

Salesforce のソフトウェア開発

世界で「最も革新的な会社」の
プランニングとアクション

浅田 慎二
Japan Head
Corporate Development & Salesforce Ventures

ケン ワカマツ
Director, Product Management





浅田 慎二

Japan Head
Corporate Development &
Salesforce Ventures

Salesforce Salesforce Ventures 紹介



salesforce

エンタープライズソフトウェア企業 上位5社中、トップの成長率

“この10年で
最高の
イノベーター”
FORTUNE
2016年9月



2009・2010・2011
2012・2013・2014
2015・2016・2017

Forbes
世界で最も
革新的な企業
2011・2012・2013
2014・2015・2016
2017

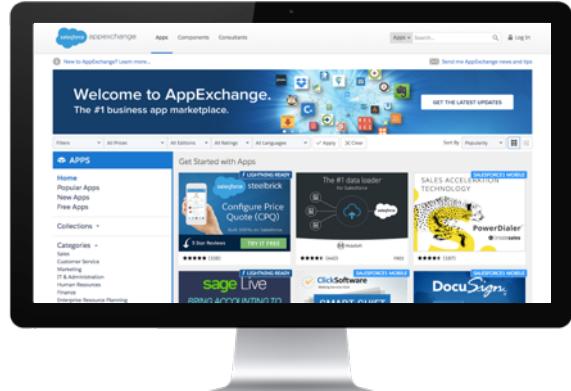


1兆円
2018年度売上



Salesforce Venturesご紹介: イノベーションへの新規投資

世界のトップSaaSベンチャーへ積極投資



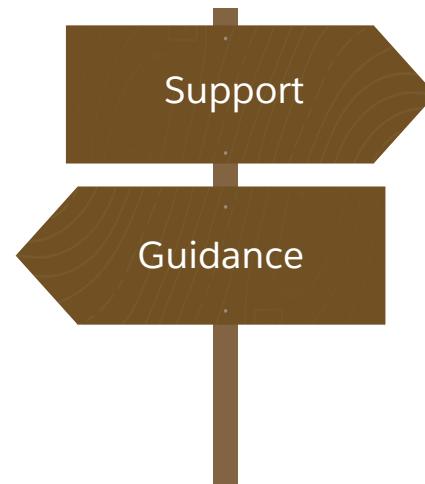
Grow the Salesforce ecosystem of partners

セールフフォースの戦略的投資部門



Active investor for **8+ Years**
200+ Portfolio Companies
14 Countries

投資先企業へ、
SaaS経営知見と
顧客アクセスを提供

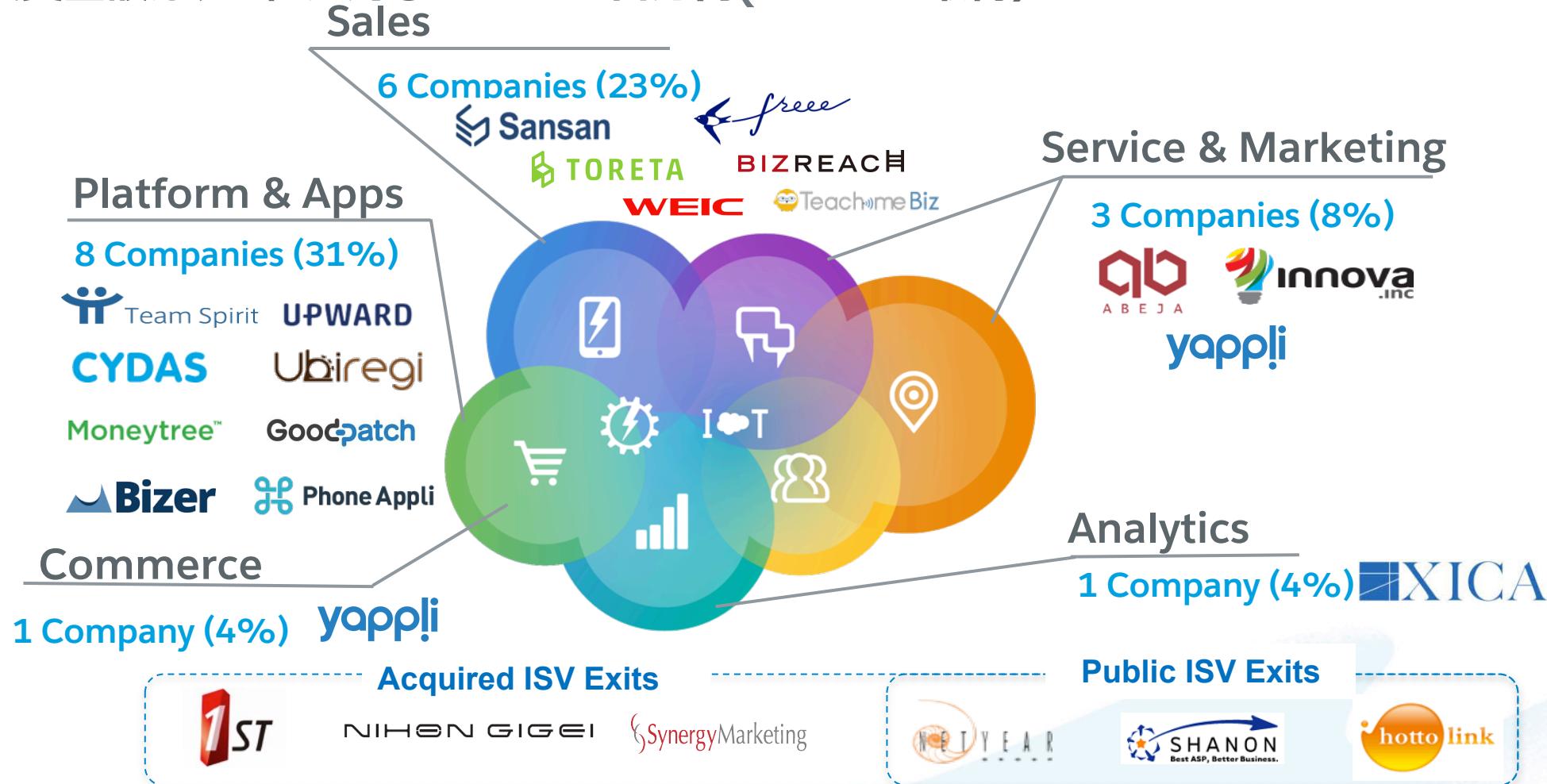


Accelerate their growth with our **internal expertise**



セールスフォース・ベンチャーズ Japanのご紹介

- 累計34社のSaaSベンチャーへ投資実行
- 投資先には、資金に加えSaaS経営ノウハウ、Salesforce既存顧客を提供
- 投資金額は、1社に対し50~500百万円(5~10%取得)



200+ Active Portfolio Companies Across 14 Countries



We're Active Investors with a Maturing Portfolio

Most Active VCs in Enterprise Software (FY2017)

- 1 NEA
- 2 Bessemer Venture Partners
- 2 Accel Partners
- 4 Khosla Ventures
- 5  salesforce ventures
- 5 Intel Capital
- 6 General Catalyst Partners
- 7 Andreessen Horowitz
- 8 Battery Ventures
- 9 Index Ventures

Source: CB Insights
Based on all software & internet deals globally in FY2017



Most Active CVCs (FY2017)

- 1 Intel Capital
- 1 Google Ventures
- 3  salesforce ventures
- 4 Comcast Ventures
- 5 Qualcomm Ventures
- 6 Cisco Investments
- 6 GE Ventures
- 8 Bloomberg Beta
- 9 In-Q-Tel
- 10 Citi Ventures

Source: CB Insights
Global Most Active CVC Investors List (FY 2017)



Top Investor in the Forbes Cloud 100

- 1  salesforce ventures
- 2 Accel Partners
- 3 ICONIQ Capital
- 4 Sequoia Capital
- 4 Andreessen Horowitz
- 6 SV Angel
- 6 New Enterprise Associates
- 6 Bessemer Ventures
- 9 Capital G
- 9 Battery Ventures



VCが考える良いプロダクト
(年間1000社+プロダクトを見続けてきて)



Make something
people want

Startup Quote!

PAUL GRAHAM

CO-FOUNDER, Y COMBINATOR

VCが考える良いプロダクトの3つの条件

1. どのユーザのどういうPainを対象にしているのかがクリア

- ✓ Who's pain?
- ✓ Why you?
- ✓ Why now?

2. ユーザpainのストーリーが描けてる

- ✓ 適合したSolution(カスタマージャー)になっている

3. Must Haveになっている(一部のコアユーザに)

- ✓ UIが優れてる事がベストだが、仮にデザインがいまいちでも、ユーザのPainを解決していればいい

Productに取り組む際の3大原則

1. Make it Simple
2. Release it quickly(手書きで可)
3. Ask Users



ケンワカマツ

Director
Product Management

kwakamatsu@salesforce.com

自己紹介

オレンジカウンティ生まれ、
バークレー校を卒業後、サン
フランシスコで就職。

1998年からシリコンバレーで
ソフトウェア開発

会社履歴

Macromedia (Adobeに買収)

Adobe

Adobe ATL (Advanced Technologies Lab)

Ofoto (Kodakに買収)

Kodak Digital

Pure Digital (Cisco Systemsに買収)

Cisco Systems

Sales Cloud Einstein Account Insights

AI

The image shows the Sales Cloud Einstein Account Insights interface. At the top, there's a navigation bar with tabs like Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Dashboards, Reports, Chatter, Groups, and More. Below the navigation is a "Quarterly Performance" section with a chart showing revenue trends from October to December. The chart has three lines: a yellow line for "Closed" deals, a green line for the "Goal", and a blue line for "Closed + Open (>70%)". The "Closed" line starts at 0 in Oct, rises to about 40k in Nov, and reaches approximately 50k in Dec. The "Goal" line is flat at 100k. The "Closed + Open" line follows the "Closed" line closely. To the right of the chart, there's a sidebar titled "Einstein" with several cards. One card for Twitter mentions "M&A activity detected" and links to an article. Another card for AT&T also mentions M&A activity. A third card for Buffalo Wild Wings discusses leadership changes. Below these cards is a "News" section with three news items from Amazon.com News, AT&T News, and Amazon.com News. The news items include stories about Amazon's data truck, AT&T's donation to wildfire relief, and Amazon's containerization efforts. At the bottom right is the Salesforce logo.

