

PLATFORM AS A PRODUCT

the future of Agile and DevOps



Why your Agile team is slowing down:



Context Switching

Workers who constantly switch tasks are 40% less productive

David Meyer, PhD



Cognitive Load

Humans are limited to holding 3-5 items in the mind at once

Nelson Cowan, PhD

SWITCHTASKING IS A THIEF

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21

SWITCHTASKING IS A THIEF

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21



Exercise from DAVECRENSHAW

Two types of multi-tasking:



Back Tasking

e.g., baking



Switch Tasking

What most people call
multitasking

Flip Your Paper Over

3 Seconds To Memorize

D IYFB IU FOFA QSU V

How'd you do?

Let's try again

DIY FBI UFO FAQ SUV

How'd you do that time?

Cognitive Load: Information Chunking

- The mind can only think of one thing at once
- Chunking allows us to dive deeper on a topic
- A handful of “chunks” can be held at a time
- There are limits based on complexity and topic



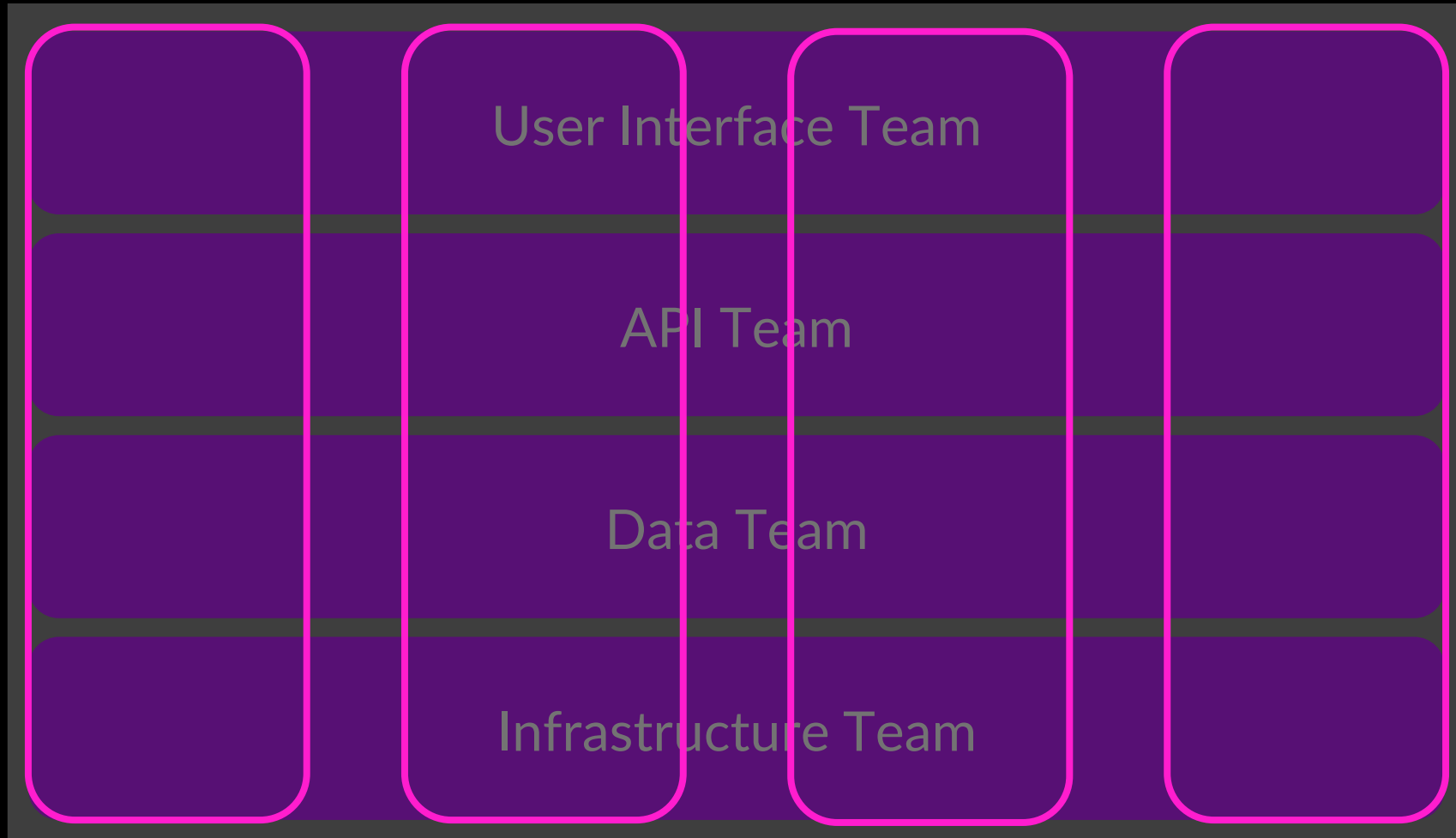
Pushing past these limits results in:





