

Metrics, Modeling & Coaching

Helping teams see
how to improve

Julia Wester

Improvement Coach at LeanKit
@everydaykanban
www.leankit.com

Troy Magennis

Consultant at Focused Objective
@t_magennis
FocusedObjective.com



DEV OPS
ENTERPRISE

Presented by Electric Cloud and IT Revolution

Analytics are expensive

**Invest
wisely**

Descriptive - statistics

- Prepares and analyzes historical data
- Answers “What happened?” and “Why?”

Predictive – big data

- Predicts future probabilities & trends
- Answers “What could happen?”

Prescriptive – big human brains

- Finds better ways to operate
- Focuses on objectives, balances constraints
- Answers “What outcomes do we want?”



**Avoid
vanity
metrics**

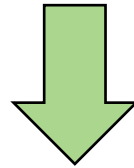


Avoid vanity metrics

Challenge
each metric
by asking
“So What?”

of Tickets
closed

Instead, measure



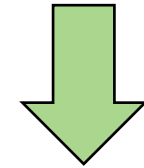
Business Value
Delivered

Customer
Satisfaction



System Uptime

Also measure



Customer Outage
Impact

Ability to quickly
respond to needs
(MTTR, etc.)



**Don't
Measure
Individuals**

Value Team
Performance



**The Carmelo
Anthony effect**

Individual
<
Team

Shaming encourages gaming



“If you measure me in an illogical way... do not complain about illogical behavior” – Goldratt

**Shaming
encourages
gaming**

Measure
team
outcomes



“Where there is fear, the figures will be wrong”