Quarterly Performance

CLOSED \$0 OPEN (>70%) \$50,000 GOAL \$100,000

As of Today 10:15 AM

100k
50k
0

Oct Nov Dec

■ Closed ■ Goal ■ Closed + Open (>70%)

News

Amazon.com News

Amazon Uses Trucks to Drive Data Faster

WALL STREET JOURNAL · 1h

AT&T News

AT&T to Donate \$20,000 to Aid Communities Impacted by East Tennessee Wildfires

(PR Newswire) AT&T is donating \$20,000 to aid communities following the East Tennessee wildfires. The Gatlinburg Chamber of Commerce Fire R...

INDIVIDUAL.COM · 1h

Amazon.com News

Amazon Ups The Ante on Containerization and Microservice

FORBES · 4h

Einstein

M&A activity detected Twitter, Inc.

What supports this insight? Here is 1 article about Twitter, Inc. that mentions mergers and acquisitions.

Einstein

M&A activity detected Twitter, Inc.

What supports this insight? Here is 1 article about Twitter, Inc. that mentions mergers and acquisitions.

Twitter Acquires Yes Inc., Makes Former Googler VP of Pr... financialreview.biz - an hour ago

Email Share

M&A activity detect... Twitter, Inc.

M&A activity detect... AT&T

Leadership changes at Buffalo Wild ... Buffalo Wild Wings, Inc.

Amazon is expanding Amazon.com, Inc.

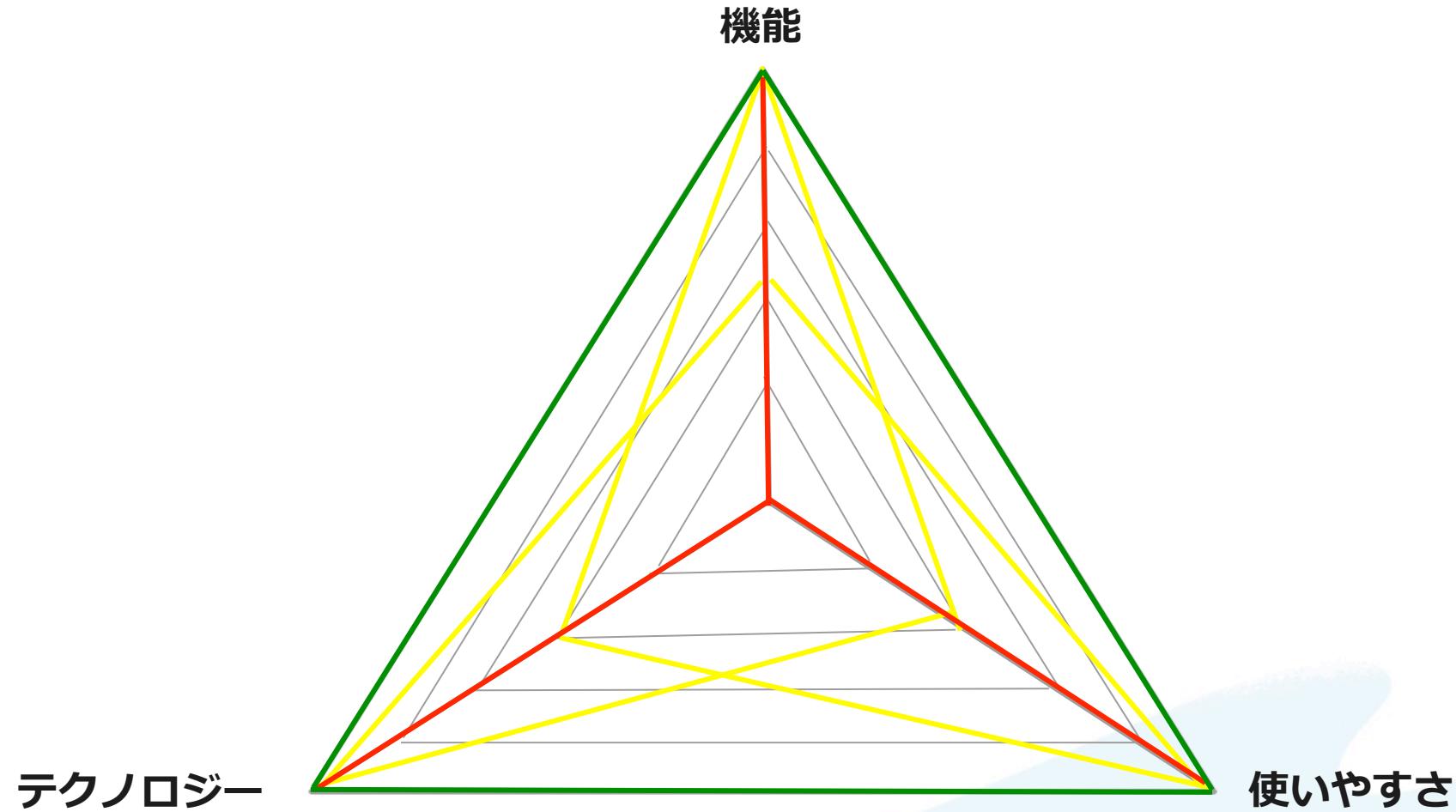
salesforce

Product Manager とは



PMのゴールは最高のプロダクトを創ること

限られた時間とリソースでトレードオフ



Salesforce開発チームは Technology & Products で結成

Technology と Products の 2 チームで結成。チームの KPI は違い、レポートラインも違う



Marc Benioff
CEO



Parker Harris
Co-Founder (Technology)



Alex Dayon
President, Chief Product Officer



テクノロジーとプロダクトの違い

CRT から LCDはテクノロジーの進化



Product Manager はビジネスリーダー

製品が売れるテクノロジーを選択

Plasma

LCD

LED

OLED

OLED 4K

OLED 8K

?????



Smart TV

アジェンダ

開発チーム

リリーススケジュール

製品の要件

プランニング

Do

Fail Fast

Trust



開発チーム

チーム構成



アジャイルスクラムチームの構成

スクラムチームが一つのプロダクトチーム



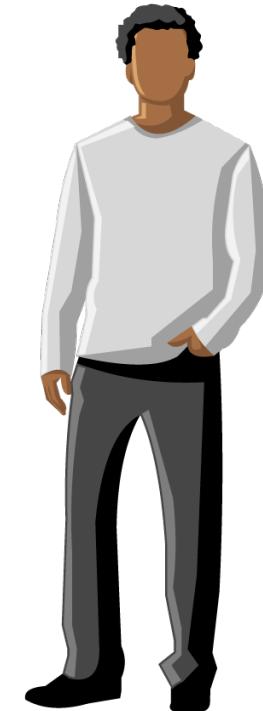
プロダクト
マネージャー
1人



スクラム
マスター
1人



エンジニア
1-8人



デザイナー/UX
1人



ライター
1人

アジャイルのスクラムチームメンバーの役目と権力分立

<p>チーム</p> <ul style="list-style-type: none">複数の組織から5-9人 (Dev, Doc, UX, Perf, DevOps*)チーム内で管理仕事量も自己管理	<p>プロダクト オーナー (プロダクトマネージャ) (兼務)</p> <ul style="list-style-type: none">プロジェクトのゴールを設定要件を作成して優先順位を決めるストーリーと要件を作成スケジュールや要件を調整スプリント中にフィードバック
<p>スクラムマスター (兼務)</p> <ul style="list-style-type: none">自己管理のファシリテーションチームのコーチ問題や壁を取り除くチームを伸ばすチームのPR	<p>エンジニア</p> <ul style="list-style-type: none">ストーリーにポイントをつけてタスクを作成コードを書くオートメーション<ul style="list-style-type: none">パフォーマンスロード
<p>UX (兼務)</p> <ul style="list-style-type: none">製品のデザインとUXを統一ユーザーリサーチ	<p>ライター (兼務)</p> <ul style="list-style-type: none">プロジェクト進行中にドキュメンテーション



