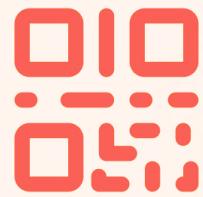


Working the Way We Want!

Paige Watson
Senior Technical Consultant, Industrial Logic

Philly XP - 2023

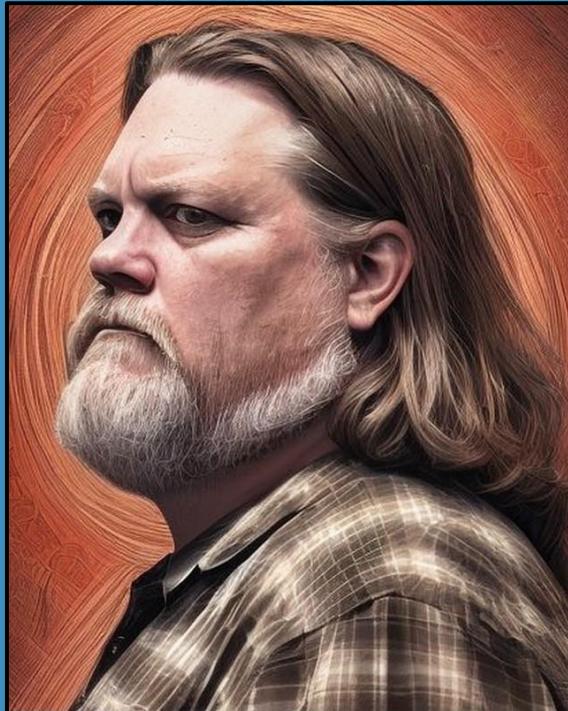


Join at slido.com
#3758324

- ① Start presenting to display the joining instructions on this slide.

3 Truths and A Lie

- When a 5000+ line BASIC file failed to render a picture of Farrah Fawcett, I decided to give up programming forever.
- In 2000, I heard about XP development and asked a coworker to try pairing with me, only to be laughed at.
- I left a lucrative career in the Adult Entertainment Industry to teach the world to build better software.
- I am one of the only two people in the world to attain the extremely hard to get certification of "Certified FAST Instructor".
- I've played in several bands with internationally-known rock stars.





Which one is the lie?

- ① Start presenting to display the poll results on this slide.

Premera Blue Cross

Washington State - Blue Cross Insurance

700+/- Developers

Our team:

20 people, Dev, Ops, BA, Test (T-shaped)

Survey Engine, Mobile App - C# , Azure, SQL Server



What makes a great workplace/team?

- ① Start presenting to display the poll results on this slide.

