

Modern Agile

Dave Anderson

Format

Intro

Frame the question

Some illustrations

Exploration

Intro

Computer Science at Queens.

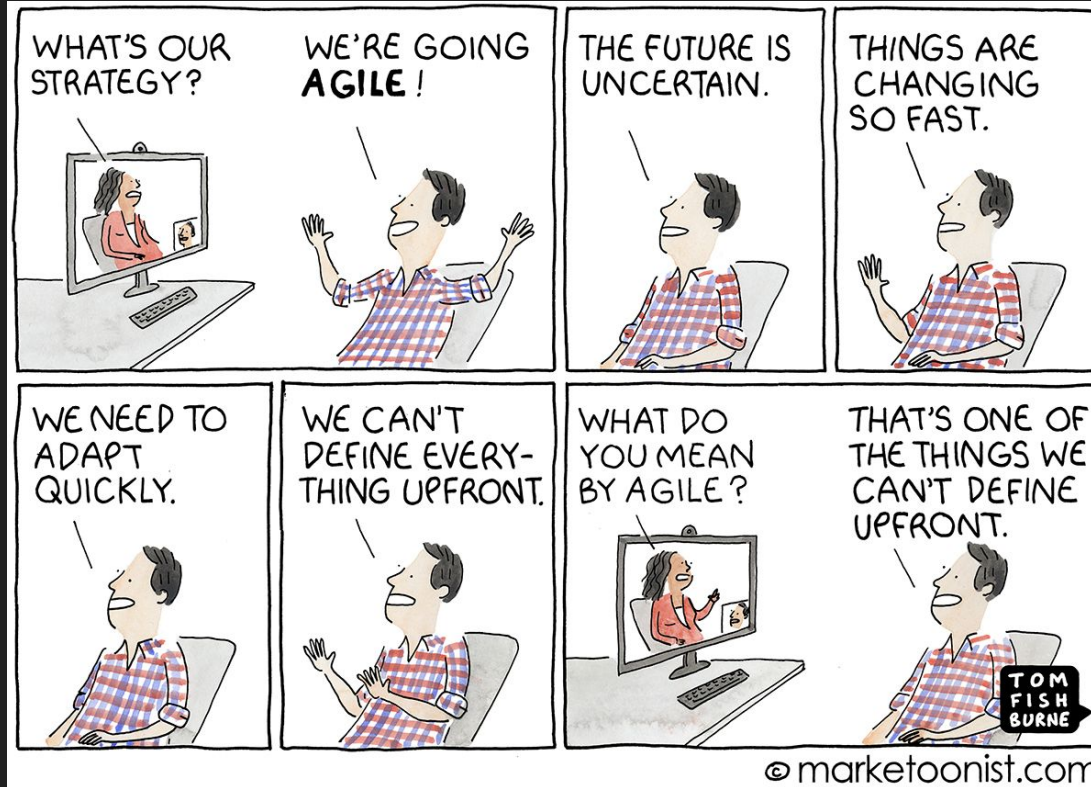
10 years in telecoms (Nokia, Three, Ericsson & startups) - software engineer.

14 years at Liberty Mutual as Architect / Director of Technology.

eCommerce, AWS/Serverless, AI/ML, Leading Engineering teams.

Currently writing about Serverless and next generation technology.

