Humanistic Practices

Tom Flaherty

Table of Contents

A humanistic methodology with a light weight ontology comprising nine practices that Embrace, Innovate and Encourage the processes of Learning, Doing and Sharing.

Introduction To Humanistic Practices

A Humanistic Approach

- We embrace, innovate and encourage cultural fit.
- We refine what we learn do and share.

Introducing a Humanistic Ontology

Three Columns

Embrace

A tactical approach for human colaboration and adapting to change.

Innovate

An innovative product definition, technology and delivery lifecycle.

Encourage

A shared strategic vision for discovery, benefits governed by principles.

Three Rows

Learn

The means for defining the business with the model canvas.

Do

Technological adaptatiion and construction influenced by benefits.

Share

Continuous change and delivery overseen by governance.

Nine Practices

Practices emerge at the intersections of columns and rows.

Collaborate

Team building with creative interaction.

Product

Transforming ideas into an attractive portfolio.

Discovery

Finding and communicating our vision to clients.

Adapt

Fine tuning our work.

Technology

Innovative engineering and construction.

Benefit

Realizing the best architecture that propels our discoveries.

Change

Continuous evolution.

Deliver

Sharing our work with our communities.

Govern

Facilitating and improving the entire company.

What's Next

The rest of this chapter discusses the inspiration and columns and rows in more detail while the subsequent chapters address each of these nine practices.

The Principles Behind Each Column and Practice

Reference?

- General
    1. IT and business alignment
    2. Maximum benefits at the lowest costs and risks
    3. Business continuity
    4. Compliance with standards and policies
    5. Adoption of the best practices for the market
- Information
    1. Information treated as an asset
    2. Shared information
    3. Accessible information
    4. Common terminology and data definitions
    5. Information security
- Application
    1. Technological independence
    2. Easy-to-use applications
    3. Component reusability and simplicity
    4. Adaptability and flexibility
    5. Convergence with the enterprise architecture
    6. Enterprise architecture also applies to external applications
    7. Low-coupling interfaces
    8. Adherence to functional domains
- Technology
    1. Changes based on requirements
    2. Control of technical diversity and suppliers
    3. Interoperability

Embrace

Collaborate

- Activities have gravitated away from individuals and towards teams.

Psychological Safety
- We instill a sense of confidence so that everyones' contributions are sought after and valued.
- Everyone is comfortable being themselves.
- Jobs and lifestyles are in harmonony.

Mutual Respect
  - We respect everyones diversity and are sensitve about their viewpoints.
  - We work as a team within our organization, across organizations and with our customers.

Acquire

Expertise

Trust

Interpersonal

Our teams thrive on interpersonal trust.

Committment

We do not say it unless we mean it. We do what we say we will do, when we say we will do it.

Partnership

We firmly believe in being a trustworthy partner to everyone.

Innovate

Where Good Ideas Come From

Ecosystem

Allows ideas to be diffused and be reconnected in novel ways.

Connection

Chance favors the connected mind with serendipitous discoveries

Adjacent

Possibilities emerge and become close waiting to be connected.

Hunches

Ideas evolve over time as slow hunches rather than sudden breakthroughs.

Repurpose

Technologies engineered for one purpose are extended to other purposes.

Convergen

Ideas converge in a shared physical or intellectual space.

Learning

Leverage change to adopt new strategies.

Improvement:

  - We facilitate everyone to be involved in continuously improving our products, technology and delivery.

- We create the space and allocate the resources for long term strategies.
- We strive for excellence in everything we do..

Product

Tools

Science

Creativity

Encourage

Discover

Customer Focus:

- We strive to discover ours customer needs to the best of our abilities.
- We recognize our teams and customers are the reason for our existence.

Vision:

- We communicate our positive "Why" message to everyone expecially our customers.
- Everything we do benefits everyone.
- We govern ourselves with vision and passion.

Assumptions:

List

  We list, track and challenges all our assumptions

Pivot

  Our mistakes help us abandon our old assumptions

Transparency:

- We share information freely with everyone.
- We are transparent with everything and everyone.
- We have no hidden agendas.

Insight

Understand

Truth

Embrace

MPrinciples from Psychological Safety from Google

link::www.nytimes.com/.../what-google-learned-from-its-quest-to-build-the-perfect-team.html[Psychological Safety at Google]

Confidence

Our teams instill confidence into each member.

Trust

A climate characterized by interpersonal trust.

Safety

The team will not embarrass, reject or punish someone for speaking up.

Respect

People are comfortable being themselves.

Energy

Our teams generate energy.

Dependable

Teams impart momentum to create a culture of dependability.

Embrace

Practices

What Makes Embrace Work

Confidence

 Our teams instill confidence into each member.

Trust

 A climate characterized by interpersonal trust.

Safety

 The team will not embarrass, reject or punish someone for speaking up.
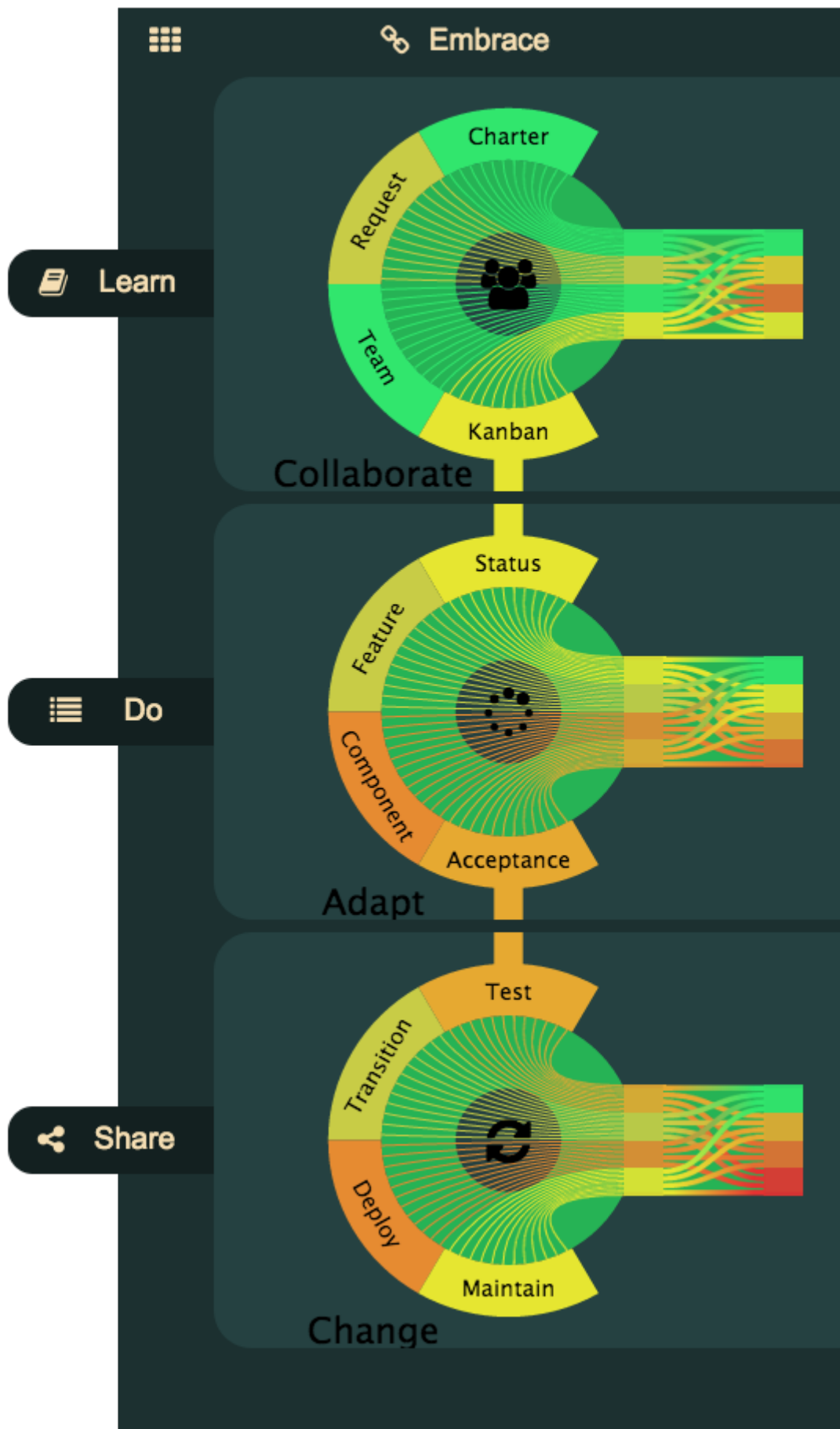
Respect

 People are comfortable being themselves.

