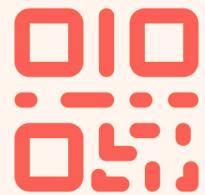


Working the Way We Want!

Paige Watson
Senior Technical Consultant, Industrial Logic

Iowa .Net User Group 2023

slido

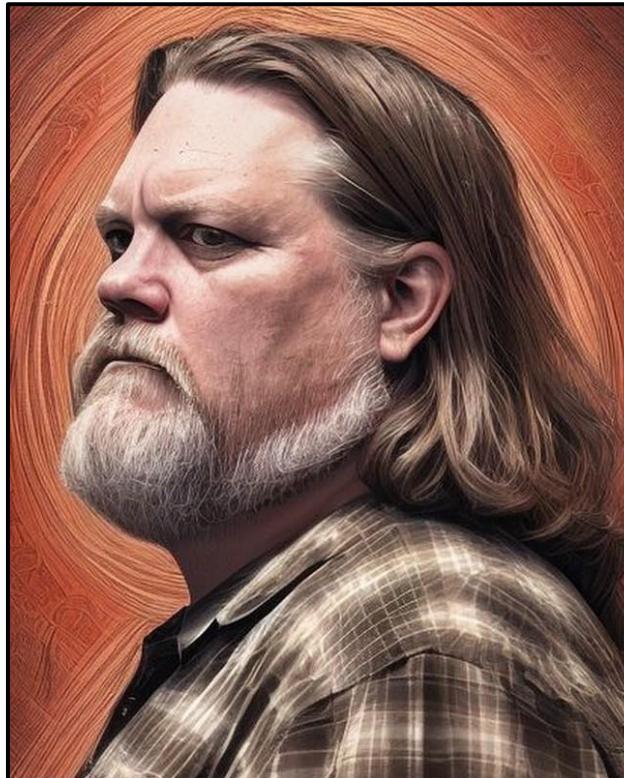


Join at [slido.com](https://www.slido.com)
#3758324

ⓘ 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.



slido



Which one is the lie?

ⓘ Start presenting to display the poll results on this slide.



Premera Blue Cross

Washing 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?

ⓘ Start presenting to display the poll results on this slide.

Team Chartering



Community Agreements



Premera Team Agreements

- Self-organization/Natural Leadership
- Conflict Resolution
- Experiments and Outcomes
- Code Quality and Collaboration
- Team Growth & Learning

