



DISCOVERY



Lean UX Workshop

Solve real problems for real users



Developers
Designers
Product Owners

1 hours



WHY?



While this is intended for everyone who has an interest in learning more about the practices used by teams on a continuous journey of discovery and delivery building applications, this Open Practice Library has two main use cases in mind:

Share the Big Picture

Describe how people in this community use practices to accomplish engagement success. Learn how practices fit with each other and the way that we take individual practices to create seamless engagement delivery.

Search with Intent

Share details about a particular practice that community members use, learn perspectives on a particular practice and why practices are used, pointers on how to facilitate it, and when it should be employed.



The Open Practice Library is a community-driven repository of practices and tools. The library is open-sourced with CCSA license and can be used by other individuals and organisations.

Contributing



Scan to let us know about something you'd like to see added or improved, or become a contributor yourself!



How to Use this Deck

- This deck is meant for use in teams.
- Take your full team on a journey of continuous discovery and continuous delivery.
- Create a conversation within your product team on how you will continuously discover and deliver the product(s).
- Uncover new practices that may help you become better in continuous discovery and continuous delivery.



Lean UX Workshop



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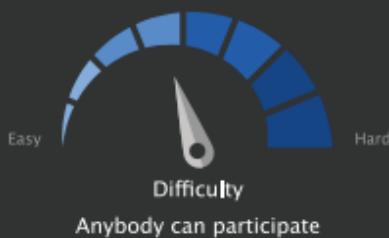
Lean Canvas

A 1-page business plan template to help you focus on problems, solutions, key metrics and competitive advantages



Product Owner
The Team

1+ hours



WHY?



Lean Canvas



Scan to view full article





DISCOVERY



Start at the End

Describe what success looks like and use this to define the goal of effort



Facilitator
Product Owner
Project Sponsor
Architects

1+ hours



Hard

Difficulty

Anybody can participate

WHY?





DISCOVERY



Start at the End



Scan to view full article



WHY?



DISCOVERY



AEIOU Observation Framework

A heuristic framework used for ethnographic observation



Lead Researcher
Product Owner
Project Team

1+ hours



WHY?



DISCOVERY



AEIOU Observation Framework



Scan to view full article



WHY?



DISCOVERY



Service Blueprint

A business process diagram analyzed
from the people perspective



Facilitators
Business Stakeholders
Product Team
Dev Team

4+ hours



WHY?





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Service Blueprint



Scan to view full article





DISCOVERY



Whole Product Plotting

Prioritization of features



Product Owner
The Team
Stakeholders
End Customers
UXD

1 hour



WHY?



DISCOVERY



Whole Product Plotting



Scan to view full article





DISCOVERY



Empathy Mapping

A tool to capture and visualise what key stakeholders are sensing in a particular context



Facilitator
Development Team
User/Stakeholder

15 mins



WHY?



DISCOVERY



Empathy Mapping



Scan to view full article





DISCOVERY



Value Stream & Process Mapping

Techniques for process improvement



Directors
BAs
Architects
The Team

2-3 Days



Difficulty

Anybody can participate

WHY?





DISCOVERY



Value Stream & Process Mapping



Scan to view full article



WHY?



DISCOVERY



Impact Mapping

An engaging, graphical, strategic
planning technique



Facilitator
Product Owner
Project Sponsor
Architects

4+ hours



WHY?



DISCOVERY



Impact Mapping



Scan to view full article





DISCOVERY



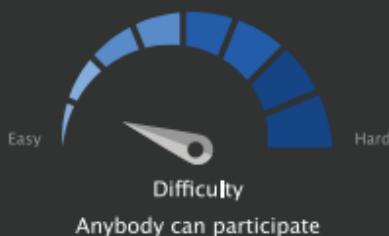
Kano Model

A model to help prioritize features



Product Owner
DevOps Team
Business Stakeholders

1 hour



OUTCOMES





DISCOVERY



Kano Model



Scan to view full article



OUTCOMES



DISCOVERY



Backcasting / Pre-mortem

Performing a project or product
premortem



Product Owner
UX Designer
DevOps Team

30-60 mins



OUTCOMES



DISCOVERY



Backcasting / Pre-mortem



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OUTCOMES



DISCOVERY



HMW

How Might We ... ?