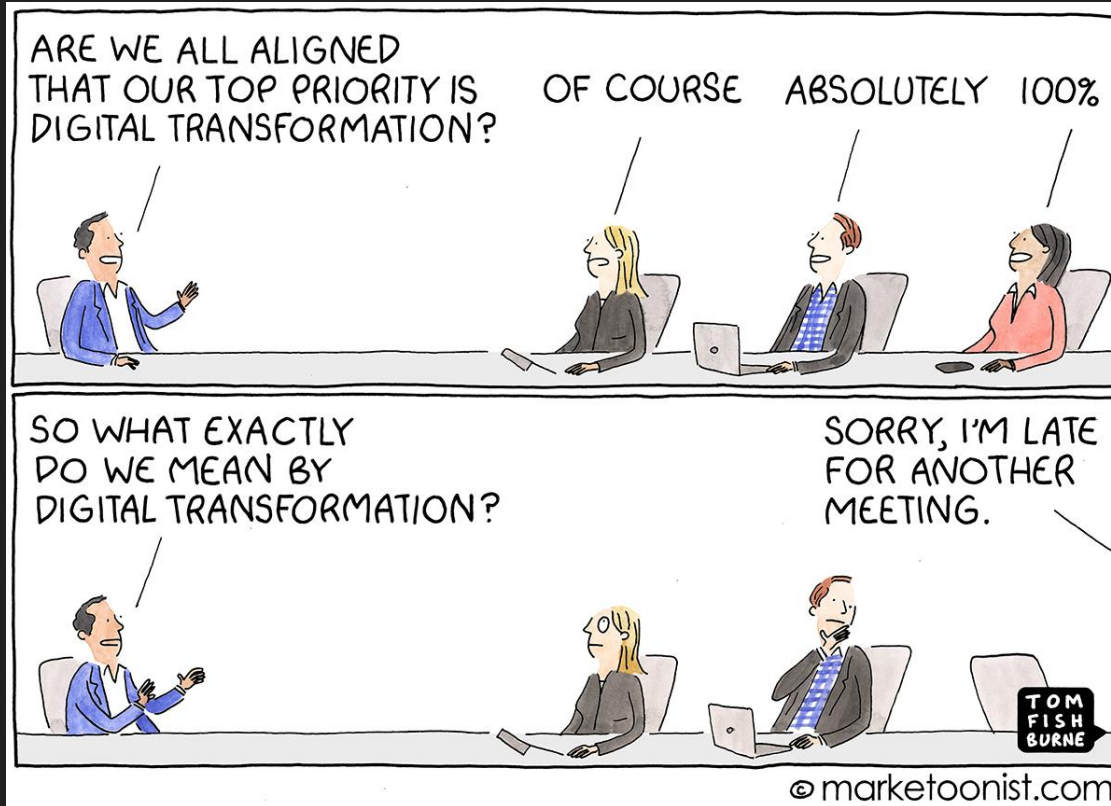
What's next for Agile?



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Don't assume... Do your own reading.

The COVID
accelerator.



A journey of discovery

Remote First

Modern Agile

Accelerate

North Star

Working Backwards

Serverless First

Sociotechnical

1/ Remote First

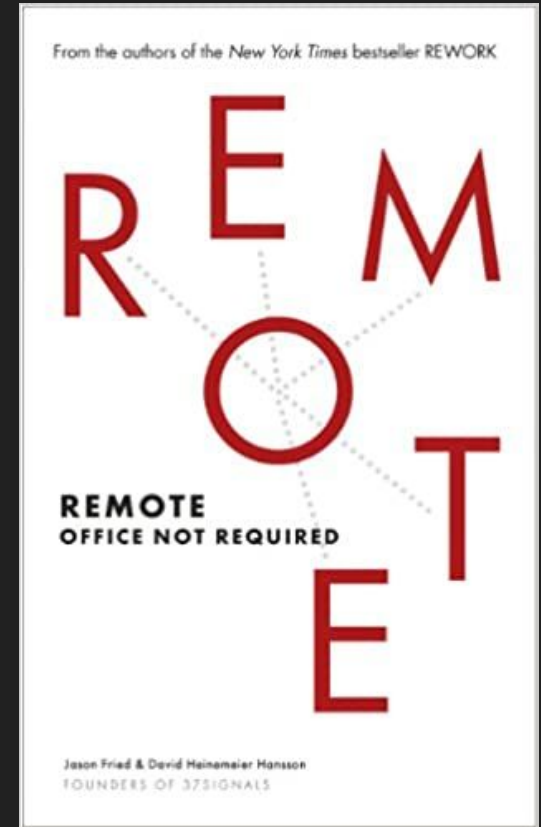
Remote First - follow @chris_herd

Lesson: The office environment has changed.

