



## A MORE EFFECTIVE WAY TO EXECUTE YOUR DEVOPS STRATEGY

ALEX BASA & KIM GRUNOW

## WHO ARE WE?



Alex Basa  
Sr. Dojo Coach  
DoJones Lead  
Product, Agile, Technical  
& DevOps Challenges



Kim Grunow  
Digital Product Manager  
Wealth Management





## WHAT WILL WE TALK ABOUT TODAY?

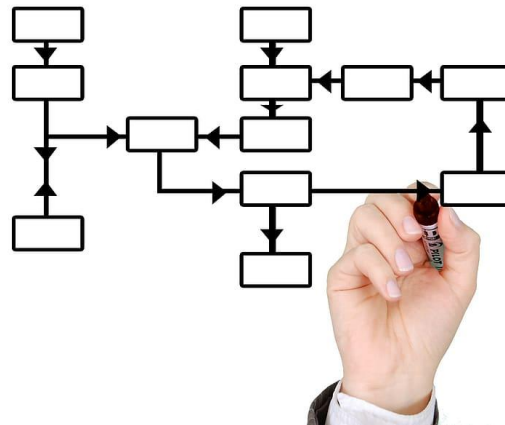
- Upskilling, Retooling and Advancing DevOps and Technical Practices
- Pros/Cons of Different Approaches
- Business and Technical Examples



