# Transforming humanity with Lean, Agile and DevOps

During a global pandemic

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#### About Me



Global CTO at VMware – Business Transformation

Leading/Driving transformations since 2014

Lean Six Sigma Black Belt, Agile Coach, SAFe® Agilist

DevOps Institute Ambassador

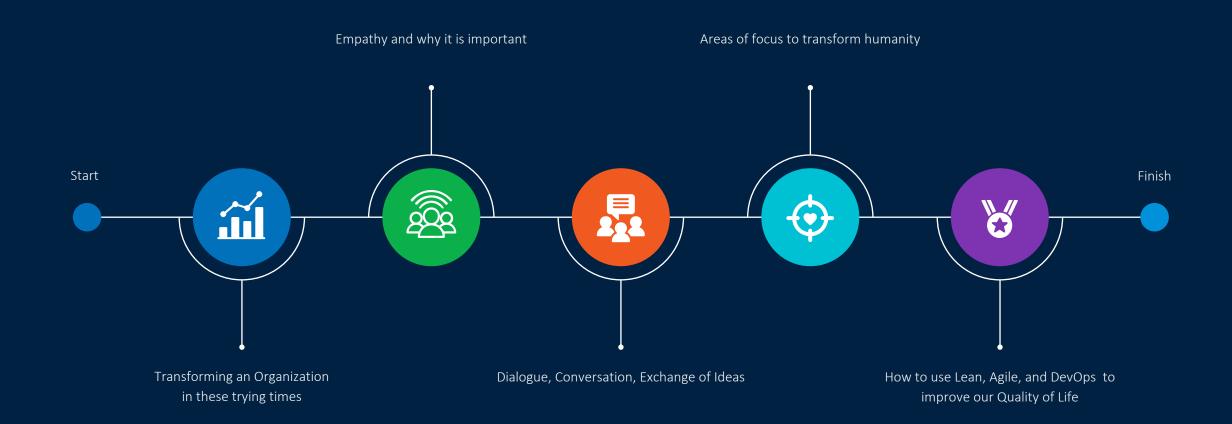
Write/Talk about humans, process, and culture in transformations