 **Chris Herd** @chris_herd · Apr 11

Pandemic Remote Normal Remote

Pandemic Remote	Normal Remote
<input checked="" type="checkbox"/> Work	<input checked="" type="checkbox"/> Work
<input type="checkbox"/> Travel	<input checked="" type="checkbox"/> Travel
<input type="checkbox"/> Family	<input checked="" type="checkbox"/> Family
<input type="checkbox"/> Friends	<input checked="" type="checkbox"/> Friends
<input type="checkbox"/> Hobbies	<input checked="" type="checkbox"/> Hobbies
<input type="checkbox"/> Nightlife	<input checked="" type="checkbox"/> Nightlife
<input type="checkbox"/> Freedom	<input checked="" type="checkbox"/> Freedom
<input type="checkbox"/> Concerts	<input checked="" type="checkbox"/> Concerts
<input type="checkbox"/> Commute	<input type="checkbox"/> Commute
<input checked="" type="checkbox"/> Lockdowns	<input type="checkbox"/> Lockdowns
<input type="checkbox"/> Restaurants	<input checked="" type="checkbox"/> Restaurants
<input checked="" type="checkbox"/> Home school	<input type="checkbox"/> Home school
<input type="checkbox"/> Coffee shops	<input checked="" type="checkbox"/> Coffee shops
<input type="checkbox"/> Relationships	<input checked="" type="checkbox"/> Relationships
<input type="checkbox"/> Quality of life	<input checked="" type="checkbox"/> Quality of life

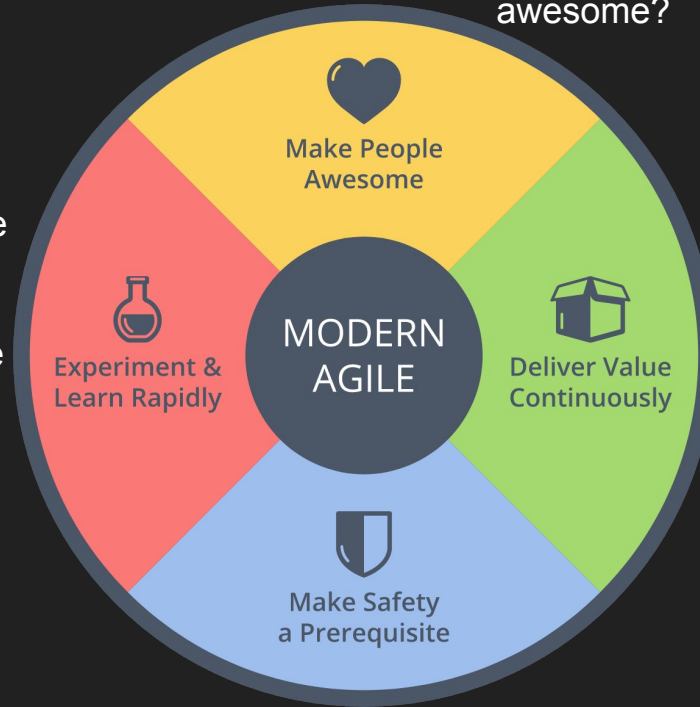


2/ Modern Agile

The Modern Agile framework

1/ How we can make people in our ecosystem awesome?

3/ You can't make people awesome or make safety a prerequisite if you aren't learning. We learn rapidly by experimenting frequently. We make our experiments "safe to fail" so we are not afraid to conduct more experiments.



4/ "How could valuable work be delivered faster?" Delivering value continuously requires us to divide larger amounts of value into smaller pieces that may be delivered safely now rather than later.

2/ Safety is a key to unlocking high performance. We endeavor to make our collaborations, products and services resilient and safe.

3/ Accelerate

4 key metrics...

Speed

Deployment Frequency

How often an organization successfully releases to production

Lead Time for Changes

The amount of time it takes a commit to get into production

Stability

Change Failure Rate

The percentage of deployments causing a failure in production

Time to Restore Service

How long it takes an organization to recover from a failure in production

Aspect of Software Delivery Performance*	Elite	High	Medium	Low
Deployment frequency For the primary application or service you work on, how often does your organization deploy code to production or release it to end users?	On-demand (multiple deploys per day)	Between once per day and once per week	Between once per week and once per month	Between once per month and once every six months
Lead time for changes For the primary application or service you work on, what is your lead time for changes (i.e., how long does it take to go from code committed to code successfully running in production)?	Less than one day	Between one day and one week	Between one week and one month	Between one month and six months
Time to restore service For the primary application or service you work on, how long does it generally take to restore service when a service incident or a defect that impacts users occurs (e.g., unplanned outage or service impairment)?	Less than one hour	Less than one day ^a	Less than one day ^a	Between one week and one month
Change failure rate For the primary application or service you work on, what percentage of changes to production or released to users result in degraded service (e.g., lead to service impairment or service outage) and subsequently require remediation (e.g., require a hotfix, rollback, fix forward, patch)?	0-15% ^{b,c}	0-15% ^{b,d}	0-15% ^{c,d}	46-60%