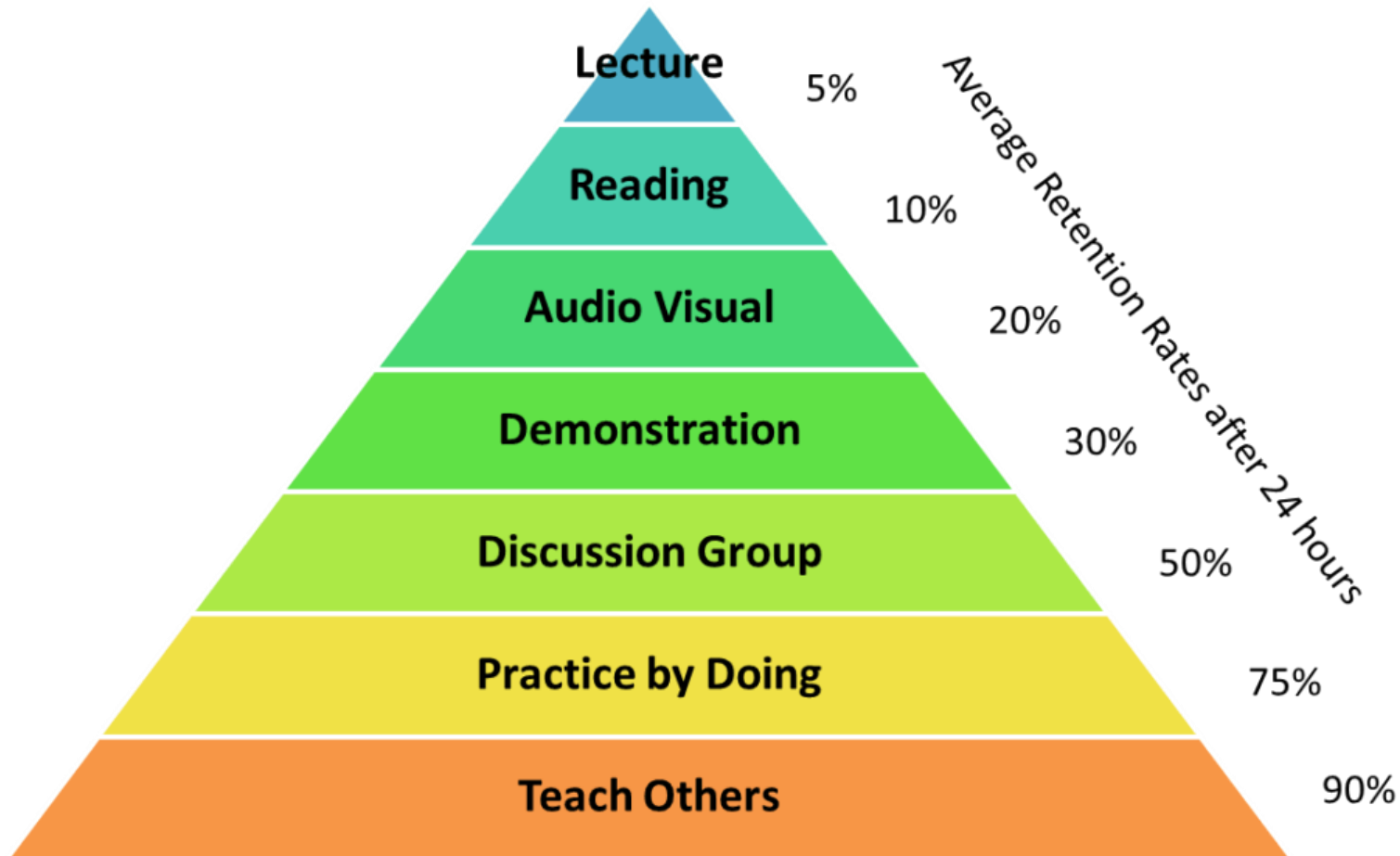
## **BUSINESS PROBLEM**

- Modernizing while maintaining
- New Product feature development
- Regulatory changes

