



Why Software Development Is So Hard: 3 Roles & Their Goals



Game theory is the study of how and why we make decisions. It involves **contending elements, assistive elements, and rational actors who play roles** and make decisions to acquire **limited resources**.

Basically, it's about **strategy** when you have **goals** and others have **their own goals**.

Users

Customers

Developers

What we'll cover

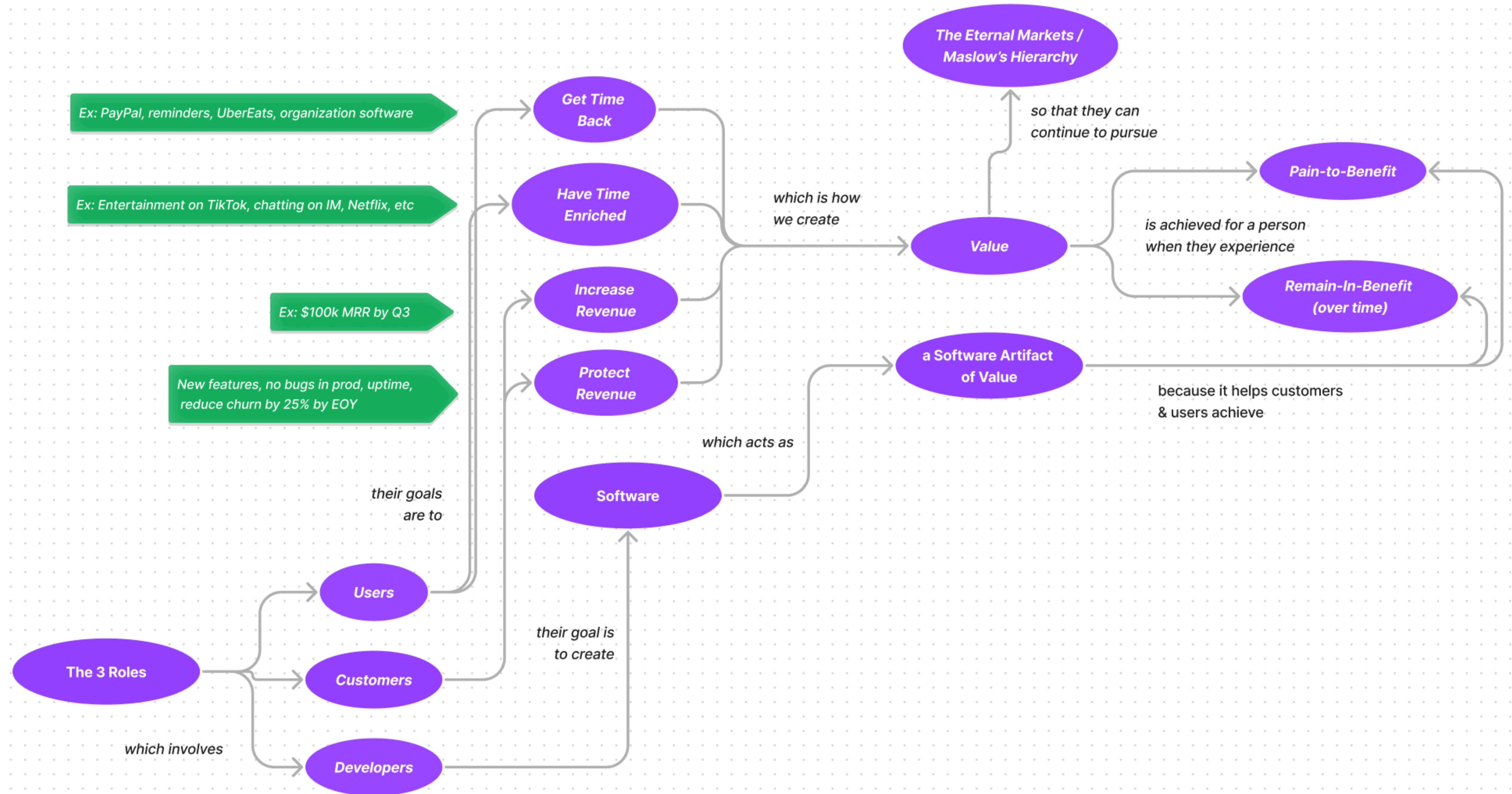
- *What the 3 roles are and how their goals interplay*
- *The key developer use cases you have to carry out as a developer*
- *What is scalability and how can one achieve it?*

The 3 Roles & Their Goals

Users? Save Time & Enrich Time

*Customers? Increase Revenue or
Protect Revenue*

*Developers? Compensated for
keeping the User and Customer in
Benefit.*



Developers

<create>



**Software
Artifact
of Value**

***For Users,
gives back
and (or)
enriches time***

***For Customers,
protects and (or)
increases revenue***

The Key Developer Use Cases

Discover & Understand Features in Codebase

Test Features

Extend/change Features

Add new Features

Debug Features

** We'll expand on the concept of Features, how large & small they are.*

Scalability

Our Goal: Compensated for keeping the User and Customer in Benefit.