400以上の開発チームが同じスケジュールで開発とリリース

400+

Salesforce アジャイルチーム

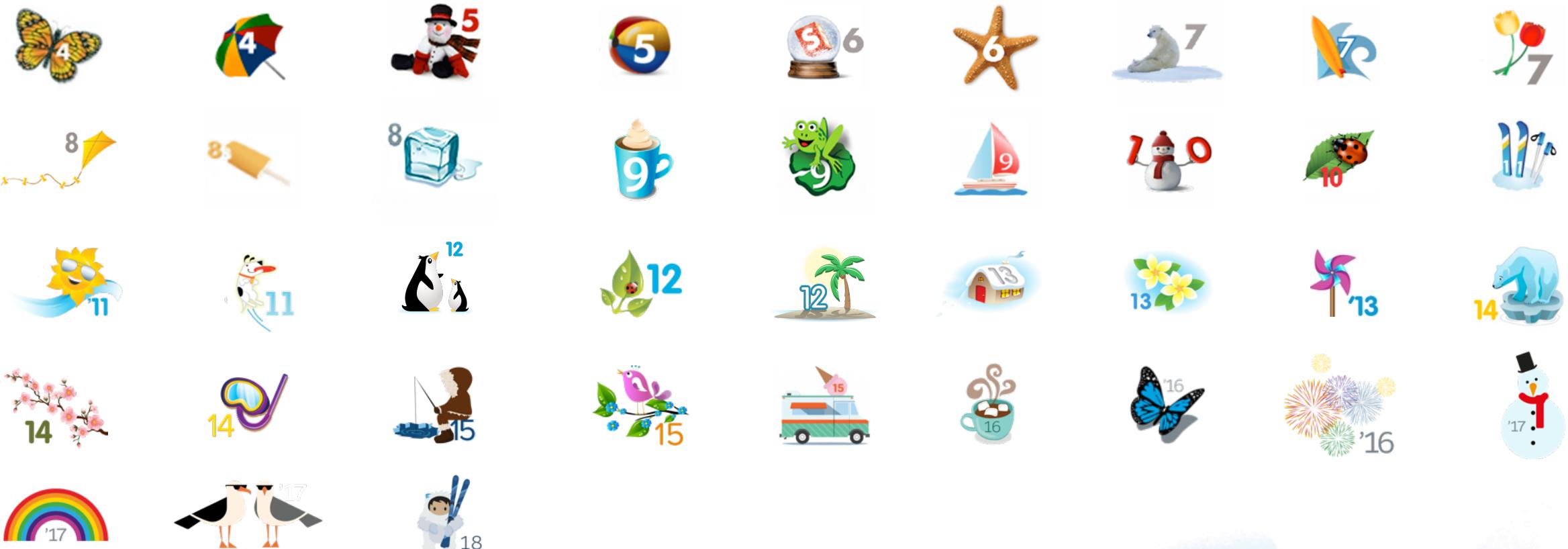


Salesforce リリース スケジュール



イノベーション - 年3回のメジャーリリース

全ての製品をシームレスに自動アップデート



メジャーリリースの数
54

カスタマイズ設定や
インテグレーションも
自動アップデート

お客様のコミュニティが
機能拡張のアイデアの源泉

Winter '18 リリース



300+
プロダクト イノベーション

製品の要件 何を創る？



何をいつ創るか

3つの要素



お客様の声

ideaExchange



業界のトレンド

CRM、AI等



テクノロジー

デバイス、IoT



THE SALESFORCE IDEAEXCHANGE



salesforce

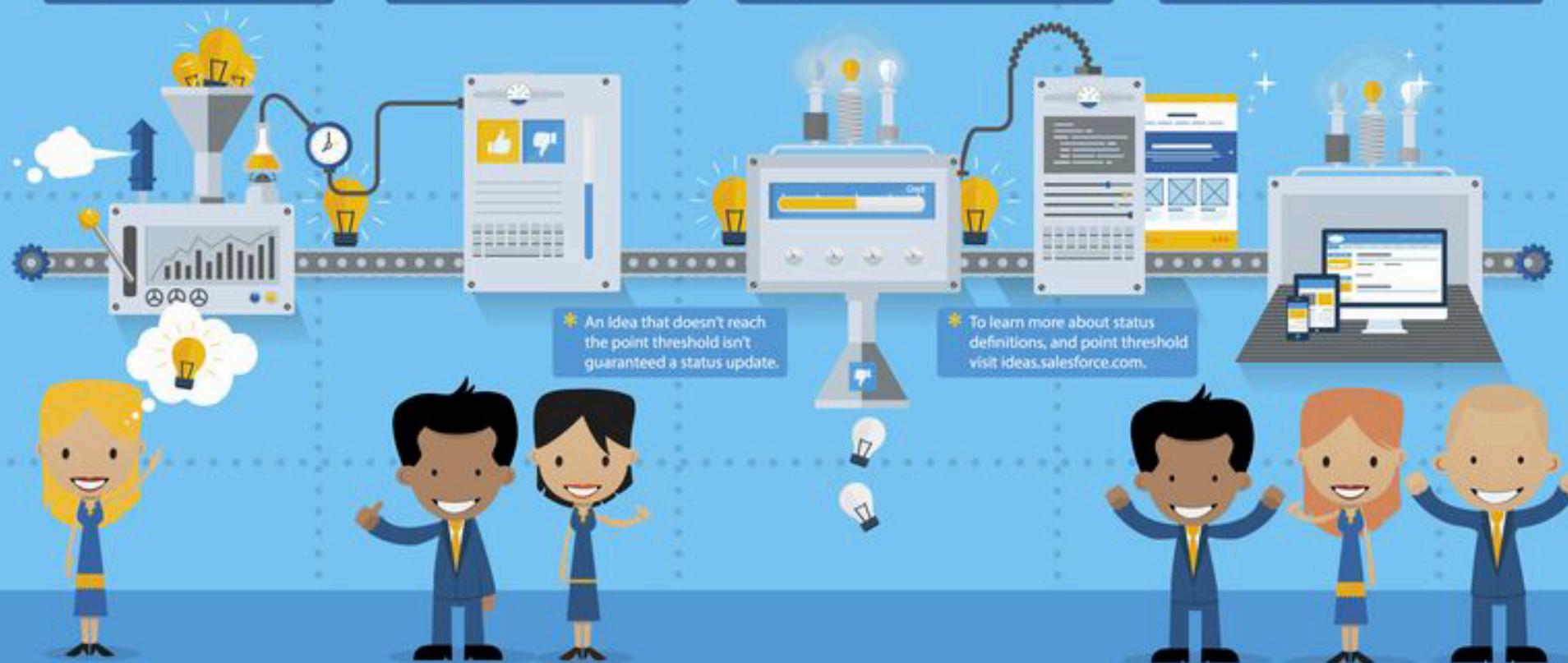
Impact the Salesforce roadmap by sharing your product ideas and voting on others. Yours might just get made! Here's how it works:

1. Have an idea? Go to ideas.salesforce.com and search first, then post your idea.

2. Share your Idea on the Success Community and other social channels to generate votes.*

3. Once your Idea hits the minimum point threshold we'll review to determine roadmap alignment and provide a status update.*

4. When development is completed, the feature is released and the Idea status updated to "Delivered"! Congratulations, you've done it!



Start impacting our roadmap today!

Customers should make their purchase decisions based upon features that are currently available. Please see our Safe Harbor statement for more information.

IdeaExchange Overview & Status Definitions

All Ideas

Sort

Popular ▾

Status Filter

All ▾



Post Your Idea

Just Delivered

Category ▾

Service Cloud

Sales Cloud

Search

Community Cloud

Non-Product Categories

Industries

IoT Cloud

Analytics Cloud

Marketing Cloud

App Cloud (Platform)

Pardot

Allow more than 3 columns in dashboards

widescreen monitors at 1650x1050 resolutions could probably fit 5-6 columns of dashboard components, why limit it to 3?? expand option to up to 6 columns

[244 comments · 10 years ago](#)

83,340
Points
voting closed



Ian Malone

DELIVERED IN LIGHTNING

Dependent page layouts - data rules to show, hide, or make fields/sections req'd

There are times when it would be ideal to show different fields or sections on a page based on field data. For example, if a field for "software interest" is selected on a lead page, it would be nice if a section and/or fields related to... [Show more](#)

[553 comments · 10 years ago](#)

72,640
Points



IN DEVELOPMENT

Orsolya
Mate

Dupe Alerts

Automatically give warning message when you are entering a duplicate account or contact. Add the "Find Duplicates" function currently available on Leads to the Account and Contact pages-----Other feature Ideas in the comment thread for... [Show more](#)

[377 comments · 10 years ago](#)

67,260
Points
voting closed



DELIVERED IN SPRING '15

業界のトレンド

リサーチ分析レポート、スタートアップ、M&A 等

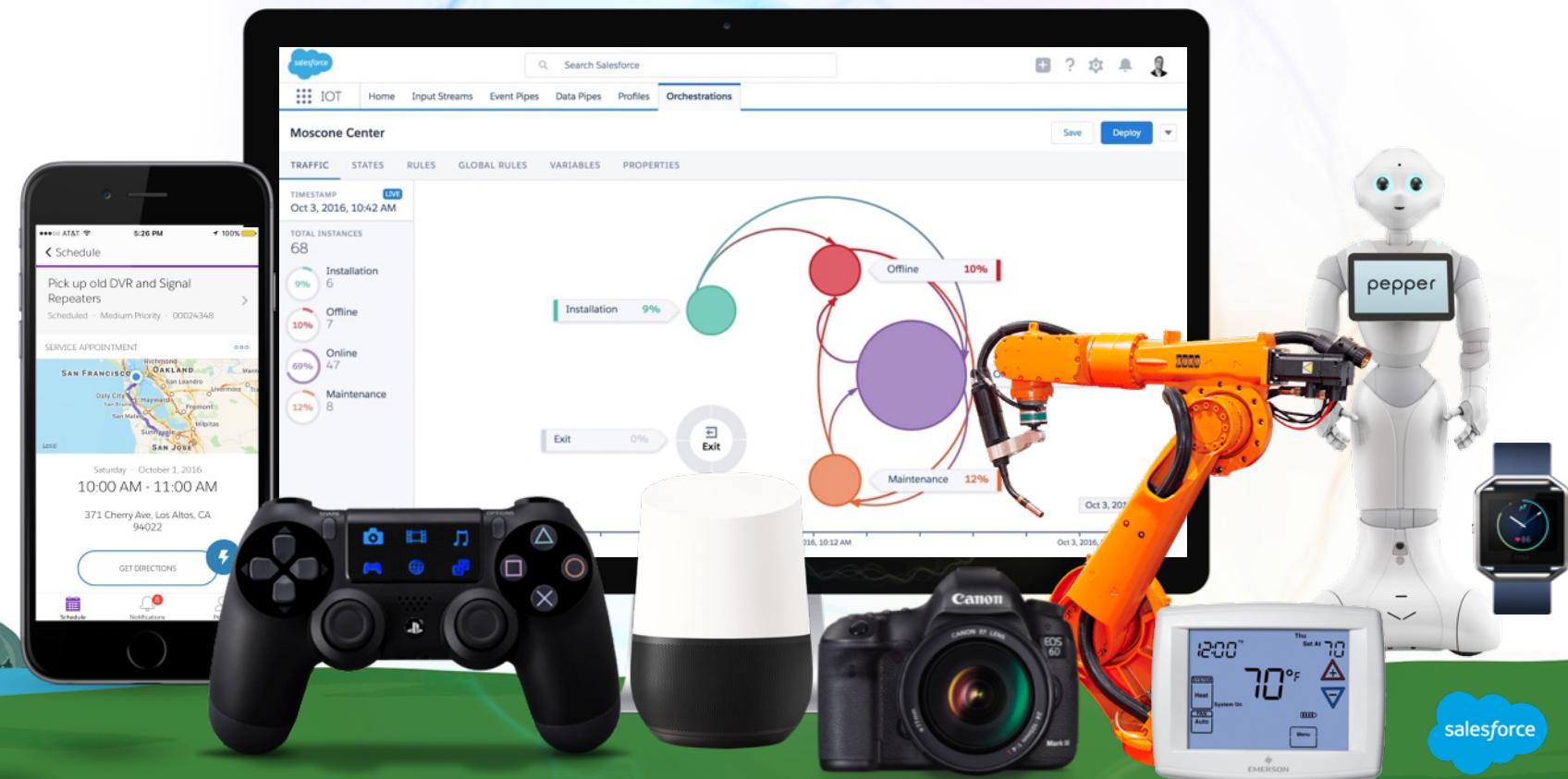


テクノロジーのトレンド

顧客をより深く理解する

ユーザーとソフトウェアのインターフェイス

750億
スマートな“モノ”