# TEAM CHALLENGES



# The Learning Pyramid



Source: National Training Laboratories, Bethel Maine



**10%**  
Formal  
Learning



**20%**  
Informal  
Learning

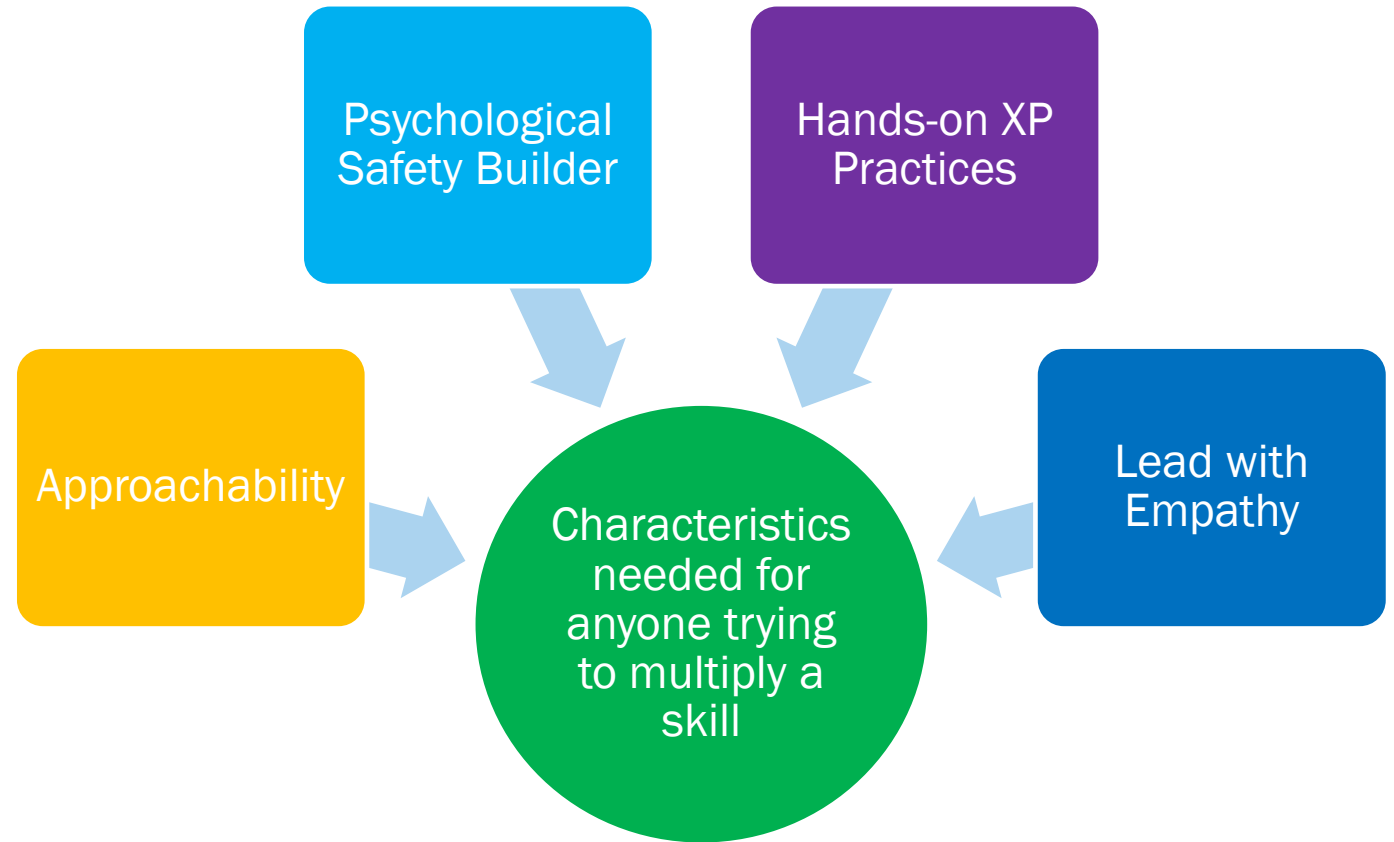


**70%** On-the-job  
Experience

# CREATE A CULTURE OF LEARNING

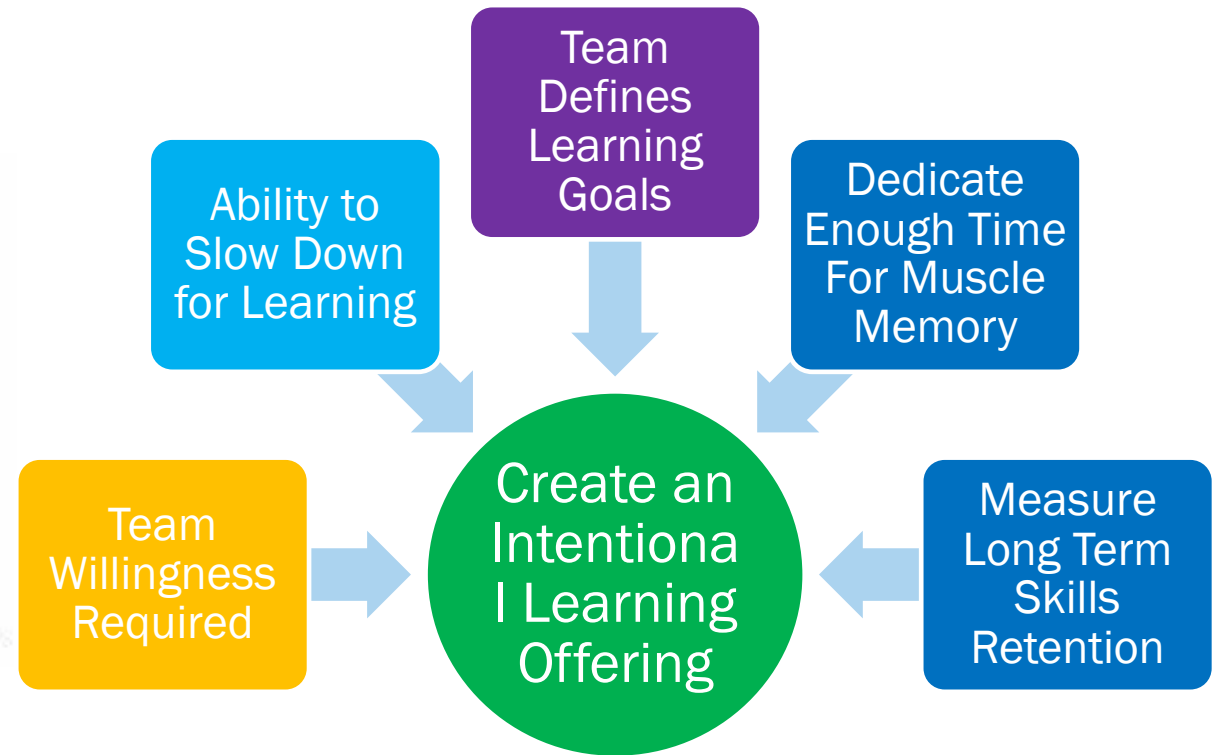
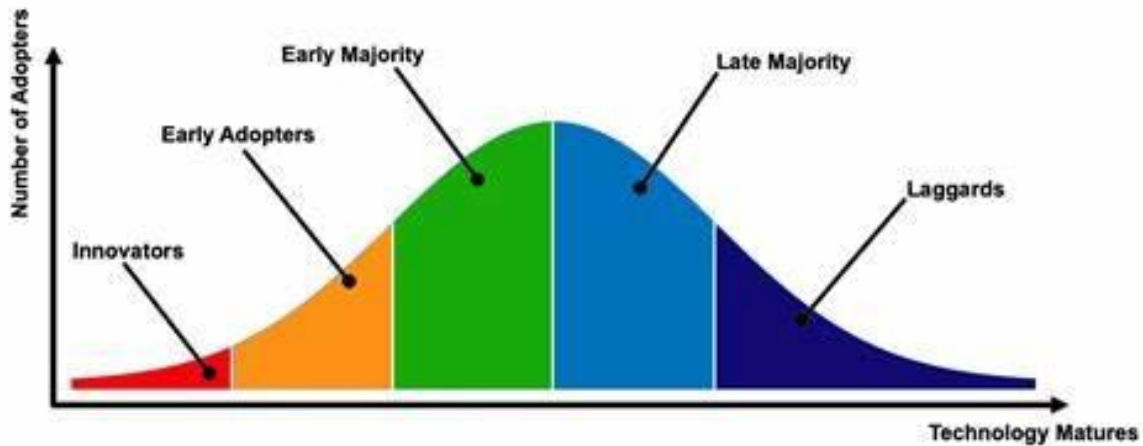


