



# CHASING UNICORNS AT T-MOBILE

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# ONBOARDING

Where developers first **lose** motivation

# OUR CUSTOMERS



# How does the experience lead to results?

- Less cognitive load for context switches
- Less wait time within your developer value stream
  - 1s saved in every ci/cd job
- Empowering rather than impede leads to increased creativity
- Assumption: transformation confidence



# CHANGE

Transformation = Fear of loss

# Deliver on platform transformation

- People to convince,
- Funding to earn,
- Legacy systems to keep running and integrated with,
- Anti-patterns and behaviors to break,
- Architectures to rip apart,
- Network firewall rules to change,
- Policies to challenge,
- Culture to evolve,
- Unplanned work to compete with....

# Acknowledge poor experience

- "This isn't ideal, but **this** what we're doing today to make it better in the future."
- Use the incidents to determine refinement priority.



# Turn unplanned to planned



Blameless postmortems for all incidents



Make all work visible



Pre-emptively scheduled downtimes with all customers for 6 hours per week (Tues, Wed, Thurs morning) for 6 months of hardening.



Be disciplined in your operations - Take a buddy, peer check all formal runbooks with estimated time allotted.



Don't be afraid to backout.



Reward flawless execution.

# Now you find the right questions



Do you know  
what "good"  
looks like?



What are our  
measurements  
for success?



Where are our  
bottlenecks?



What standards  
should be  
enforced and  
what can remain  
flexible?



Are we impeding  
or empowering?



Do we have a  
community of  
support?



Do our customers  
believe in us?

# Find the right solutions



Define and refine best practices you can control and simultaneously challenge the ones you can't for more refinement. Think unicorn and ideal, but also iterations.



Determine large scale directional movements in people process and tools.



Treat feedback like gold - accommodate for what makes an amazing developer experience. We measure NPS.



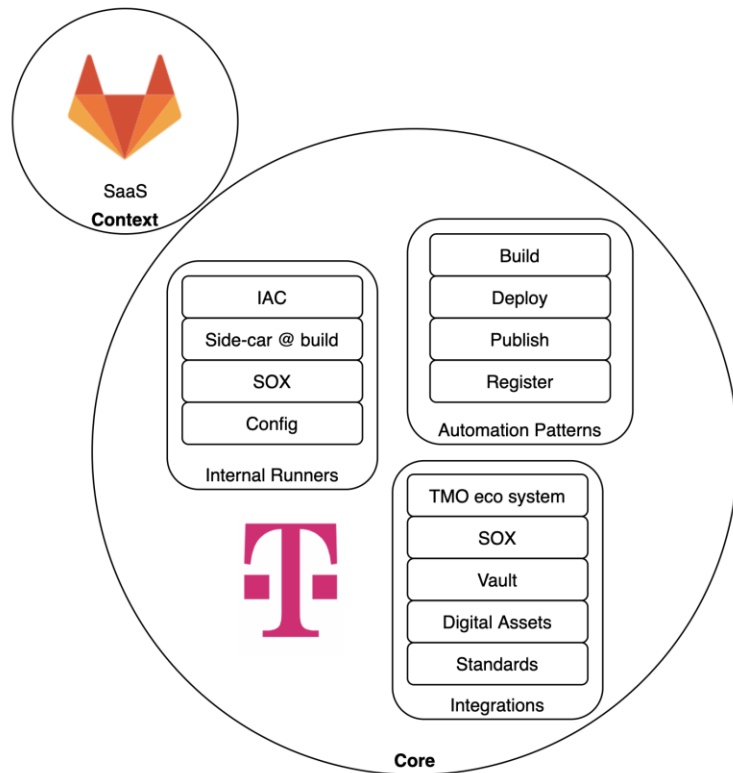
Move to low-context switch, low cognitive load, throughput focused tools like GitLab and Gitlab-CI



Core Vs. Context



# CORE VS CONTEXT



# Lessons Learned



Is this the best thing for your team or for the enterprise?



Transformation fatigue is a thing.



Focus on the what constraints cannot move and which ones can.

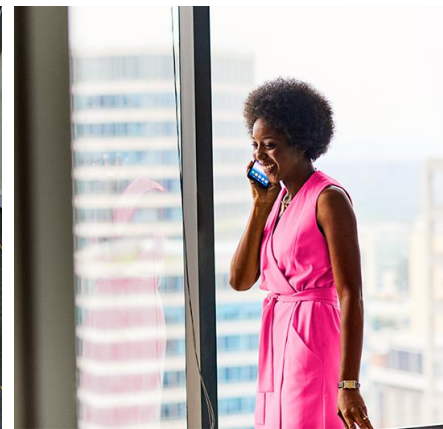


Obtain adoption inertia by unlocking the passion.

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# Thanks for listening



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