BLAMELESS

Implementing a Learning Team

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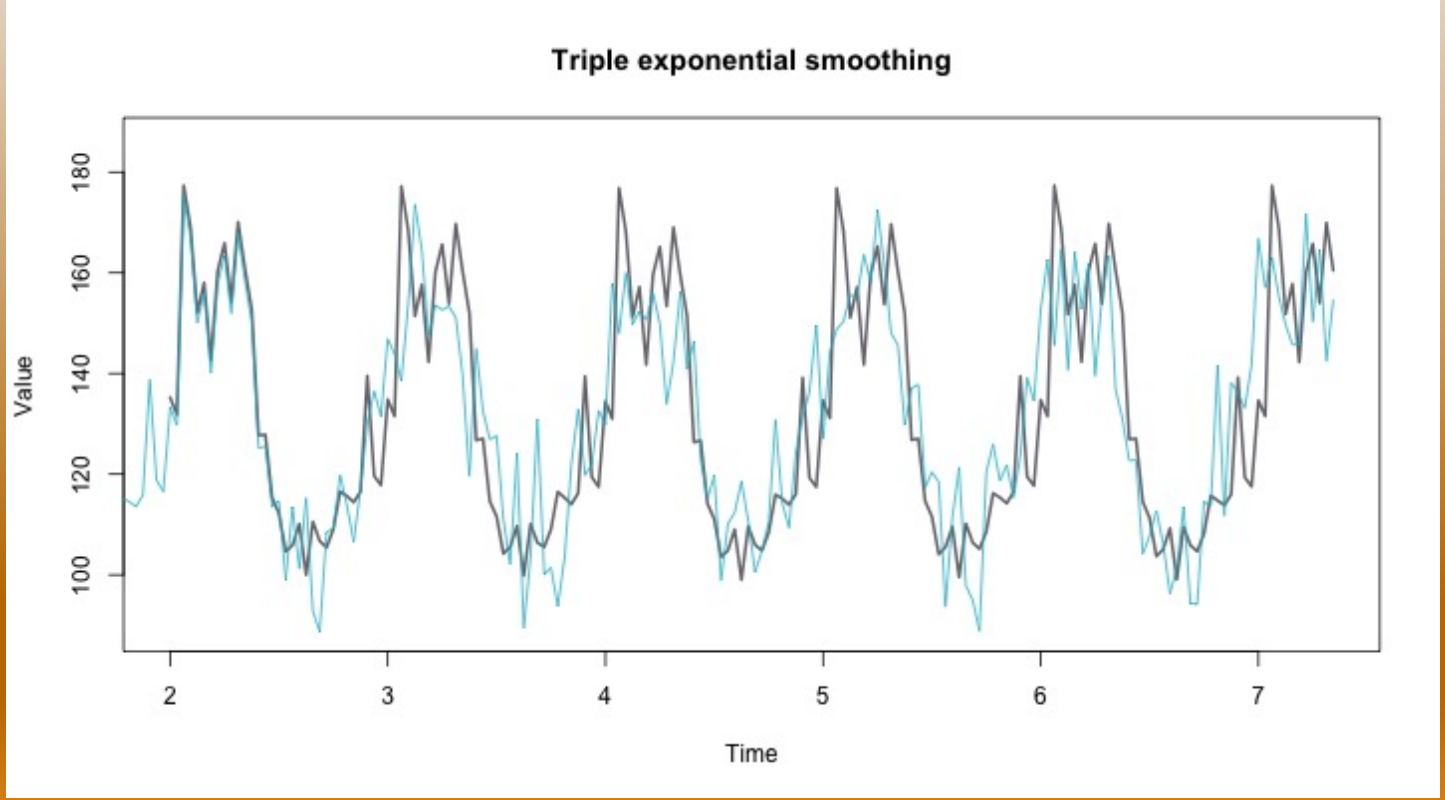
Key Business Metrics