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

- 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



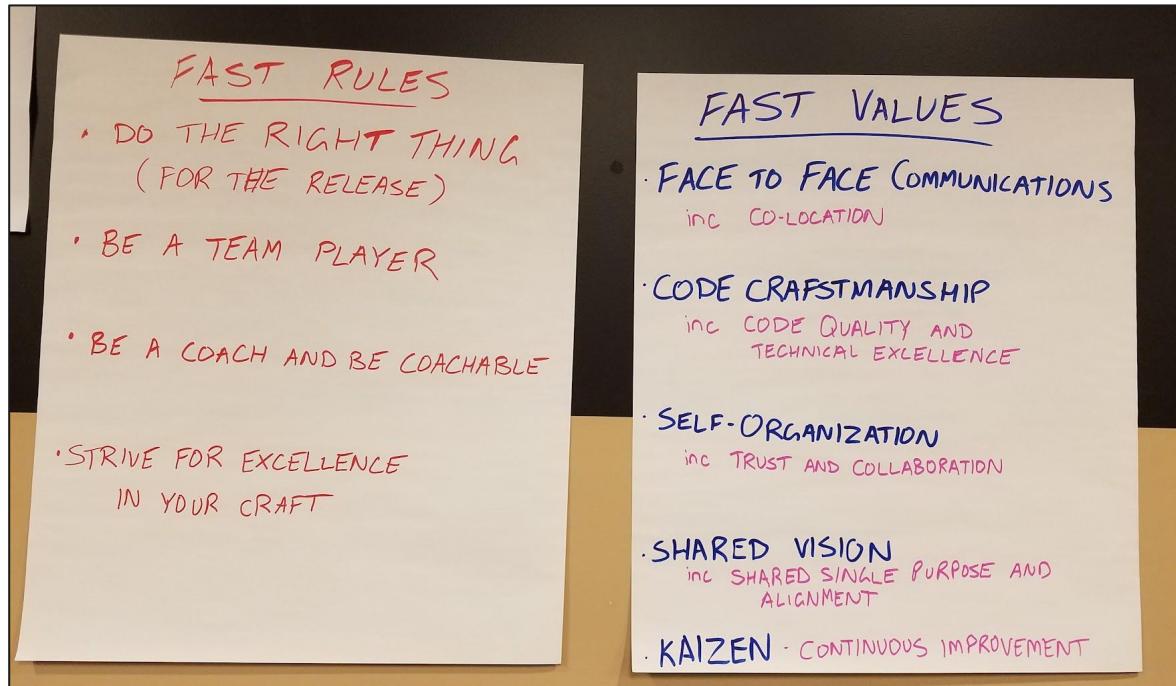
HARRISON OWEN

Originator of Open Space Technology



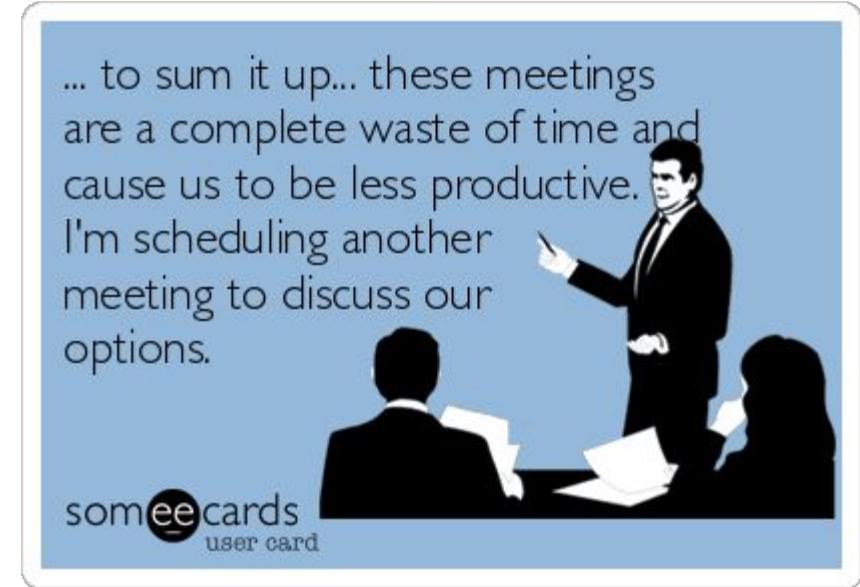


FAST “Rules” (Standards)



Self Organization

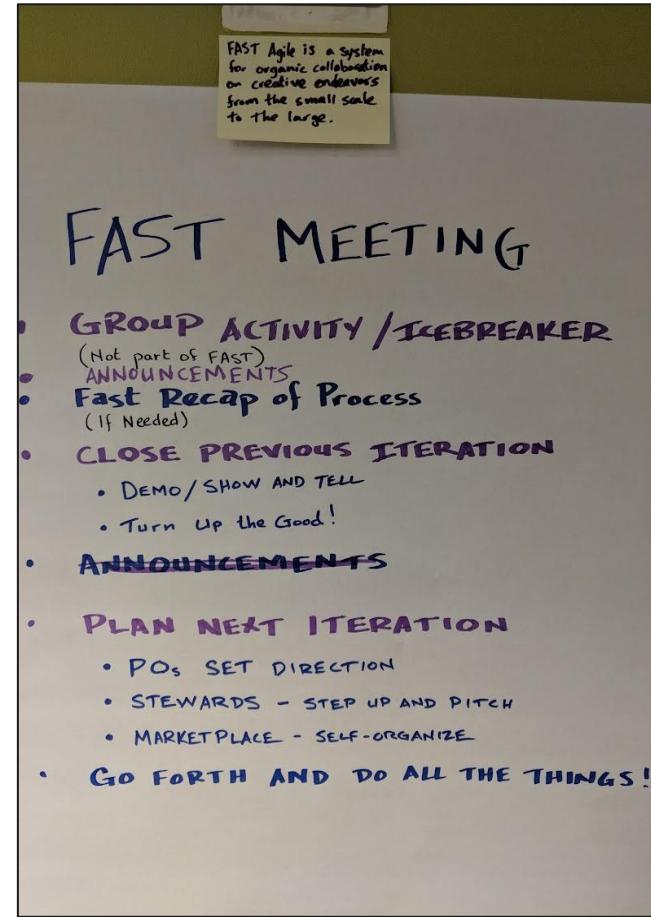
Step One: Get rid of all the damn meetings!