Team Chartering

Vision, Mission, Objectives ⚡



Community 🌎 & Agreements ✨



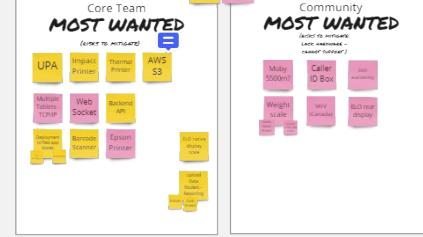
Resources & Boundaries 📈



Core Team MOST WANTED 🔮

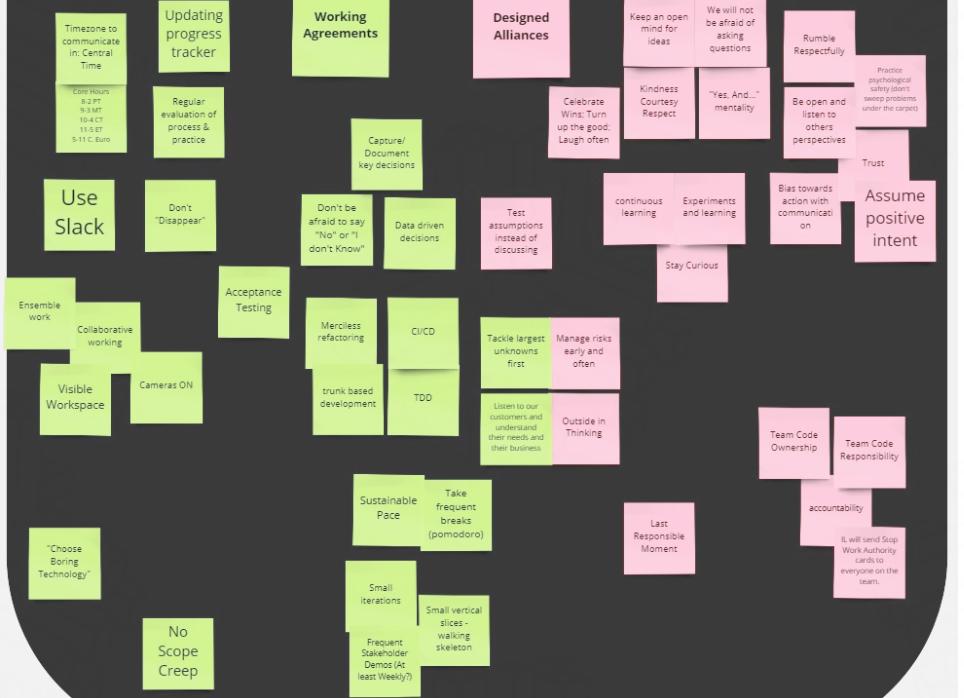


Community MOST WANTED 🔮



Community Agreements

Explicit agreements about how people in the community will work together, including Working Agreements (e.g. "working hours will be 10am-4pm"), Designed Alliances to create culture on purpose (e.g."we will actively listen to one another") and Values/Principles that guide, direct and reward behavior (e.g. quality, speed).



Working Agreements

Premera Team Agreements

Natural Leadership

Allow leadership to naturally evolve, and promote the evolution of leadership in others

Promote Self-Organization

Organize around the work in the best way we know. Doing is better than asking

Code Quality and Collaboration

Quality Code Practices creates code that is easy to understand and extend. Collaboration speeds up delivery and promotes knowledge growth.

Conflict Resolution

Conflicts occur and are a positive part of a productive team. Understand that there are other ways of looking at issues.

Experiments and Outcomes

Continually experiment to get better at our jobs, deliver more rapidly, and achieve greater results

Team Growth & Learning

Learning to write better code, collaborate better, and use better processes is paramount to a high performing team

In The Beginning

In 2014, at a Open Space conference, Ron Quartel had an epiphany:

If 800 people can self-organize a conference in 20 minutes, why aren't we using Open Space Technology (OST) to solve agile scaling?



Open Space Technology

There are four rules:

Whoever comes are the right people.

Whenever it starts is the right time.

When it's over, it's over.

Whatever happens, is the only thing that could happen.

There is one law:

The "Law of Personal Mobility"

OPEN SPACE TECHNOLOGY

A User's Guide

Third Edition

Revised and Expanded



HARRISON OWEN

Originator of Open Space Technology

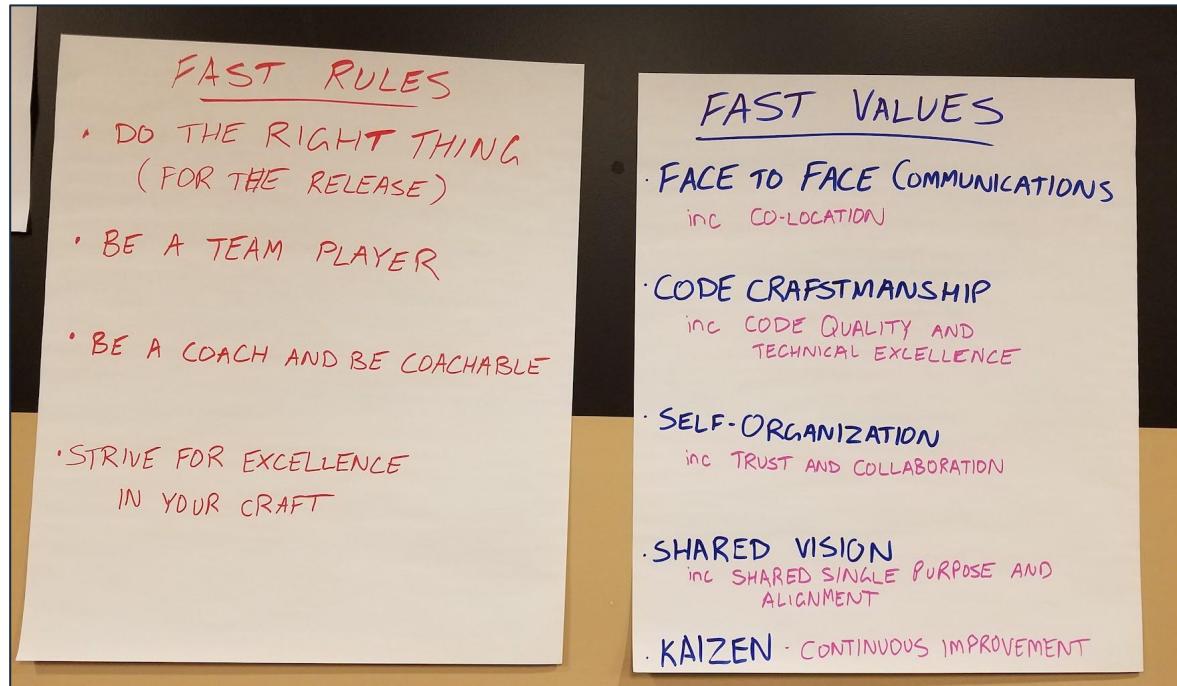


industrial logic





FAST “Rules” (Standards)



Self Organization

Step One:

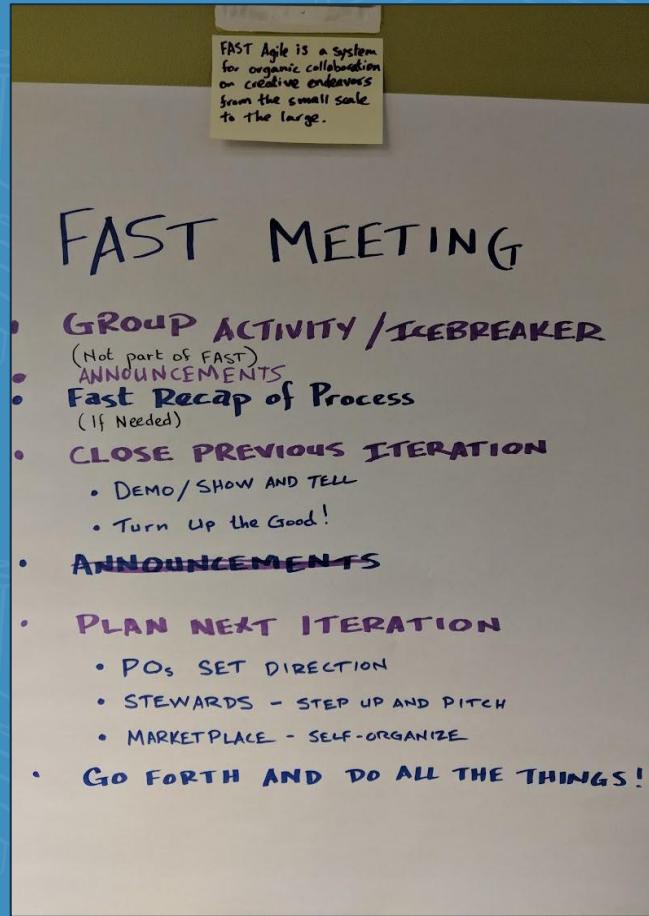
Get rid of all the damn meetings!

... to sum it up... these meetings
are a complete waste of time and
cause us to be less productive.
I'm scheduling another
meeting to discuss our
options.