Foodie, Love to travel



## Agenda

#### Our Journey for today





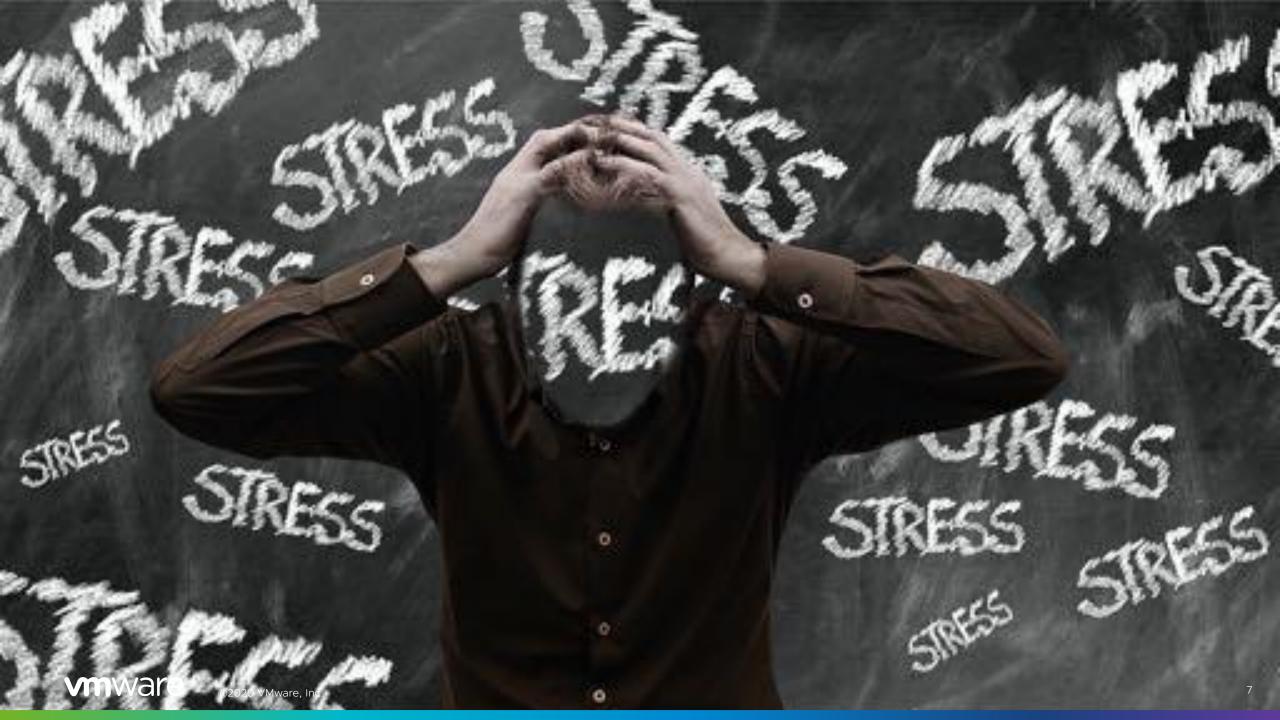


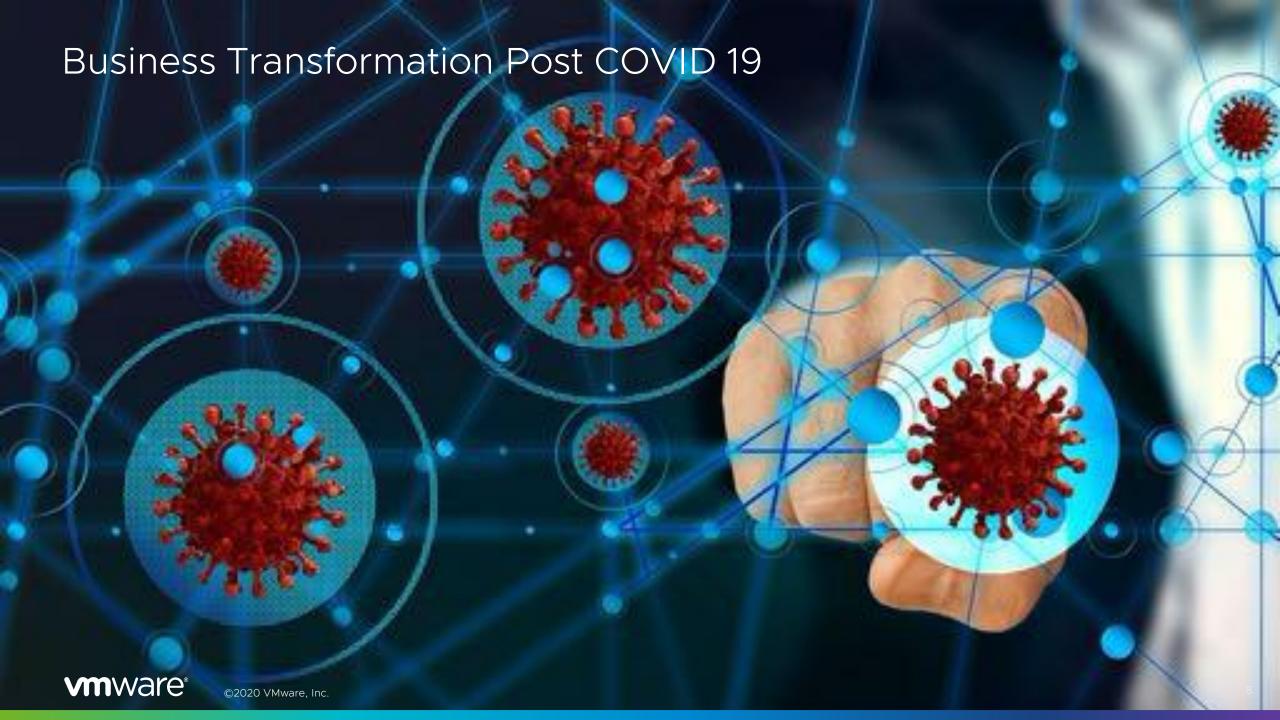


#### The Global Pandemic has impacted us all





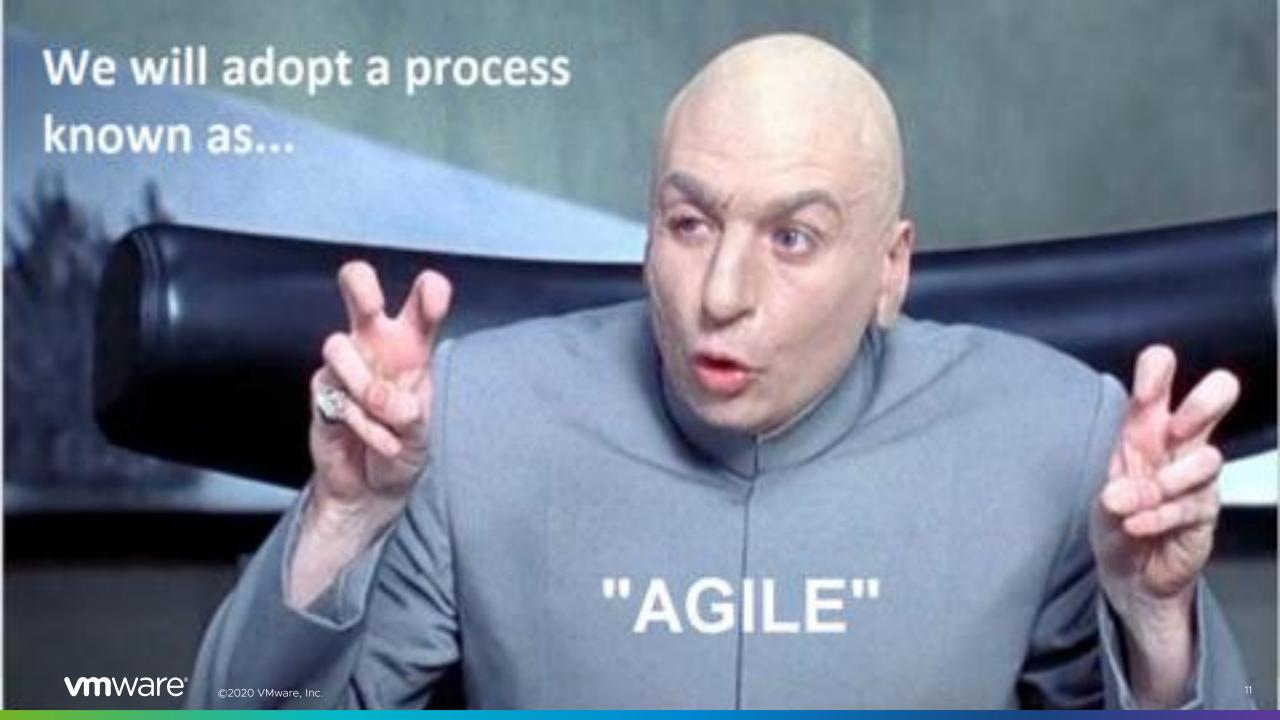