Product Owner
End Customers
The Team
Stakeholders
UXD

30-60 mins



Anybody can participate

OUTCOMES





DISCOVERY



HMW



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OUTCOMES



DISCOVERY



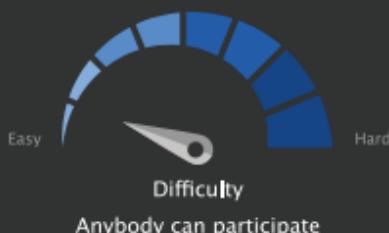
Design The Box

From ideas to essential features and outcomes



Product Owner
End Customers
The Team
Stakeholders
UXD

30-60 mins



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DISCOVERY



Design The Box



Scan to view full article



OUTCOMES



DISCOVERY



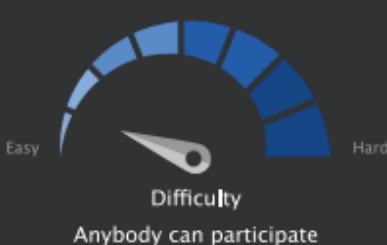
News Headlines aka Cover Story

From idea to essential product features
and outcomes



Product Owner
UX Designer
DevOps Team

30-60 mins



OUTCOMES





DISCOVERY



News Headlines aka Cover Story



Scan to view full article





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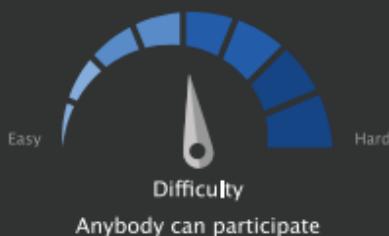
Domain Storytelling

Learn domain language
Talk about requirements
Tell domain stories



Moderator
Domain Experts
Developers
Product Owner
BA's

10-30 mins



OUTCOMES



DISCOVERY



Domain Storytelling



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OUTCOMES



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Visioning

Visioning is a practice that helps, you and your team, define how the future will look like when you will reach success



The Team

1+ hours



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Visioning



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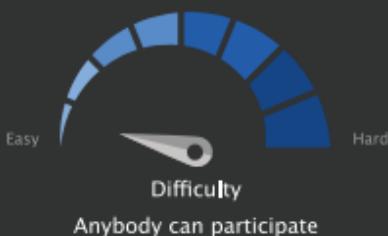
Priority Sliders

Facilitates conversations about relative priorities and focuses upcoming activities



Development Team
Product Owner
Stakeholders

30 mins



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DISCOVERY



Priority Sliders



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OUTCOMES



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Target Outcomes

Capture and articulate the goals and outcomes a team are striving to deliver



Product Owner
Team Members
Key Stakeholders

30 mins



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Target Outcomes



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Event Storming

A rapid, interactive approach to business process discovery and design that yields high quality models



Facilitator
Product Owner
Analysts|Developers
UXD|Testers
Ops/Infra
Security

~6 hours



Anybody can participate

OUTCOMES





DISCOVERY



Event Storming



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User Story Mapping

Create lightweight release plans by slicing value out of collections of features



Facilitator
Product Owner
UXD
Analysts
Developers
Testers

~4 hours



OUTCOMES



DISCOVERY



User Story Mapping



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OPTIONS PIVOT



Design Sprint

A sprint to clarify the problem and explore solutions



Facilitator|Co-Facilitator
Decision Maker
Product Owner
Customer Representative
UXD/UID
Marketing