4/ North Star

Lead
Metrics

blogs

products

stories

@davidand393

COMPANY	CORE VALUE	NORTH STAR METRIC
	Connecting people who need a place with people who can host	# of nights booked
	Online shopping made easy	Sales
Medium	Where people share ideas and stories	Total Time Reading
	Email tracking tool	# of Weekly Active User
	Facilitate the sharing of knowledge in the world	# of questions answered
	Give people the power to build community and bring the world closer together	Daily Active Users

Lag
Metrics

Time reading

Sales

Active users

The Serverless Edge 15

North Star Framework

Worksheet

Team Name

Spotify

Input Metrics

Breadth - How many users are engaging?

- # of premium trial users
- # of premium subscriptions
- # of users listening on more than one device

Depth - What level of engagement are they reaching?

- Avg # of hours/session
- Avg # songs shared per user per month
- # of recommended songs/session

Frequency - How often does each user engage?

- # sessions/week
- median usage interval
- 2-day weekly stickiness of radio

Other - Add in your own leading metrics

North Star Metric

What's your Product's North Star?

Time spent
listening to
music by
subscribers

Mid/Long-term Impacts

What will the impacts to the business be?

Monthly
subscriptions from
premium users

5/ Working Backwards

Working Backwards from the Customer Experience

Amazon's Working Backward Method



The Kindle

Press release

Introducing Amazon Kindle

November 19, 2007 at 9:25 AM EST

Revolutionary Portable Reader Lets Customers Wirelessly Download Books in Less Than a Minute and Automatically Receive Newspapers, Magazines and Blogs

No PC Required, No Hunting for Wi-Fi Hot Spots

SEATTLE--(BUSINESS WIRE)--Nov. 19, 2007--Amazon.com (NASDAQ:AMZN) today introduced Amazon Kindle, a revolutionary portable reader that wirelessly downloads books, blogs, magazines and newspapers to a crisp, high-resolution electronic paper display that looks and reads like real paper, even in bright sunlight. More than 90,000 books are now available in the Kindle Store, including 101 of 112 current New York Times Best Sellers and New Releases, which are \$9.99, unless marked otherwise. Kindle is available starting today for \$399 at <http://amazon.com/kindle>.

"We've been working on Kindle for more than three years. Our top design objective was for Kindle to disappear in your hands -- to get out of the way -- so you can enjoy your reading," said Jeff Bezos, Amazon.com Founder and CEO. "We also wanted to go beyond the physical book. Kindle is wireless, so whether you're lying in bed or riding a train, you can think of a book, and have it in less than 60 seconds. No computer is needed -- you do your shopping directly from the device. We're excited to make Kindle available today."

<https://press.aboutamazon.com/news-releases/news-release-details/introducing-amazon-kindle>

6/ Serverless First

Serverless First

Cloud Native

Lambda Functions.

Serverless Data (S3)

Developer Experience (CodeDeploy)

- Pay-per-use.
- Scales automatically.
- Events.

Keep it simple and don't over complicate.

- JAMStack over Kubernetes.
- Lambda over containers.
- API over installations.

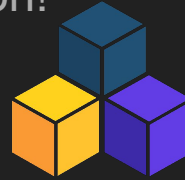


<https://thenewstack.io/what-is-serverless-first-in-2021/>

Serverless events - best way to learn

<https://www.cdkday.com/> - 30th April - Free registration!

Free code samples - <https://cdkpatterns.com/>



CDK Day
30th April 2021

<https://virtual.serverlessdays.io/> - lots of videos to watch for free.

