Assignment 7.3 Converting Local Discoveries into Global Improvements

*Becca Buechle*

*October 27, 2020*

Local discoveries are important in any business. However, making sure that everyone is made aware of those discoveries is just as important as it plays a big role in global improvements. Today there are many tools that assist is making sure that everyone in the company no matter the size is aware of anything that is going on no matter how big or small the matter is. When everyone is aware of an issue everyone can come together to try to solve the problem which can save the company a lot of time any money. Below I’ll go into detail about some of the available technologies and their benefits.

Randy Shoup has helped lead many engineering teams at companies such as Google and eBay and follows Dr. Spear model for structure and dynamics of high-velocity organizations. (Kim, G. a) Like all company’s Google isn’t special it has things go wrong just like any other company out there. When something goes wrong and it’s a high-profile outage it sends out some type of post-mortem report. (Kim, G. a) This makes sure that everyone is on the same page and aware of what happened and possibly what even caused it. One of the most useful tools for preventing future failures is a single code repository for Google properties. (Kim, G. a) Since this entire code database is searchable it’s an easy way for knowledge to be reused. It doesn’t matter how formal or informal or how consistent the documentation is seeing how someone is doing something is great knowledge. Whenever knowledge is easily discoverable and easy understandable it will spread to more people. (Kim, G. a) Thus, creating global improvement though out the company. Another thing that Google has done to make sure that local learning turns into global improvements is by creating a documentation that anyone in the company can read through to gain the knowledge about something. (Kim, G. a) They also have internal groups where you could ask questions to team members and developers. (Kim, G. a)

There are a lot of great tools available today to make sure that any local discoveries are turn into global improvements. Some of those tools include chat programs such as Slack, Google Teams and HipChat. These normally have features with bots and automate and collect organizational knowledge. The bots can send notifications of pull and push requests and well as any deployed changes. Some of the benefits of these are it being visible to all members instead of being hidden away like email, events are documented in real time. (Wangler, R.) Incidents are shared and people are made aware of things much sooner than having to wait for some type of document or email being drafted then sent out. One example would be Github creating Hubot. What this application did was create a tool that interactive with the Ops team in the chat room. (Wangler, R.) When instructed it could perform actions by sending it a command such as deploy XYZ into production. It would then send back the results into the chatroom so that everyone was aware of what had been done. (Wangler, R.) By having this tool team members were able to start their day off knowing what had been done already and what hadn’t just by taking a look at the chatroom. (Wangler, R.) It also made it easier for someone to ask for help and a lot of the time someone would join in by either offering help or by asking more questions. Rapid organizational learning was also enabled and accumulated. (Wangler, R.)

To sum it up local discoverers are important but making sure that other people are made aware of these discoveries is just as important. The tools available make it so that everyone knows what has been done on a project. It also makes help more readily available so that an issue isn’t just pushed out because there was no one close by to ask for help. Thought it may take some time to find the right software that works for your teams I believe any these tools can be very beneficial and really help to cut down wasted time on projects because someone isn’t aware of what has been done.

**Bibliography**

Kim, G. a. (2015, January 24). DevOps Improvement Principles Behind Google (Randy Shoup Interview). Retrieved October 27, 2020, from https://itrevolution.com/uncovering-the-devops-improvement-principles-behind-google-randy-shoup-interview/

Kim, G., Humble, J., Debois, P., & Willis, J. b. (2016). DevOps Handbook. Portland, OR: IT Revolution Press.

Wangler, R. (2017). DevOps Handbook Summary 3 of 4 - The Third Way. Retrieved October 27, 2020, from http://agilejazz.blogspot.com/p/the-devops-handbook-summary-3-of-4.html