- Deming

**Don't
create a
wobbly
business**

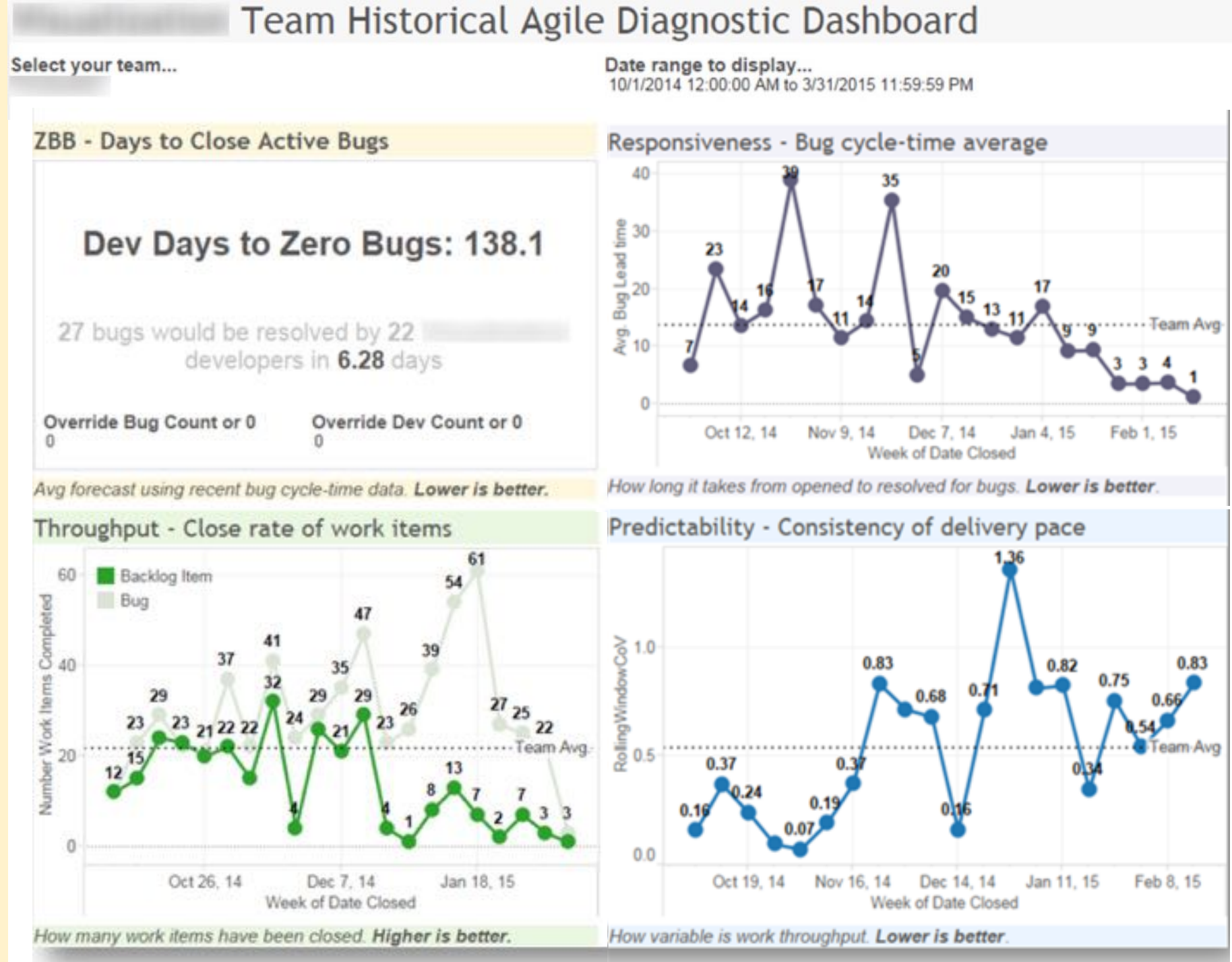
Keep metrics
balanced



Source: Larry Maccherone

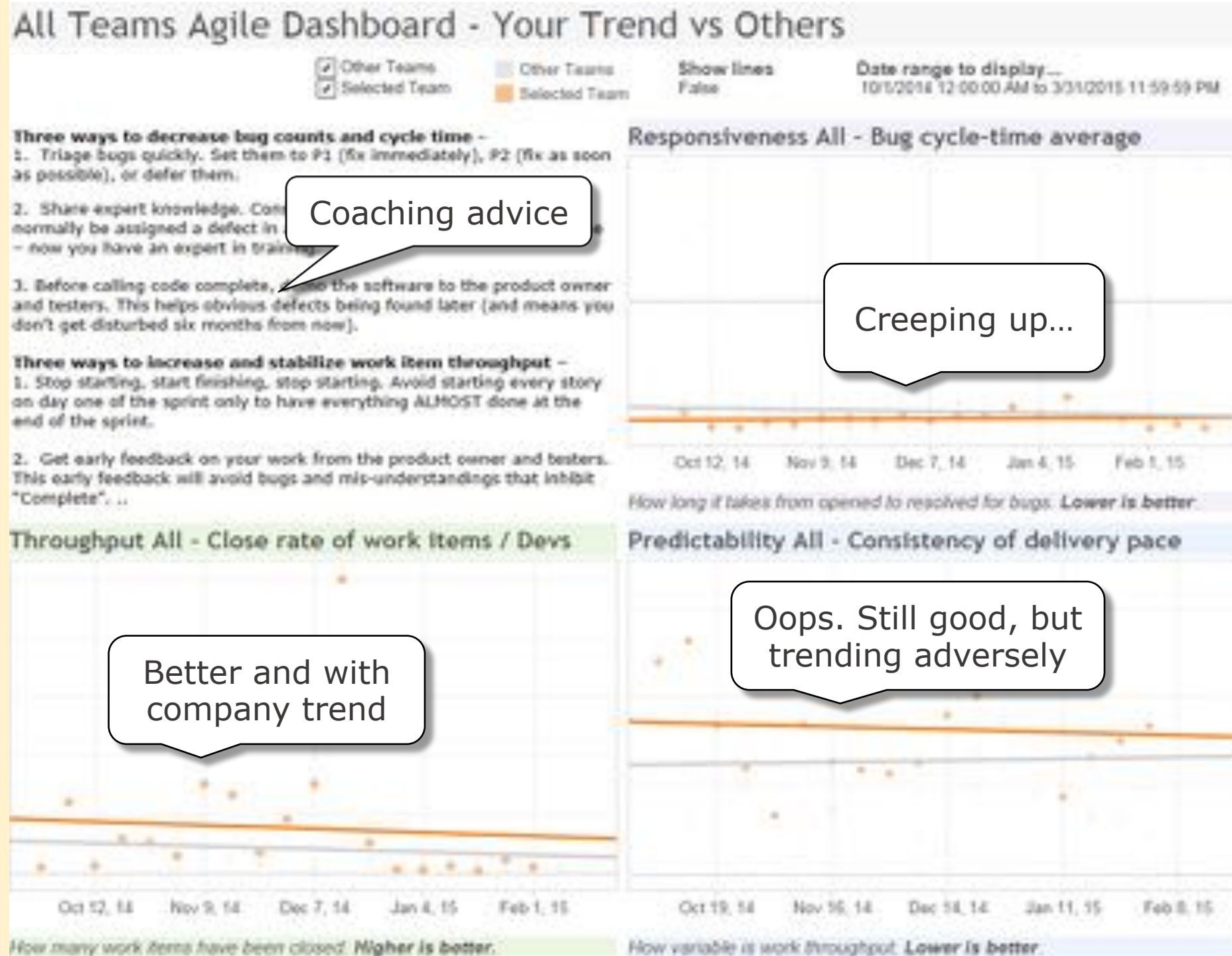
Don't be afraid of trade-offs

Trade some "best" to make others less "worse"