The meeting

One Meeting

- Everyone attended
- 30 minutes max



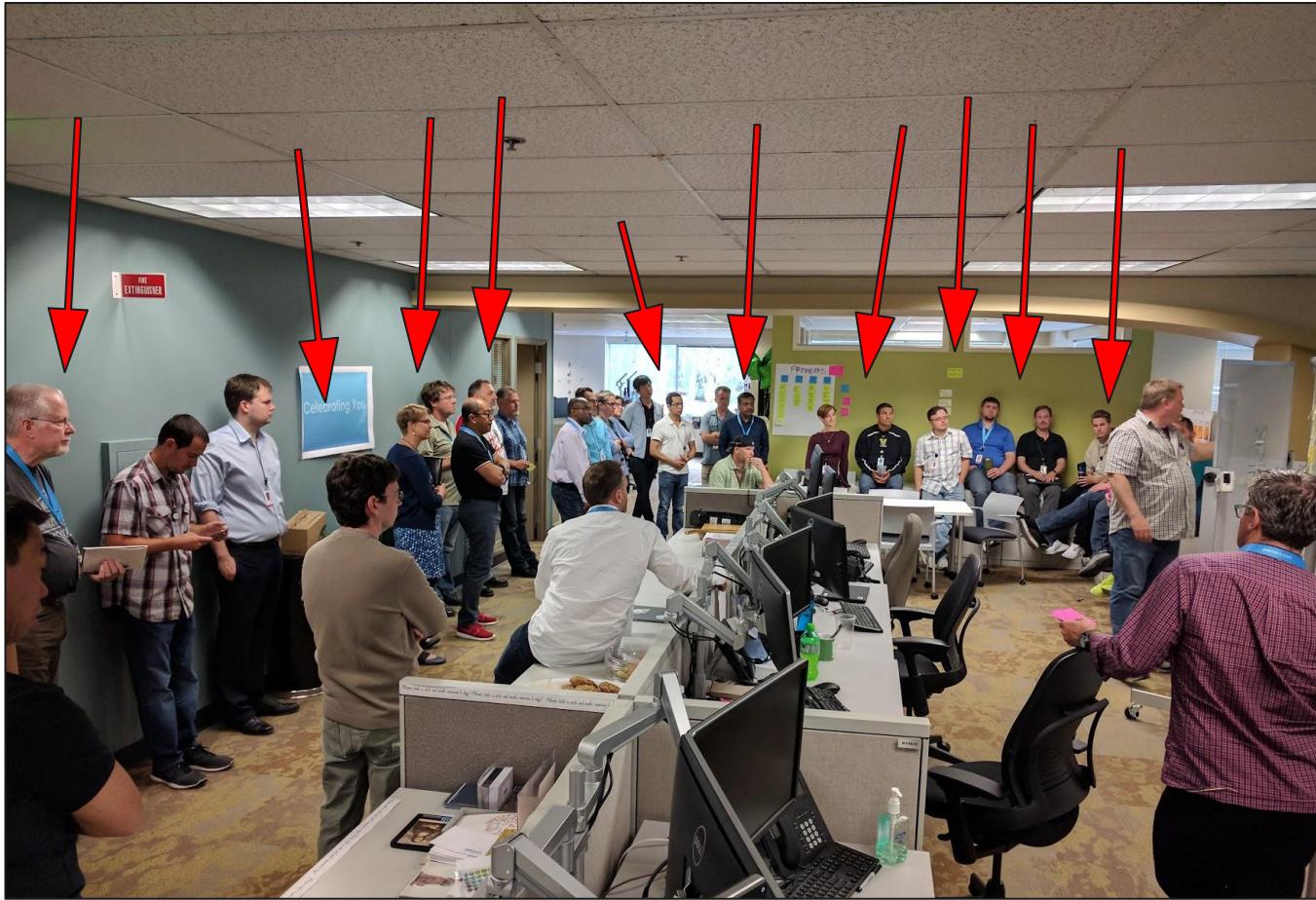


Market Facilitator





Members



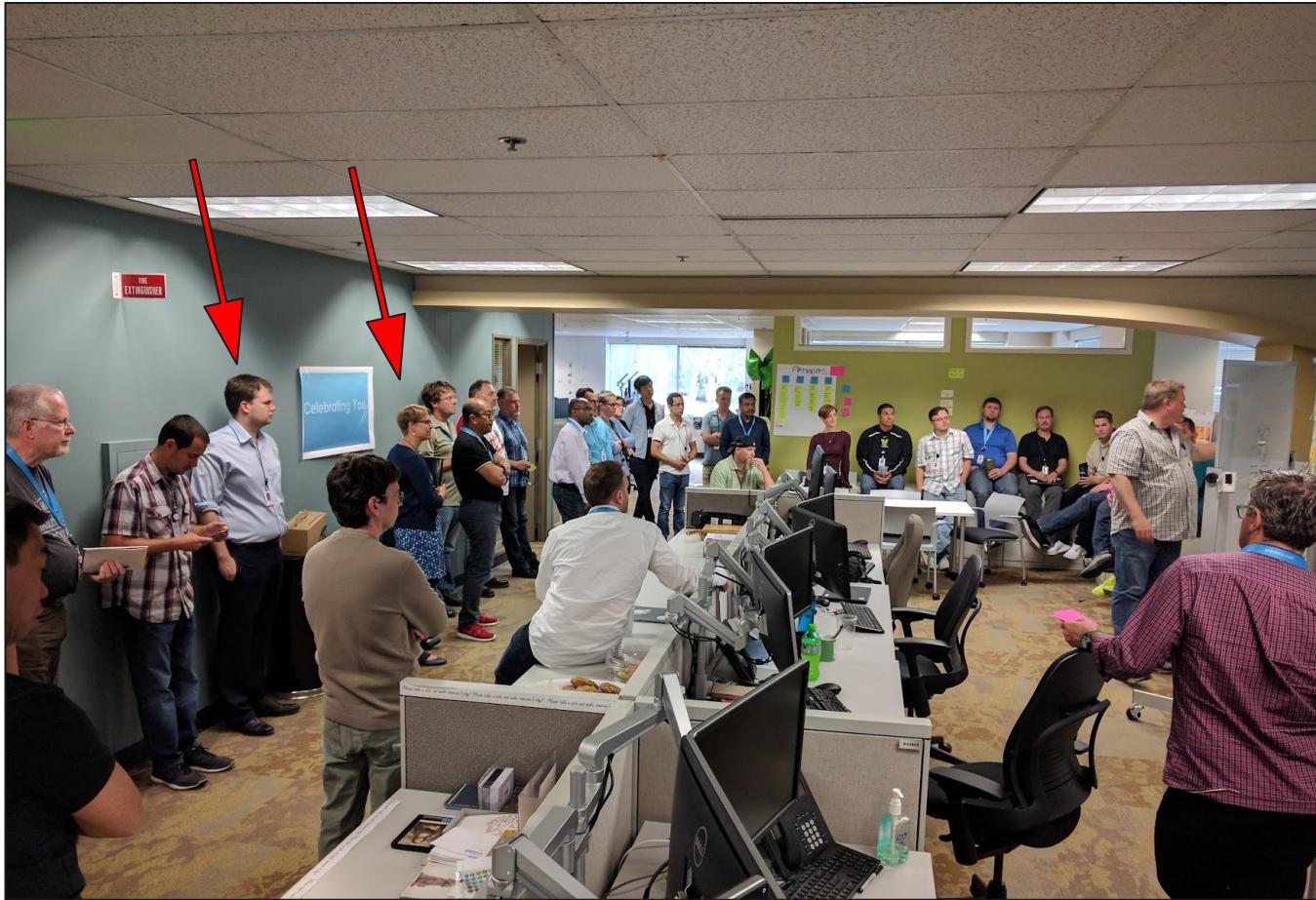