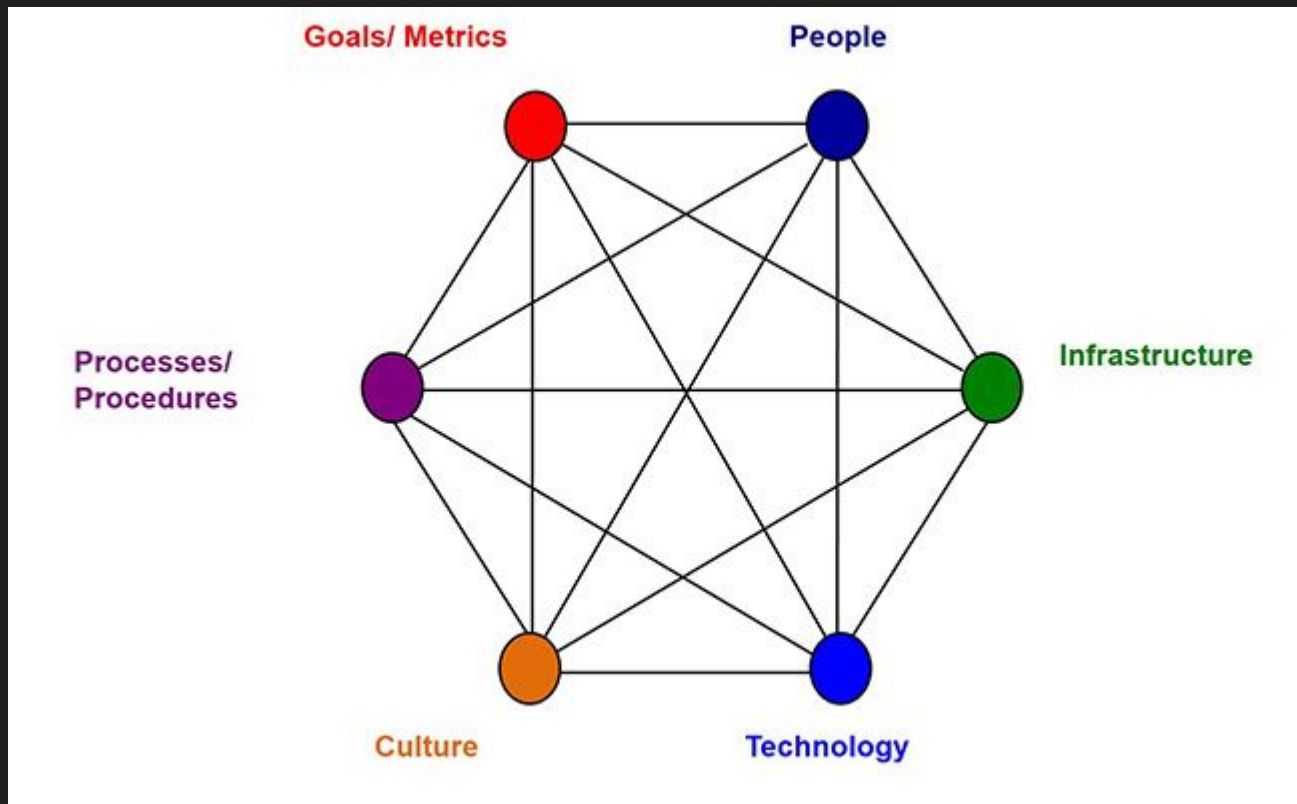
Serverless Days Belfast coming (hopefully) next year.