"I got skills, they're multiplying"





# CREATE A CULTURE OF LEARNING







## TESTIMONIALS

"The dojo engagements have been the most consistent and effective means of rapid team improvement deployed at Edward Jones so far. Every team has left these engagements measurably better than they started. When reinforced with consistent guidance from agile coaches and scrum masters, they are a vital part of the strategy for building healthy, productive, durable teams."

– Lee Eason, Director

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## TESTIMONIALS

"I would like to learn more about Java programming and am waiting for an opportunity to explore and start working in Java. MIB's Dojo session provided me with the path for that. During Dojo, I got a great deal of exposure to Java programming by working in partnership with MIB's Java developers - we did mob and swarm the Java coding, and analysis, which increased my interest toward Java programming. I am ready to take on Java stories while simultaneously working on mainframe stories."

– **Senthil Thirunavukkarasu, Developer**



## TESTIMONIALS

"A-Team's experience with the Dojo has completely changed how the team and myself think about how work gets done. The collaborative way in which they now work is not only resulting in higher quality code but also has dramatically reduced their queue time (time spent waiting for answers).

The Dojo also provided an opportunity for developers with different skill sets to learn new things outside of their realm of knowledge. A great example of this is the team was without their mainframe developer for 6 weeks after Dojo ended but did not miss a beat. In the Dojo the java developers had picked up the skills needed to do basic research on the mainframe side and are now much more self-sufficient when a mainframe question comes up. This allows the mainframe to stay focused on her work and not be constantly interrupted to answer questions from the java developers. "

– Gary Kriete, Product Development Manager

## RESULTS

### Time to Market

- 84% faster

### Say/Do

- 67% gain

### Team Health

- 11% more safety

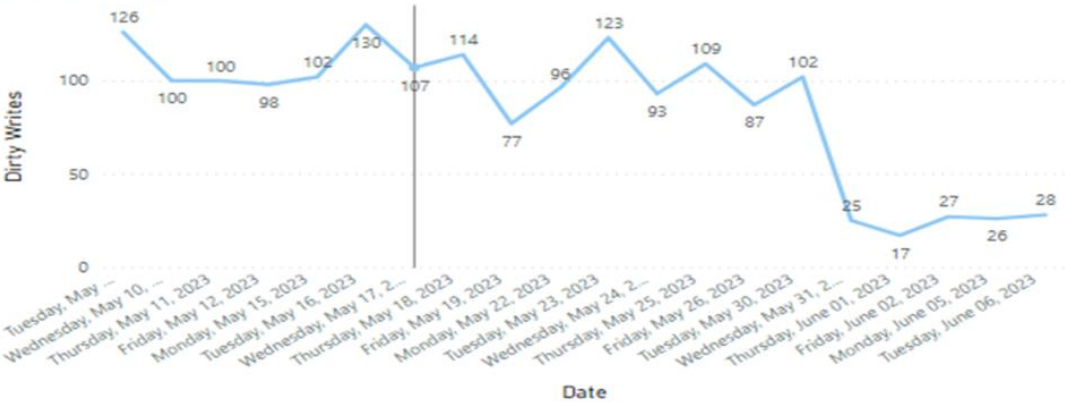
### Customer Satisfaction

- 58 NPS score

# PRODUCT HEALTH IMPACT

The A-Team (Digital Account Solutions) partnership with DoJones resulted in direct impact to branches.

Dirty Writes by Date



# Dirty Writes	Frequency	Cost Savings to Branches
100	Daily	\$249 - \$498 daily
500	Weekly	\$1,245 - \$2,490 weekly
2,000	Monthly	\$4,980 - \$9,960 monthly



# SUMMARY

- Make psychological safety a priority
  - Measure it
- Create an intentional learning offering with teams
  - Creating space for learning
- Grow the skill sets with the people who are trying to multiply their skillsets
  - Knowing the skill or tool is not enough anymore
- Measure long term skill retention and keep improving the offering

# QUESTIONS?



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