5 days



Difficulty

Anybody can participate



OPTIONS PIVOT





OPTIONS PIVOT



Design Sprint



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OPTIONS PIVOT



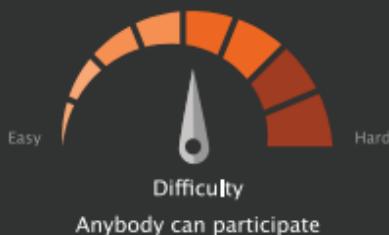
Feature Toggles

On/Off



Product Owner
DevOps Team

2+ hours



OPTIONS PIVOT





OPTIONS PIVOT



Feature Toggles



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OPTIONS PIVOT



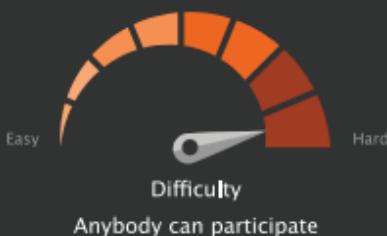
Design of Experiments

Learn fast
move even faster



Product Owner
The Team
Business People
UXD

1+ hour



OPTIONS PIVOT





OPTIONS PIVOT



Design of Experiments



Scan to view full article



OPTIONS PIVOT



OPTIONS PIVOT



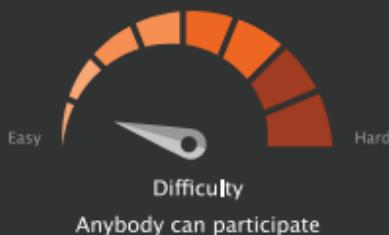
How-Now-Wow Prioritization

Experiments Prioritization



Product Owner
The Team
Stakeholders
End Customers
UXD

30-60 mins



OPTIONS PIVOT





OPTIONS PIVOT



How-Now-Wow Prioritization



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OPTIONS PIVOT





OPTIONS PIVOT



Impact & Effort Prioritization

Prioritization of Experiments



Product Owner
The Team
Stakeholders
End Customers
UXD

30-60 mins



OPTIONS PIVOT





OPTIONS PIVOT



Impact & Effort Prioritization



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OPTIONS PIVOT





OPTIONS PIVOT



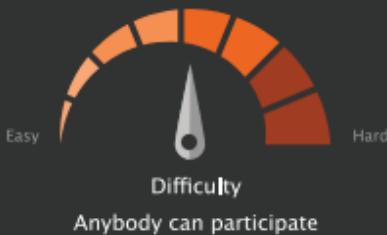
Backlog Refinement

Determine addition information and prioritization for existing backlog items



Product Owner
The Team
Subject Matter Expert
Architect

30 mins



OPTIONS PIVOT





OPTIONS PIVOT



Backlog Refinement



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OPTIONS PIVOT



DELIVERY



Story Kick-offs

The act of explaining a story to the pair of developers right before they pick it up



Product Owner/BAs
Developer Pair
Quality Analyst (Opt)

1-20 mins



DELIVER





DELIVERY



Story Kick-offs



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DELIVER



DELIVERY



Blue Green Deployments

Always have a fall back solution



DevOps Team

2+ hours



DELIVER





DELIVERY



Blue Green Deployments



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DELIVER



DELIVERY



UI Design Workshop

Start with a sketch



The Team

30-60 mins



DELIVER





DELIVERY



UI Design Workshop



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DELIVER



DELIVERY



Iteration (Sprint) Planning

A collaborative meeting, where the Product Owner together with the team define the work and effort required to meet the Iteration goal



Scrum Master
Development Team
Product Owner

1-2 hours



DELIVER





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OPEN
PRACTICE
LIBRARY

Iteration (Sprint) Planning



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DELIVER



DELIVERY



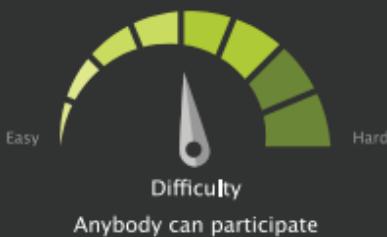
Daily Standup

A short time-boxed synchronization of the team activities that occurs in a cadence determined by the team



Product Owner
The Team

15 mins



DELIVER





Daily Standup



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DELIVERY



Canary Release

Exposing a small number of real users
to a new version



DevOps Team

2+ hours



MEASURE & LEARN





DELIVERY



Canary Release



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MEASURE & LEARN



DELIVERY



Dark Launches

Letting a small group of interested users access features before others



Product Owner
DevOps Team

2-10 weeks



MEASURE & LEARN



DELIVERY



Dark Launches



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MEASURE & LEARN





DELIVERY



Cohort Analysis

Which group are you in?



Product Owner
Data Scientist/Analyst
DevOps Team

2-4 hours



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Cohort Analysis



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Funnel Analysis

Go all the way ... through the funnel



Product Owner
Data Scientist/Analyst
DevOps Team

2-10 days



MEASURE & LEARN





DELIVERY



Funnel Analysis



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MEASURE & LEARN



DELIVERY



A/B Testing

Quantitative testing of two alternative designs
to learn which better leads to a specific goal