7/ sociotechnical

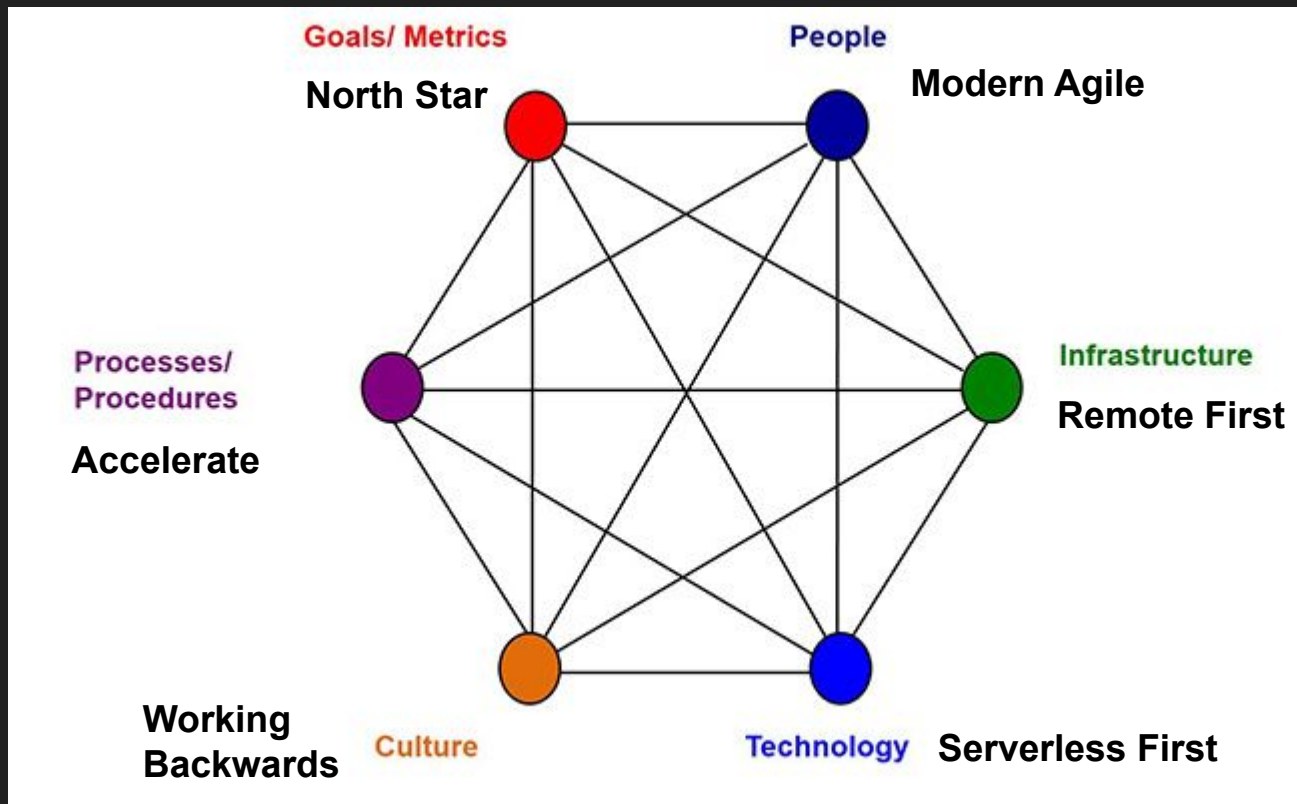
The system (sociotechnical)

the design and performance of any organisational system can only be understood and improved if both 'social' and 'technical' aspects are brought together and treated as interdependent parts of a complex system.