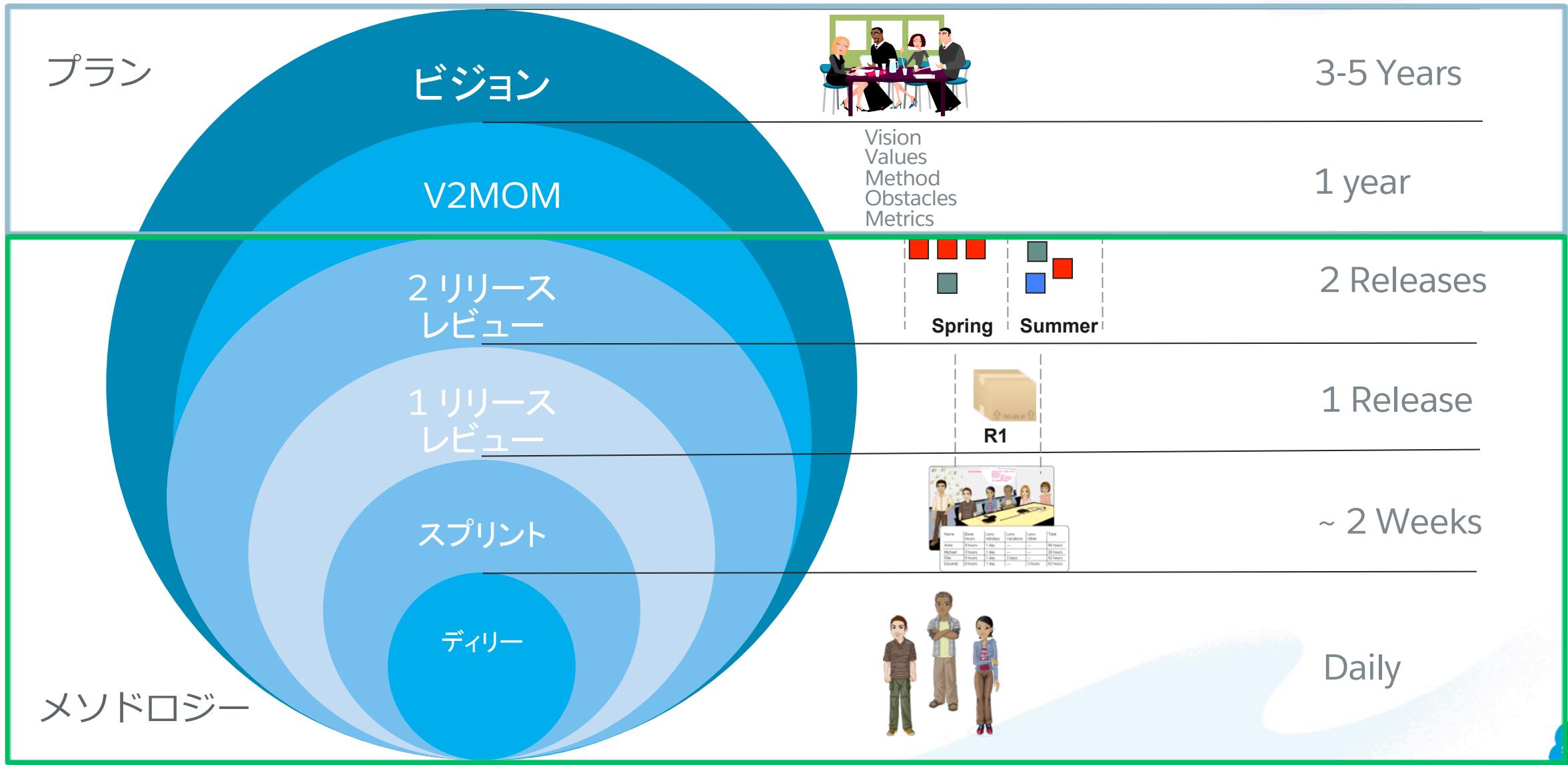
プランニング

5年先



salesforce

マルチレベルのプランニング



3-5年ロードマップ - イノベーション の歴史

Dreamforce のテーマからみたプロダクト



2012

2013

2014

2015

2016



Product Roadmap: Priorities (2015年8月)

What our release headlines will be...

200

GA App Builder

Service Cloud

SFX Productivity

More depth in
Sales cloud

202

S1 v2

SFX Productivity

Console

Engagement Studio

Default Install
(Data)

204

S1 v2

Console / Inside
Sales

AE Advantage
(Data)

dreamforce '16

“ S1v2

&

Salesforce for Inside
Sales -- new high
productivity platform
for Sales & Service

Do

プランとメソッド



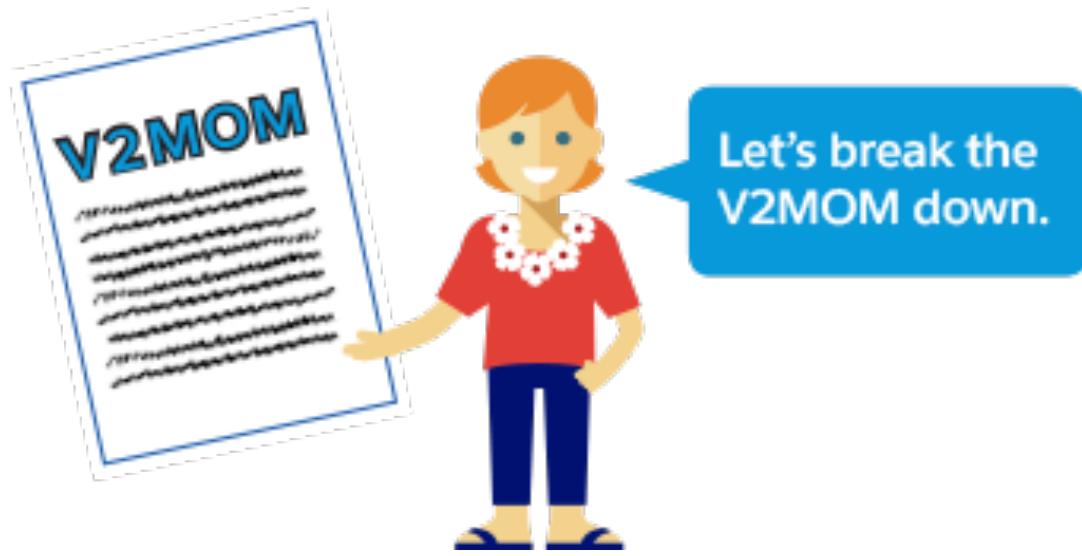
イノベーションはダイエットや筋トレと一緒に



V2MOMはプラン



V2MOMで組織内の意思統一



Vision: ビジョンー 目標は何か?

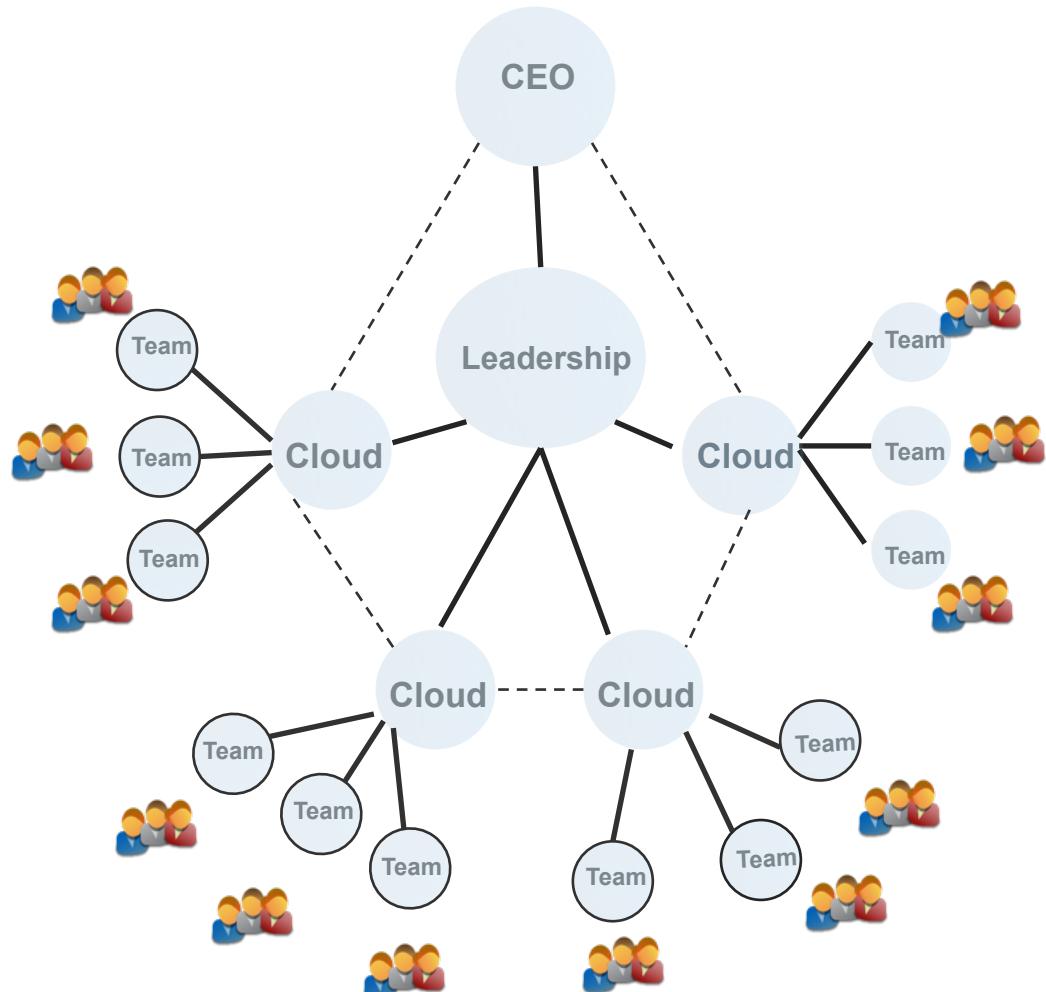
Values: 価値 – なぜ重要なのか?