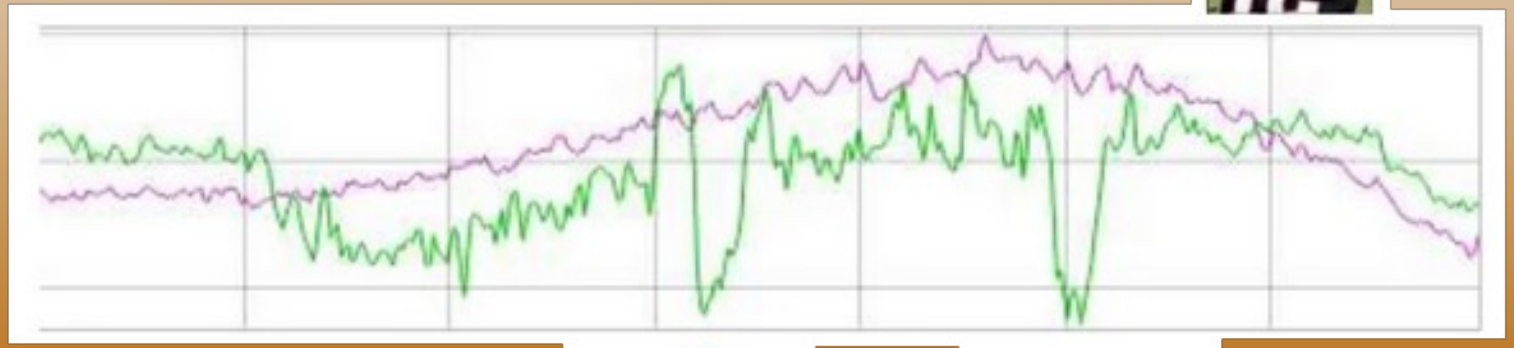
	Page Views				Action 1				Action 2				Action 3				Action 4				Action 5				Action 6				Action 7			
UTC	Current	Previous	WoW		Current	Previous	WoW		Current	Previous	WoW		Current	Previous	WoW		Current	Previous	WoW		Current	Previous	WoW		Current	Previous	WoW		Current	Previous	WoW	
2040-01-15																																
11:00	97	98	-1.0%	11:00	51	55	-7.3%	11:00	82	75	9.3%	11:00	131	120	9.1%	11:00	61	69	-11.9%	11:00	140	113	24.2%	11:00	122	93	31.6%	11:00	54	62	-13.8%	11:00
12:00	95	94	1.1%	12:00	48	53	-9.4%	12:00	80	74	8.1%	12:00	121	128	-6.2%	12:00	60	70	-13.3%	12:00	127	118	7.8%	12:00	111	99	12.6%	12:00	53	62	-14.0%	12:00
13:00	95	94	1.1%	13:00	49	52	-5.8%	13:00	77	76	1.3%	13:00	122	122	-0.7%	13:00	59	65	-8.0%	13:00	118	120	-1.5%	13:00	91	100	-8.8%	13:00	58	58	1.0%	13:00
14:00	94	93	1.1%	14:00	45	55	-18.2%	14:00	79	72	9.7%	14:00	121	115	5.3%	14:00	54	66	-17.5%	14:00	136	128	5.8%	14:00	96	108	-10.4%	14:00	47	58	-19.1%	14:00
15:00	93	93	0.0%	15:00	44	50	-12.0%	15:00	77	70	10.0%	15:00	121	126	-4.0%	15:00	61	67	-8.0%	15:00	133	123	8.5%	15:00	106	113	-6.0%	15:00	60	59	2.4%	15:00
16:00	92	93	-1.1%	16:00	46	49	-6.1%	16:00	74	68	8.8%	16:00	121	124	-2.5%	16:00	59	59	-0.3%	16:00	126	113	11.7%	16:00	108	104	3.9%	16:00	55	52	5.4%	16:00
17:00	91	90	1.1%	17:00	41	45	-8.9%	17:00	68	66	3.0%	17:00	113	116	-2.5%	17:00	49	60	-18.6%	17:00	118	108	8.7%	17:00	97	98	-0.8%	17:00	46	53	-14.6%	17:00
18:00	93	91	2.2%	18:00	42	42	0.0%	18:00	73	65	12.3%	18:00	124	115	8.0%	18:00	57	55	3.6%	18:00	131	111	17.7%	18:00	97	81	19.3%	18:00	49	50	-1.8%	18:00
19:00	92	90	2.2%	19:00	37	40	-7.5%	19:00	68	64	6.3%	19:00	114	126	-9.4%	19:00	51	56	-9.2%	19:00	121	121	-0.2%	19:00	97	114	-14.3%	19:00	43	54	-19.3%	19:00
20:00	87	89	-2.2%	20:00	35	37	-5.4%	20:00	65	61	6.6%	20:00	116	120	-3.5%	20:00	50	46	8.5%	20:00	101	111	-9.2%	20:00	82	112	-26.8%	20:00	40	44	-8.8%	20:00
21:00	88	88	0.0%	21:00	33	35	-5.7%	21:00	58	60	-3.3%	21:00	109	124	-12.1%	21:00	45	43	4.4%	21:00	116	98	18.0%	21:00	79	116	-31.4%	21:00	36	34	5.9%	21:00