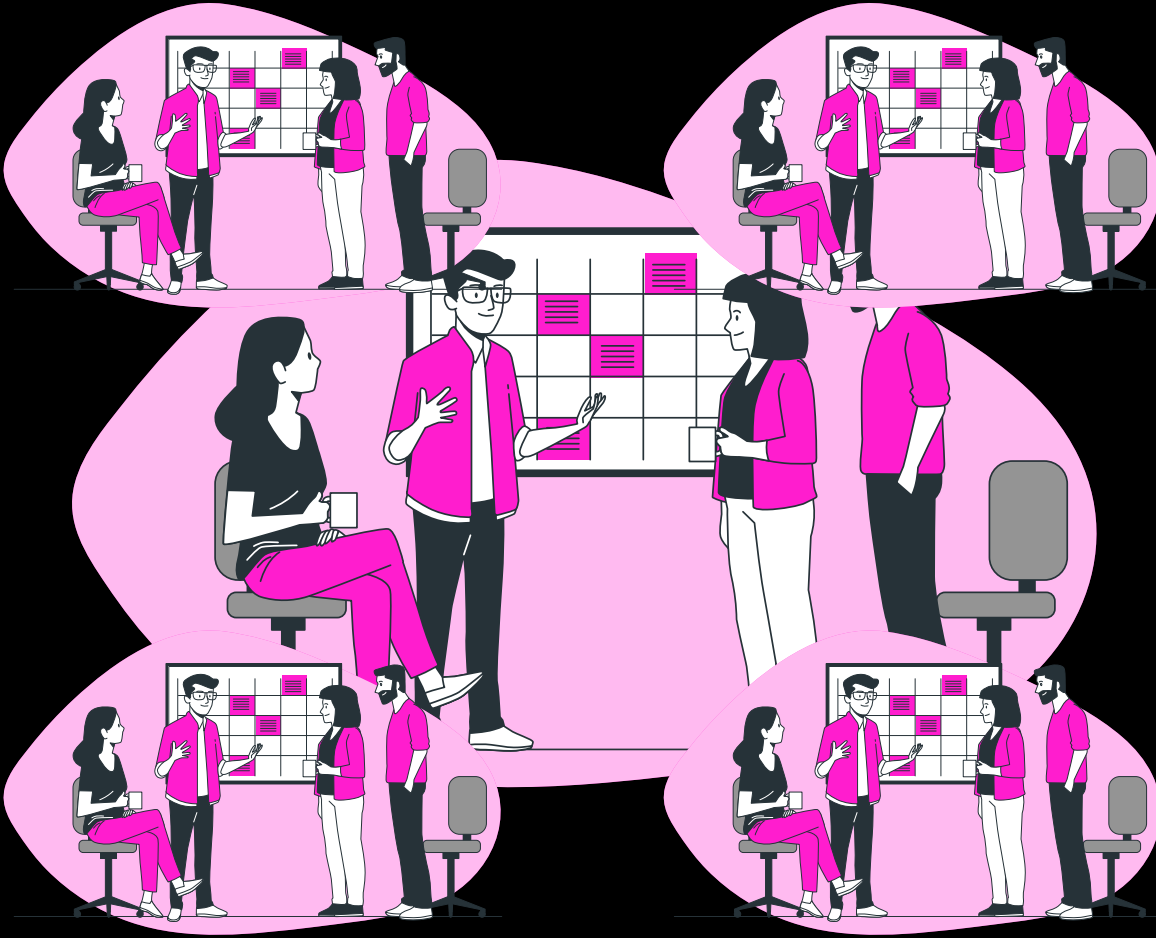
@BabyFarkMcGeeZax

Component Teams

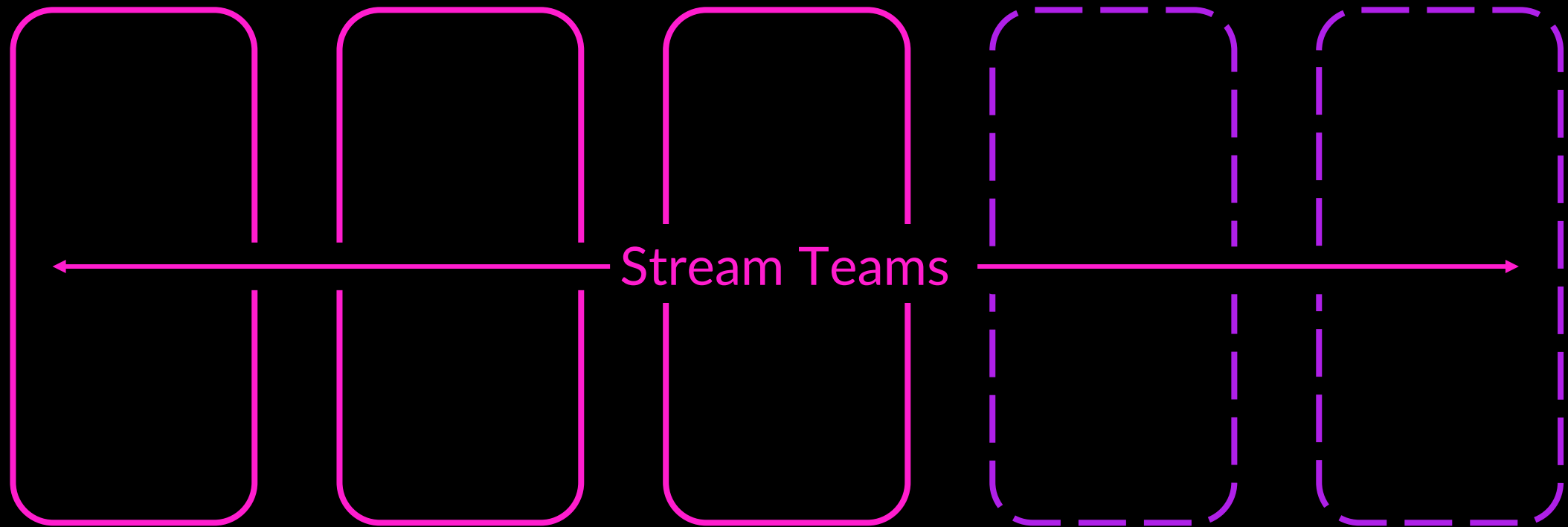


Stream Teams

As our solutions and our teams scale:



1. More and more tooling is introduced
2. Spending time on tooling instead of new development
3. Need to hire or grow new skillsets on the team
4. Teams start to reproduce the same solutions / components
5. Teams repurchase the same licenses or competitor products