Method: 方法 – どうやって実現するのか?

Obstacles: 障害 – 成功を妨げる課題は何か?

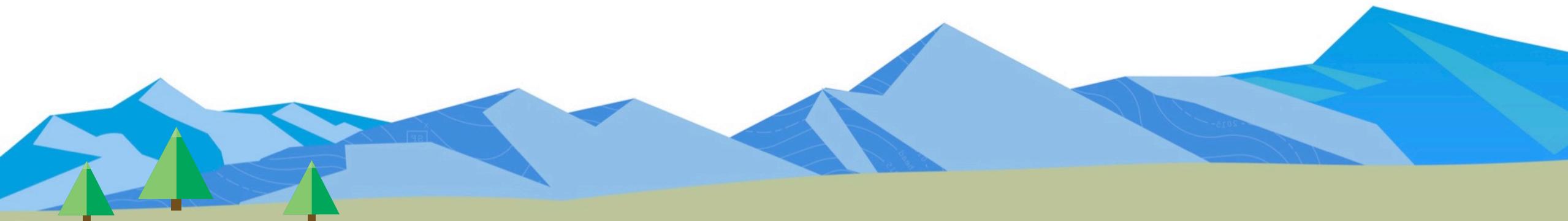
Measures: 測定基準 – パフォーマンスをどう測定するのか?

全社員のアライメント



アライメント
コネクション
透明性

ADMとはメソドロジー

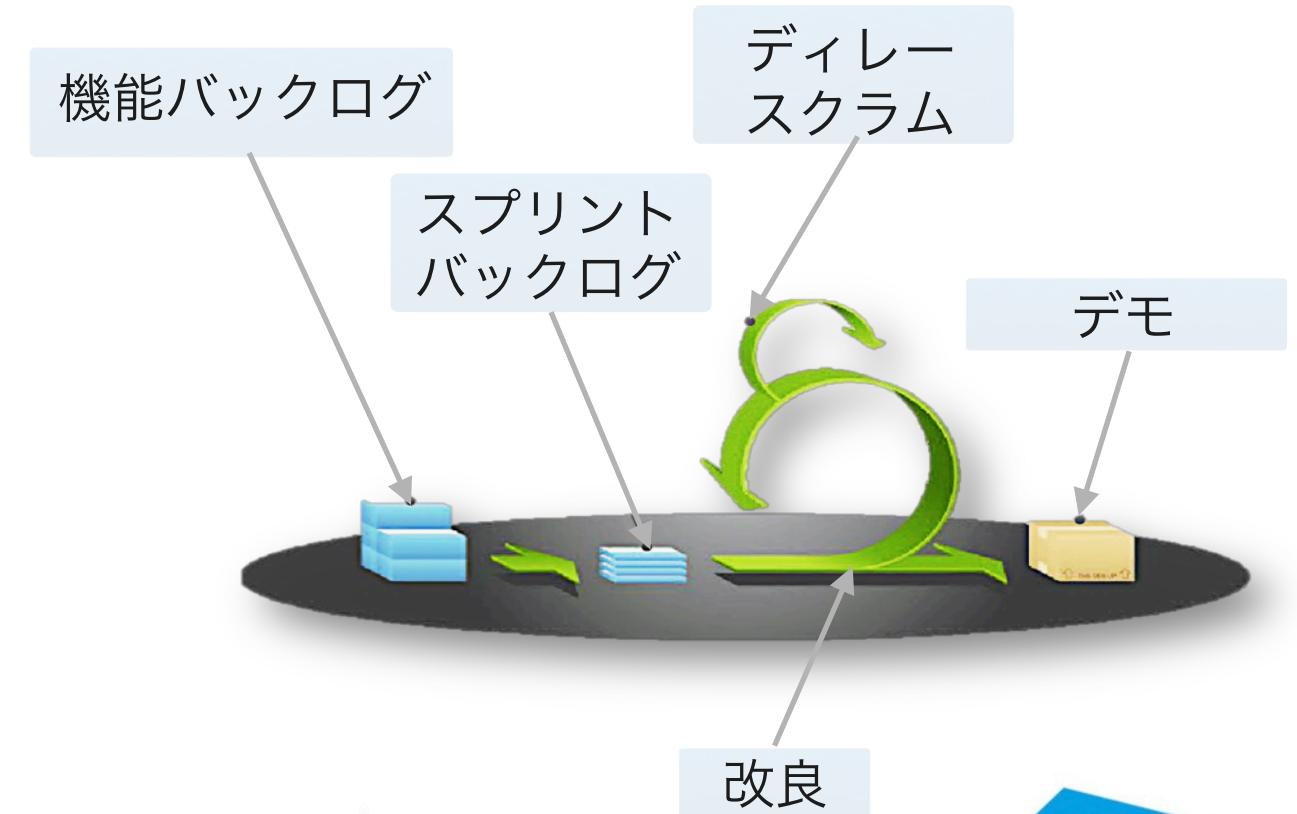


アジャイル開発とは

Agile Software Development

アジャイル開発プロセスとは、ソフトウェアを迅速に、また、状況の変化に対して柔軟に対応できるよう開発する手法の総称。

「アジャイル」(agile)とは、俊敏な、しなやかな、素早い、などの意味で、短いプロセスを何度も反復して次第に全体を組み立てていくアプローチの手法が多い。



Adaptive Delivery Methodology (ADM)

salesforce.comに特化した大規模アジャイル開発手法

リーン方式がベース

アジャイル宣言にもとづいている

スクラムとカンバン を利用

7 ADM Principles are the Foundation of our Agility

ADM Principles



Respect people



Eliminate waste



Build quality in



Deliver fast



Create knowledge



Optimize the whole



Just in time decisions

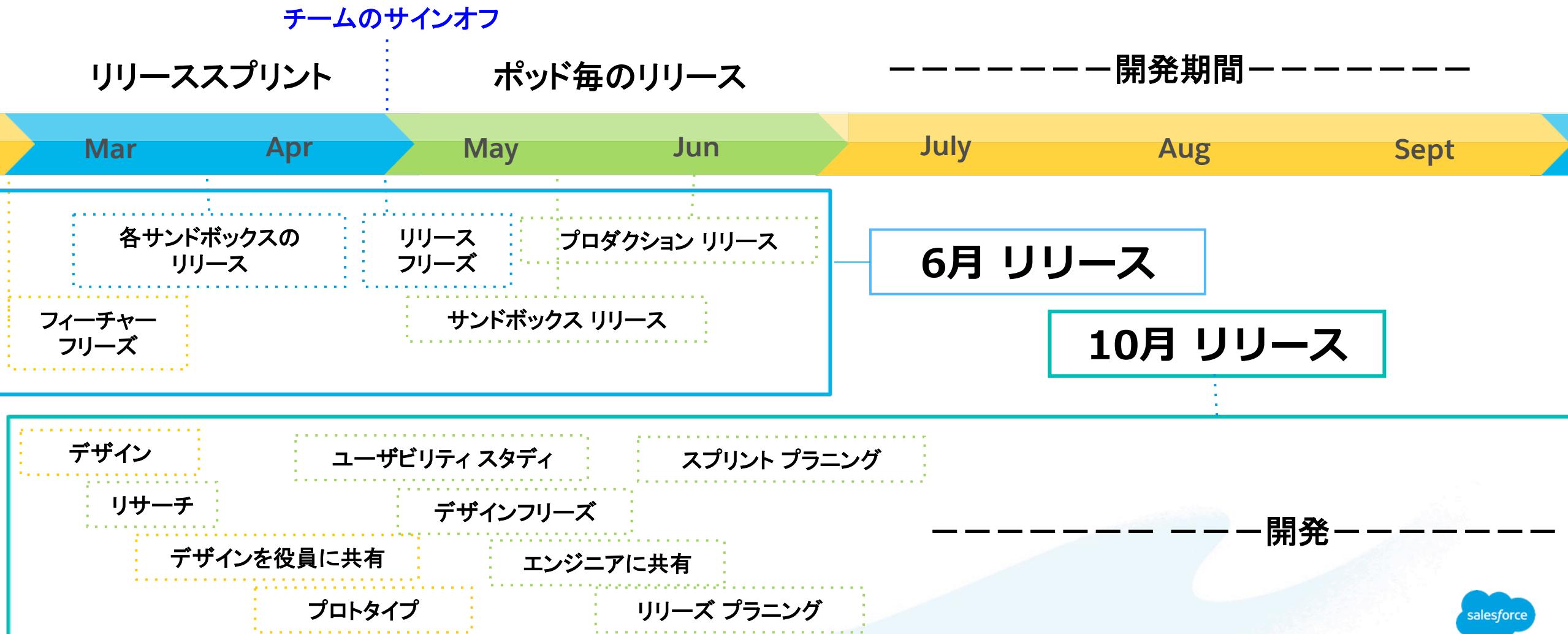
Fail Fast - UX

開発が始まる前にデザインをレビュー



次のリリースを並行でプランニング

エンジニアの時間を有効化



デザインとプロトタイプのチーム

プロダクト オーナー (プロダクト マネージャ)

- ・ 製品/機能の仕様
- ・ プライオリティ

エンジニア マネージャ/アーキテクト

- ・ 実行可能か見極める

UX

- ・ 製品のUX/デザイン
- ・ ユーザーリサーチ

役員にピッチ、全員からフィードバック

Global Nav - Desktop Utility Bar

User Stories for GA Release

- As a high volume user, I want one click access to the tools I use most such as Voice and Notes so that I can get my work done fast.
- As a high volume, repetitive task user, I want to be able to have my workspace tabs seamlessly interact with utility bar tools so that I can click to call in a workspace and open the voice component or click a Lead in the Notes component and open a new workspace for that lead.
- [Stretch Goal] As a high volume, repetitive task user, I want to be able to complete my work while traversing across a work item and with-out pogo sticking which wastes valuable time.