22:00	85	87	-2.3%	22:00	32	30	6.7%	22:00	54	58	-6.9%	22:00	107	115	-7.1%	22:00	46	42	9.9%	22:00	108	108	0.2%	22:00	73	94	-22.1%	22:00	43	35	24.0%	22:00
23:00	83	84	-1.2%	23:00	30	29	3.4%	23:00	51	55	-7.3%	23:00	114	118	-3.5%	23:00	42	43	-4.5%	23:00	103	101	2.2%	23:00	98	80	21.3%	23:00	35	41	-14.9%	23:00
2040-01-16																																
00:00	82	80	2.5%	00:00	28	27	3.7%	00:00	48	50	-4.0%	00:00	112	114	-1.6%	00:00	34	33	3.1%	00:00	105	105	-0.4%	00:00	79	94	-16.7%	00:00	25	26	-3.4%	00:00
01:00	78	77	1.3%	01:00	25	26	-3.8%	01:00	45	48	-6.3%	01:00	102	104	-1.8%	01:00	38	32	18.4%	01:00	95	105	-9.2%	01:00	72	89	-19.0%	01:00	32	27	19.5%	01:00
02:00	75	73	2.7%	02:00	22	22	0.0%	02:00	46	49	-6.1%	02:00	102	103	-1.7%	02:00	35	35	0.0%	02:00	101	85	19.3%	02:00	87	76	14.8%	02:00	33	30	10.0%	02:00
03:00	77	75	2.7%	03:00	22	20	10.0%	03:00	47	50	-6.0%	03:00	108	106	2.1%	03:00	30	34	-11.5%	03:00	82	84	-1.9%	03:00	100	75	33.4%	03:00	22	28	-22.0%	03:00
04:00	81	84	-3.6%	04:00	28	30	-6.7%	04:00	45	52	-13.5%	04:00	112	115	-2.9%	04:00	34	46	-24.4%	04:00	98	90	8.4%	04:00	89	98	-8.3%	04:00	28	36	-21.4%	04:00
05:00	90	88	2.3%	05:00	29	31	-6.5%	05:00	50	53	-5.7%	05:00	116	116	0.2%	05:00	42	46	-6.8%	05:00	102	87	17.8%	05:00	83	79	5.3%	05:00	36	40	-10.7%	05:00
06:00	103	94	9.6%	06:00	34	35	-2.9%	06:00	53	56	-5.4%	06:00	125	127	-1.6%	06:00	46	49	-6.3%	06:00	98	113	-13.8%	06:00	103	107	-3.7%	06:00	40	39	2.0%	06:00
07:00	103	98	5.1%	07:00	38	40	-5.0%	07:00	59	57	3.5%	07:00	136	127	7.5%	07:00	52	51	1.8%	07:00	94	98	-4.7%	07:00	98	110	-10.8%	07:00	42	44	-2.4%	07:00
08:00	101	99	2.0%	08:00	41	45	-8.9%	08:00	61	58	5.2%	08:00	133	129	3.3%	08:00	51	55	-7.6%	08:00	118	96	23.6%	08:00	104	94	10.6%	08:00	45	48	-7.1%	08:00
09:00	100	98	2.0%	09:00	52	48	8.3%	09:00	66	62	6.5%	09:00	122	136	-10.2%	09:00	67	55	20.2%	09:00	108	99	8.9%	09:00	90	111	-19.0%	09:00	60	47	27.1%	09:00
10:00	99	97	2.1%	10:00	51	53	-3.8%	10:00	72	68	5.9%	10:00	133	119	12.0%	10:00	60	69	-13.3%	10:00	109	117	-6.2%	10:00	94	82	15.3%	10:00	51	65	-22.4%	10:00