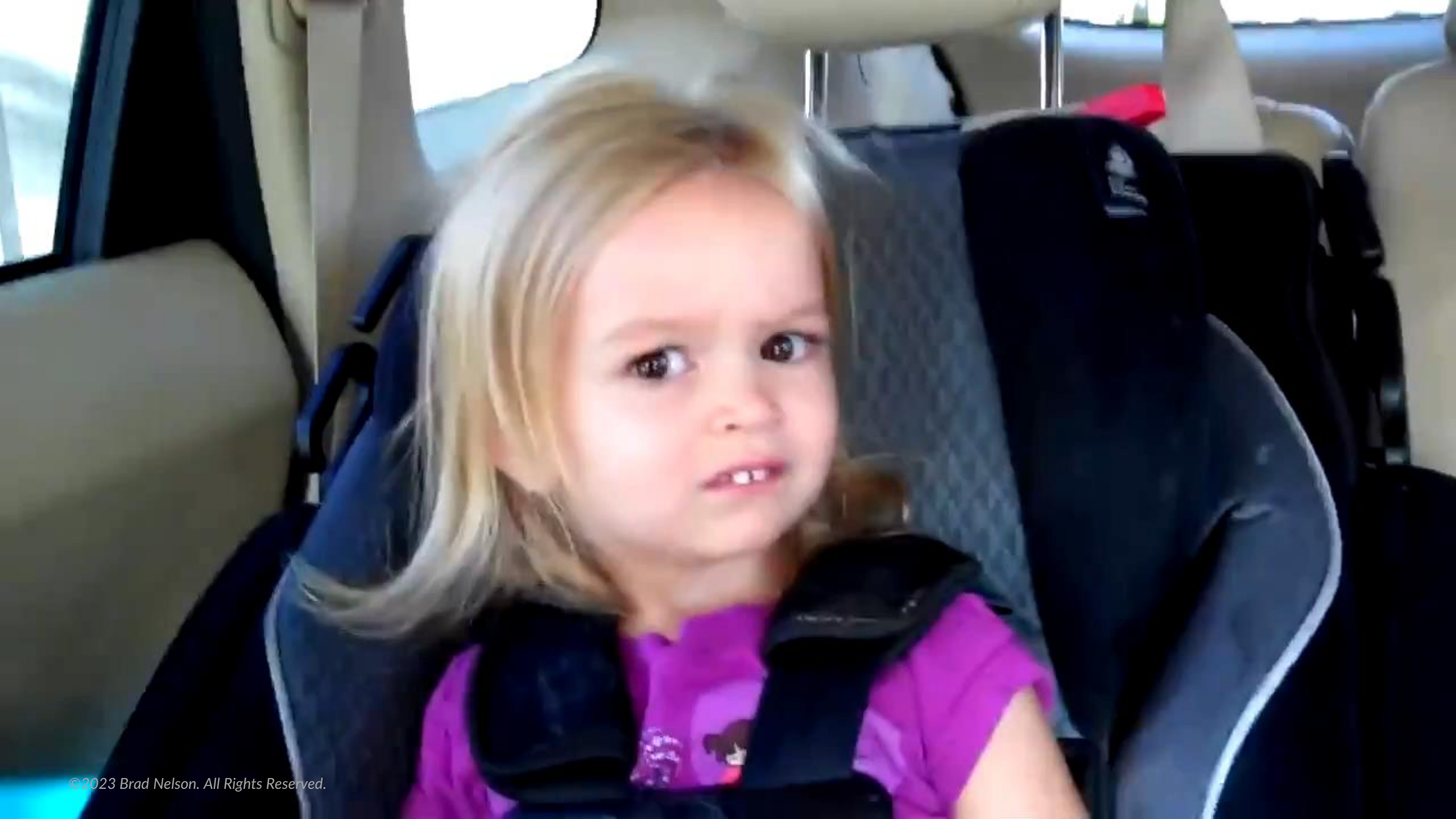


Platform Team

What is a “platform?”

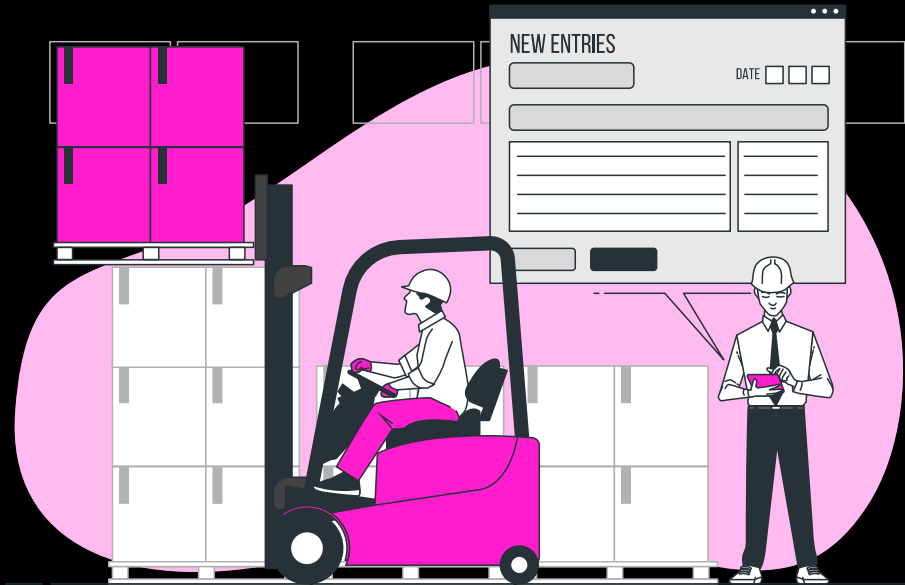
Software or hardware with reusable capabilities upon which other technologies can be developed on.