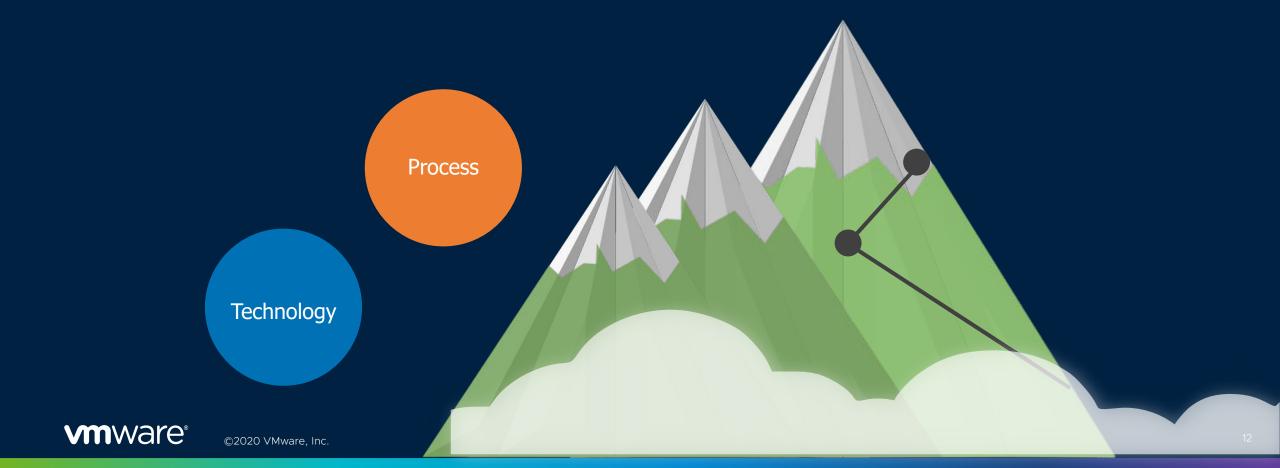


## Transformation Journey





## Transformation Journey





## Transformation Journey





#### The Reality



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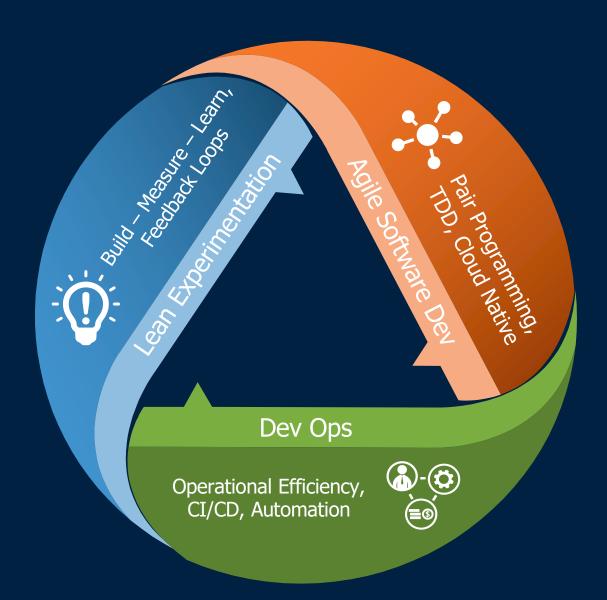