someecards
user card

One Meeting

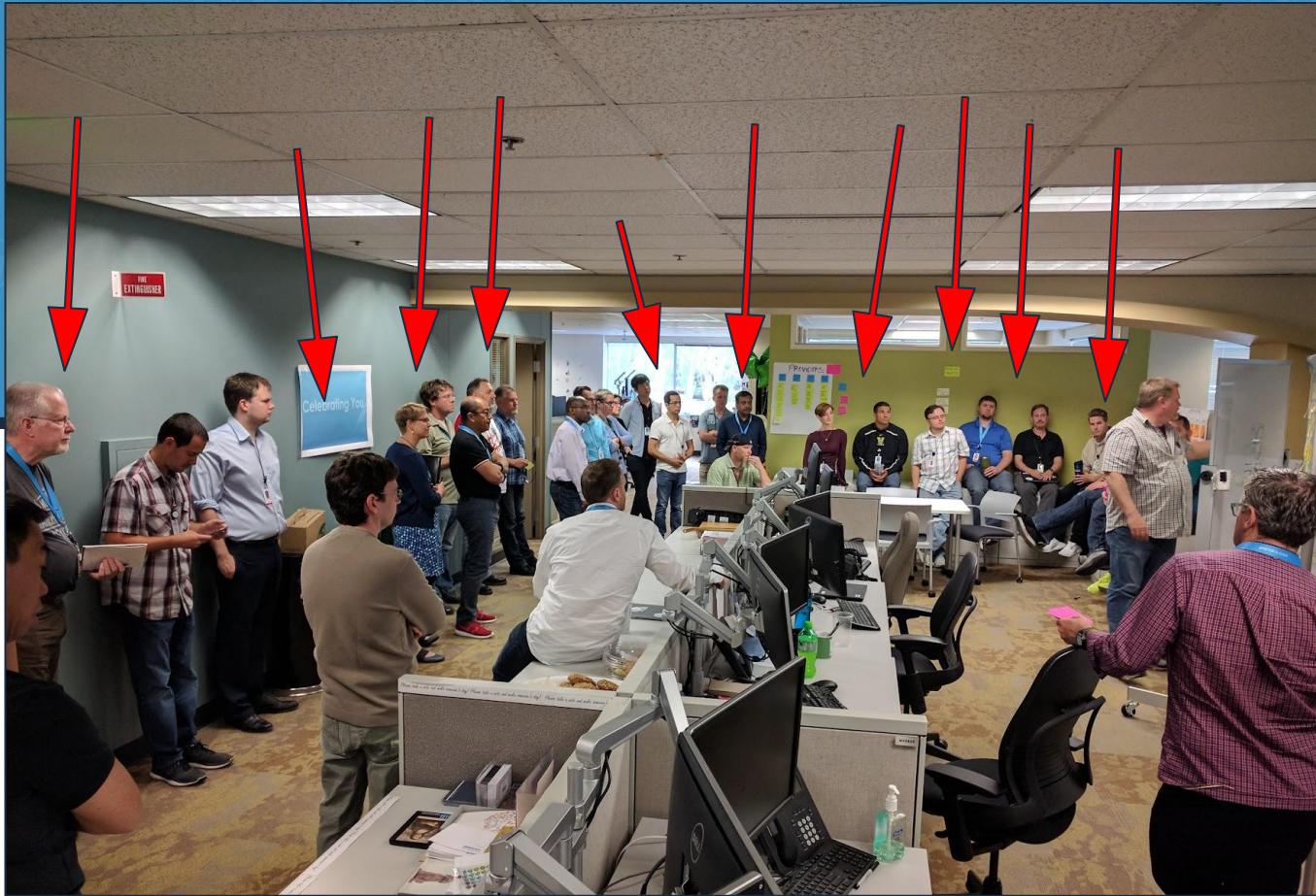
- Everyone attended
- 30 minutes max



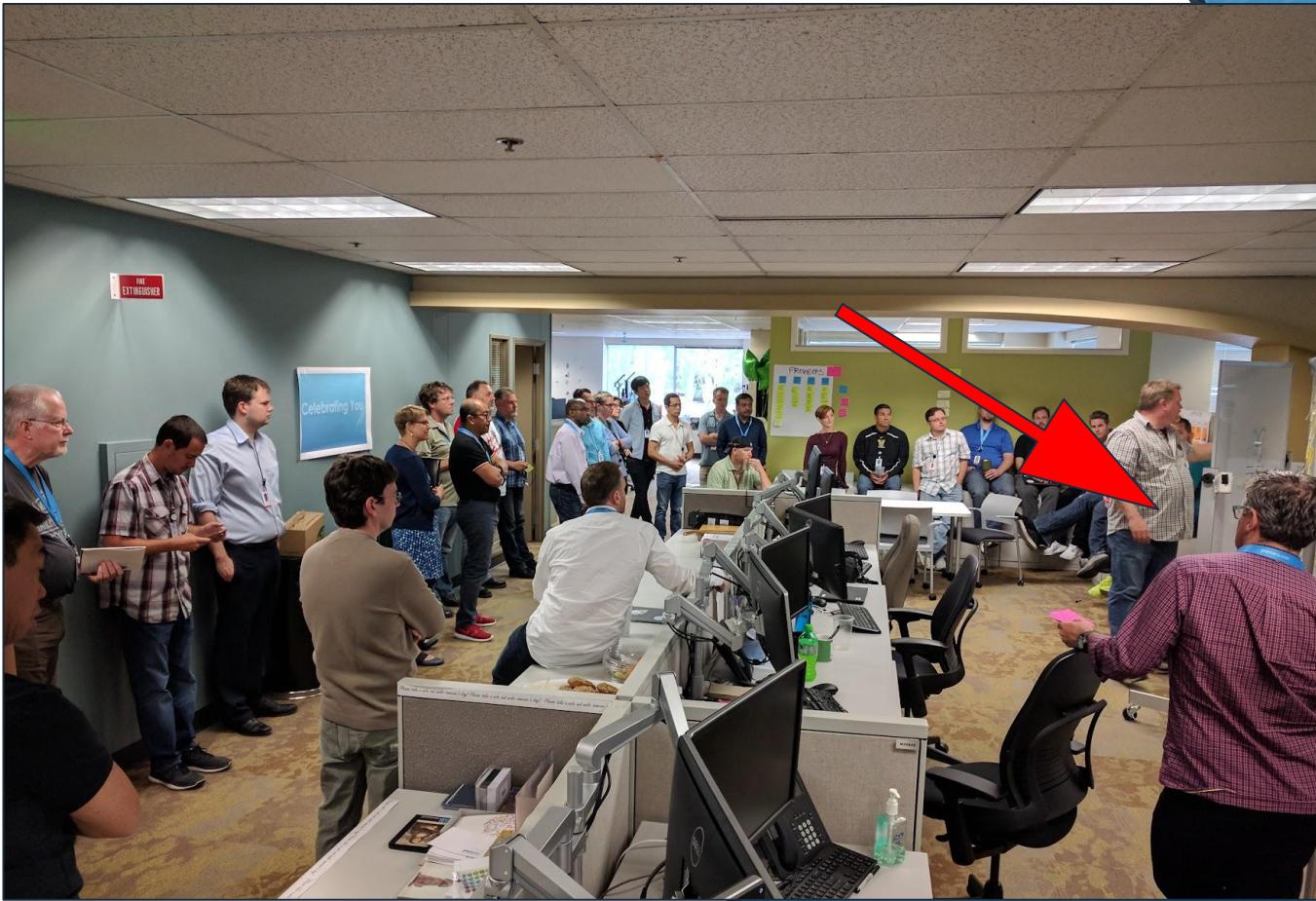