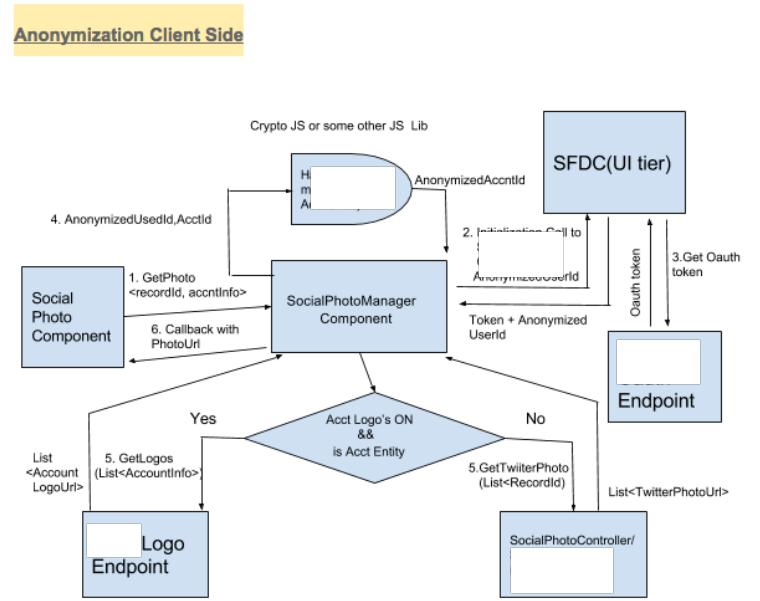
The screenshot shows a Salesforce Service Desk interface. At the top, there's a purple header bar with the 'Service Desk' tab selected. Below it is a table titled 'All Cases' with various columns like Case Number, Name, Origin, Subject, Milestone, Status, Priority, Case Owner, Inbound/Outbound, Last Modified, and Actions. The table contains 213 items sorted by violations. At the bottom of the screen is a utility bar with four tabs: 'Call', 'Macros', 'History', and 'Notes'. The 'Notes' tab is highlighted with a blue border. Handwritten text 'Utility Items' is written over the 'Notes' tab, and handwritten text 'Utility Bar' is written over the entire utility bar area. Blue arrows point from the handwritten text to the respective elements.

Designer: [REDACTED]
Researcher: Ka [REDACTED]
PM: [REDACTED]

Dev Lead: [REDACTED]
Writer / Doc Contact: [REDACTED]
Related Info: [Utility Bar Spec](#), [Console 202 Plan](#), [Global Nav](#)



Spike でリサーチのストーリー、そしてストーリーをポイント



- 1.) Social Photo component raises the request to socialPhotoManager for the photo, which is the existing behaviour
- 2.) Social Photo Manager checks if the Account Logo is on for org. If its the first call to socialPhotoManager, it will make the initialization call to UI-tier (SocialPhotoController) to get oAuth token & anonymized used ID.
- 3.) Social Photo Controller will use the existing SuggestionsOAuthClient(probably need to rename this client) to get the token. Need to add dependency from ui-force-private -> ui-wits-api in pom.xml. Confirmed with 3-tier team. they are fine with it.
- 4.)

- JS library. Lots of them out there. Famous one:
<http://p-j-s/>. Need to check with security team what we can use?
- 5.) Once we get the anonymized Account Id, we can make the XHR to get Logo from
 - 6.) component to return the

Note:

- 1) In order to support logo's in lookup fields, we will have to bulkify the XHR call to bluetail to avoid too many XHR's specifically in case of S1.

+ryan.f : Can you confirm if this is fine with security. Can we do Anonymization on client side ? Thanks!

+rohit.c : Yes, the worst a user can do is de-anonymize themselves to bluetail, but that is a self attack, so we aren't worried

Jan 30, 2016 +ryan.f : Ok great. Do you have suggestions for js library we can use for doing this ? We will be anonymizing Account Id, using Anonymized User Id as secret.

Show all 6 replies

Regarding library, it does exist: <https://code.google.com/archive/p/crypt-to-js/>

Also let me know if there is different way we can anonymize on client side ?

In this case, what we want to anonymize ? Here in the pic you have anonymousUserId, but above you mention Anonymized AccountId.

Or you mean get the anonymousUserId from server, then use that to anonymize the accountId on the client side ?



Fail Fast - Approval

役員承認

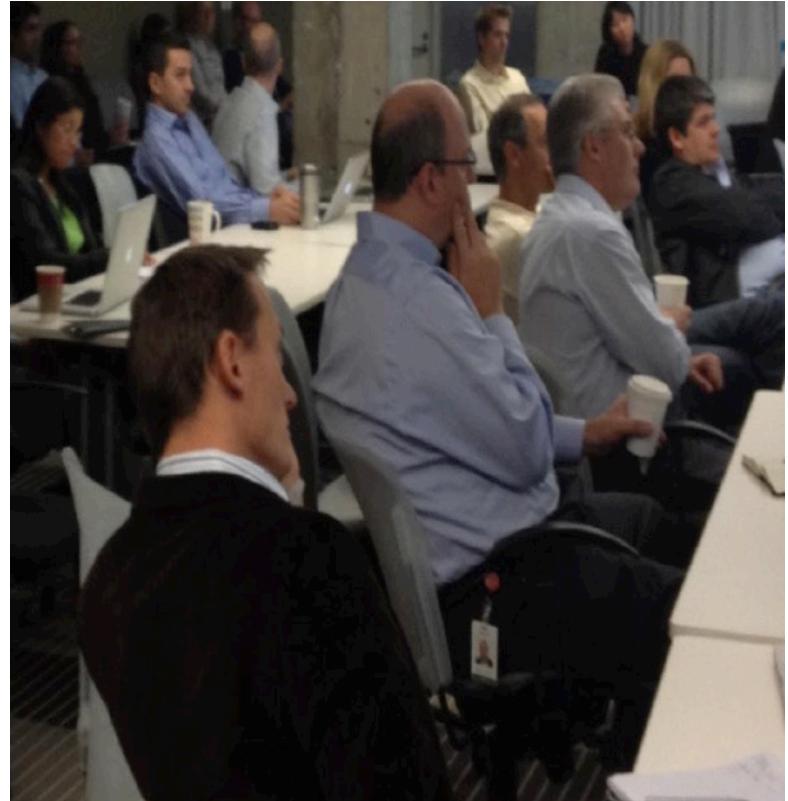


リリース毎に機能を更新、スケジュールをエクゼクティブにプレゼン

	Spring Release	Summer Release	Winter Release
Utility Bar (Pilot > Beta > GA)	<ul style="list-style-type: none">1. MVP 12. MVP 23. MVP 3	<ul style="list-style-type: none">1. MVP 42. MVP 53. MVP 6	<ul style="list-style-type: none">1. MVP 72. Nice to Have 13. Nice to Have 24. Nice to Have 3
Feature B	<ul style="list-style-type: none">1. Trust/Bugs2. Enhancement 13. Enhancement 2	<ul style="list-style-type: none">1. Trust/Bugs2. Enhancement 33. Enhancement 4	<ul style="list-style-type: none">1. Trust/Bugs
Feature C	<ul style="list-style-type: none">1. Trust/Bugs2. Enhancement 5	<ul style="list-style-type: none">1. Trust/Bugs	



月に1回役員が全製品の進歩をレビュー



- 先月の報告
- 今月の予定
- 来月の予定
- エクゼクティブが参加
- デモンストレーションとフィードバック
- リリースプランの進行のレビュー

グループで月に2回レビュー

210 (Sales Cloud) Core SFA Bi-Weekly Check-In

File Edit View Insert Format Data Tools Add-ons Help Last edit was made yesterday at 2:42 AM by [redacted]

Comments Share

Sales Cloud Bi-Weekly Engineering Reviews ** CORE SFA Sub-Cloud**

	A	B	C	D	E	F	G	H
1	Sales Cloud Bi-Weekly Engineering Reviews ** CORE SFA Sub-Cloud				DECK TEMPLATE	Starting 210!		
2	The sprint review is for team's engineering members to present work completed in the sprint							
3	Time	Sub-Cloud	Scrum Team	Presenter	# Min Req	Remote Presenter?	Require Your Own Machine?	Notes or Special Items
4	3:00 PM	Core SFA	Pass Down		0:07			
5	3:07 PM	Core SFA	Accounts & Person Accounts		0:07	No	No	demo PA Enablement
6	3:14 PM	Core SFA	Hierarchies		0:07			demo OCR on mobile
7	3:21 PM	Core SFA	Pipeline Experience		0:07	No		demo OTM Multi Add
8	3:28 PM	Core SFA	Forecasting Content		0:07			set up in sfx and CSS improvement
9	3:35 PM	Core SFA	Forecasting Intelligence		0:07			
10	3:42 PM	Core SFA	Predictive forecasting Analytics		0:07			
11	3:49 PM	Core SFA	MyDay		0:07			Demo email action on insight and new top deal card
12	3:56 PM	Core SFA	Territory Management 2.0		0:07			
13	4:03 PM	Finish						



各開発チームのディイリー スクラム・スタンドアップ

The screenshot shows the Salesforce Sprints feature, specifically the SPRINT WALL view for the 2017.10a - Calendar sprint. The interface includes a header with the Salesforce logo, a search bar, and various navigation links like Chatter, Groups, Work, Teams, Work Manager, Kanban Board, Sprints, Reports, Dashboards, Epics, Duties, Cases, Builds, Releases, and EMOTP. The top navigation bar also shows a user icon with 20+ notifications.

