

[illegible]

@bsktcase #onemetric

one metric to rule them all

#iflyalaska

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one metric to rule them all

effectively measure your teams without subjugating them

Cheryl Hammond

e-Commerce Manager of Agile Delivery
Alaska Airlines

@bsktcase



agreements and asks

@bsktcase #BetterSoftwareCon #onemetric

Tweet your feedback and questions during and after and whenever

feedback!

Submit your feedback on paper or via the mobile app please please please

agenda

Intro, logistics, agreements

Responsible use of metrics

A practical approach to metrics

Characteristics of and a framework for metrics

One metric to rule them all

Close

me

Cheryl Hammond

~20 years' experience in software development, exec leadership, and organizational transformation

Passionate about agile, lean, and making software delivery humane; not afraid to look silly doing it

Fourth-generation Seattleite

College recruiter & mentor; traveler; bolonka lover; genealogist; feminist



ಮಾನ್ಯರ ದಿವ್ಯವಾದ ಮಾತುಗಳನ್ನು ಈಗಲೇ ಕೇಳಿ, ಅವುಗಳನ್ನು
ಮಾನ್ಯರ ದಿವ್ಯವಾದ ಮಾತುಗಳನ್ನು ಈಗಲೇ ಕೇಳಿ, ಅವುಗಳನ್ನು

“Managers who don’t know how
to measure what they want
settle for wanting what they can measure.”

Russell L. Ackoff

why not *"drop"*



S. ADAMS E-mail: SCOTTADAMS@aol.com



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what 

measuring the invisible

True Metric

What you *should* measure

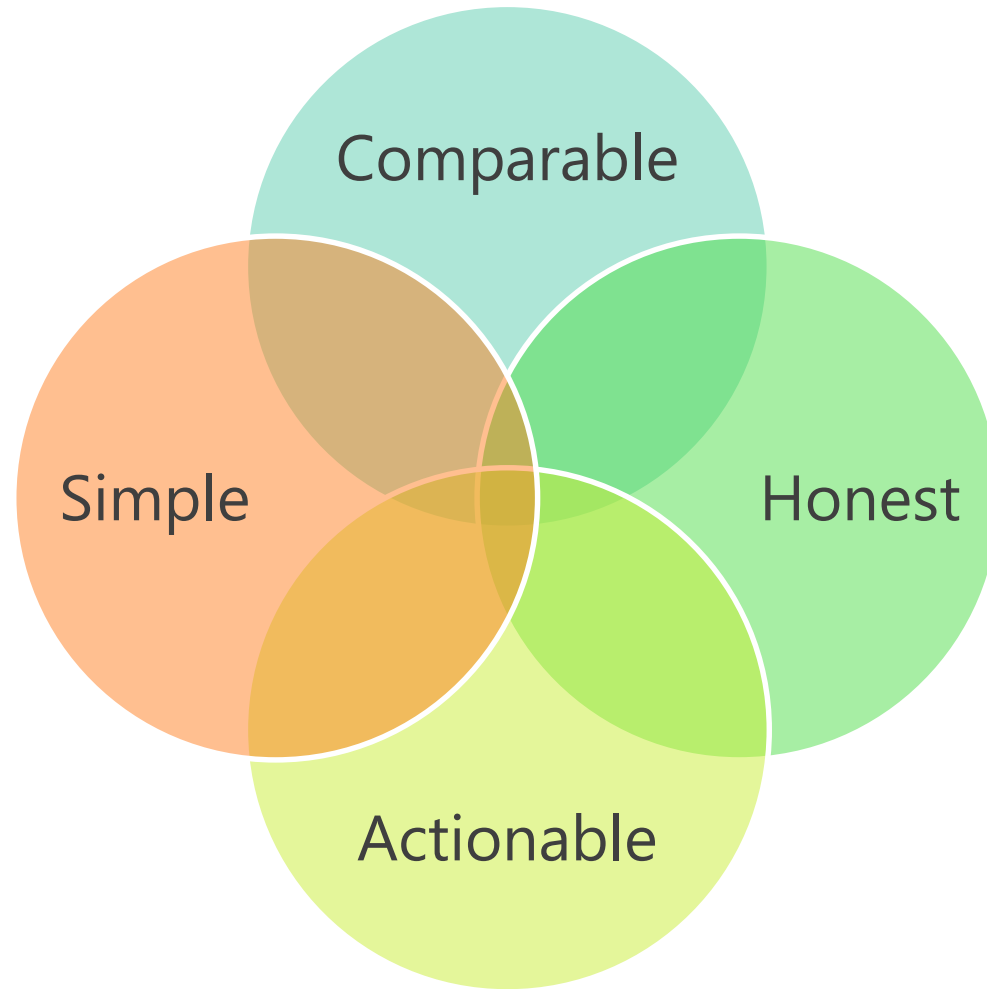
Proxy Metric

What you *can* measure

do you know what your proxy is?



characteristics of effective metrics



who 

owners & audiences

Who is being measured?

Who decides what to measure?

Who is the data reported to?

For what purpose?