Market Facilitator

Members

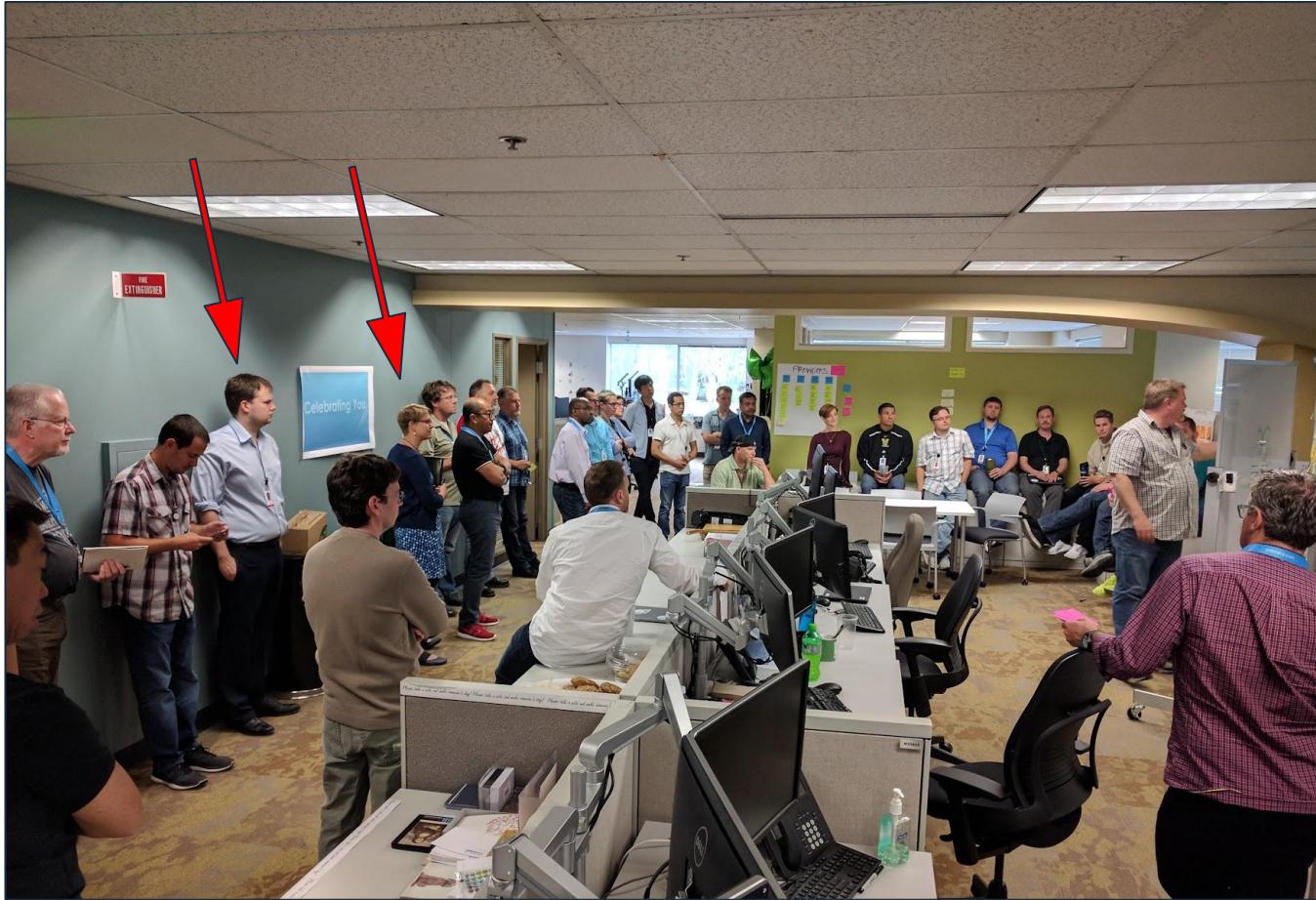


Product Manager





Guests



Dynamic Re-Teaming

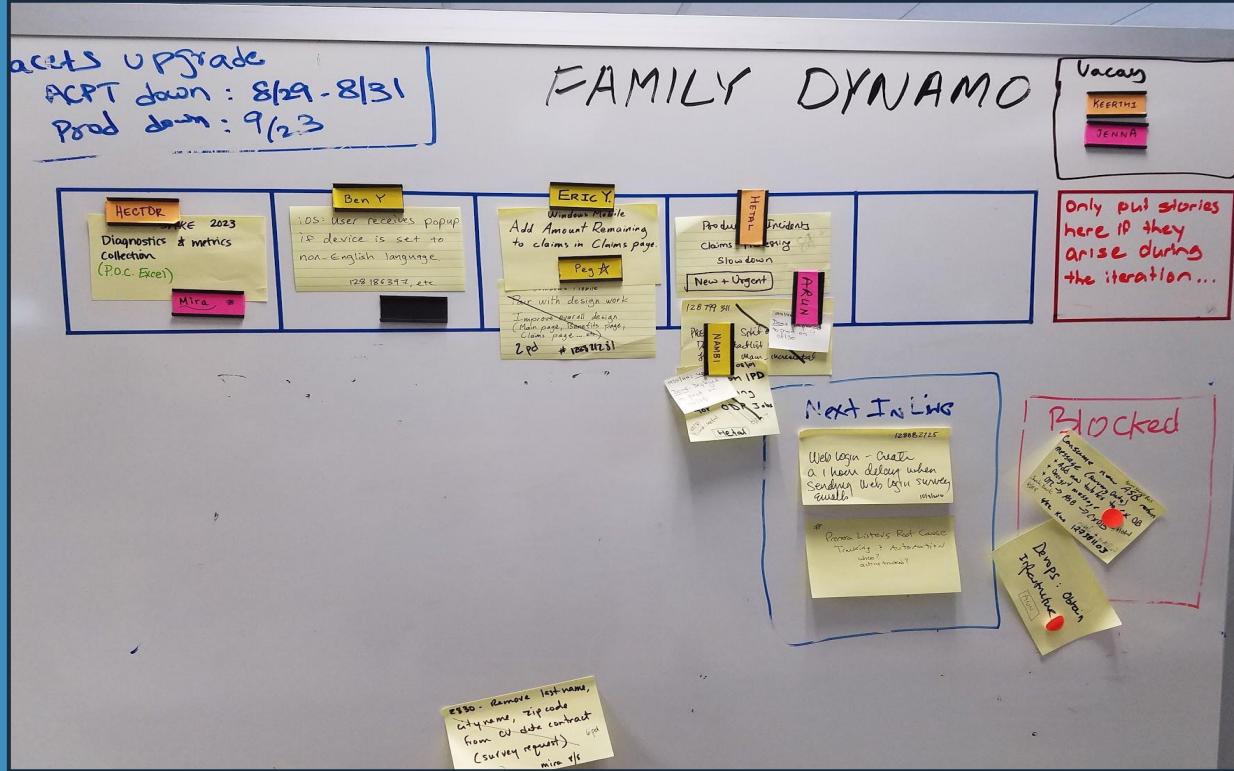