Energy

 Our teams generate energy.

Dependable

 Teams impart momentum to create a culture of dependability.

Innovate

Principles: "Where Good Ideas Come From"

link::https://medium.com/key-lessons-from-books/the-key-lessons-from-where-good-ideas-come-from-by-steven-johnson-1798e11becdb#.mkayh3sye["Where Good Ideas Come From" by Steven Johnson]

Premise

    Chance favors the connected mind.

Adjacent Possible

    Possibilities emerge and become close waiting to connected.

Slow Hunches

    Ideas evolve over time as slow hunches rather than sudden breakthroughs.

Technologies

    Technologies engineered for one purpose are extended other purposes.

Large Networks

    Allows ideas to be diffused and be reconnected in novel ways,

Collaboration

    Discoveries have gravitated away from individuals and towards teams.

Connections

    Random connections drive serendipitous discoveries

Shared Space

    Ideas converge in a shared physical or intellectual space.

Errors

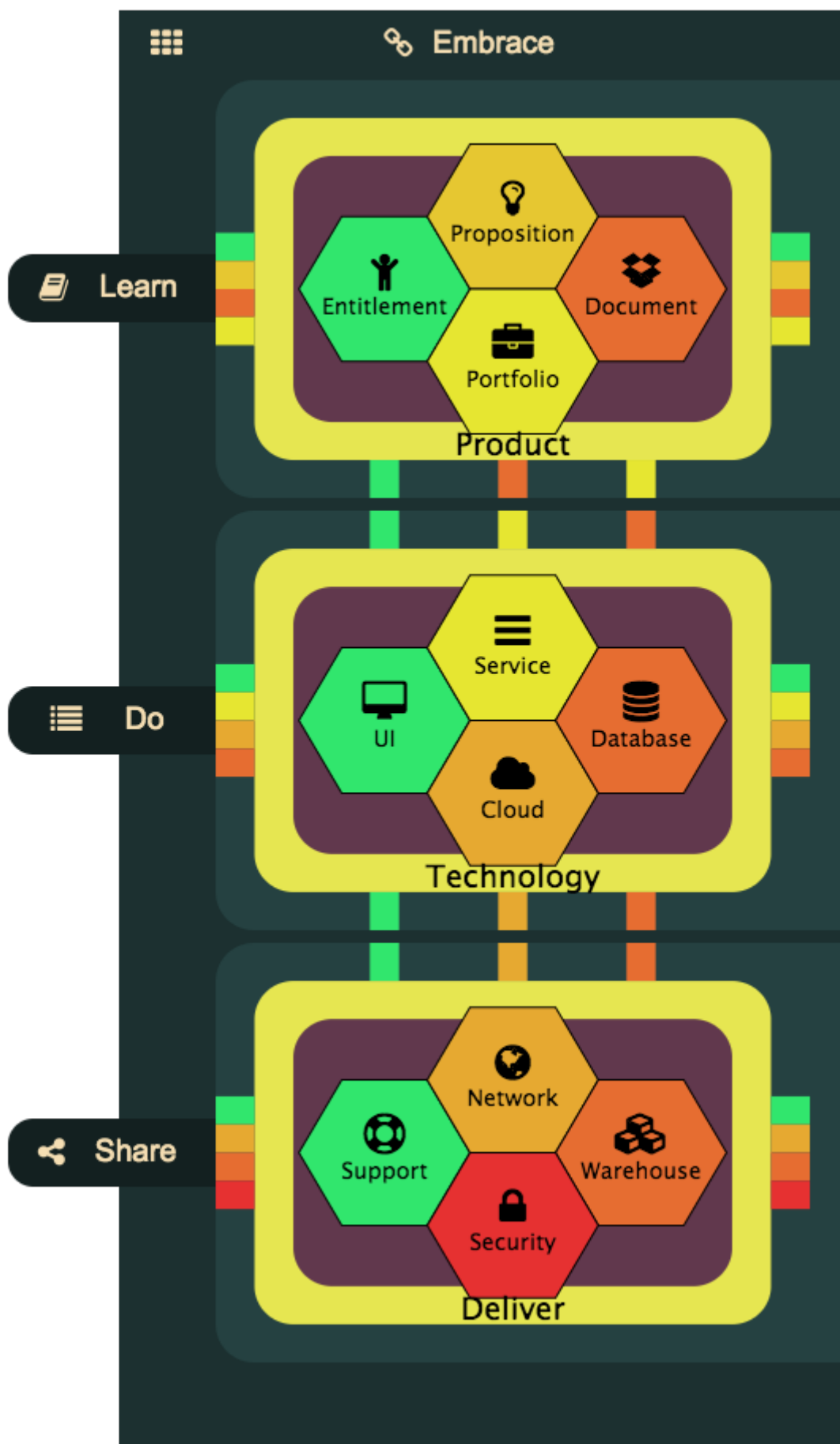   Learning that forces us to adopt new strategies and to abandon our old assumptions.

Repurposing

    New uses found current and old platforms.

Practices

What Makes Innovate Work

Premise

Lots of connections as illustrated by the color coded rectangles.

Adjacent Possible

Interelated tiers represented by hexagons have adjacent sides with meaning.

Slow Hunches

Time and resources are alocated to evolve each practice.

Platforms

Each practice serves as a large extensible multi-tier platform.

Large Networks

Each tier is part of a large network.

Collaboration

The Product Entitlement tier captures messages from the Collaborate practice

Connections

Random collaborative connection are source

Shared Space

Each practice is functions as a share physical and intellectual space.

Errors

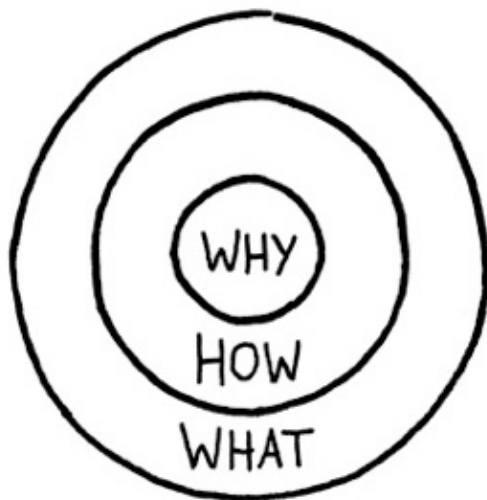When iterate with prototypes to recognize and learn from our errors.

Repurposing

Each practice is built on a core foundation for new purposes.

Encourage

Start With Why

link::http://bit.ly/2iST2Oy[How Great Leaders Inspire Action by Simon Sinek]

The Golden Circle

What

Every organization on the planet knows WHAT they do. These are products they sell or the services they offer.