#### Transformation Drivers: Lean, Agile, DevOps





#### Areas of focus to transform humans and organizations







#### Defining Empathy

- Love and understanding for your fellow humans
- Borne out of good energy
- Reaching out to people and making sure that we are all collectively working together and being happy





#### Pre-COVID 19





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#### March 2020

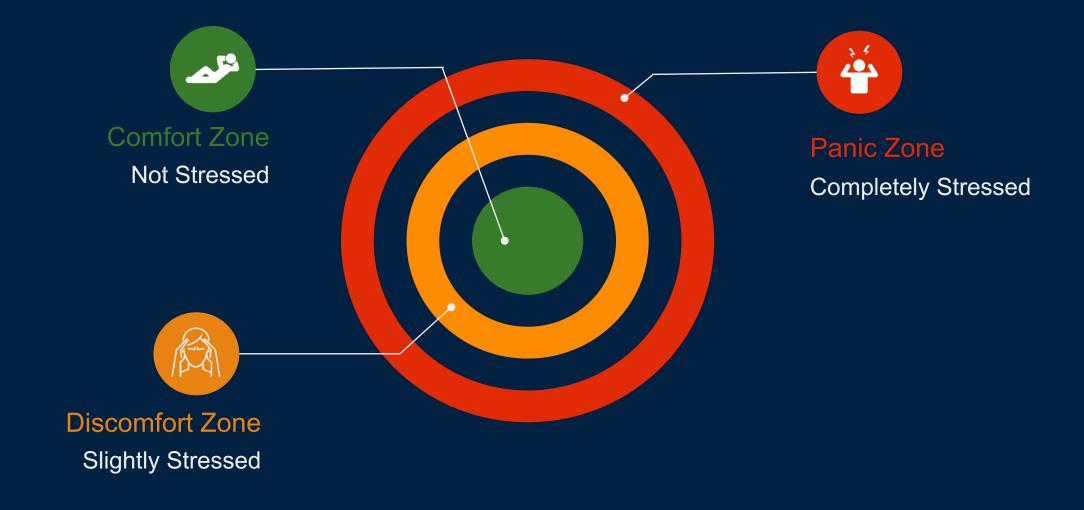


Discomfort Zone

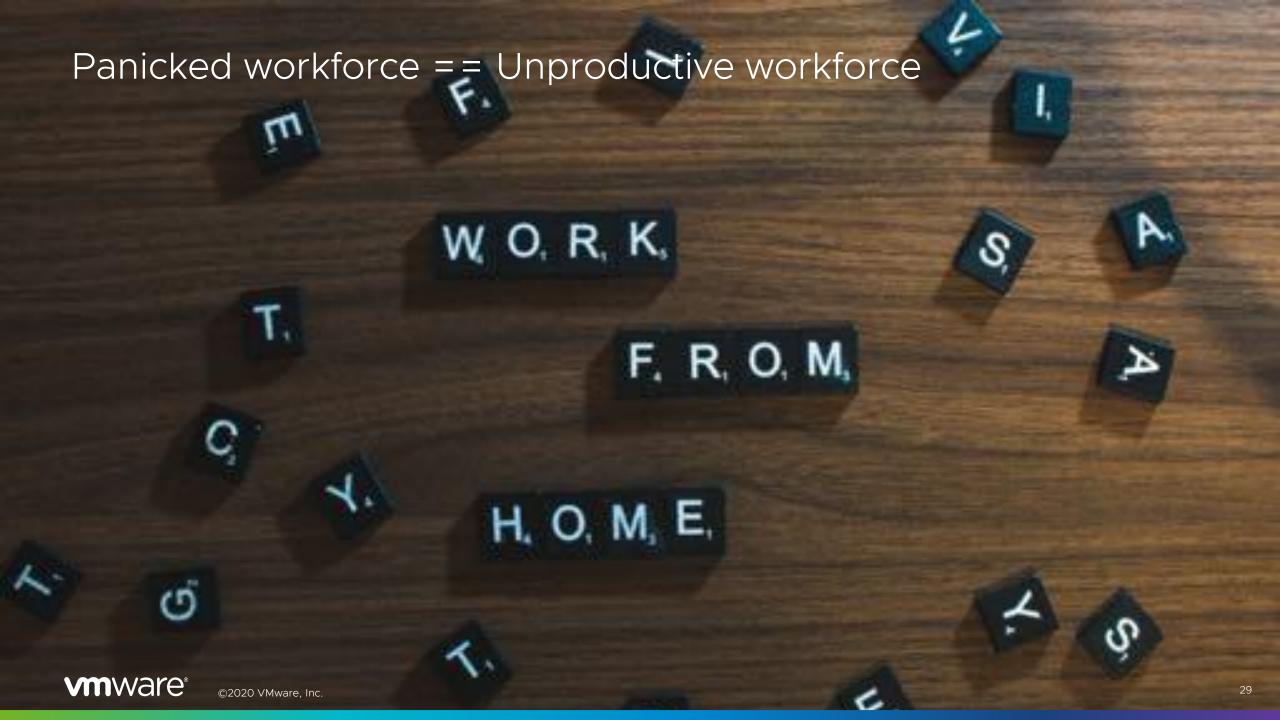
Slightly Stressed



#### Shelter in Place









Stress increases Cortisol



Also increases Adrenaline (Fight or Flight)



Paranoia, Fear, Erodes Trust and Empathy Makes team environments unhappy



# Dopamine (Incentive for Progress)

Gives us surge of pleasure when achieving goals, desires, needs



# Oxytocin (Love Chemical)

Creates intimacy, trust, and builds healthy relationships



#### Serotonin (Leadership Chemical)

Feeling of pride and importance



# Endorphins (Runners High)

Help alleviate stress and anxiety, diminishes perception of pain. Helps us feel good