Knowledge Growth

Natural Leadership

Team Ownership

Team Responsibility



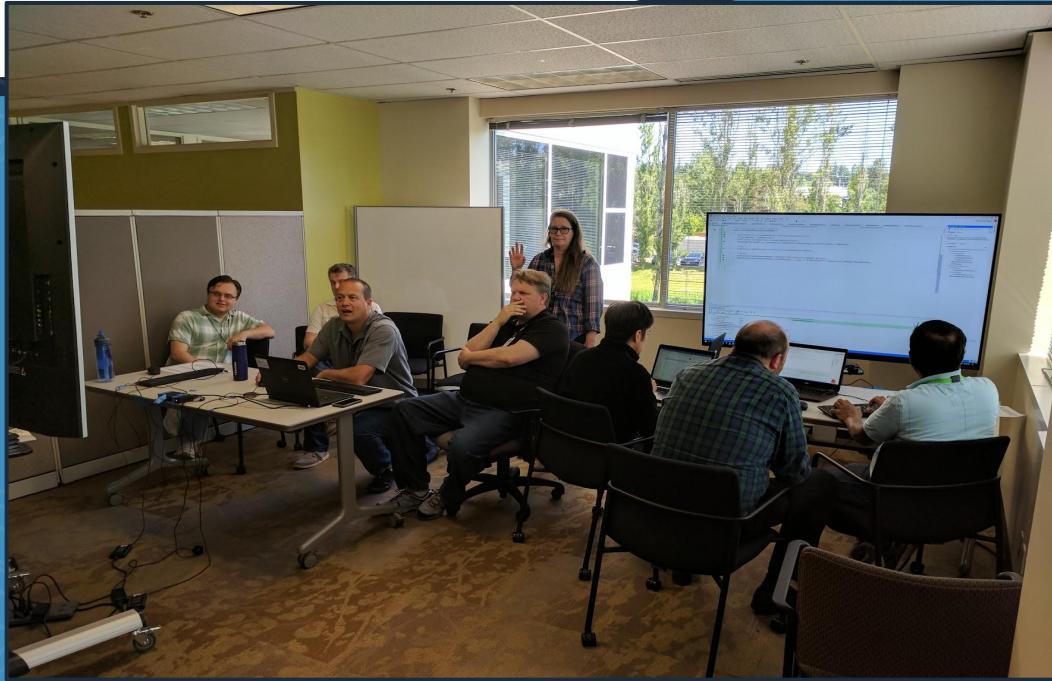
Limited WIP

Learning and Growth

“Slow Down to Go Fast”

