## Collaboration Mode

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| **Advantages** | **Disadvantages** |
| * Rapid innovation and discovery. * Fewer hand-offs. | * Wide, shared responsibility for each team. * More detail/context needed between teams, leading to higher cognitive load. * Possible reduced output during collaboration compared to before. |
| **Constraint**: A team should use collaboration mode with, at most, one other team at a time. A team should not use collaboration with more than one team at the same time. | |
| **Typical Uses**: Stream-aligned teams working with complicated-subsystem teams; stream-aligned teams working with platform teams; complicated-subsystem teams working with platform teams. | |

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| **Advantages** | **Disadvantages** |
| * Clarity of ownership with clear responsibility boundaries. * Reduced detail/context needed between teams, so cognitive load is limited. | * Slower innovation of the boundary or API. * Danger of reduced flow if the boundary or API is not effective. |
| **Constraint**: A team should expect to use the X-as-a-Service interaction with many other teams simultaneously, whether consuming or providing a service. | |
| **Typical Uses**: Stream-aligned teams and complicated-subsystem teams consuming Platform-as-a-Service from a platform team; stream-aligned teams and complicated-subsystem teams consuming a component or library as a service from a complicated-subsystem team. | |

## X-as-a-Service Mode

## Facilitation Mode

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| **Advantages** | **Disadvantages** |
| * Unblocking of stream-aligned teams to increase flow. * Detection of gaps and misaligned capabilities or features in components and platforms. | * Requires experienced staff to not work on “building” or “running” things. * The interaction may be unfamiliar or strange to one or both teams involved in facilitation. |
| **Constraint**: A team should expect to use the facilitating interaction mode with a small number of other teams simultaneously, whether consuming or providing the facilitation. | |
| **Typical Uses**: An enabling team helping a stream-aligned, complicated-subsystem, or platform team; or a stream-aligned, complicated-subsystem, or platform team helping a stream-aligned team. | |

## Team Interaction Modes

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|  | **Collaboration** | **X-as-a-Service** | **Facilitating** |
| Stream-aligned | Typical | Typical | Occasional |
| Enabling | Occasional |  | Typical |
| Complicated-subsystem | Occasional | Typical |  |
| Platform | Occasional | Typical |  |