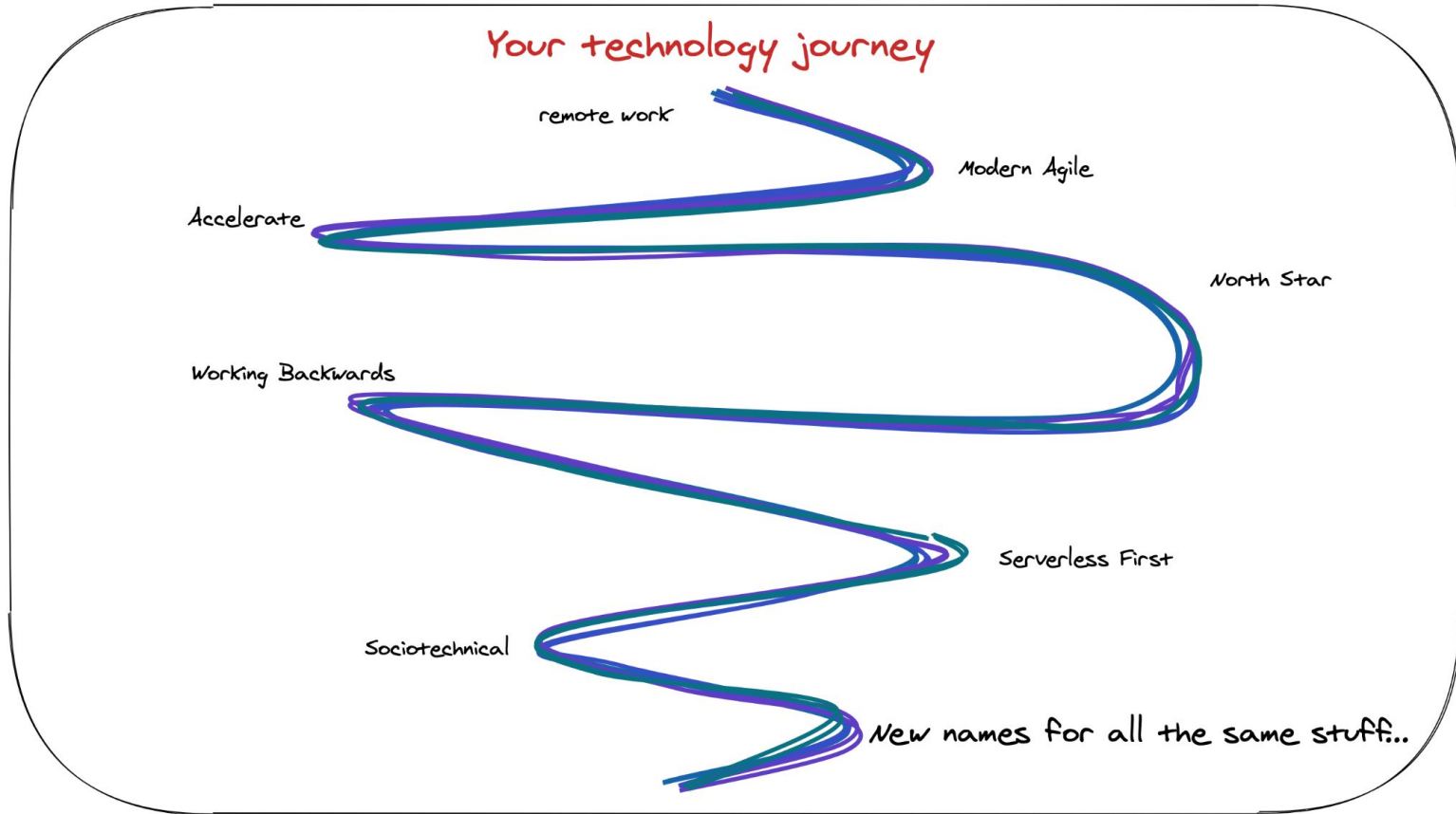


The system (sociotechnical)

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A path for the future...



External reference - infoQ

Software Development Culture and Methods 2021 Q1 Graph

<http://infoq.com/articles/culture-trends-2021>

InfoQ



Thank you

theserverlessedge.com

THE SERVERLESS EDGE

Learn how serverless can transform your business model



Links

Me - www.linkedin.com/in/david-anderson-belfast

<https://twitter.com/davidand393>

Remote First - https://twitter.com/chris_herd

<https://simpleprogrammer.com/remote-first-guide/>

Modern Agile - <https://modernagile.org/>

Accelerate - <https://www.devops-research.com/research.html>

North Star -

<https://blog.amplitude.com/introducing-north-star-playbook>

Working Backwards -

<https://press.aboutamazon.com/news-releases/news-release-details/introducing-amazon-kindle>

<https://innovation-amazon.com/wp-content/uploads/2020/10/Working-Backwards-Booklet-WWPS.pdf>

<https://www.youtube.com/watch?v=aFdpBqmDpzM>

Serverless First -

<https://thenewstack.io/what-is-serverless-first-in-2021/>

<https://aws.amazon.com/blogs/compute/icymi-serverless-first-function/>

<https://www.cdkday.com/>

<https://www.cdkpatterns.com/>

<https://virtual.serverlessdays.io/>

Info Q - <https://www.infoq.com/articles/culture-trends-2021/>

Blog - <https://www.theserverlessedge.com/>