Better define priorities

Whole Team Programming



Quality/ Standards

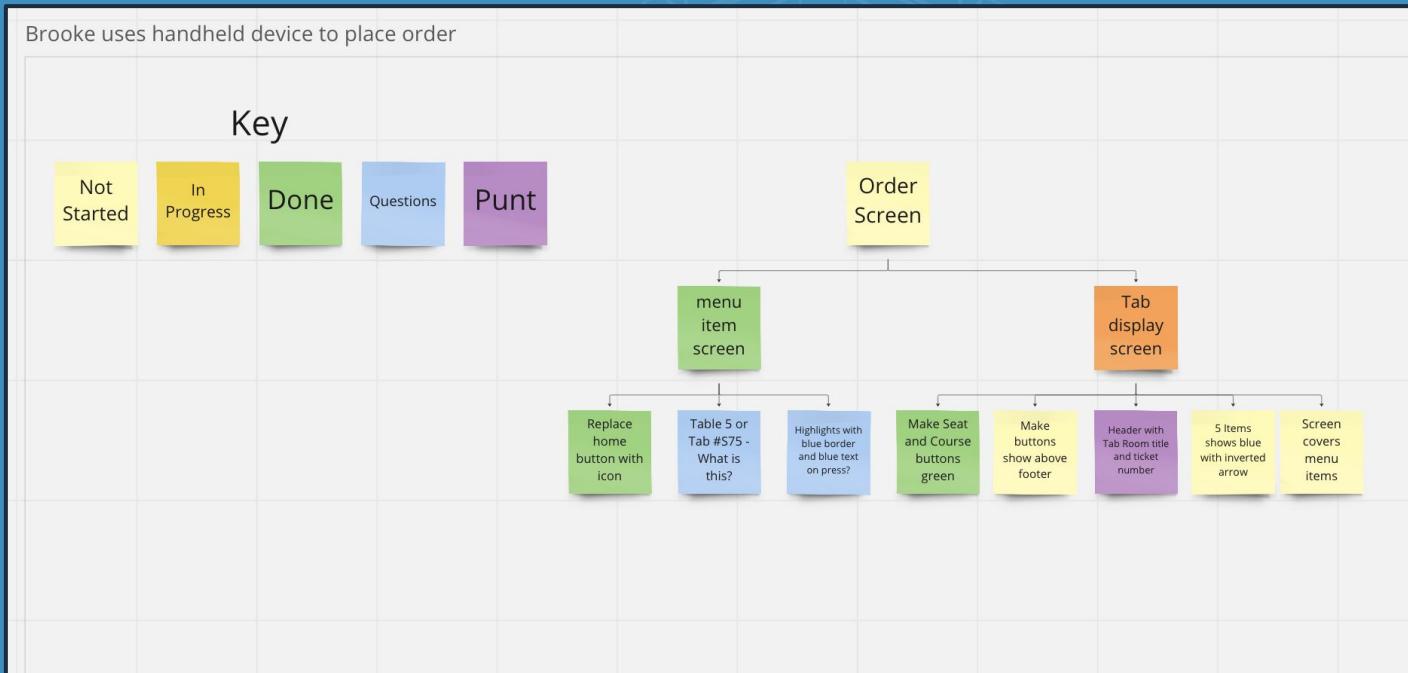
Knowledge Growth

Enjoyment of Work

Make Work Visible - Discovery Trees



Make Work Visible – Discovery Trees



Team Growth

Weekly Kata Practice (with other teams)