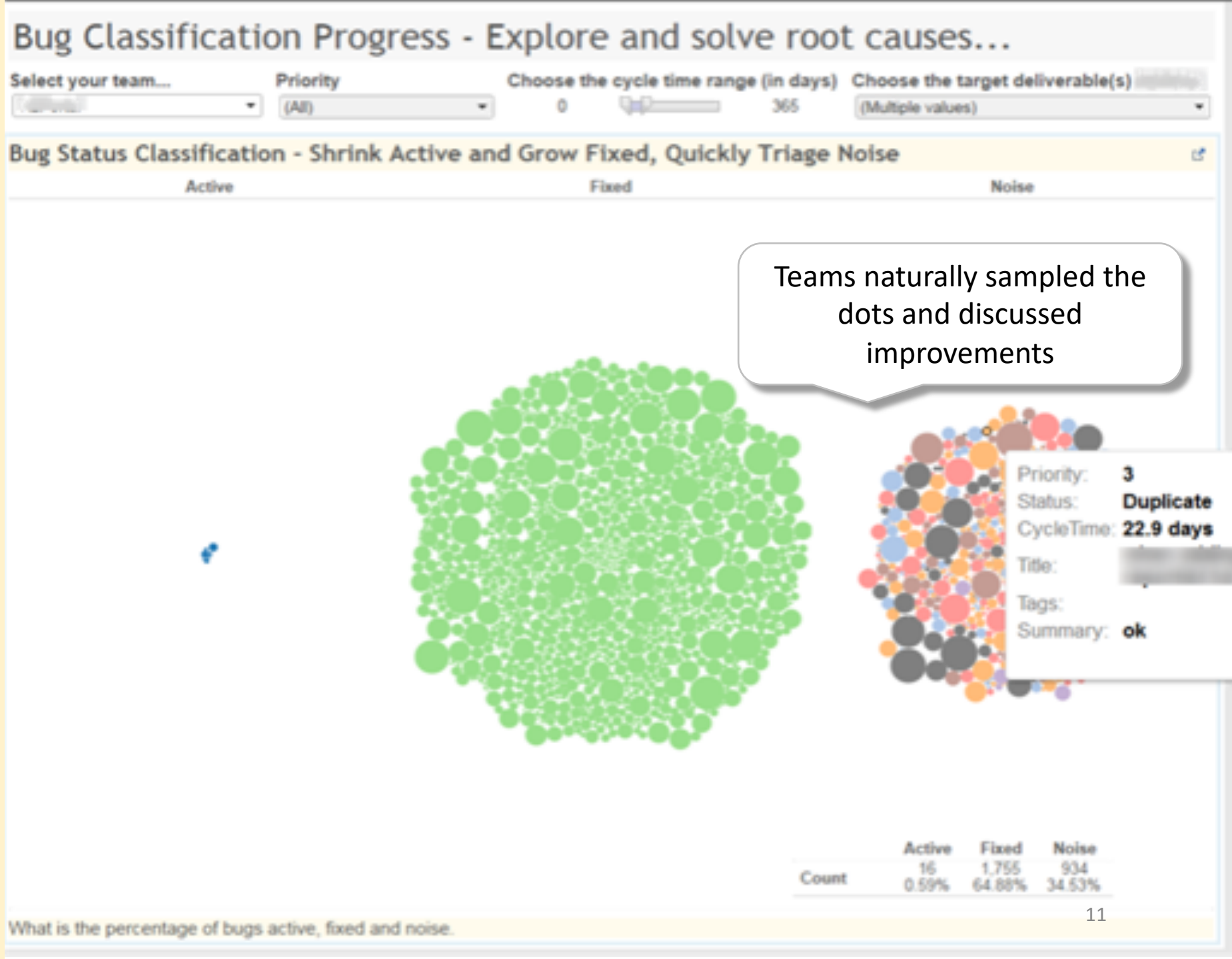
**Don't
solely
focus
on data
points**

**Monitor
trends**



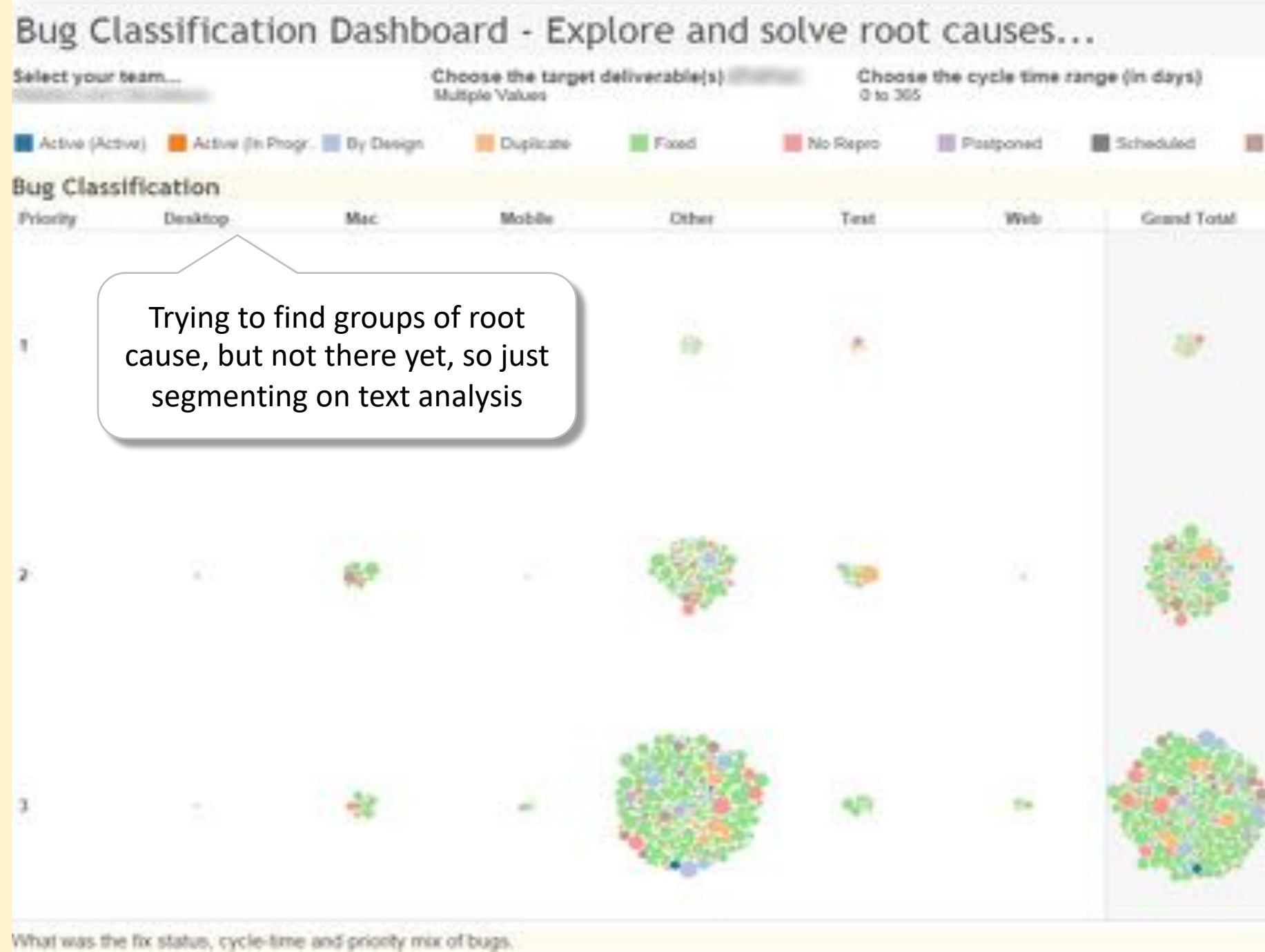
**Interaction
invites
exploration**

Make it
beautiful



Interaction invites exploration

Go beyond
the surface
& explore
root causes



Top 5 Takeaways

Keep your metrics inventory small

Measure valuable outcomes, not individuals

Actively monitor a set of balanced metrics

Monitor trends and expose trade-offs

Provide beautiful interaction to engage big brains

Q&A

We would like help with understanding
What balance of metrics you use and why?

What are your questions?

Thank you!

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