The main area displays a Kanban board with three columns: NOT STARTED, IN PROGRESS, and COMPLETED. Each column has a title bar with a summary of tasks and remaining points.

- NOT STARTED:** Contains 4 tasks:
 - W-3838472: [210 SANDMAN CALENDAR] Make sure that the data between Related list and... (Triaged, Remaining: 2)
 - W-3259749: fixing TFs that's not working on IE11 (New, Remaining: 0)
 - W-4052191: EAC events on Calendar - Timeout errors (Waiting, Remaining: 0)
 - W-4125354: [Spike] Evaluate our branding (New, Remaining: 0)
- IN PROGRESS:** Contains 2 tasks:
 - fix it (Remaining: 0)
 - investigate (Remaining: 2)
- COMPLETED:** Contains 0 tasks.

Below the board, there is a message indicating "Displaying 40 of 40 • Filtered By: Status: New, Triaged, In Progress, Ready for Review, Fixed, QA In Progress, Waiting, Integrate, Pending Release, Acknowledged, Investigating, More Info Reqd From Support, Deferred".

プラン設計

変更はなし！



紙でプランニング



エクセルでプランニング

Social Insights 202 Release Planning ★

File Edit View Insert Format Data Tools Help All changes saved in Drive kwakamatsu@salesforce.com ▾

Comments Share

fx

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1							President's Day Feb 15		(Schema Freeze 3/10)					
2	1a Jan 4-15	1b Jan 18-29		2a Feb 1-12		2b Feb 16-26		3a Feb 29- Mar 11		3b Mar 14-26	3c Mar 28-31 (only 5 days)			
3	Stories	9	Stories	32	Stories	26	Stories	18	Stories	18	Stories	14		5
4	[Account Prefill] Highlight fields from account prefill in yellow		[Insights and Account Prefill] Trust: Consolidate all of the HttpClients we currently have for Bluetail communication		[Insights App] 2ndry API call: News App Icon all form factors.		[Account Logo] SocialPhotoManager/socialPhoto component to support both the providers (Twitter/Core & Bluetail)		[Bluetail Trust] Consume BT insights API in AWS both for account and contact insights		UI Tier : Bug Fixes & more dev work		[Prefill Account] UI automation for account suggestion	
5	[Spike] [Bluetail Trust] Make anonymized Ids more complex by introducing a random element		[Prefill Account] State/Country picklist support Qing/Xi		5 Tier : Refactor Module Health - ui-wits-* Rohit		[Bluetail Trust] Make anonymized Ids more complex by introducing a random element - Create a complex key and store it		3 Tier : Refactor Org Pref Name: SocialProfilesEnable		[Account Logo] Handle Token expiration scenario in photoManager			
6	[Spike][Account Prefill and Import Contact] Support State and Country picklist mapping		[Prefill Account Logo] Display logo on suggestions lookup		3 Tier (QE only) Cataloging/Inventorying/Relocating/Prioritize/Label tests in ui-wits-*		3 Tier: Refactor Fix 3 Tier violations in DedupeManagerController		3 Tier: Refactor DedupeManagerController StrictUnitTest to be 3tier compliant		[Account Logo] Handle broken logo url in social photo component			
7	Trust: Refactor our wits.xml configs		[Account Logo] Perm/Pref for the logo ?		3 [Spike] Account Logo		[Account Logo] Get Authentication token in PhotoManager/SocialPhotoController		[Account Logo] Anonymize AccountID before making call to Bluetail					
8			Mocks for end to end automation		5 [3 Tier] Move code social crm code out of ui-sfa*		[Account Logo] Add client side caching in socialPhotoManager		2 UI Tier Automation 1					
9			[Prefill Account] Settings page for Account Suggestions		[Bluetail Trust] Make anonymized Ids more complex by introducing a random element:Create a BPO		[Account Logo] Add Server side Caching for user oauth token							
10					[Prefill Account] Replace matching function to only match on primary		5							
11					[3 Tier] Manual and Functional test of Account Insights, Contact object, Twitter Card in SFX and S1		1							

アプリでプランニング

The screenshot shows the Salesforce Work Manager interface with the following details:

- Header:** Search bar, Chatter, Work Manager, Kanban Board, Groups, Teams, Sprints, Reports, Dashboards, Analytics, Epics, Projects, Changelist Tracker, Duties, Notes, Hack Day, Files, Cases, Releases, More.
- Section:** WORK MANAGER - Machine Learning Apps
- Table Headers:** ID, PRODUCT TAG, RANK, SUBJECT, SCHEDULED BUILD, STATUS, SPRINT, ASSIGNEE, POINTS.
- Sprint Sections:** 2017.03b - Machine Learning Apps, 2017.03a - Machine Learning Apps, 2017.02b - Machine Learning Apps.
- Tasks:** A list of 150 items, sorted by Sprint. Each task includes its ID, product tag (Lead Scoring), rank, subject, scheduled build date (e.g., Leadscore.208), status (e.g., Waiting, New, In Progress, Fixed, QA In Progress, Ready for Review), sprint, assignee, and points (e.g., 1, 8, 3, 5, 3, 5, 3, 2, 5, 3, 2, 5, 2, 5, 8, 2, 5, 5, 3, 5).

Trust - 信頼

オートメーション



salesforce

TRUST が最も重要



完成の定義は一つ。リリースの最後にクオリティを管理するのではなく、毎日クオリティを下げない

クオリティは製品のパフォーマンス、スケーレビリティ、ユーザビリティ、機能性など全てを含む

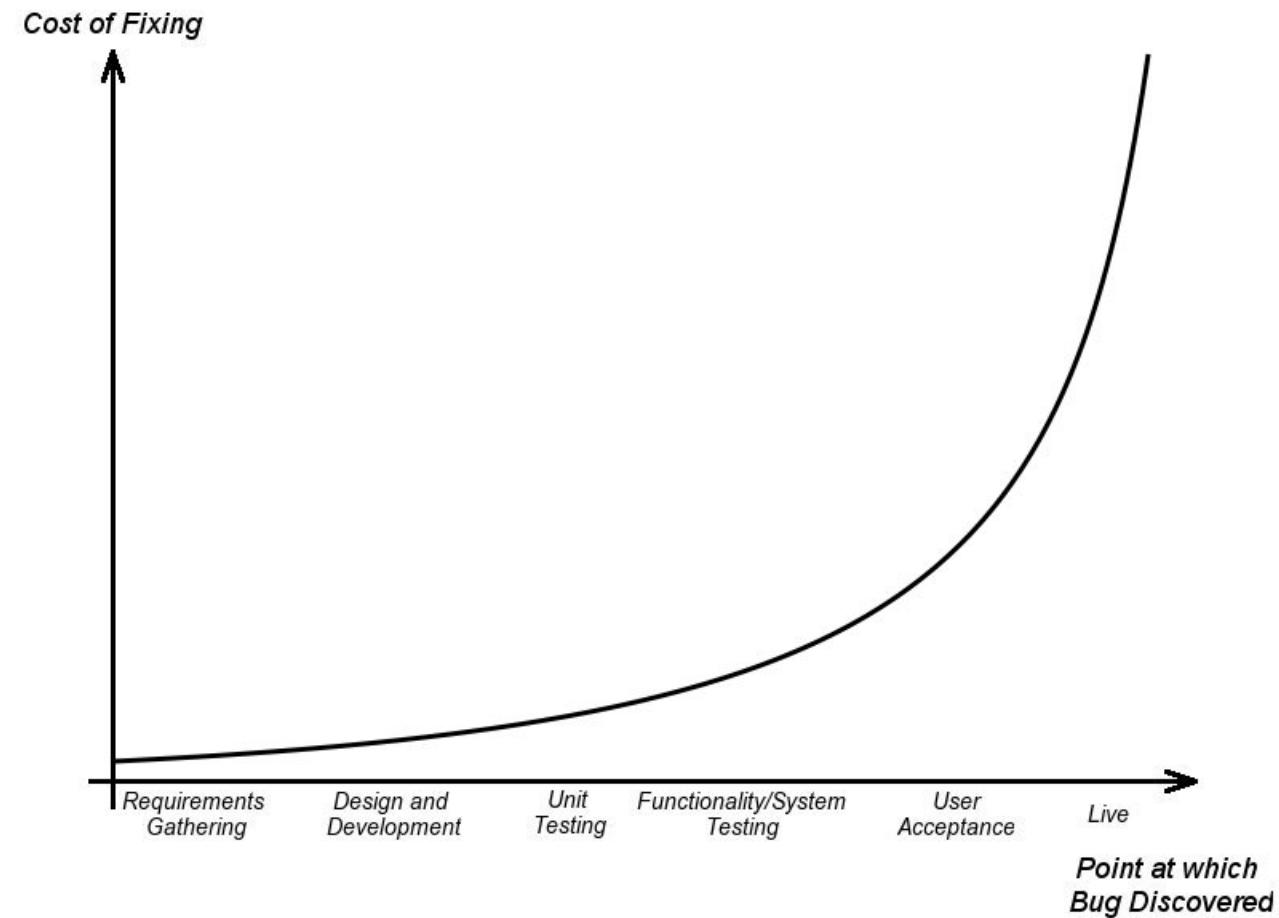
テストプラン、オートメーション化、コードレビュー、などの品質管理やテストは日々行われる