Learning Time

Outside Instructors

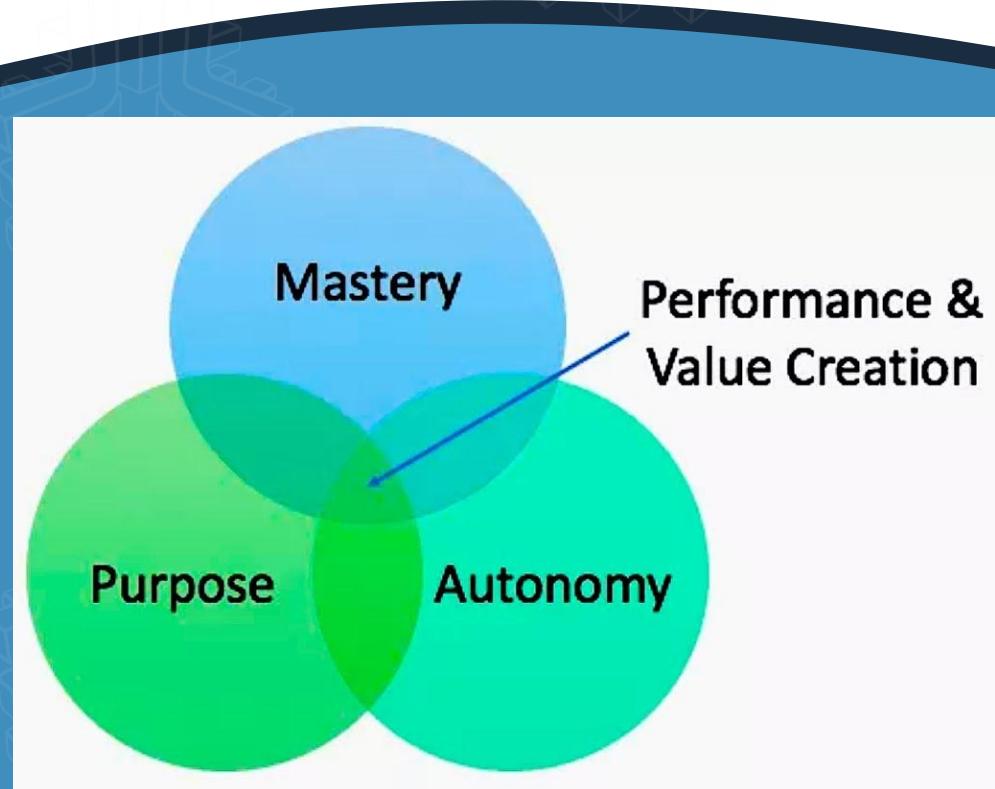
```
13 }  
14 [TestMethod]  
15 0 | References  
16 public void Fizz()  
17 {  
18     Assert.AreEqual("fizz", FizzBuzz(3));  
19 }  
20 [TestMethod]  
21 0 | References  
22 public void Buzz()  
23 {  
24     Assert.AreEqual("buzz", FizzBuzz(5));  
25 }  
26 [TestMethod]  
27 0 | References  
28 public void FizzBuzz()  
29 {  
30     Assert.AreEqual("fizzbuzz", FizzBuzz(15));  
31 }  
32 [TestMethod]  
33 0 | References  
34 public void Negative()  
35 {  
36     Assert.AreEqual("fizz", FizzBuzz(-3));  
37 }  
38 0 | $ references | 5/5 passing  
39 private string FizzBuzz(int v)  
40     => v % 15 == 0 ? "fizzbuzz"  
41     : v % 5 == 0 ? "buzz"  
42     : v % 3 == 0 ? "fizz"  
43     : v.ToString();  
44 }
```

Premera Outcomes

- High-Quality Scalable Survey Engine
 - *Customizable & Extensible*
- Microservices Architecture
 - *First of 5 teams to move data to secure cloud*
- Learning Projects into Production
 - *Siri App*
- Growth of Team and Individuals
- Nation and International Renown
 - *FaST-Agile*

Positive Aspects

- Enjoyment of work
- Emergence of “Natural Leadership”
- Team Ownership and Team Responsibility
- Team Growth & Learning
- Better Software at a more rapid
(but sustainable) pace



<https://www.danpink.com/books/drive>

Negative Aspects

- It's not for everyone
 - Collaboration is HARD!
- It requires a maturity level that many people aren't comfortable with at the office
 - Learning to work in a psychologically safe environment takes practice
- Corporate Immune System
 - Trust must exist outside of the Collective
 - Management must give up "Power Over"
 - Other teams/managers can feel threatened

High-Level Overview

Bring everyone together to work as one Collective.

Visually represent business goals on a wall.

Let the team self-organise into teams to break down and do the work.

On a short cadence, sync and repeat the above steps.



MODERN-AGILE
NO ESTIMATES
SELF-ORGANIZING
OPENSPACE-TECHNOLOGY
NATURAL-LEADERSHIP
MICRO-ITERATIONS

SELF-MANAGED
MULTIPLE-BACKLOGS

LESS-MEETINGS
STORY-STEWARDSHIP

STORY-TEAMS
MOB-PROGRAMMING
PAIR-PROGRAMMING

MULTI-STAKEHOLDER-COLLABORATION
T-SHAPED

CRAFTSMANSHIP
MULTI-TEAM
INNER SOURCING

<https://www.fastagile.io>



If you could make one change tomorrow?

- ① Start presenting to display the poll results on this slide.

Resources

Paige Watson

paige@industriallogic.com

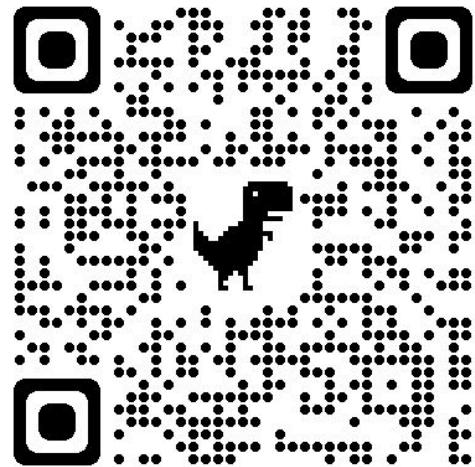
Twitter: @PaigelsXP

Mastodon:

<https://techhub.social/@paigewatson>

LinkedIn:

<https://www.linkedin.com/in/paige-watson-b817564/>



Resources Link