Product Owner
Data Scientist
UXD
DevOps Team

Several days



MEASURE & LEARN



DELIVERY



A/B Testing



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MEASURE & LEARN



DELIVERY



Multivariate Testing

Quantitatively test how multiple factors
influence the success of a design



Product Owner
Data Scientist
UXD
DevOps Team

Several days



MEASURE & LEARN



DELIVERY



Multivariate Testing



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MEASURE & LEARN



DELIVERY



Heuristic Evaluation

Provide expert review of UX designs



UXD's
Team members
interested in UX

30 mins



Anybody can participate

MEASURE & LEARN





DELIVERY



Heuristic Evaluation



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MEASURE & LEARN



DELIVERY



Usability Testing

Observe and learn from real users



The Team

30 mins



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DELIVERY



Usability Testing



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MEASURE & LEARN



DELIVERY



Showcase

An event to demonstrate and show the outputs and outcomes of a team's work over a recent time period



Product Owner
The Team
Stakeholders (business
and technical)

1 hour



Difficulty

Anybody can participate



MEASURE & LEARN





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Showcase



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MEASURE & LEARN



DELIVERY



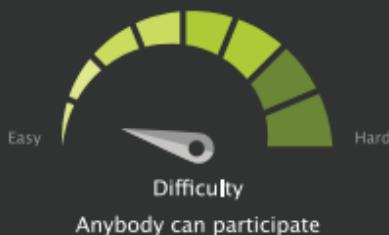
Retrospectives

Reflect, inspect and adapt ways of working driving continuous improvement



Facilitator
The Team

30-60 mins



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Retrospectives



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MEASURE & LEARN



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Story RePointing

Improve story pointing over time



The Team

1-3 mins
per story



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DELIVERY



Story RePointing



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MEASURE & LEARN



FOUNDATION



The Art Gallery

A collection of doodles that are captured
from the team



Everyone

Ad Hoc



Anybody can participate

CULTURE & COLLABORATION





FOUNDATION



The Art Gallery



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FOUNDATION



Quote Wall

A collection of quotes or phrases captured from the team that may be motivational, inspiring, or down-right hilarious!



Everyone

Ad Hoc



Anybody can participate

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FOUNDATION



Quote Wall



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Tribute Wall

Sharing the feedback



The Team

30 mins



Difficulty

Anybody can participate

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LIBRARY

Tribute Wall



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FOUNDATION



Force Field Analysis – Force Field Map

Understanding change/goals



As diverse as possible

30–60 mins



Anybody can participate

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Force Field Analysis – Force Field Map



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Moving Motivators

Moving Motivators is a practice to uncover what motivates your colleagues and yourself



The Team

30 mins



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Moving Motivators



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The Matrix of Principles

A reflection tool to capture how stakeholders understand Deming's 14 Management Principles.



The Team

30 mins



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The Matrix of Principles



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FOUNDATION



Relative Sizing

Facilitate conversation and gain shared alignment on sizing of complexity and value



Facilitators
The Team

Varies



Anybody can participate

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Relative Sizing



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Pair Programming

Increasing the knowledge sharing and communication between team members



2 Team Members

Varies



Anybody can participate

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LIBRARY

Pair Programming



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Mob Programming

Like pair programming but with the whole team



Development Team

Varies



Difficulty
Anybody can participate

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Mob Programming



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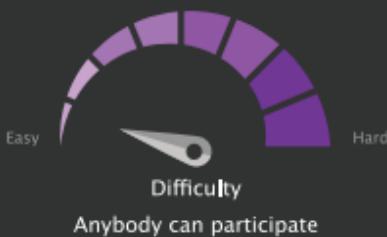
Definition of Done

Shared knowledge and understanding
regarding what it means for a work item to be
done by a team



The Team

15 mins



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Definition of Done



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Risk Management

Identify potential problems that might occur during the course of your project and identify ways of avoiding them. Risks, which are occurring, will become issues



