --- Ops

The Third Way: Culture Of Continual Experimentation And Learning

Dev --- Ops

Source: The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win – Gene Kim, Kevin Behr, George Spafford
Amplify Feedback Loops

Temperatures rise as reflective ice disappears, darker ocean water absorbs more heat, and sea ice melts.
Quick Poll: Which one do you think works better to slow down drivers?

CONTROL

OR

GIVE CONTROL
The Garden Grove Experiment

BACKGROUND

SPEED DISPLAYS

RESULT

REACTION

Source: Harnessing the power of feedback loops by Thomas Goetz : Wired
Your Mission: Connection Game Circle

1. Stand and assemble in a circle around your table

2. Randomly choose two members from your circle, Do not tell anyone who they are

3. The two will be your two equidistant partners.

4. Move to a point which is equidistant from your two partners. Do this with no talking

5. Continue moving until all players are equidistant from each other and stop moving.

Source: Carbon cycle feedback loops – Carleton.edu
Feedback loop in Software development

Source: Four key vectors closing DevOps feedback loops
Apache nifi
ReactJS and Highcharts
Pitfalls
How to address pitfalls?

Inculcate better behaviors by education
How to address pitfalls?

Using Pre-Hooks in bitbucket or github for pipeline not to proceed in case of breaks
How to address pitfalls?

Using Quality Gates in Sonar to fail builds and deployments
How to address pitfalls?

Educating Product Owners
Telemetry Case Studies

Microsoft
HP
Google
Pivotal Labs