To keep both the Customer & the User in benefit means that the WAY we work must be extremely effective and based on mental models that closely align with this goal.

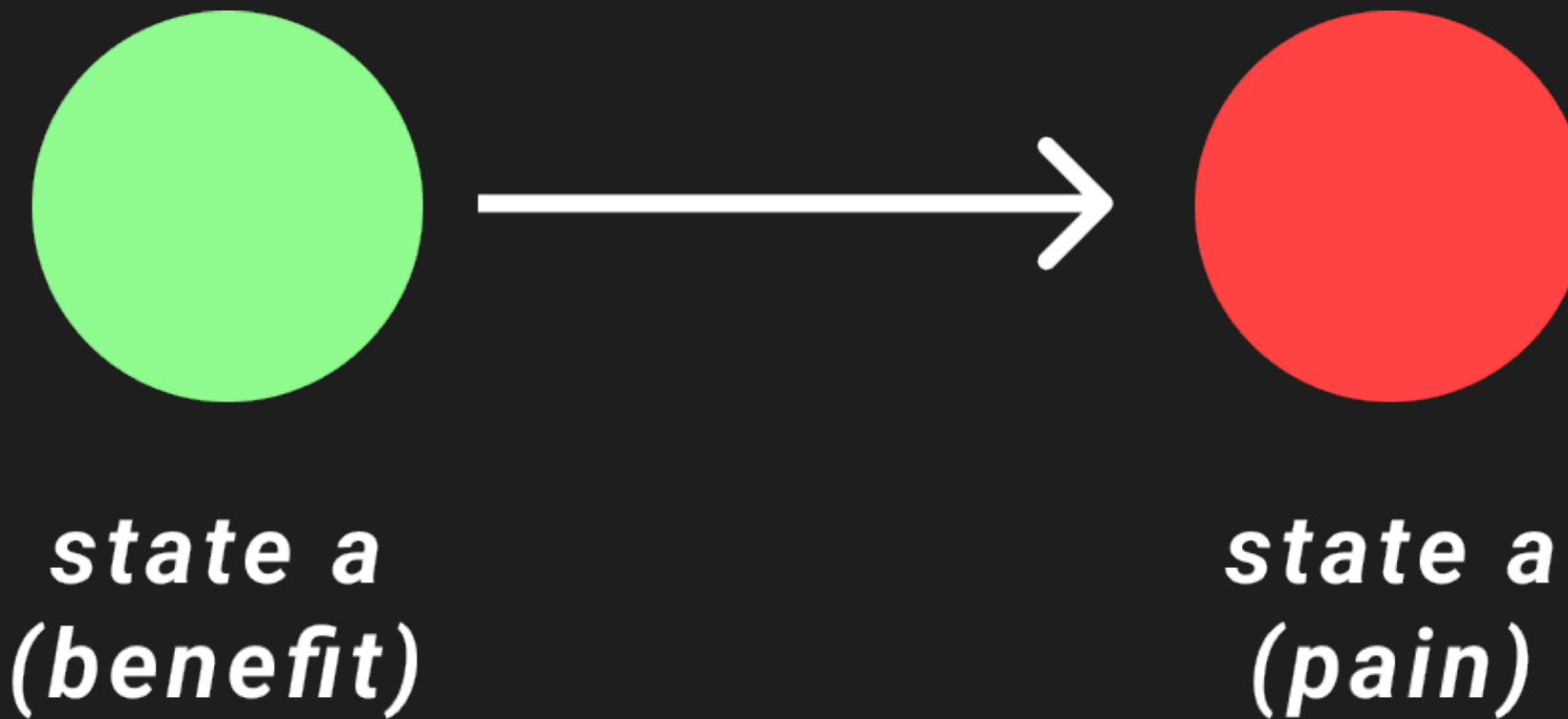
Meets the needs of the User & Customer today, but is also easy enough to perform the Key Developer Use Cases on to keep up with those needs tomorrow

**Things we need to watch
out for**

- ***Bugs***
- ***Defects***
- ***Regressions***
- ***Missing requirements***
- ***Incomplete implementations***
- ***Features taking longer and longer to build***
- ***Codebase is harder and harder to understand and change***

Negative Value

The following state change over time



Benefit to Pain / Remove-From-Benefit

What we covered

**What will help us work in
scalable ways?**