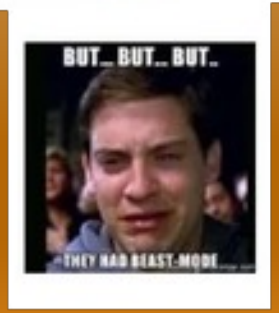
Engineering Data View – InGraphs

Holt Winters depiction

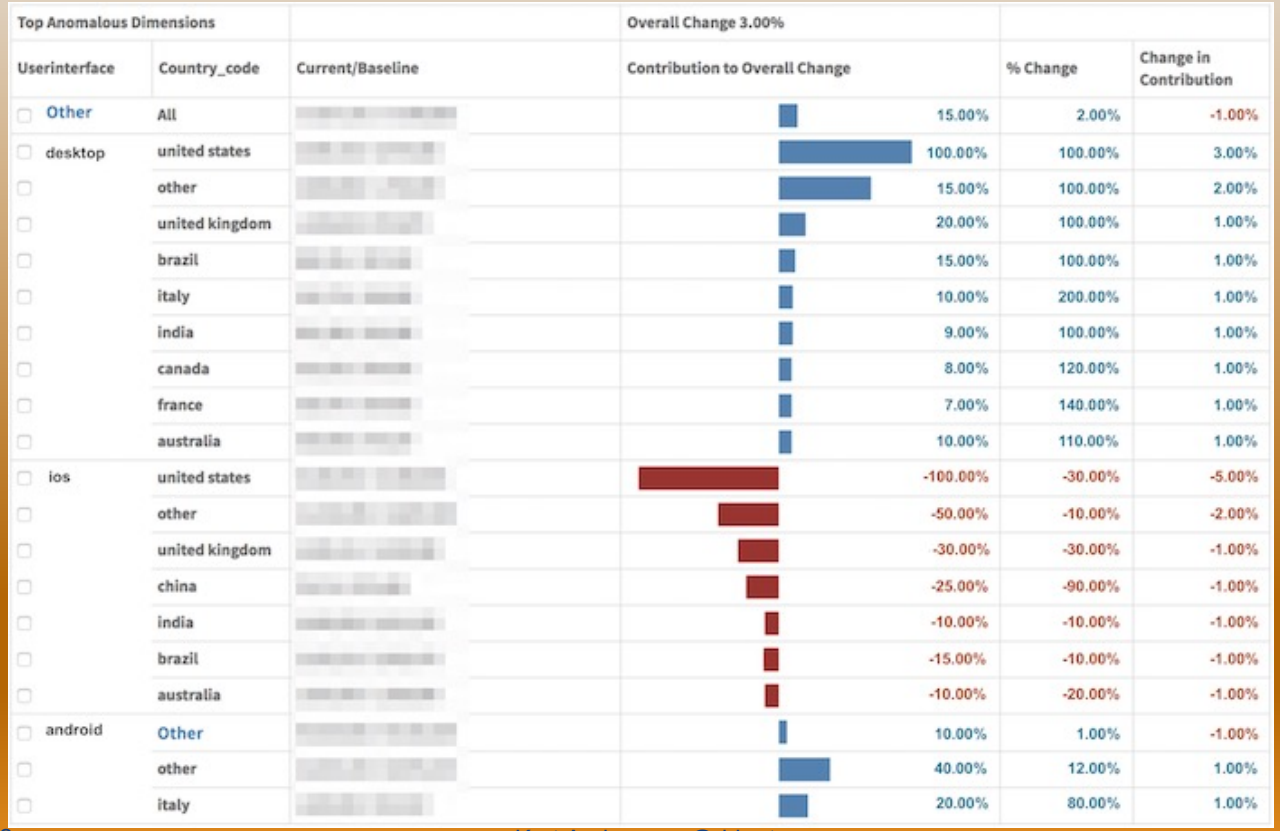


InGraphs & Events





Third eye images



Top Anomalous Dimensions			Overall Change 3.00%		
Userinterface	Country_code	Current/Baseline	Contribution to Overall Change	% Change	Change in Contribution
Other	All		15.00%	2.00%	-1.00%
desktop	united states		100.00%	100.00%	3.00%
	other		15.00%	100.00%	2.00%
	united kingdom		20.00%	100.00%	1.00%
	brazil		15.00%	100.00%	1.00%
	italy		10.00%	200.00%	1.00%
	india		9.00%	100.00%	1.00%
	canada		8.00%	120.00%	1.00%
	france		7.00%	140.00%	1.00%
	australia		10.00%	110.00%	1.00%
ios	united states		-100.00%	-30.00%	-5.00%
	other		-50.00%	-10.00%	-2.00%
	united kingdom		-30.00%	-30.00%	-1.00%
	china		-25.00%	-90.00%	-1.00%
	india		-10.00%	-10.00%	-1.00%
	brazil		-15.00%	-10.00%	-1.00%
	australia		-10.00%	-20.00%	-1.00%
android	Other		10.00%	1.00%	-1.00%
	other		40.00%	12.00%	1.00%
	italy		20.00%	80.00%	1.00%

Time & date holiday image

International Holidays Today and in the Next 7 Days

Date	Name	Where
May 24 Tuesday	Culture and Literacy Day	Bulgaria
	The Battle of Pichincha	Ecuador
	Independence Day	Eritrea
	Saints Cyril and Methodius' Day	North Macedonia
May 25 Wednesday	National Day/May 1810 Revolution	Argentina
	African Union Day	Ghana
	Africa Day	Gambia, Guinea, Mali, Mauritania, Namibia, Zimbabwe
	Independence Day	Jordan
	Liberation and Resistance Day	Lebanon
	Africa/Heroes Day	Lesotho
	Ashgabat City Day	Turkmenistan
	Africa Freedom Day	Zambia