Product Manager





Guests



Dynamic Re-Teaming



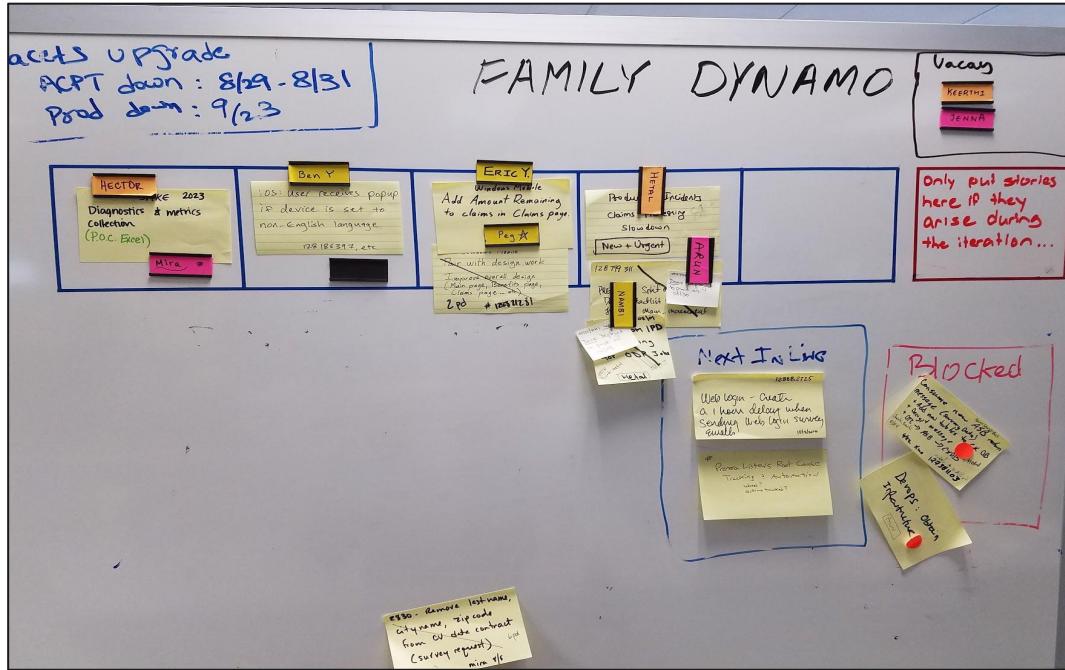
Knowledge Growth

Natural Leadership

Team Ownership

Team Responsibility

Limited WIP