Break silos between Biz and IT

Safe Environments

Transparency and Trust

More innovation

Learning Culture

# Execution



#### Six Unspoken Laws that govern Technology

Murphy's Law
Anything that can go
wrong will go wrong





Brook's Law
Adding more people to
a late project makes it
later

Moore's Law
Computing power
doubles every 18 – 24
months

2



Goodhart's Law
When a measure becomes
a target, it ceases to
become a good measure

Conway's Law

Organizations design systems which copy the organization

3





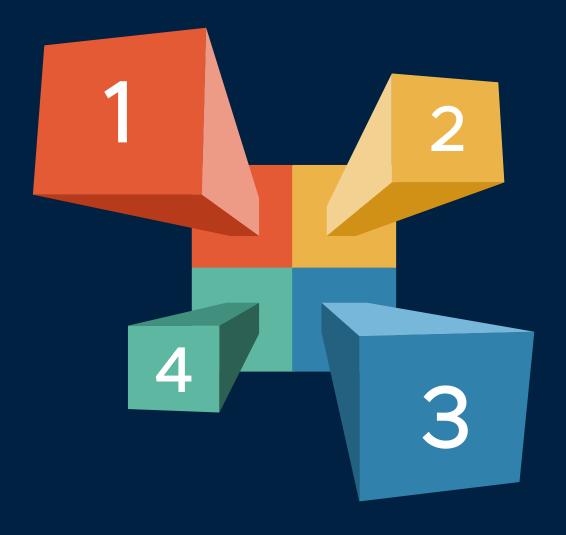
Metcalf's Law

The more devices connected to a network, the more useful it becomes



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#### Remote Execution





Reduce friction in Path to Production. Value Stream Mapping, Eliminate waste

Stand-ups and Spindowns

Touchbase at the beginning of the day Update/Review at the end

Meetings

3

4

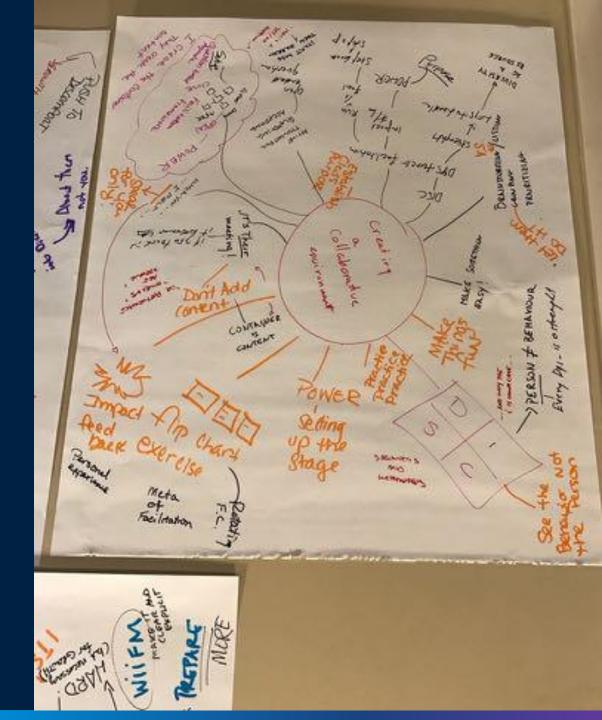
Shorter meetings, Breaks, Roman votes for decision where possible