A photograph illustrating power dynamics in a workplace. On the left, a man in a dark pinstripe suit and blue striped tie points his right index finger towards the right. On the right, a woman with brown hair in a bun is seen from behind, her head buried in the man's chest. Her right hand is pressed against her hair. The background is a plain, light color.

power dynamics
matter

examples

External

Maybe vanity

Maybe *should* be vanity _(ツ)_/

Internal

Maybe even secret

compare teams... to themselves

Growth & trends



Ratios & proportions



how *lo*

lean and agile metrics are simple

Metrics aren't free

Time to collect

Time to tabulate

Time to pretty up

Tools

Morale

Be sure the benefit justifies the cost!

one metric to rule them all



one metric to rule them all

Time to Feedback



time to feedback metrics

True

Mean time to stakeholder feedback

Lead time

Cycle time

Proxy

Wait time

Touch time

Work in process (WIP)

Queue length

MTTR⁴

Realize, Recover, Repair, Remediate

Code coverage

Escaped bug rate

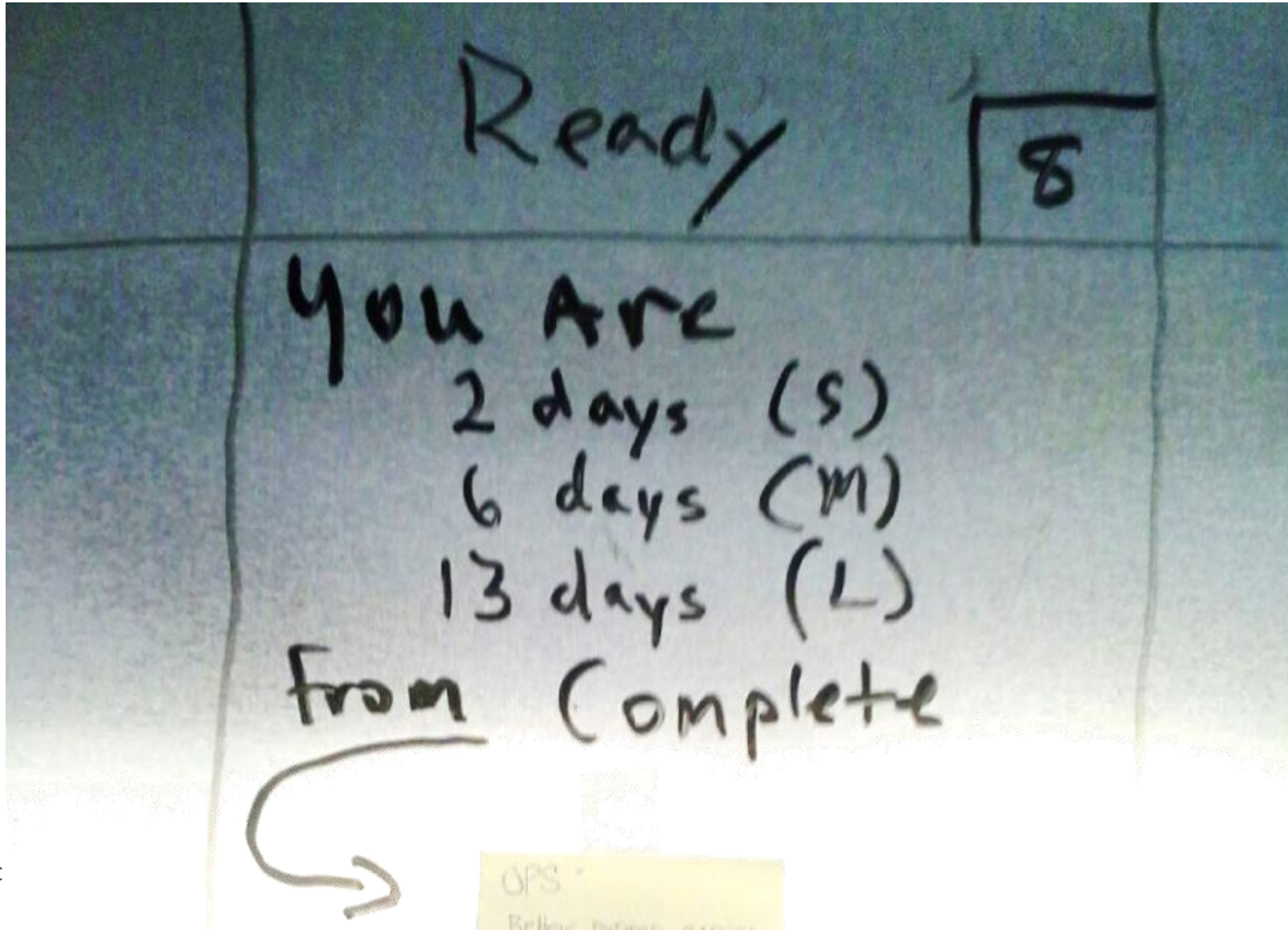
why



evidence-based agility



evidence-based planning



wrap-up

A decorative flourish in a cursive script, resembling the word 'wrap' in a stylized, flowing font, positioned below and to the right of the main text.

resources

<http://www.dafont.com/tengwar-annatar.font>

[illegible]

<https://www.jenshansen.com/pages/online-english-to-elvish-engraving-translator>

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<https://github.com/bsktcase/onemetric>

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agreements and asks

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@ጥጥር



thank you!

Cheryl Hammond

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ከፊት ለፊት የሚገኝ ሕግ ነው። ከፊት ለፊት ሕግ ነው። ከፊት ለፊት ሕግ ነው። ከፊት ለፊት ሕግ ነው።

