



# Lean UX Workshop

Solve real problems for real users



Developers  
Designers  
Product Owners

1 hours





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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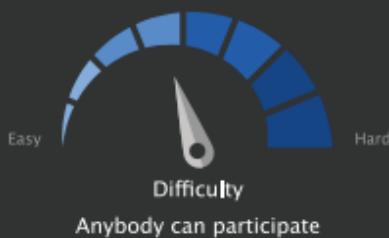
# Lean Canvas

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



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## 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





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## Start at the End



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WHY?



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# AEIOU Observation Framework

A heuristic framework used for ethnographic observation



Lead Researcher  
Product Owner  
Project Team

1+ hours



WHY?



DISCOVERY



## AEIOU Observation Framework



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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



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# Whole Product Plotting

Prioritization of features



Product Owner  
The Team  
Stakeholders  
End Customers  
UXD

1 hour



WHY?



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## Whole Product Plotting



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# 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?





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## Empathy Mapping



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# Value Stream & Process Mapping

Techniques for process improvement



Directors  
BAs  
Architects  
The Team

2-3 Days



Difficulty

Anybody can participate

WHY?





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# Value Stream & Process Mapping



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# Impact Mapping

An engaging, graphical, strategic  
planning technique



Facilitator  
Product Owner  
Project Sponsor  
Architects

4+ hours



WHY?



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## Impact Mapping



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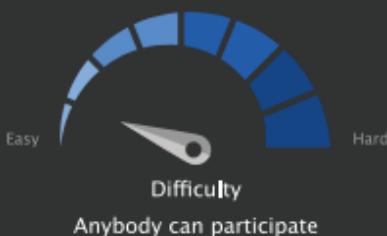
## Kano Model

## A model to help prioritize features



Product Owner  
DevOps Team  
Business Stakeholders

1 hour





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## Kano Model



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OUTCOMES



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# 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





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HMW



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## DISCOVERY



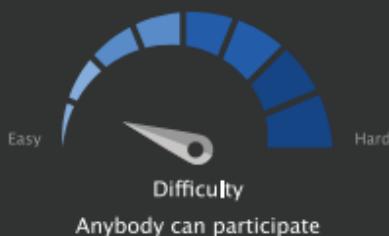
# Design The Box

From ideas to essential features and outcomes



Product Owner  
End Customers  
The Team  
Stakeholders  
UXD

30-60 mins



OUTCOMES





DISCOVERY



## Design The Box



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OUTCOMES



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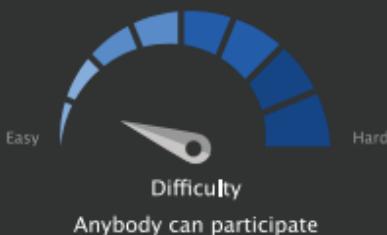
## News Headlines aka Cover Story

## From idea to essential product features and outcomes



Product Owner  
UX Designer  
DevOps Team

30-60 mins





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## News Headlines aka Cover Story



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## DISCOVERY



# Domain Storytelling

Learn domain language  
Talk about requirements  
Tell domain stories



Moderator  
Domain Experts  
Developers  
Product Owner  
BA's

10-30 mins



## OUTCOMES



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## Domain Storytelling



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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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## Priority Sliders



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## DISCOVERY



# 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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## DISCOVERY



# 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

Difficulty

## OUTCOMES





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## 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



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## 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