Demos and Retros

Around business value. Video demos. Electronic Retros, Silent Mapping

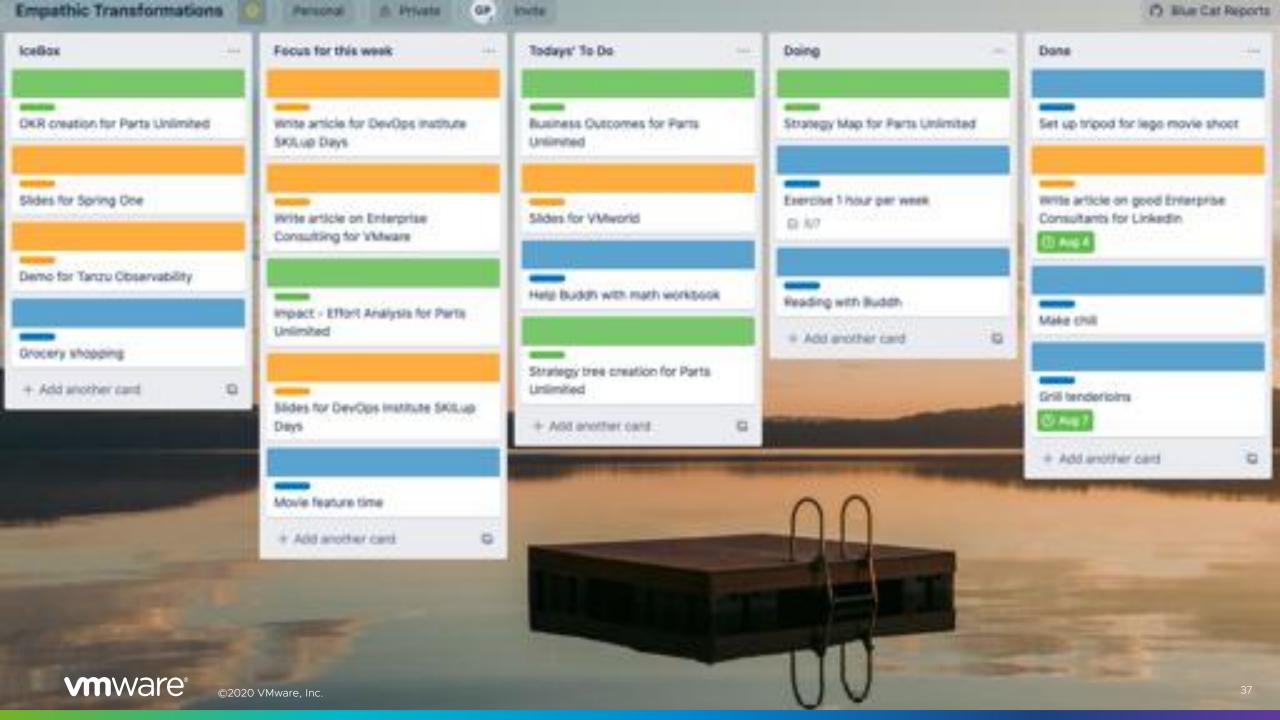


## Silent Mindmap



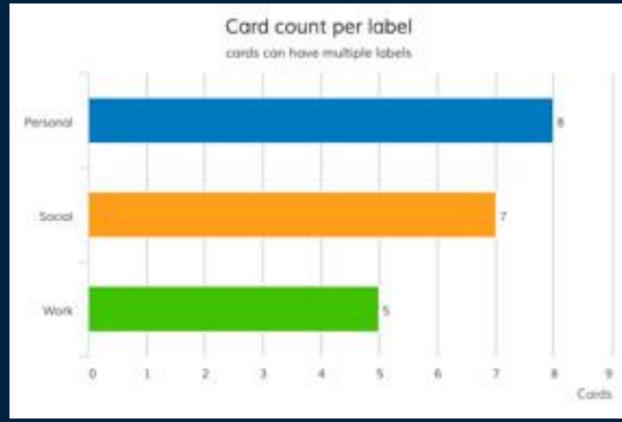






## Work in Progress Limits







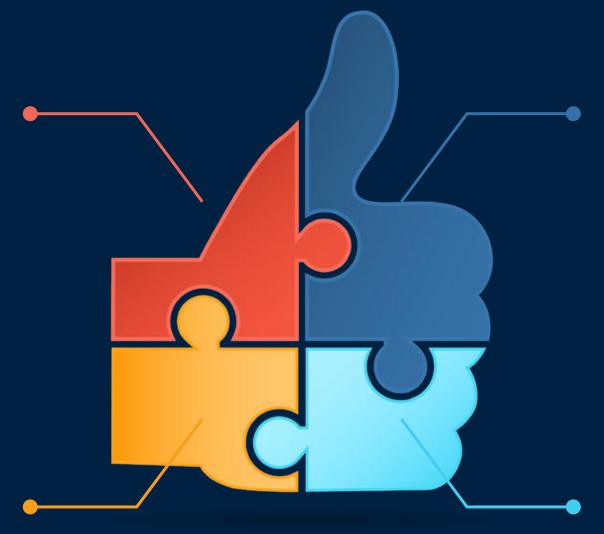
# Collaboration



## New ways of collaboration for a 100% remote workforce

#### **Distributed Teams**

Multiple Geos, Multiple Timezones



#### Tools

Realtime, Persistent, Good UI/UX Low barrier to adoption Integrates well

#### **Distributed Data**

Single Source of truth Consistent observability Common Measures Data Analytics