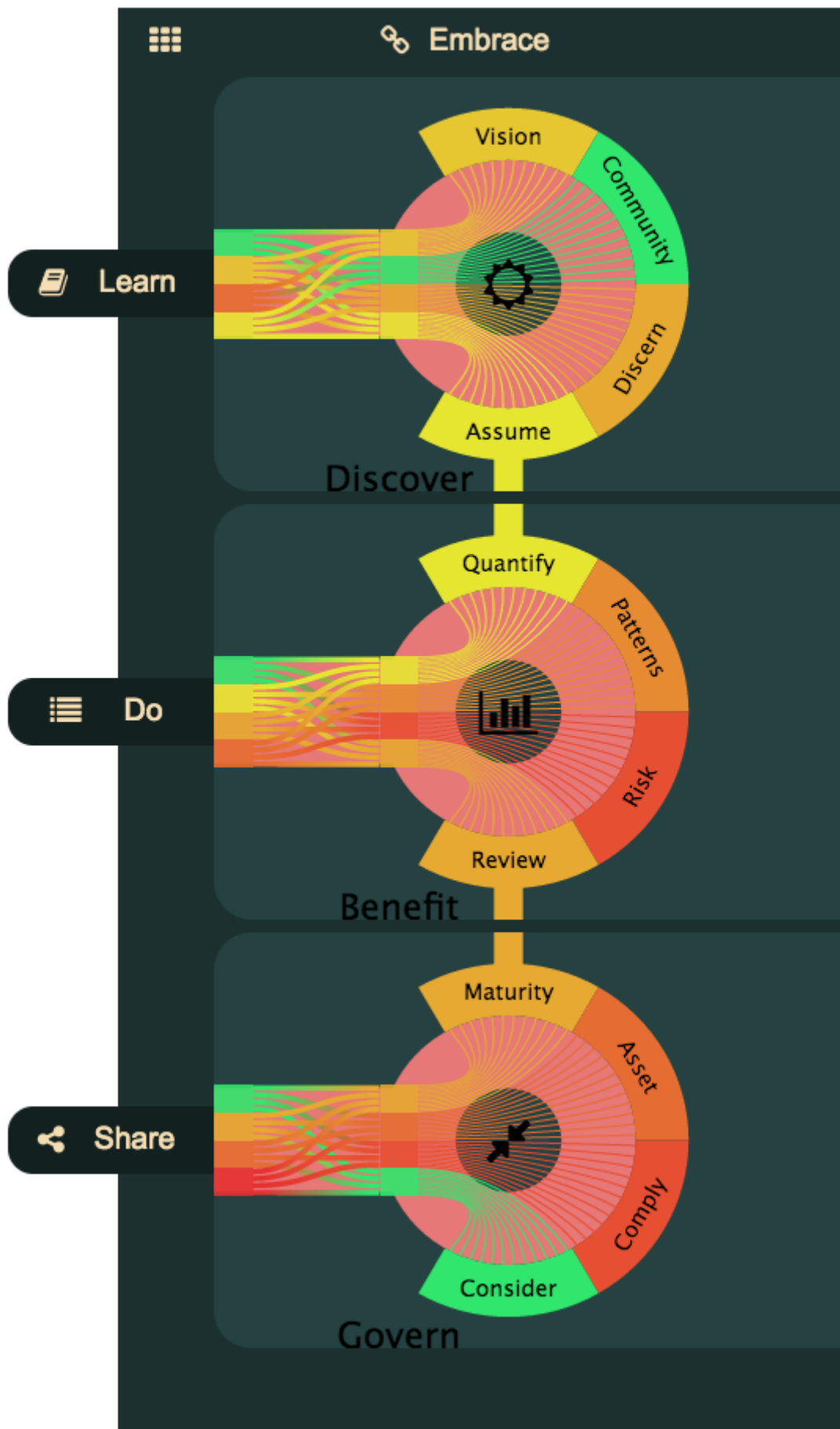**How**

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

Why

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. It's a purpose, cause or belief. It's the very reason your organization exists.

© 2013 Simon Sinek, Inc.

Encourage Practices

What Makes Encourage Work

What

    We discover our vision communities

How

    x

Why

    W

What

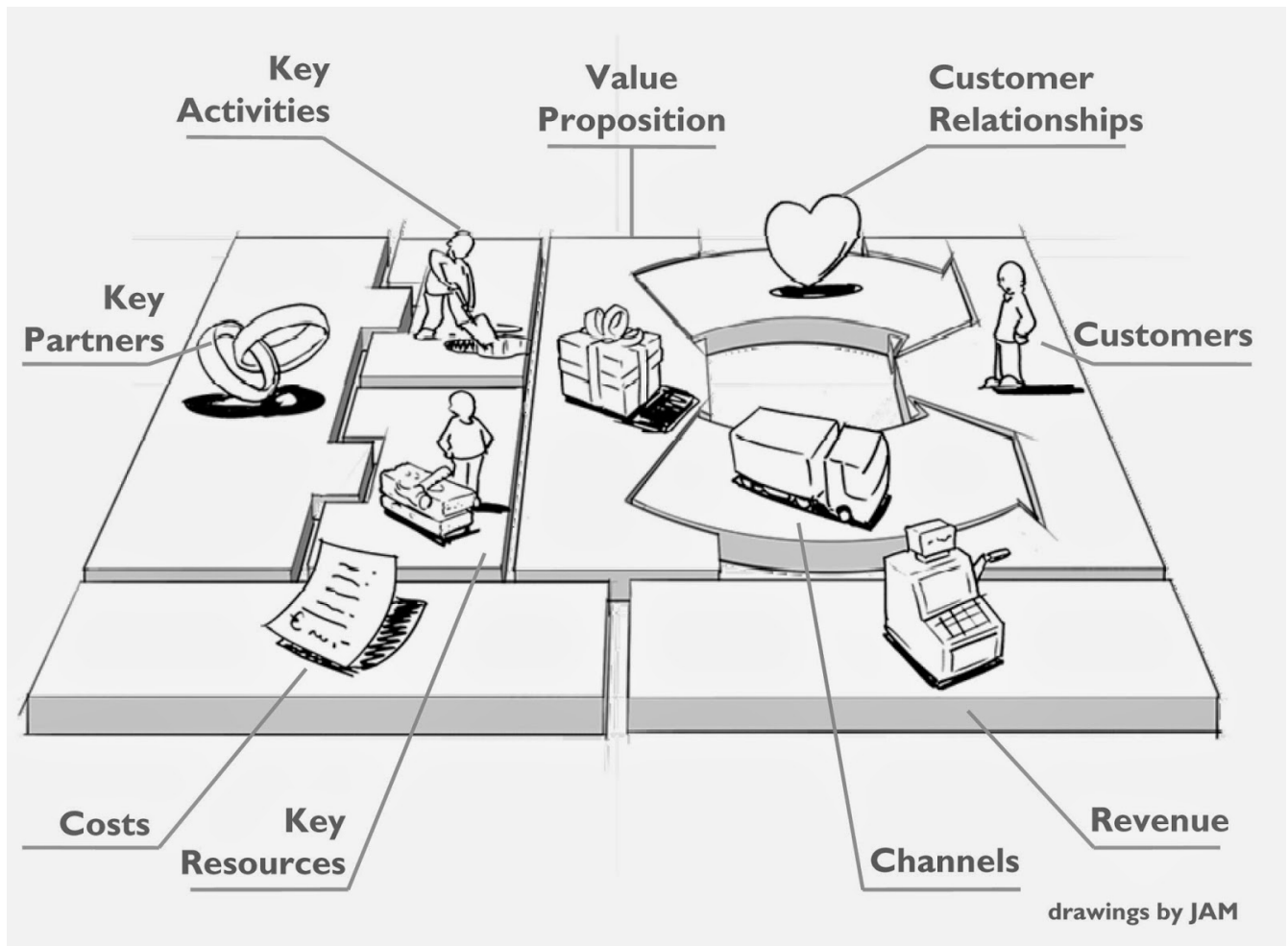   We discover our vision communities

Learn

Main Points: The Business Model Canvas

drawings by JAM

Key Activites

    The most important things a company must do to make its business model work

Key Partners

    The network of suppliers and partners that make the business model work

Key Resources

    The most important assets required to make a business model work

Value Proposition

    The bundle of products and services that create value for a specific Customer Segment

Customer Relationships

    The types of relationships a company establishes with specific Customer Segments

Customers

    The different groups of people or organizations an enterprise aims to reach and serve

Channels

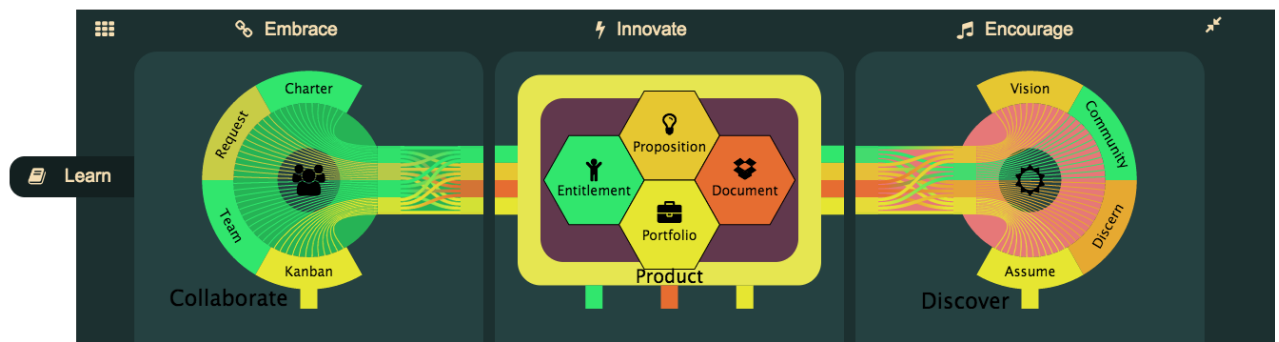How acompany communicates with and reaches itsCustomer Segments to deliver a Value Proposition

Costs

Describes all costs incurred to operate a business model

Revenue

Represents the cash a company generates from each Customer Segment

Practices

What Makes Learn Work

Summary

Collaborate

Partner

 The business network of partners and suppliers.