Platform Teams \neq Component Teams



What **percentage**
of apps on your
phone do you
actually use?





“80% of features in the average software product are rarely or never used.”

Pendo 2019

What is the “product mindset?”

A **Product Mindset** is a focus on delivering value for customers based on learnings and feedback.

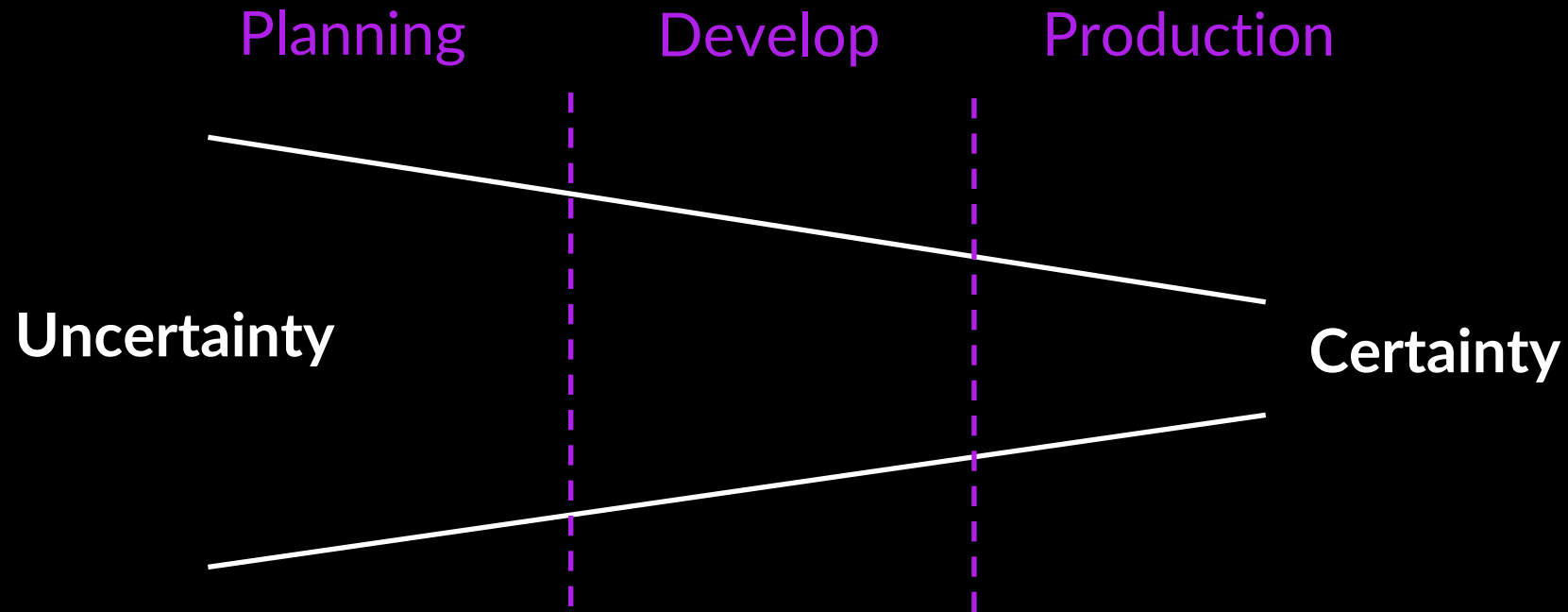
This is the opposite of a completion-driven approach to project delivery.

What is the “product mindset?”

It's about building the **right thing**
not building more things.

It's thinking in **problems**
not in solutions.