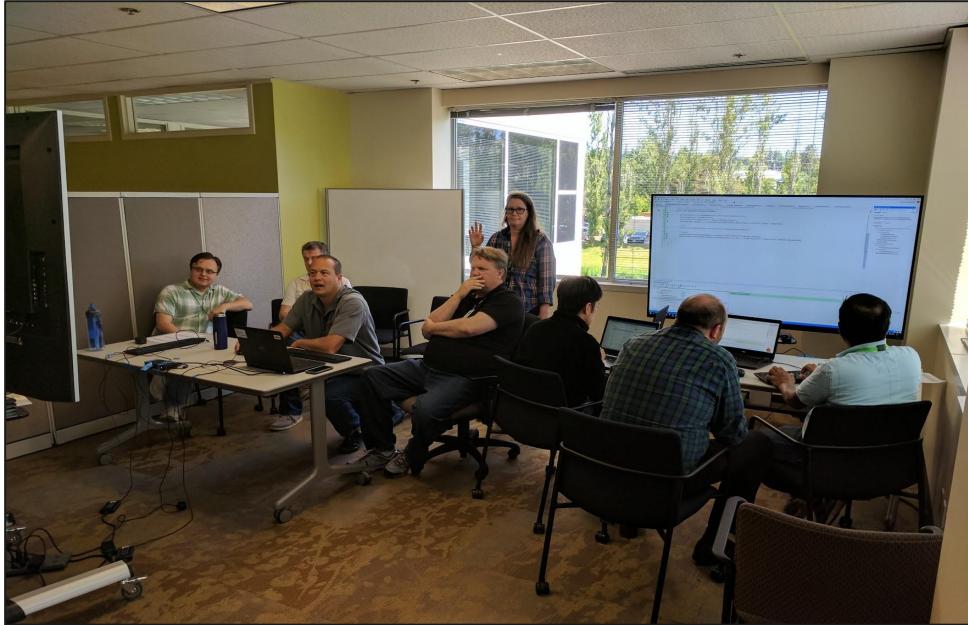


Learning and Growth

“Slow Down to Go Fast”

Better define priorities

Whole Team Programming



Quality/ Standards

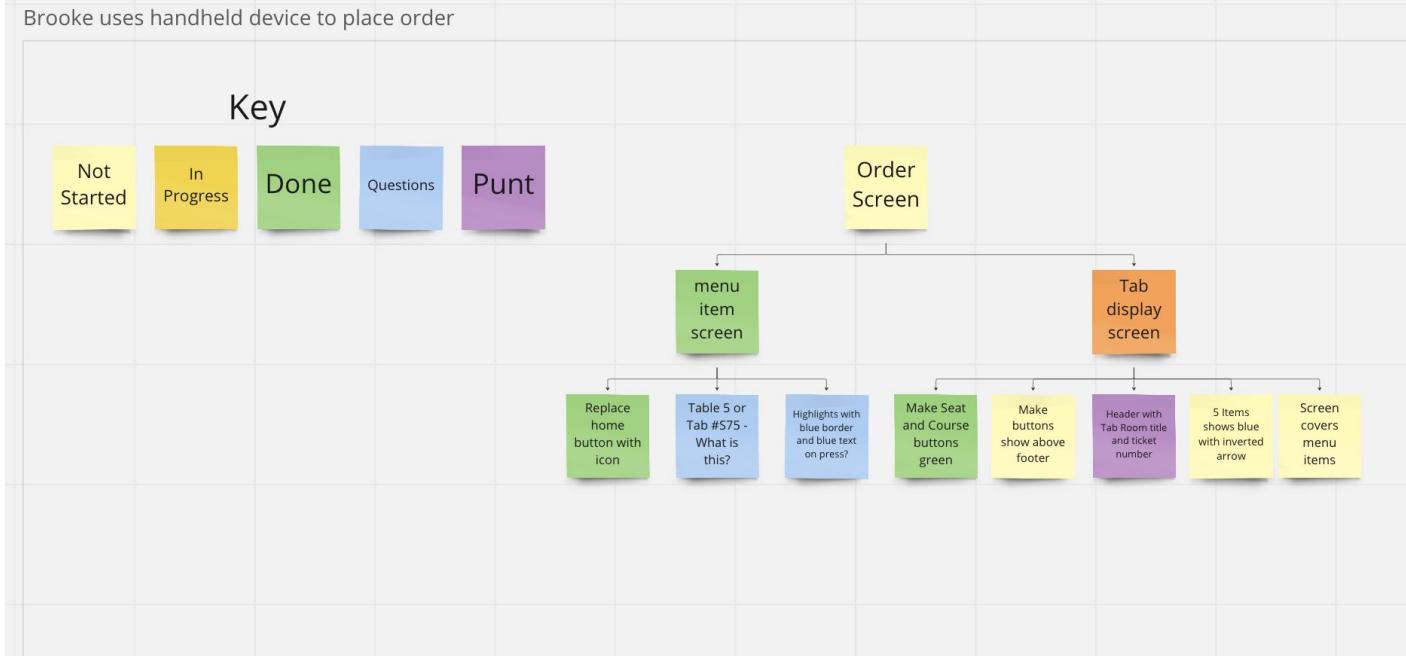
Knowledge Growth

Enjoyment of Work

Make Work Visible - Discovery Trees



Make Work Visible - Discovery Trees





Team Growth

Weekly Kata Practice (with other teams)