Activity

 The current teams tasks generated by requests.

Kanban

 Priorized activities: To Do, In Progress and Closed.

Team

 Members and their roles.

Product

Proposition

 The proposed ideas for new products.

Entitlement

 The secure UI allocation of Resources* to teams by roles.

Portfolio

 The entire suite of products that a company will offer.

Intelligence

 Data with business descriptions.

Discover

Vision

 The shared vision conveyed to customers.

Community

 Who the enterprise aims to reach and serve.

Channel

 Communicatuon and delivery mechanisms.

Assumption

 Documenting guess for quanitative validation.

Do

Main Points: x

Status

    x

Feature

    x

Component

    x

Acceptance

    x

Architecture

    x

Engineering

    x

Construction

    x

Quantify

    x

Risk
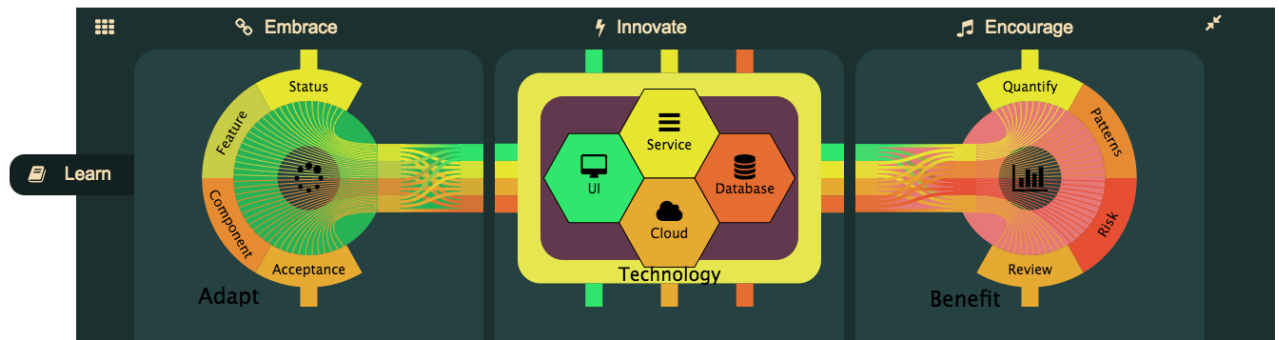
    x

Pattern

    x

Review

    x

Practices

What Makes Do Work

Status

    x

Feature

    x

Component

    x

Acceptance

    x

Architecture

    x

Engineering

    x

Construction

    x

Quantify

    x

Risk

    x

Pattern

    x

Review

    x

Summary

Adapt

Status

    x

Feature

    x

Component

    x

Acceptance

x

Technology

Architecture

x

Engineering

x

Construction

x

Benefit

Quantify

x

Risk

x

Pattern

x

Review

x

Share

Main Points: x

Test

x

Systen

x

Config

x

Transition

x

Support

x

Network

x

Warehouse

x

Security

x

Maturity

x

Listen

x
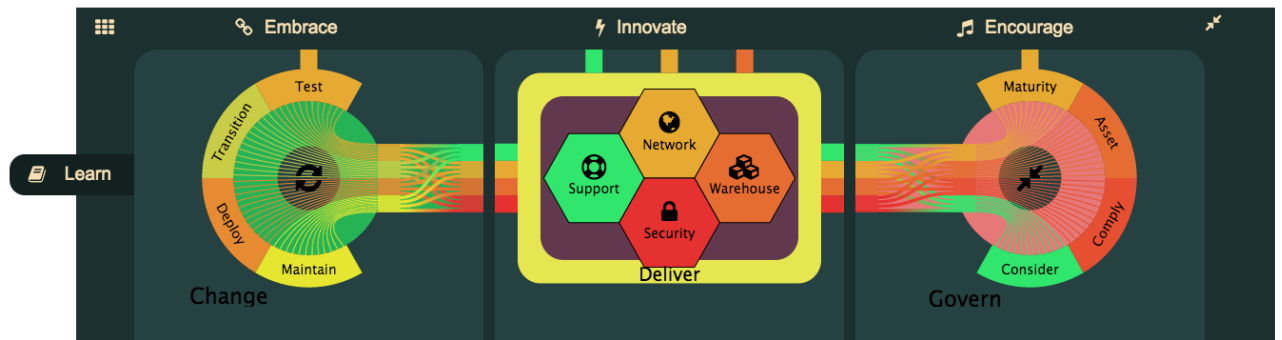
Asset

x

Comply

x

Practices

What Makes Share Work

Test

    x

Systen

    x

Config

    x

Transition

    x

Support

    x

Network

    x

Warehouse

    x

Security

    x

Maturity

    x

Listen

    x
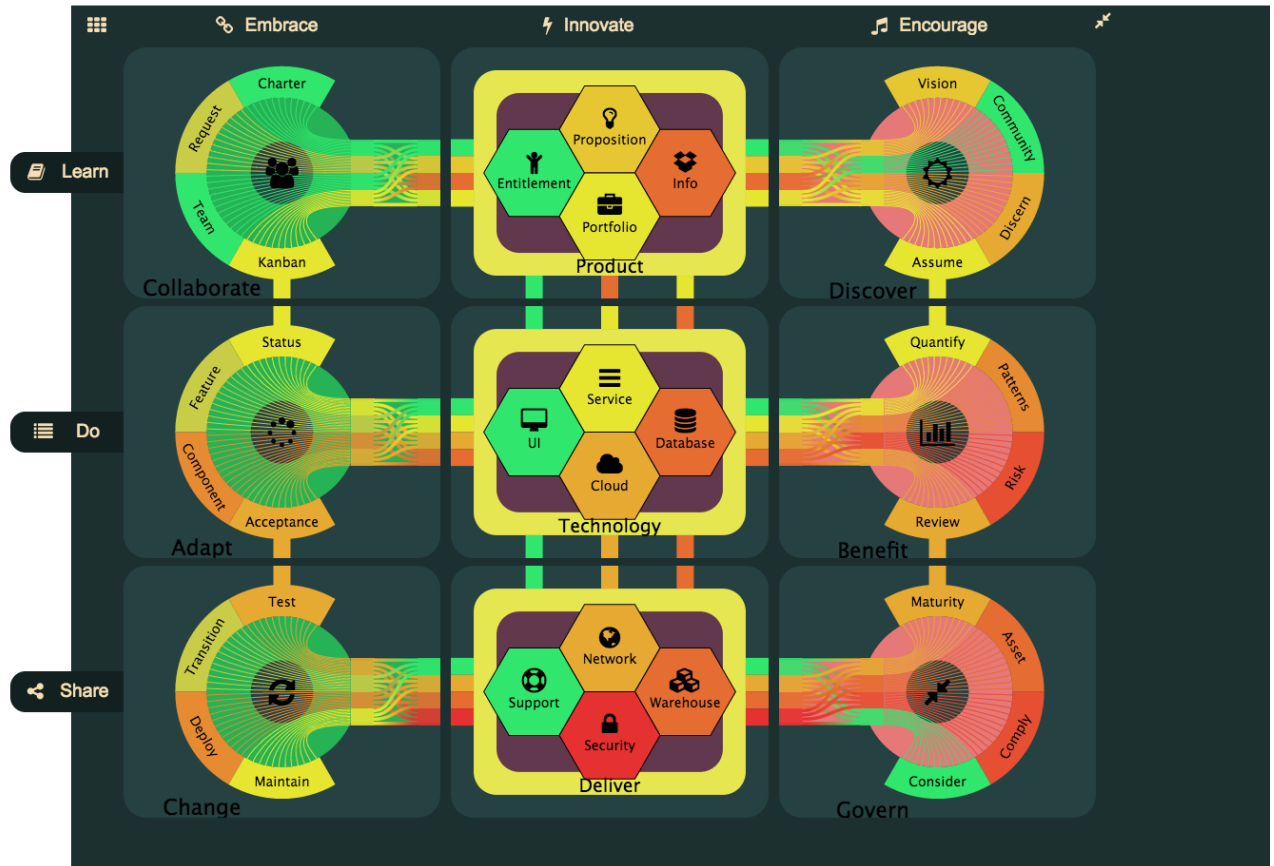
Asset

    x

Comply
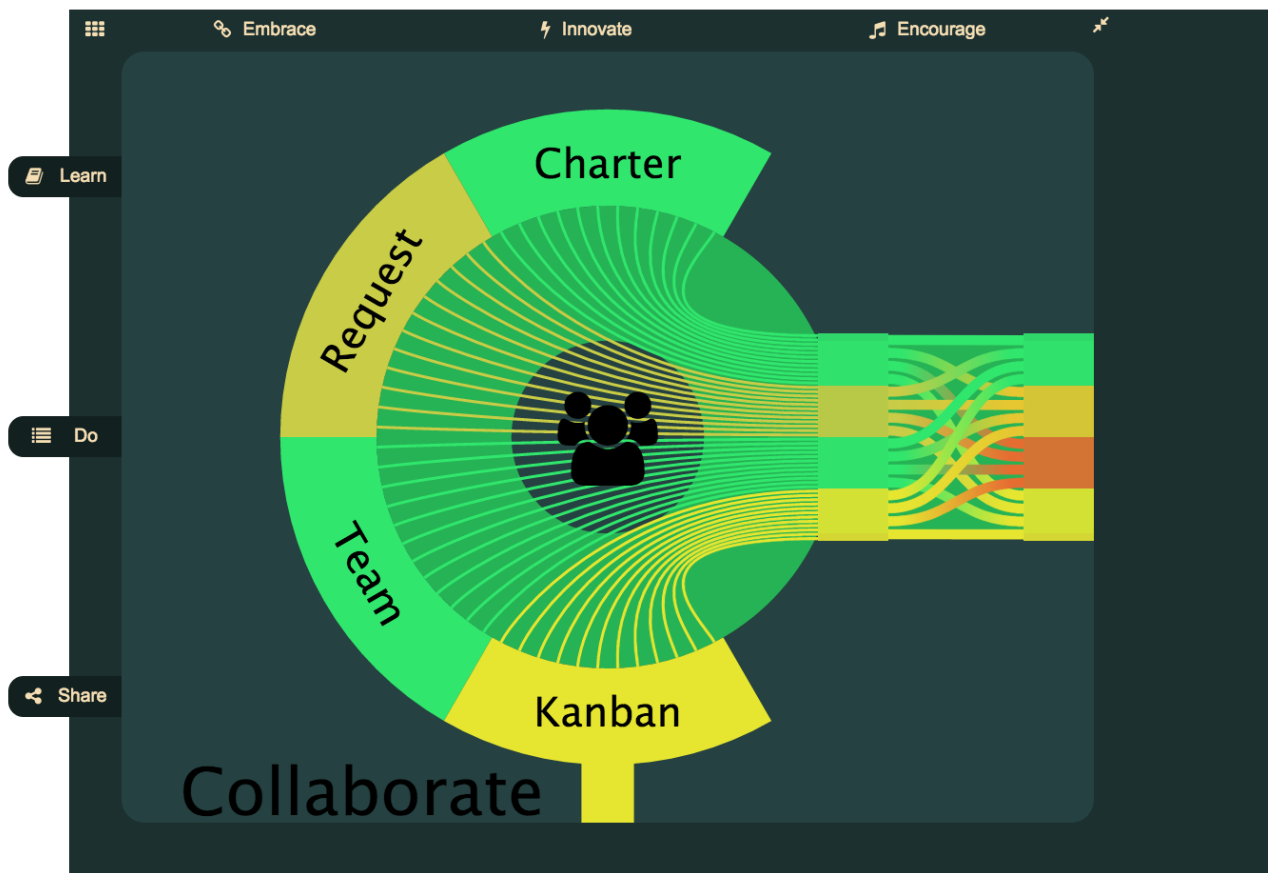
    x

Ontology

Thirty Six Studies

Twelve Connections between Nine Practices

The six horizontal connections convey culture   across columns.
The six vertical   connections flow   refinements down   rows.

Collaborate

Working together to create propositions, transform them into services, build the technology and put it into production.