Hypothesis-driven development



The Cone of Uncertainty

The learning objective:



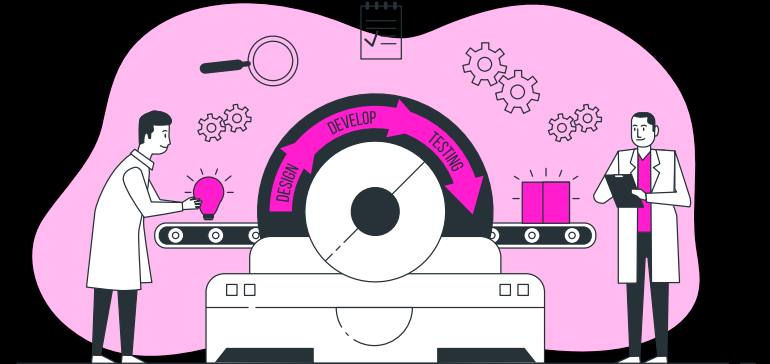
Platform Teams

+



Product Mindset

=



Platform as a Product

Platform Teams

- Builds and maintains the core building blocks of a company's products
- Reduces cognitive load on developers and increases mastery
- Allows stream teams to focus on value delivery
- Ensures healthy maintenance of tools and processes
- Consolidates licensing and lowers costs

Platform as a Component

Requires a request or support ticket to use, making it a barrier to accomplishing work

Platform as a Product

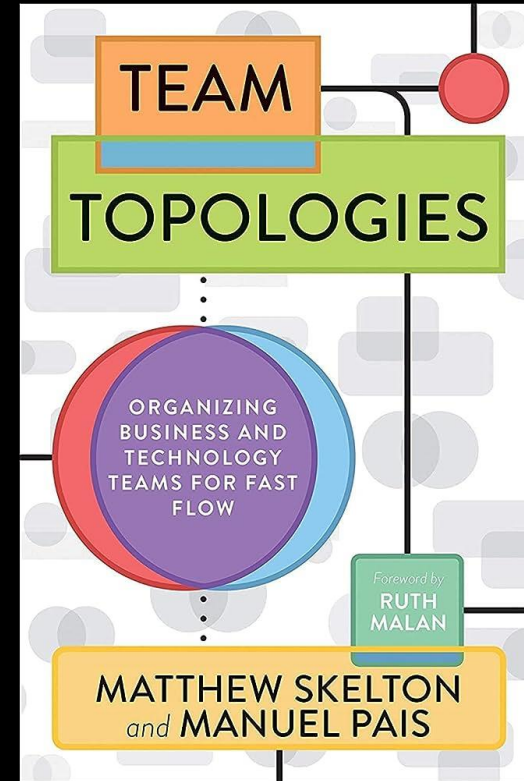
Developer self-service through automation makes it an enabler in accomplishing work

AKA Internal Development Platform (IDP)

/thoughtworks

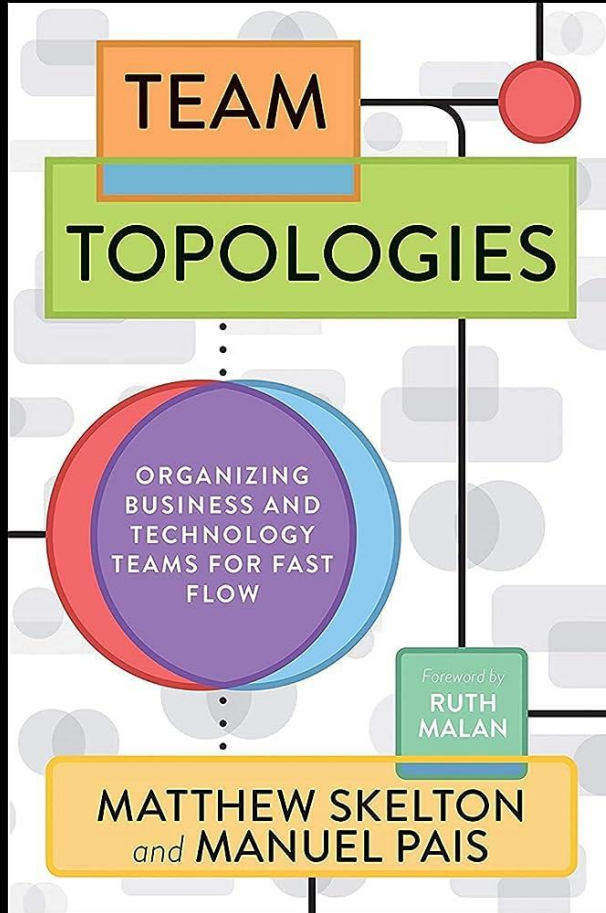
Technology Radar

(2017)