May 26 Thursday	Ascension Day	Andorra, Austria, Australia, Aruba, Belgium, Burkina Faso, Burundi, Benin, St. Barts, Botswana, Canada, Central African Republic, Congo, Switzerland, Cote d'Ivoire, Cameroon, Curaçao, Czechia, Germany, Denmark, Finland, Faroe Islands, France, Gabon, French Guiana, Greenland, Guadeloupe, Indonesia, Iceland, Lebanon, Liechtenstein, Lesotho, Luxembourg, Monaco, Saint Martin, Madagascar, Martinique, Namibia, New Caledonia, Netherlands, Norway, French Polynesia, Saint Pierre and Miquelon, Portugal, Reunion, Sweden, Senegal, Sint Maarten, Eswatini, Togo, United Kingdom, United States, Vatican City (Holy See), Venezuela, Vanuatu, Wallis and Futuna, Mayotte
	Father's Day	Germany
	Independence Day	Georgia, Guyana
	Mother's Day	Poland
May 27 Friday	Day after Ascension Day	Belgium
	Bermuda Day	Bermuda
	Mother's Day	Bolivia
	Abolition Day	Guadeloupe
	Martyrdom of Imam Sadeq	Iran
	Children's Day	Nigeria
May 28 Saturday	Republic Day	Armenia, Azerbaijan
	Derg Downfall Day	Ethiopia

Group (or Individual) Learning Model – ASREDS

- Align – come together as a group with join purpose
- Sense – gather insights from everyone in the group
- Respond – develop plans for the “next time”
- Experiment – carry out the plans, while observing effect
- Distill – refine the plans, collaborate on better approaches
- Share – communicate with the wider, non-project teams

Summary

- Resilience is amongst you – already!
- Learning teams bring you several steps toward the characteristics of High Reliability Organizations (HRO)
  - Increased awareness of the imminence of failure
  - Recognizing practical expertise at the “front line”
  - Commit to resilience
  - Actively seek diverse opinions

Resources & Links

- More info on ASREDs: https://itrevolution.com/asreds-learning-loop/
- Time & Date Holidays: https://www.timeanddate.com/holidays/
- LinkedIn's Third Eye: https://engineering.linkedin.com/blog/2020/analyzing-anomalies-with-thirdeye
- Learning Teams: https://www.learningteamscommunity.com/