アジャイル開発にはオートメーション化が最も重要

スプリント毎に行われるフィードバックを伝える反省会も重要



Bug Fix のROI



完成の定義チェックリスト

- 組織内の全てのチームの同意が必要
- 各チームのクオリティに対する責任が明確
- 無駄が少ない
- 組織内のチームのコラボレーションを促進

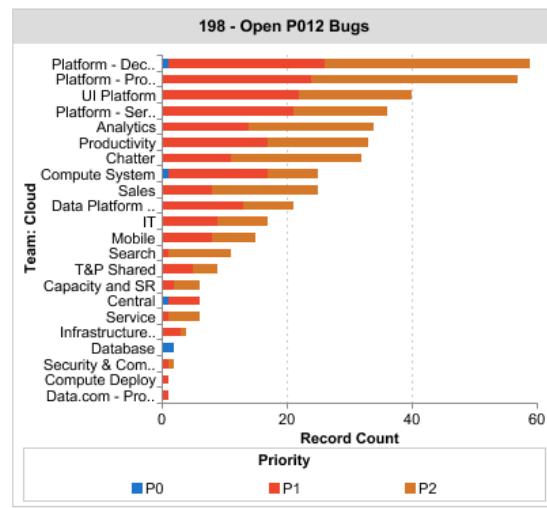
Criteria	Features		
	1	2	3
Code checked in and follows department standards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No open regressions. Automated tests written and reviewed for all regressions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No open P1 & P2 bugs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Code Coverage	78%	80%	<input checked="" type="checkbox"/>
100% of test cases logged and executed in a QA environment, and all P1/P2 cases passing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
All resolved bugs verified and closed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Performance/scalability impact ascertained and sys testing scheduled if required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UE has reviewed any new features; P1 and P2 UI bugs fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Usability testing completed when necessary, and feedback incorporated into backlog	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Code and UI reviewed for 508 compliance; UE team notified of any non-compliant features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
All UI labels ready for localization vendors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User documentation complete and checked in	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

 salesforce

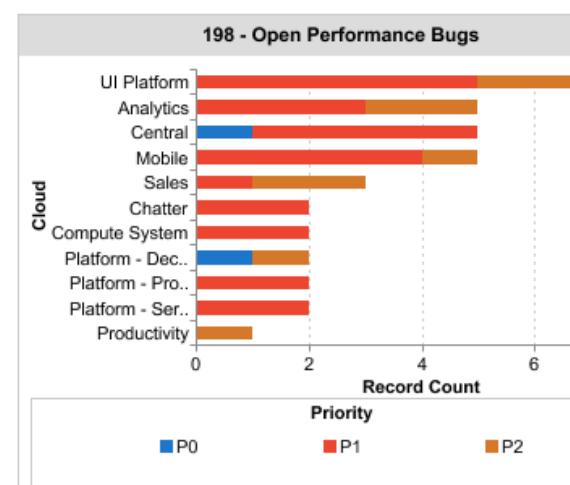
リリースのモニタリング



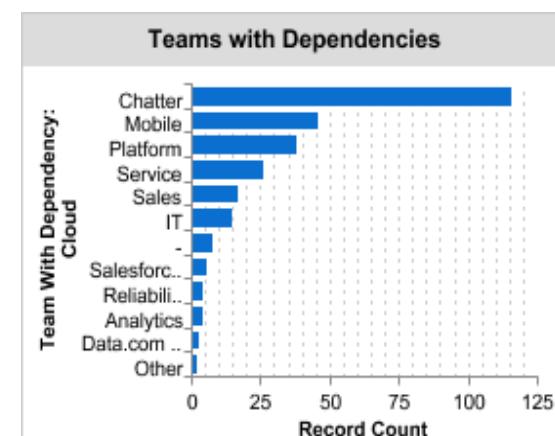
Software Release Health



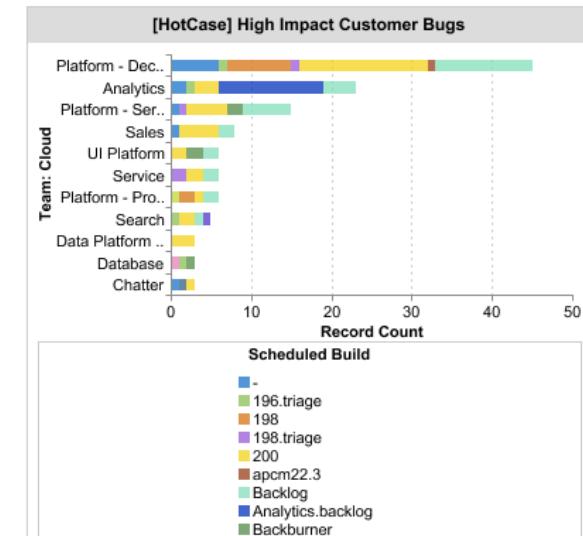
Performance and Accessibility



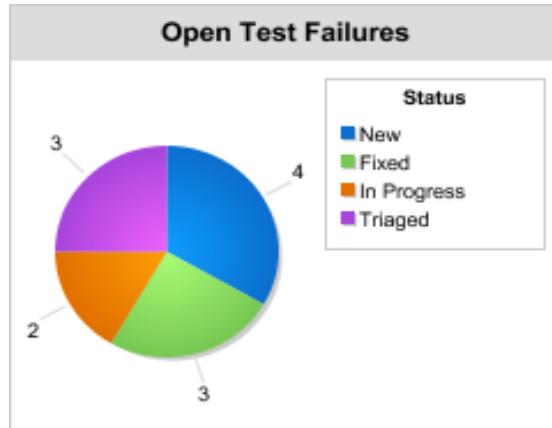
Teams with Dependencies



Customer Impacting Bugs

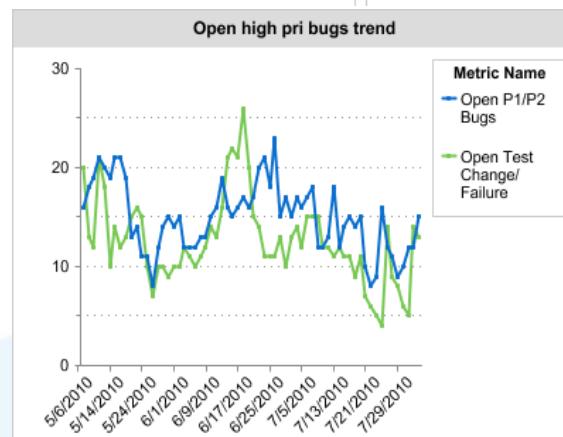


Open Test Failures



- リリースマネージメントチーム
- ディリーダッシュボード
- 週単位でリリースをチェック
- マイルストーンのトラッキング

Open high pri bugs trend

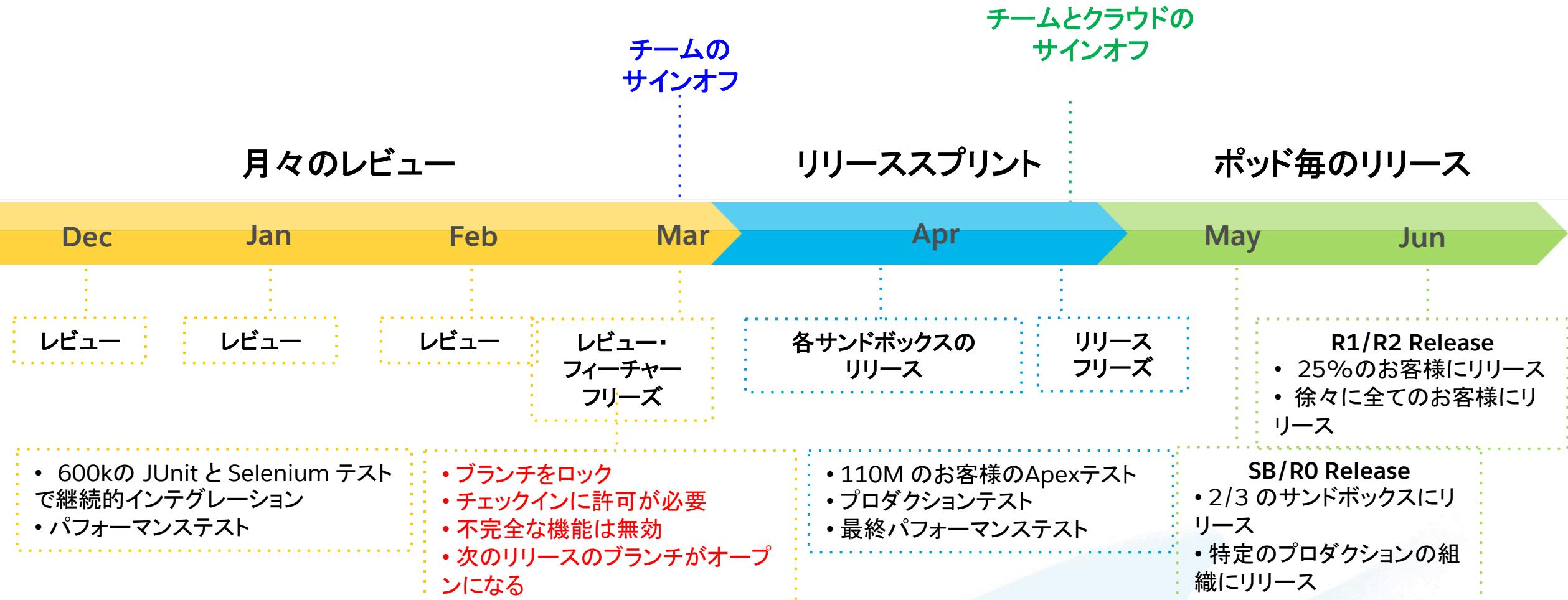




テスト成功率が基準値以下
(99%)になると
チェックインできない

約2ヶ月のテスト期間

クオリティの高いリリースを保証



Thank You