(2019)

The four types of teams:



1. Stream-Aligned Teams

Aligned to a value stream aka product team

2. Enabling Teams

Specialists focused on addressing knowledge gaps

3. Complicated-Subsystem Teams

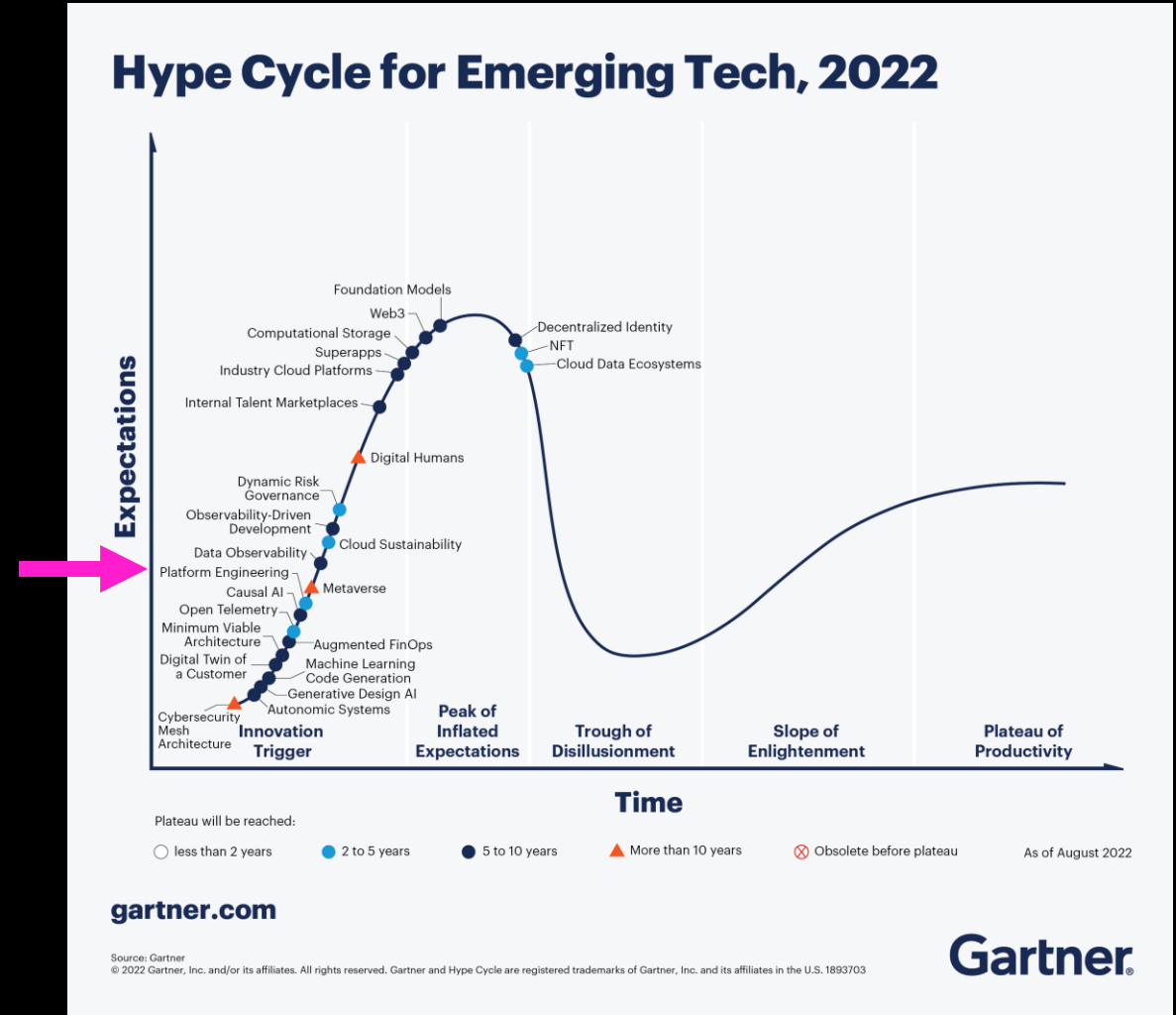
Part of a system that depends on heavy specialized knowledge

4. Platform Teams

Provides internal services to enable stream-aligned teams

It is the way of the future

By 2026, 80% of software engineering organizations will establish platform teams as internal providers of reusable services, components and tools for application delivery.