Realtime collaboration Increased discipline Better quality, morale Mentoring, Cohesion





Communication



## Improve the Signal to Noise Ratio





## POWER Start for every meeting





## Connectivity and Relevance



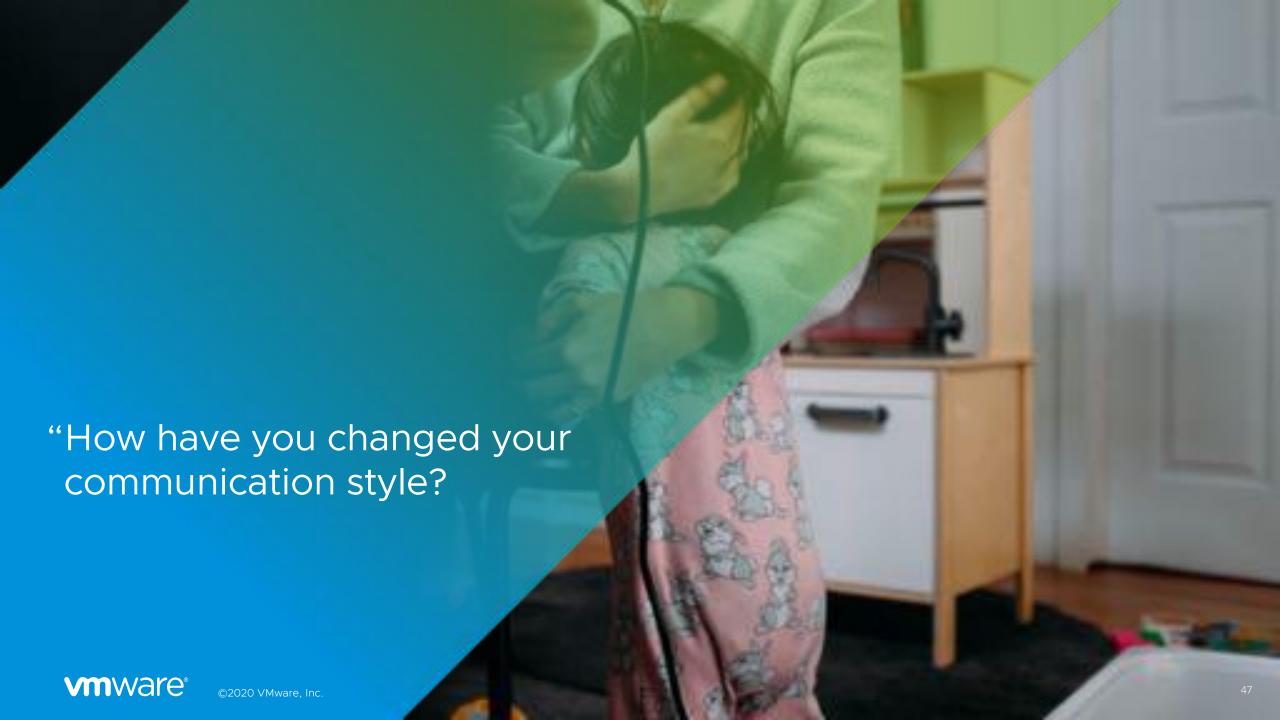


## Visual Indicators









# Enablement



## Enablement Goal: Organizational Cultural Shift through Digital



Power - oriented

#### SYMPTOMS

- Low Cooperation
- Messengers Shot
- Responsibilities Avoided
- Collaboration Discouraged
- Failure Scapegoating
- **Novelty Crushed**