Charter

    A statement about the how teams see themselves.

Request

    A proactive attitude to respond to and process requests.

Team

    Everyone is assigned to a Project and their Expert group(s).

Kanban

    A queue for pulling activities when members are ready.

Charter

Partner

Team

Project

Fashions products for client

Expert

Reinforces in house and open source technology

Partner

Coordinate with open source, technology, business and supllier partners

Diversity

Make it define us: gender, ethnic, cultural, languages.

Creativity

Let's take full advantage of our amazing creative tradition.

Efficiency

Transform a necessary trait into a competitive advantage.

Knowledge

Science, underestimated and underutilized in tech.

Leadership

Who understands talent & helps develop people's potential.

Quotes

- "Collaboration has no hierarchy. The Sun collaborates with soil to bring flowers on the earth." – Amit Ray
- "If everyone is moving forward together, then success takes care of itself." – Henry Ford
- "If I have seen further, it is by standing on the shoulders of giants." – Isaac Newton
- "No one can whistle a symphony. It takes a whole orchestra to play it." – H.E. Luccock
- "No matter what accomplishments you make, somebody helped you." – Althea Gibson
- "The lightning spark of thought generated in the solitary mind awakens its likeness in another mind." – Thomas Carlyle
- "Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilisation work." – Vince Lombardi

- "It takes two flints to make a fire." – Louisa May Alcott
- "Many ideas grow better when transplanted into another mind than the one where they sprang up" – Oliver Wendell Holmes
- "No matter how brilliant your mind or strategy, if you're playing a solo game, you'll always lose out to a team." - Reid Hoffman

---

Kanban

Product

Viable Propositions are promoted to Value Propositions by Discovery and their parts categorized into Entitlement, Portfolio and Intelligence.
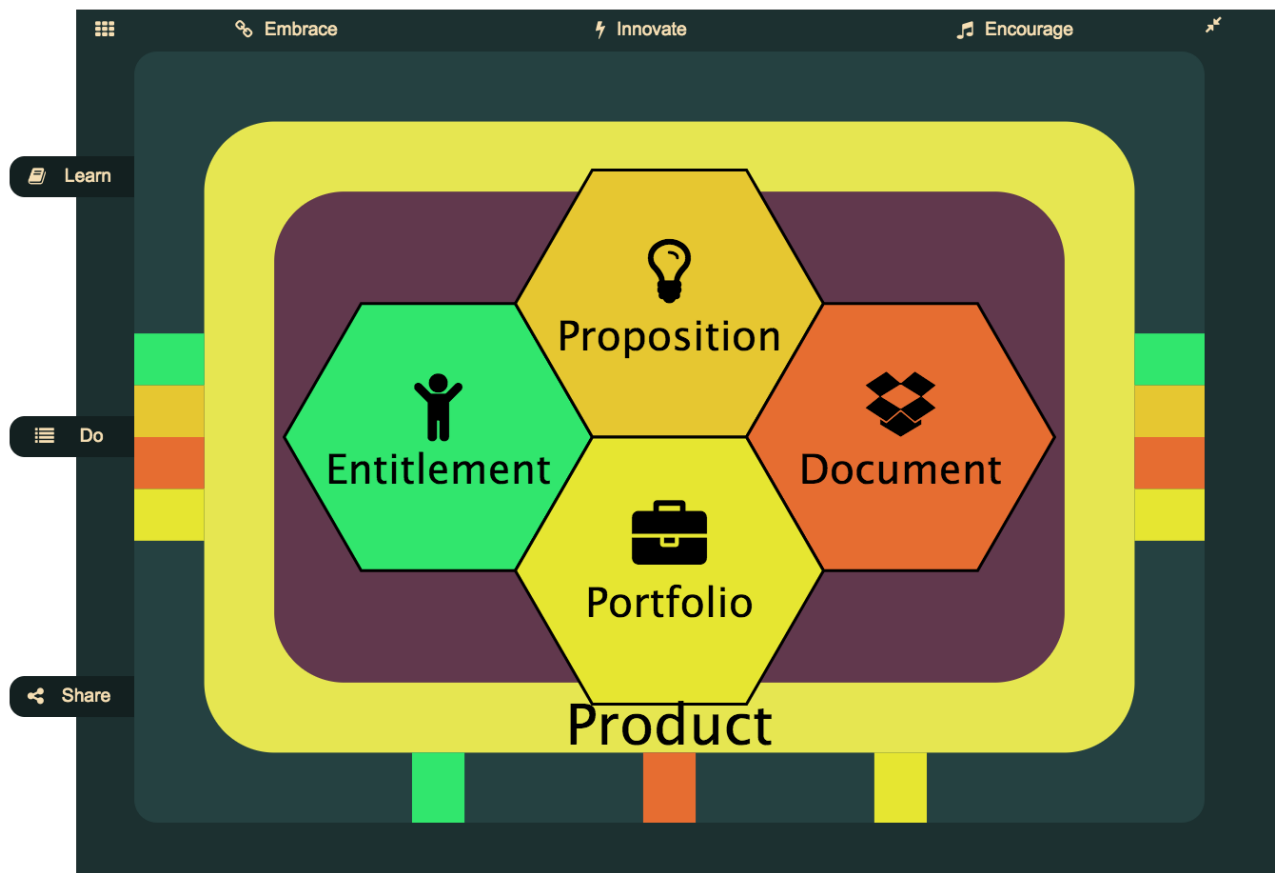
Proposition
> The proposed ideas for new products.