Iteration Manager
Product Owner
The Team

60 mins



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Risk Management



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Celebrating Failure

Raise the team's collective awareness of product failure root causes



Product Owner
The Team
Sponsors
Users

1 hour 30 mins



Difficulty
Anybody can participate

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Celebrating Failure



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Everything as Code

Save everything as code – configuration,
infrastructure and pipelines



1+

Ongoing



TECHNICAL





FOUNDATION



Everything as Code



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TECHNICAL



FOUNDATION



Autoscaling

Cloud native applications reacting to demand



1+

Ongoing



TECHNICAL





FOUNDATION



Autoscaling



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TECHNICAL



FOUNDATION



Containers

A software package that contains everything the software needs to run



1

Ongoing



Developers, Operations, Infrastructure

TECHNICAL





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Containers



Scan to view full article



TECHNICAL



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Continuous Delivery

Automated testing and release of software



1+

Ongoing



TECHNICAL





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Continuous Delivery



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Test Automation

Shortening the feedback loop and increasing quality of code



1+

Ongoing



TECHNICAL





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Test Automation



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TECHNICAL



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Continuous Deployment

Deploying changes more frequently to get faster end-user feedback



1+

Ongoing



TECHNICAL





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Continuous Deployment



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TECHNICAL



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Test Driven Development

Improving your software in short development cycles



1+

Minutes



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Test Driven Development



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TECHNICAL





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Agile Agenda

A flexible way to manage the agenda for
an in person workshop



2+

10 Minutes



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Agile Agenda



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Realtime Retrospective

Getting feedback faster and improving
the overall experience of your event



2+

1 Week



Difficulty

Team & Facilitator

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Realtime Retrospective



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Stop the World Event

This occurs when somebody on the team identifies that the engagement is off-course



Entire Team

Until
consensus
is reached



Team & Facilitator

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Stop the World Event



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Social Contract

Build a constructive, fun team culture



3+

10 Minutes



Difficulty

Facilitator, Team Members, Stakeholders

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Social Contract



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Team Sentiment

Track the mood of the team



Entire Team



Ad Hoc



Difficulty
Facilitator, Team Members

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Team Sentiment



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Burndown

Visualisation of work left to do within a specified time period



2+

5-10 Minutes



Facilitator, Team Members

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Burndown



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Visualisation Of Work

The Information Radiator



Entire Team



Ad Hoc



Difficulty

Facilitator, Team Members

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Visualisation Of Work



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Team Shared History

Help the team start to become cohesive



Product Owner,
Architect, Developer,
Scrum Master, Sponsor.

1 Hour



Difficulty

Facilitator, Team Members

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Team Shared History



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Confidence Voting

Gains consensus around a team's agreement or disagreement on the current activity, event or questions



2+

5 Minutes



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Confidence Voting



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Team Workspaces

How to create the right workspace(s) for
high-performing teams



1+



4 Weeks (lead
time), 1 day
(set-up)



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Team Workspaces



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Definition Of Ready

Shared knowledge regarding what it means for a work item to be ready to be worked on



2+

15 Minutes



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Definition Of Ready



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Continuous Integration

Automated code merge and build upon a
team member's contribution



The Team

Minutes



TECHNICAL





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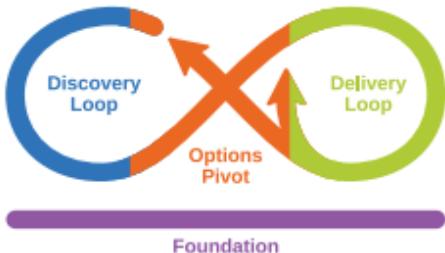
Continuous Integration



Scan to view full article

TECHNICAL





Draw a loop on a large sheet of paper or whiteboard, A3 size or bigger works best.

Mobius is an infinity loop.

As long as there is an eagerness to solve a problem or achieve an outcome, the cycle is continuous.

Start with your Why?

Start discussing what practices you need as a team to better understand your product, your users, your team's why to generate outcomes.

Generate Options to Deliver your Outcomes

Create hypothesis, identify constraints, map to outcomes and plan the options delivery.

Deliver, Measure and Learn

It is strongly recommended to use an approach that allows for rapid delivery and feedback. The learning from the delivered iteration can inform decisions going forward.

Team Culture

An environment of collaboration and technical engineering practices which support fast and iterative journeys through the loops.

If an initiative is already underway, you can enter the loop at any point.

This deck is brought to you by



**RED HAT
OPEN INNOVATION LABS**

At Open Innovation Labs we believe in the power of continuous discovery and continuous delivery when done with the whole empowered product team as much as we believe in open source.

This is why we have contributed all practices and ways of working to the Open Practice Library.

red.ht/labs



The Open Practice Library is leveraging the work of another open source community using the Mobius Loop as a model to keep all practices together and explain how they relate to each other and how product teams would use them in combination.



The Mobius Loop in the Library is a modified version (Foundation has been added) from the original model developed by the Outcome Delivery community at mobiusloop.com

We encourage and welcome you to contribute to both communities with ideas for new practices and feedback on experience using them.