Anybody can participate

OPTIONS PIVOT





OPTIONS PIVOT



## Design Sprint



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OPTIONS PIVOT



OPTIONS PIVOT



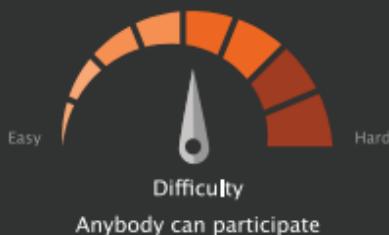
# Feature Toggles

On/Off



Product Owner  
DevOps Team

2+ hours



OPTIONS PIVOT





OPTIONS PIVOT



## Feature Toggles



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OPTIONS PIVOT



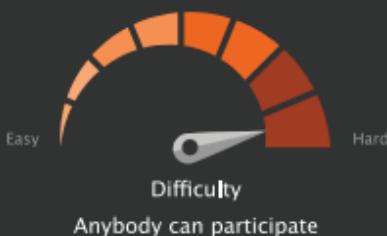
# Design of Experiments

Learn fast  
move even faster



Product Owner  
The Team  
Business People  
UXD

1+ hour



OPTIONS PIVOT





OPTIONS PIVOT



## Design of Experiments



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OPTIONS PIVOT



OPTIONS PIVOT



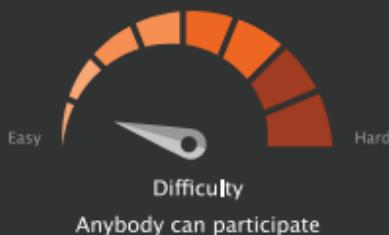
# How-Now-Wow Prioritization

Experiments Prioritization



Product Owner  
The Team  
Stakeholders  
End Customers  
UXD

30-60 mins



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OPTIONS PIVOT



## How-Now-Wow Prioritization



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OPTIONS PIVOT



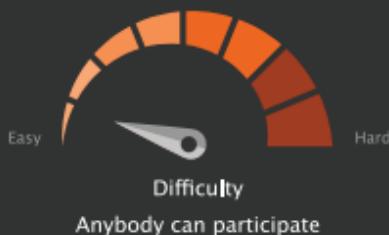
# Impact & Effort Prioritization

Prioritization of Experiments



Product Owner  
The Team  
Stakeholders  
End Customers  
UXD

30-60 mins



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OPTIONS PIVOT



## Impact & Effort Prioritization



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## OPTIONS PIVOT



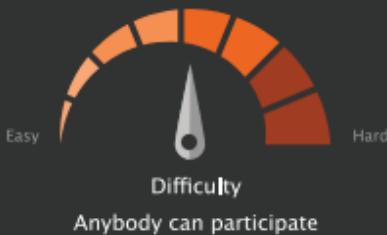
# Backlog Refinement

Determine addition information and prioritization for existing backlog items



Product Owner  
The Team  
Subject Matter Expert  
Architect

30 mins



Anybody can participate



# OPTIONS PIVOT



OPTIONS PIVOT



## Backlog Refinement



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OPTIONS PIVOT



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## 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



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## Story Kick-offs



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# Blue Green Deployments

Always have a fall back solution



DevOps Team

2+ hours



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## Blue Green Deployments



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# UI Design Workshop

Start with a sketch



The Team

30-60 mins



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## UI Design Workshop



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# 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



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## Iteration (Sprint) Planning



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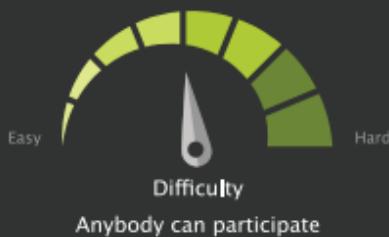
## Daily Standup

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



Product Owner  
The Team

15 mins



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## Daily Standup



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# Canary Release

Exposing a small number of real users  
to a new version



DevOps Team

2+ hours



MEASURE & LEARN





## Canary Release



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## Dark Launches

Letting a small group of interested users access features before others



Product Owner  
DevOps Team

2-10 weeks



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## Dark Launches



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# 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



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## Funnel Analysis



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## 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  
Anybody can participate

Several days



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## A/B Testing



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# Multivariate Testing

Quantitatively test how multiple factors  
influence the success of a design



Product Owner  
Data Scientist  
UXD  
DevOps Team

Several days



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## Multivariate Testing



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# Heuristic Evaluation

Provide expert review of UX designs



UXD's  
Team members  
interested in UX

30 mins



Anybody can participate

Difficulty

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## Heuristic Evaluation



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# Usability Testing

Observe and learn from real users



The Team

30 mins



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## Usability Testing



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## 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



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## Showcase



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# 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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## DELIVERY



## Story RePointing

Improve story pointing over time



## The Team

1-3 mins  
per story



Anybody can participate

## MEASURE & LEARN





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## Story RePointing



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# The Art Gallery

A collection of doodles that are captured  
from the team



Everyone

Ad Hoc



Anybody can participate

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## The Art Gallery



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## Quote Wall

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



Everyone

Ad Hoc



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## Quote Wall



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# Tribute Wall

Sharing the feedback



The Team

30 mins



Difficulty

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## Tribute Wall



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# 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



Difficulty

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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



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# The Matrix of Principles



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## Relative Sizing

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



Facilitators  
The Team

Varies



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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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## Pair Programming



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# Mob Programming

Like pair programming but with the whole team



Development Team

Varies



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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



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## Celebrating Failure



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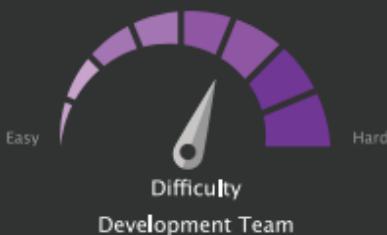
# Everything as Code

Save everything as code – configuration,  
infrastructure and pipelines



1+

Ongoing



TECHNICAL





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# Everything as Code



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TECHNICAL



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# Autoscaling

## Cloud native applications reacting to demand



1+

### On-going



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## Autoscaling



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# Containers

A software package that contains everything the software needs to run



1

### On-going



Developers, Operations, Infrastructure



## TECHNICAL



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## Containers



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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



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## Test Automation



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# Continuous Deployment

Deploying changes more frequently to get faster end-user feedback



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Ongoing



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## Continuous Deployment



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# Test Driven Development

Improving your software in short development cycles



1+

Minutes



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LIBRARY

## Test Driven Development



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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



Facilitator, Team Members

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## Visualisation Of Work



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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



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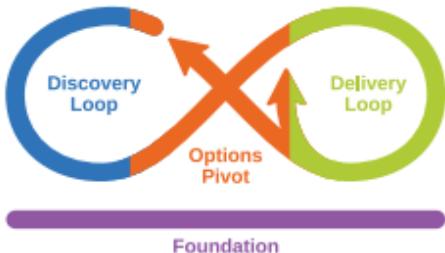
# Continuous Integration



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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](http://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](http://mobiusloop.com)

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