Entitlement
> The secure allocation of resources by roles.

Portfolio
> The entire bundle of current and future products that a company offers.

Document
> A collected written, drawn and presented representation of thought.
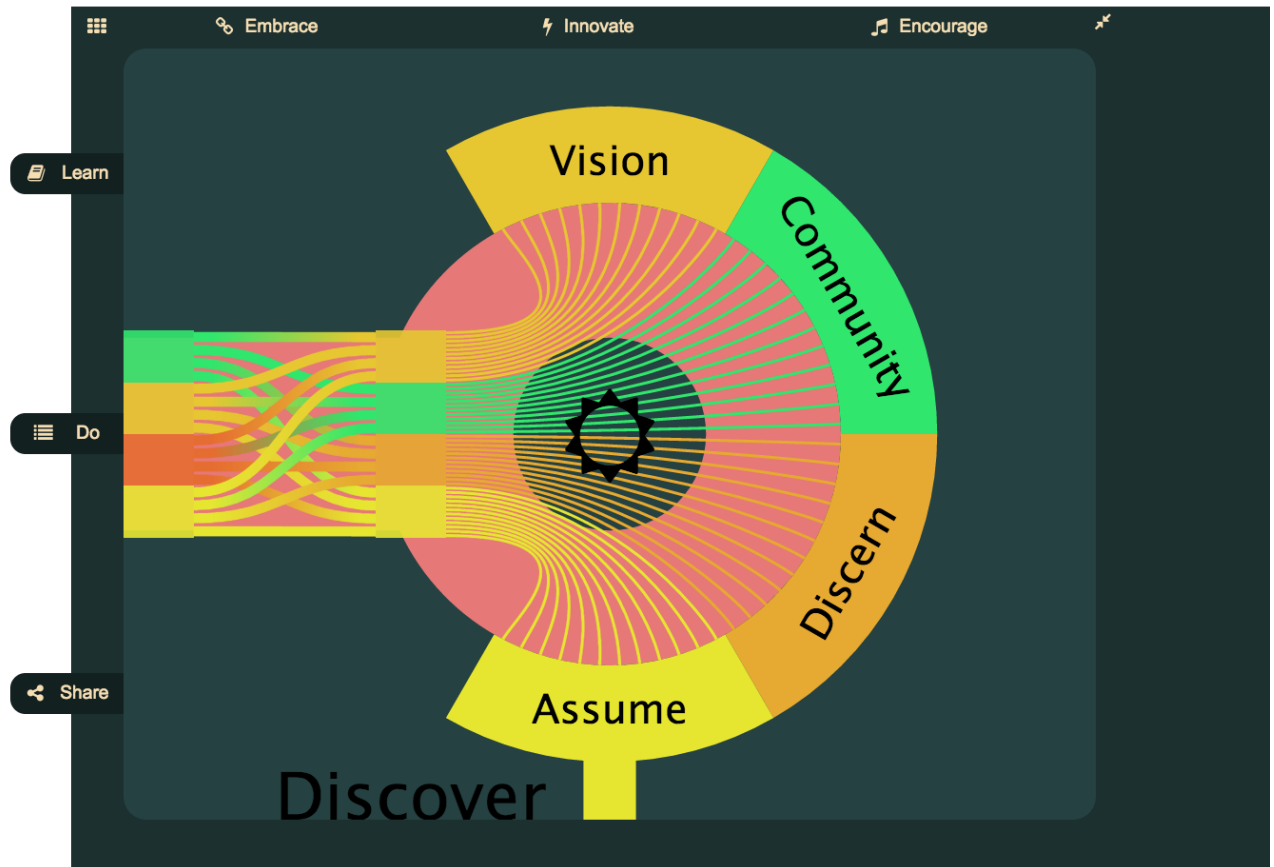
Entitlement

Proposition

Document

- A written, drawn and presented representation of thought

Portfolio

Discover

Propositions are evaluated where the best features are turned into Value Propositions for Product.

These Products are built into Services by Technology with are further validated by Benefits

Vision

 The shared vision communicated to everyone.

Community

 The people an enterprise aims to reach and serve.

Discern

 Steps taken address needs.

Assumption

 The apriori statements to be verified by Benefit

Vision

Community

Discern

Assume

Adapt

The fine tuning of doing. Concepts are broken down into Features that are all Traced and linked to Technology Components and Acceptance criteria for completion. Collaborative Team members pull Component activities from the Kanban queue with full creative freedom for completion. Supercedes Agile
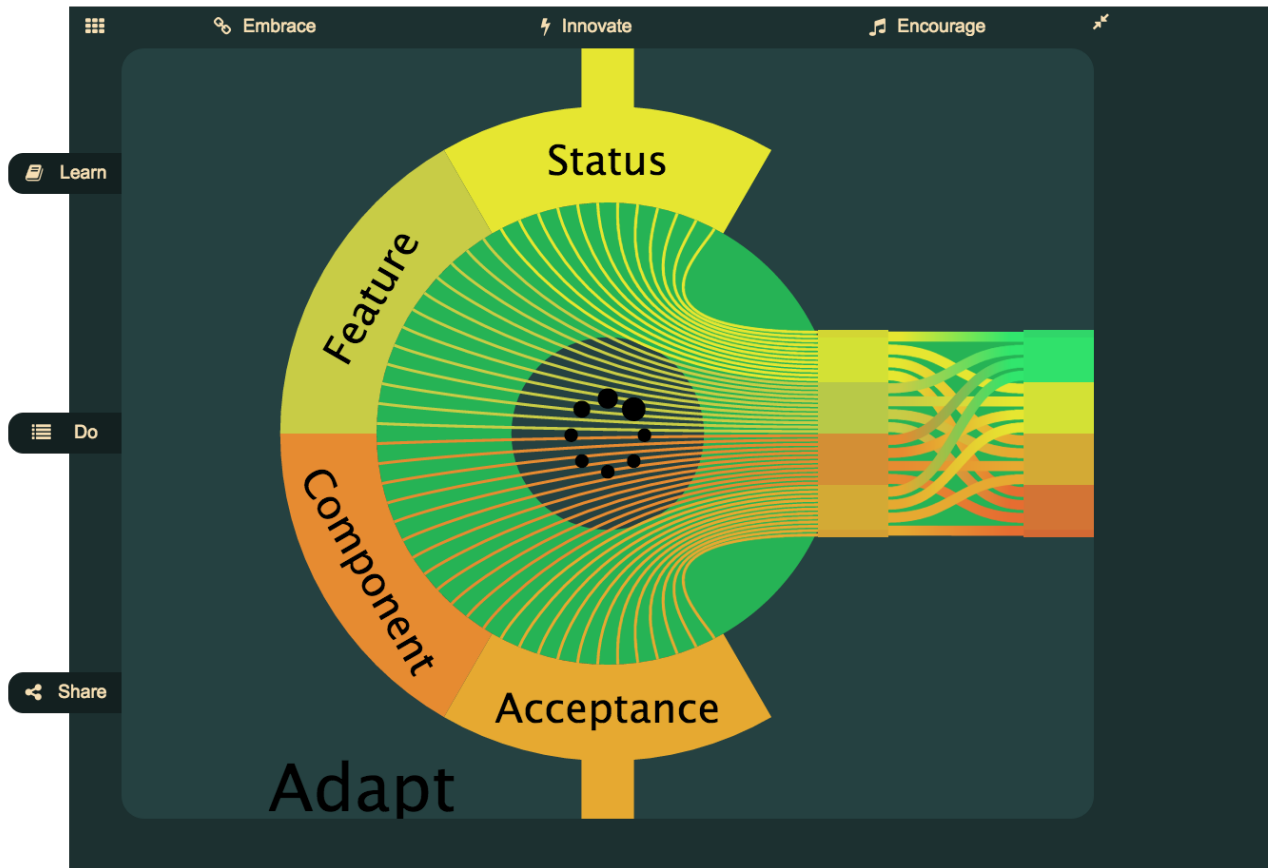
Status

  Accomplishments, Concerns, Plans and Issues.