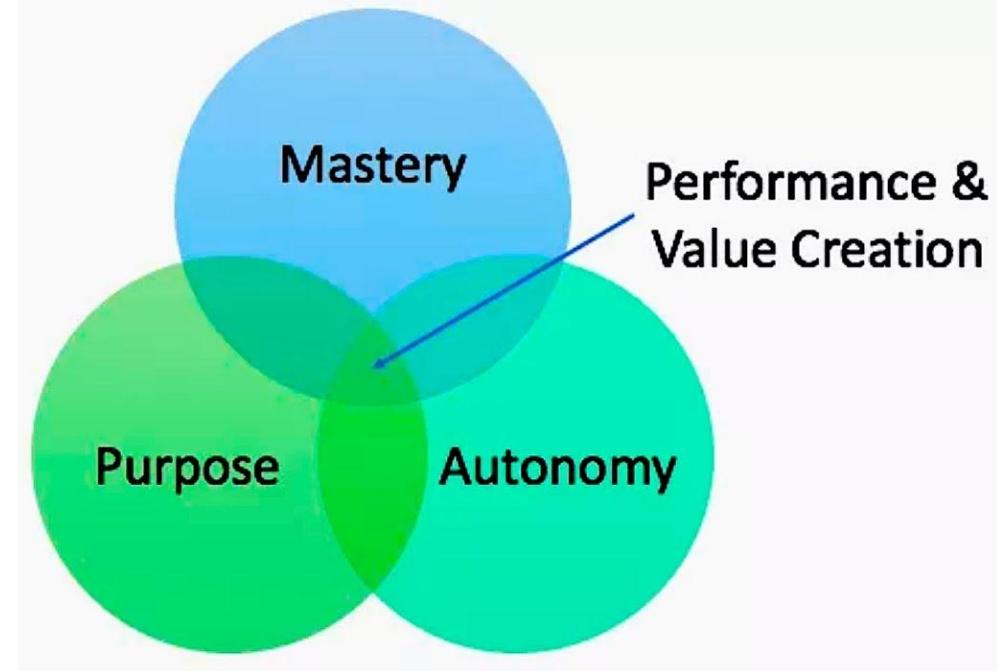
Learning Time

Premera Outcomes

- High-Quality Scalable Survey Engine
 - Customizable & Extensible
- Microservices Architecture
 - First of 11 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.

<https://www.fastagile.io/method>



Premera Focus

MODERN-AGILE
SELF-MANAGED
MULTIPLE-BACKLOGS
NOESTIMATES
SELF-ORGANIZING STORY-TEAMS
LESS-MEETINGS MOB-PROGRAMMING
STORY-STEWARDSHIP PAIR-PROGRAMMING
OPENSPACE-TECHNOLOGY MULTI-STAKEHOLDER-COLLABORATION
NATURAL-LEADERSHIP T-SHAPED
CRAFTSMANSHIP
MULTI-TEAM **MICRO-ITERATIONS**
INNERSOURCING

<https://www.fastagile.io>



If you could make one
change tomorrow?

ⓘ Start presenting to display the poll results on this slide.



Paige Watson

Questions?

Keep in touch:

paige@industriallogic.com

@PaigelsXP

<https://www.fastagile.io>





Further Knowledge

- Fluid Scaling Technology
 - <https://fastagile.io>
- Ron Quartel - @RonQuartel
 - <https://medium.com/@ronquartel>
- James Shore - FAST: An innovative way to scale
 - <https://www.jamesshore.com/v2/presentations/2022/fast-an-innovative-way-to-scale>
- Steve Kuo - Working With Discovery Trees
 - <https://www.industriallogic.com/blog/discovery-trees/>