Story time









Season 3 Airing Now!

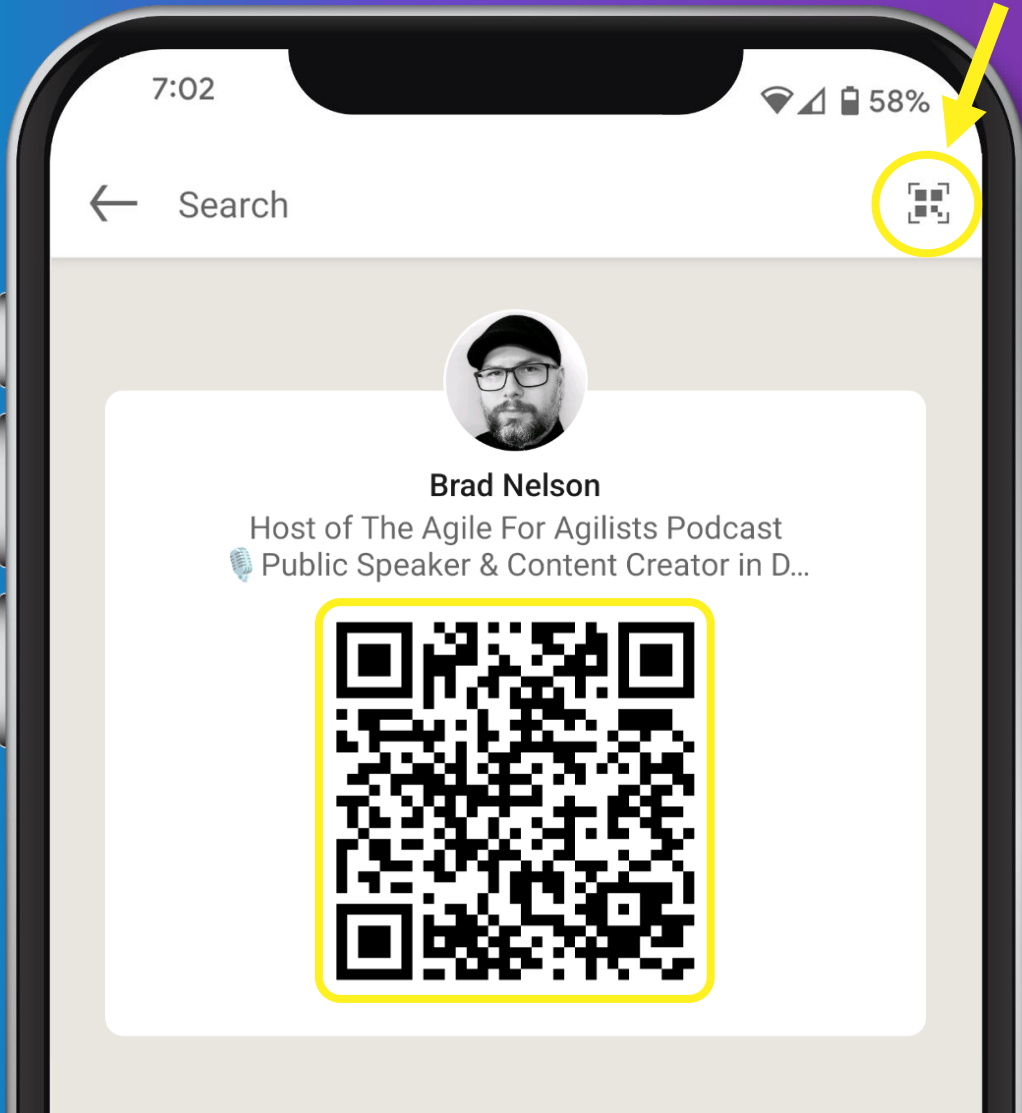


Season 3 Airing Now!

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