DEVOPS CULTURE AND MINDSET

Dealing with Unplanned Work

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How Often Does This Happen to You?

Unplanned work happens to the best of us!

Learning Objectives

Discuss how best to deal with unplanned work

Identify **causes**

Describe mitigation **strategies**

Explain importance of **tracking**

How Unplanned Work Shows Up

A **"quick"** question

An incident

"Drop everything" events

Unplanned Discovery Work

Research request

Further define a feature

Dig deeper into a tech solution

How Do We Deal With Unplanned Work?

Track it

Determine how disruptive it is

It can indicate organizational performance

An Example from Starbucks

Tracking unplanned work demonstrated the disruption

Benefits of Tracking Unplanned Work

Quantified cost of **disruption**

Provided way to **predict** it

Allowed team to factor it into **planning**

Disruption of Context Switching

Rethink the value of multitasking

Beware changing **priorities**

Distractions come with dangers

Context Switching is Counterproductive

Time is lost

Quality suffers

Remedy:

Focus delivers value to the customer faster

Manage Multiple Priorities

Organize teams with **focused** priorities

Standardize Process of Prioritization

Set strategic priorities up front

Senior leaders **resolve** conflicting priorities

Clear and **aligned** priorities flow to teams

Loosely Coupled Systems Remedy Unplanned Work

Indicator of **high-performance** organization

Enables teams to test **easily**

Enables **deployment**

Defining an Integrated Environment

"An environment is one in which multiple independent services are deployed together."

High-Performing Organizations Agree

"We can and do deploy or release our application independently of other applications and services it depends on."

What's Important in High-Performing Organizations?

Loosely coupled systems that can be **changed** and **validated** independently

DevOps and Loosely Coupled Systems

Allow teams to be **loosely coupled**

Allow to be **autonomous**

Aim to achieve a piece of the **value**

Summary

Track unplanned work

Quantify the impact

Invest in solutions