Feature

  Outline of concrete business requirements aligned to technology.

Component

  Technology Traced by: UI, Service, Database & Cloud tiers

Acceptance

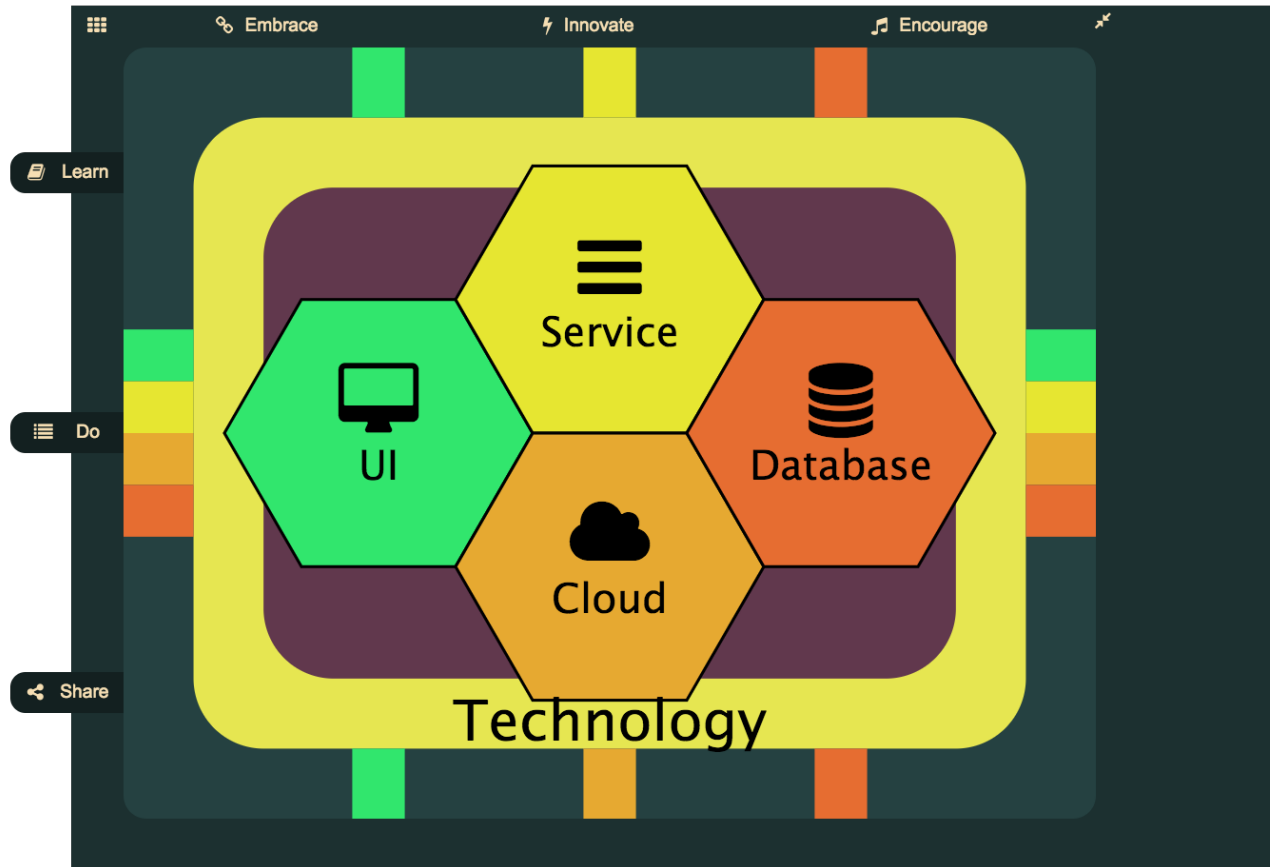 Completion criteria for Components traced back to Features

Status

Feature

Component

Acceptance

Technology

All the software components integrated by tiers that implement products. Architect, Engineer, and Construct Activities are tracked in Adapt and guided by the reference Architecture Patterns and Reviews in Benefit.

UI

Applications (mobile) that access services on the Cloud.

Service

Integrated functionality for applications with REST interfaces.

Database

Persistent storage for business entities and cloud infrastructure.

Cloud

A Responsive, resilient, elastic, message driven service runtime.
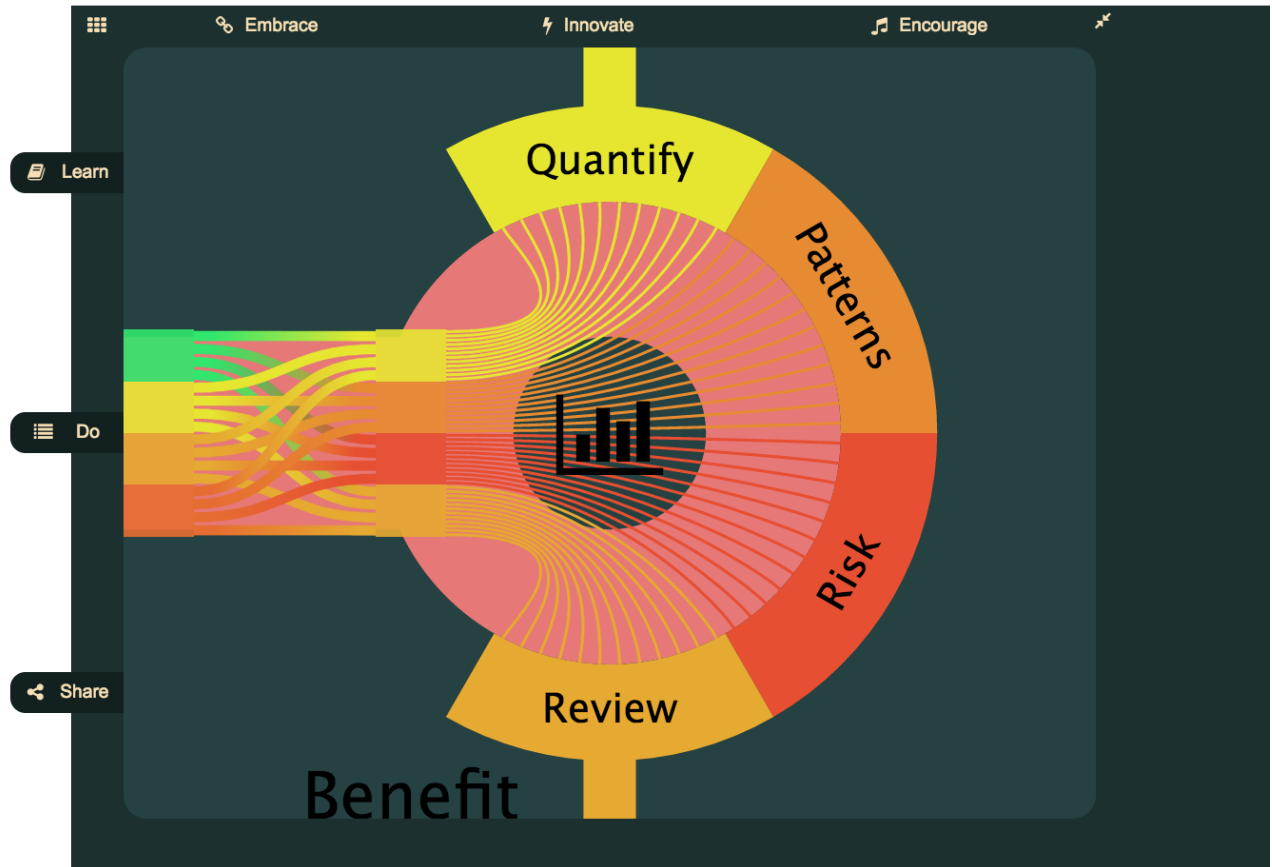
UI User Interface

Service

Database

Cloud

Benefit

Quantifies the assumptions from Discovery with Data Science interpretations. Establishes a reference Architecture with design Patterns that guides Technology and provides a foundation for Review.

Quantify

> The Data Science that strategically verifies Assumptions, Patterns and Risk.

Patterns

> A reference architecture of design patterns for each component.

Risk

> Mitigates uncertainty for Teams, Product and Discoveries

Review

> The oversight of business and technical options and guidelines.