#### Bureaucratic

Rule - oriented

#### SYMPTOMS

- **Modest Cooperation**
- Messengers Neglected
- Opportunistic Responsibilities
- Collaboration Tolerated
- Failure 
  Justice
- **Novelty Caused Problems**



#### Generative

Performance - oriented

#### SYMPTOMS

- High Cooperation
- Messengers Trained
- **Shared Risks**
- Collaboration Encouraged
- Failure Inquiry and Learning
- **Novelty Utilized**





## My Journey Line as a Researcher





# % Stor Chart



### Name:

#### Name:

#### Name:

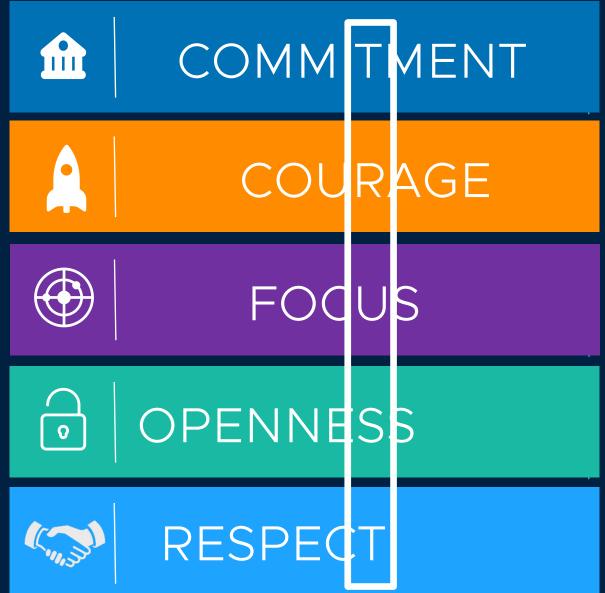
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6	I will be good today							
Z	I will tidy my room							
K	I will finish my homework		61					
ř	I will say please and thank you	<b>5</b> 3		6				
Ī	I WILL CLEAN AUP AFTER	6 3						
Z	I WILL FOLLOW DIRECTO			673				
Ĭ	I WILL TANTENDE LIMINE		6 3					
	I WIII NOT BE SNEAKY		6					
r.	I WILL NOT SPEAK LOUGLY							
	1 will							

MWare DE ON TV

When I have stars I will get... When I have first stars I will get... When I have stars I will get...

BEYBLADE LIERKENS A TIME OUT

## Goal: Drive Agile Values

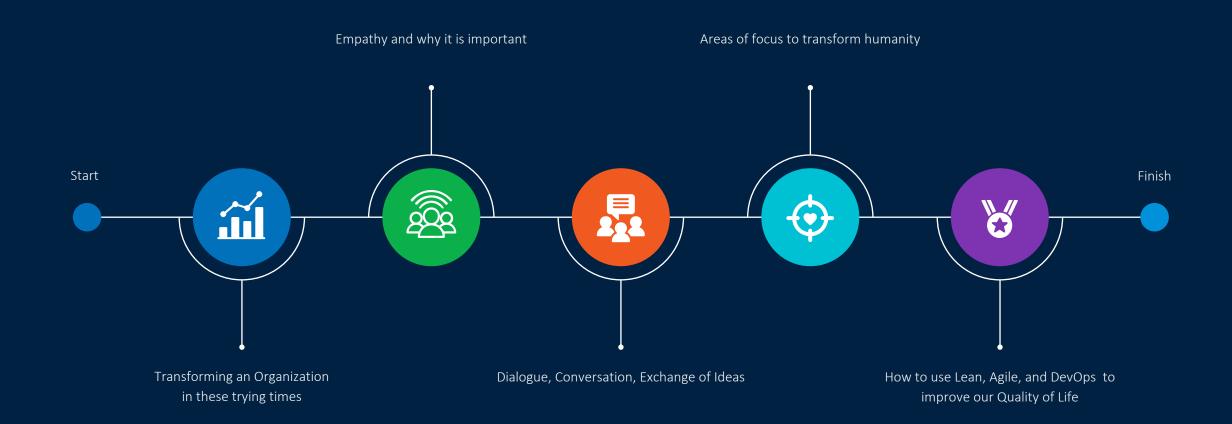






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