Quantify

Patterns

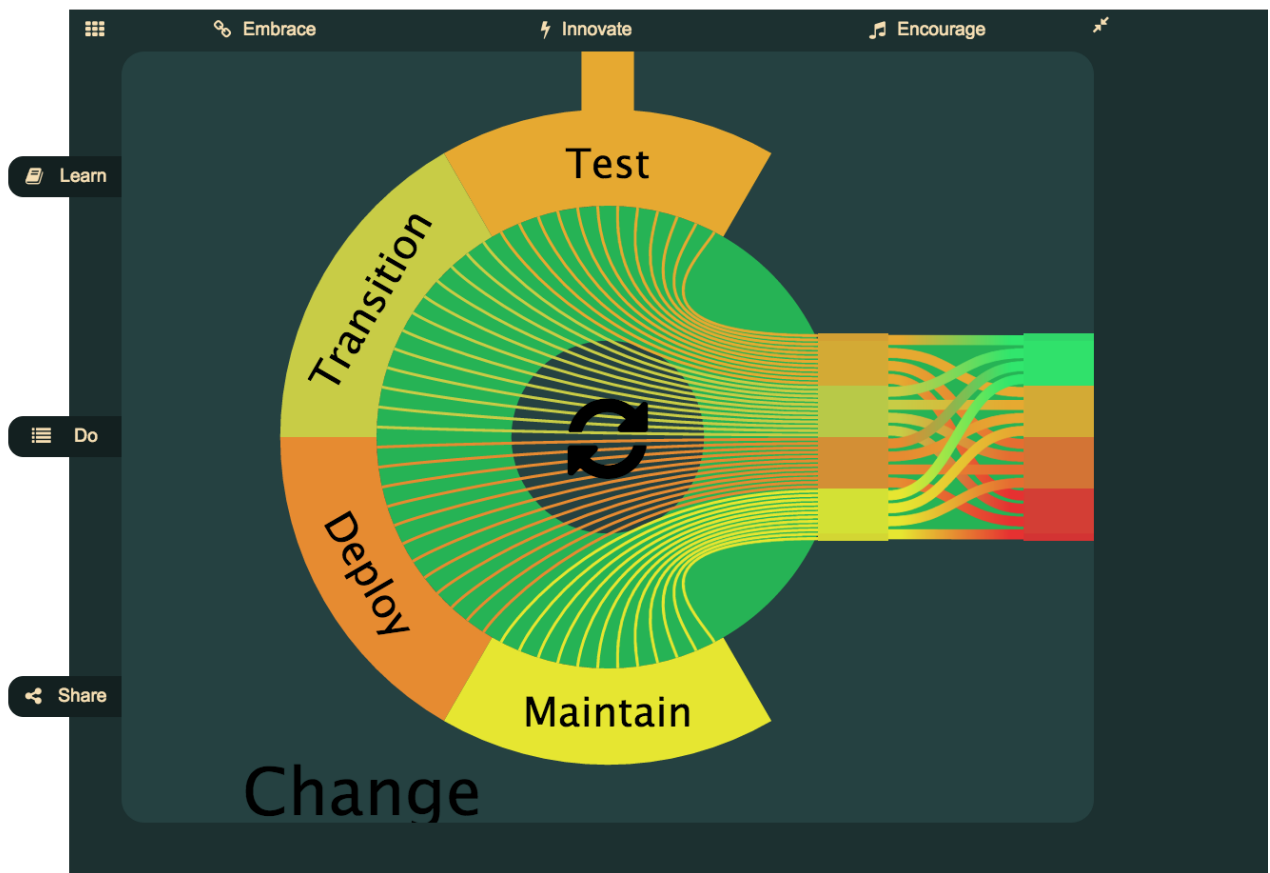# Risk

Review

Change

Initially conducts Tests to ascertain deployment readiness, mitigated by Transition and backed by repeatable automation to insure successful delivery to production.

Test

Quality, defect and risk measures at many levels and types.

Transition

Addresses new and updated deployments and disruptions.

Deploy

Continously noves new component to Deliver.

Maintain

Insures that Deliver is running smoothly.

Test

Transition

Deploy

Maintain

Deliver

Delivers product via a Secured cloud Network with complete Support and a Warehouse for measuring asset effectiveness with Data Science.

Support

    Customer care, help desk, privileges, document and educate.

Network

    Switches, routers, computers provisiond in secure zones.

Warehouse

    Extended data for assets, Data Science and Govern queries.

Security

    Defense in depth, response, pull proxies and encrypted data.
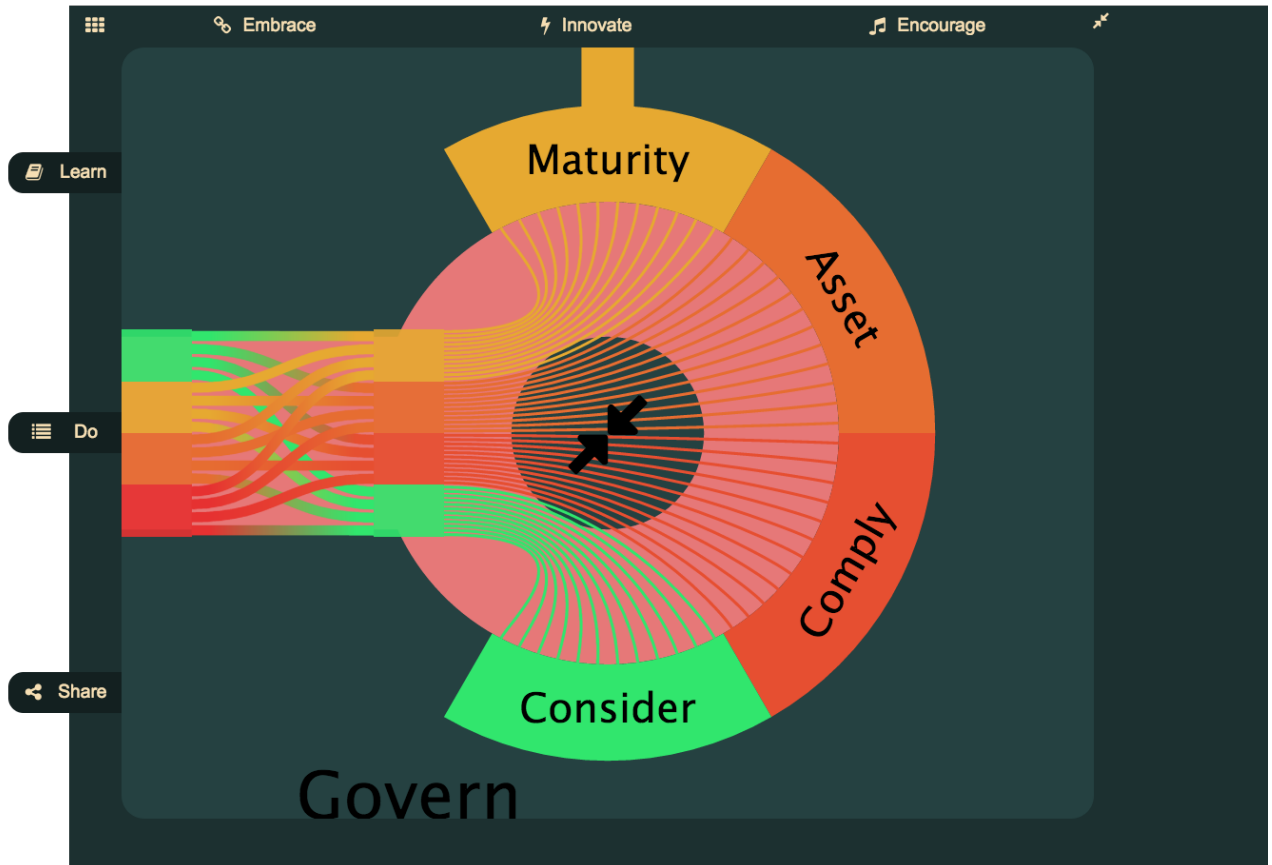
Support

Network

Warehouse

Security

Govern

Enables careful Consideration for Maturity, Assets and Comply by incorporating:

- Timely business data from Discovery.
- Technical reviews from Benefit.
- Asset status from Warehouse.

Maturity

    Identifies opportunities and resources for improvement.

Asset

    Manages the allocation of personnel, finances and assets.

Comply

    Provides required reports and issues for legal audits.

Consider

    A thought out rational decision making process.

Maturity

Asset

Comply

Consider