

DEVOPS CULTURE AND MINDSET

Addressing DevOps Myths: Making Work Visible



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Learning Objectives

Discuss importance of **surfacing work** to improve workflow

Describe **methods and tools** to surface and track work

Explain how to leverage learning into **effective prioritization**



As in Manufacturing, So Too in Software Delivery

Visual displays are applicable in software

Contribute to **high-performing
organizations** when used with other Lean
techniques



Make Your Team's Work Visible

Visually **capture all the work** your team is responsible for

Use a tool like Kanban, Trello, or Jira

The tool itself doesn't matter, just that employees are **engaged**



Surface Work to Better Understand Flow

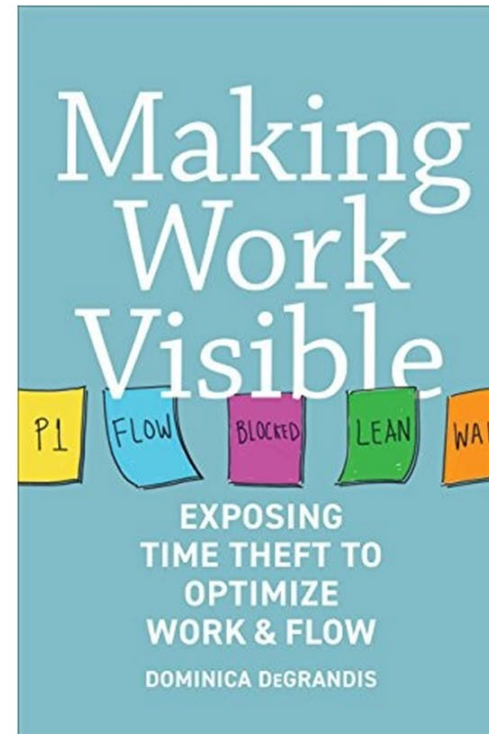
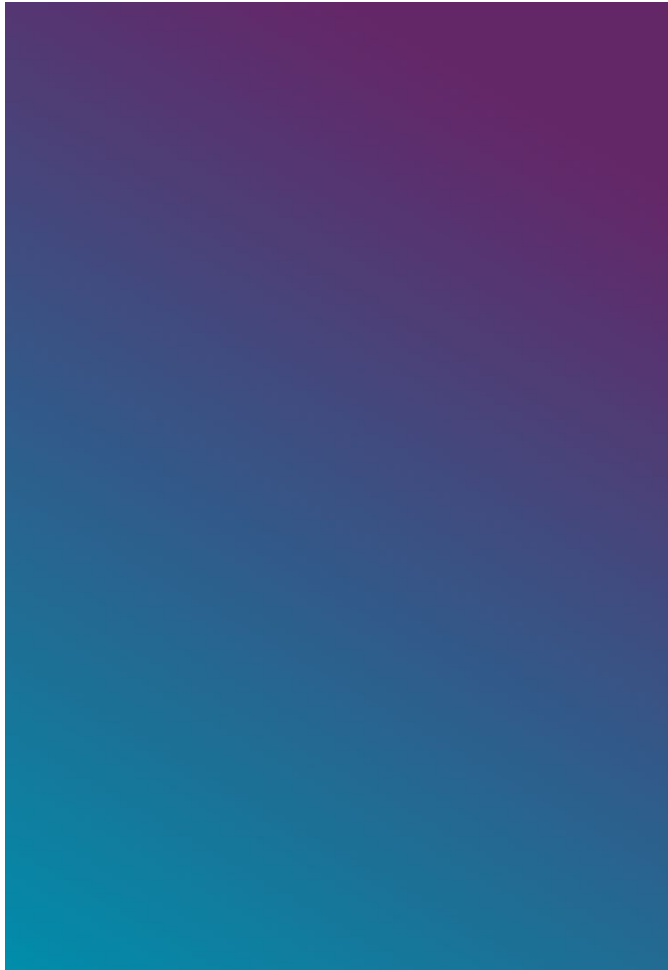
Promotes **problem solving**

Handles competing **priorities** & **trade-offs**

Helps team see work that needs to be broken down into **smaller batches**

Creates opportunity to **ask questions**

Slide 5: Making Work Visible





The #1 Constraint: Engineering Capacity

Focus on **current condition** and
allocation

Look at **trends** and pick **targets**

Use data to inform decisions to **improve**

Watch percentage of **unplanned work**



Example of Using Data to Inform Decisions

Use data to help stakeholders **prioritize**

Goal is to **reduce burden** on the teams



Tracking Work at Starbucks

Started **making work visible**

Revealed that **unplanned work** caused **disruption** to major initiative

Data showed value of **planning for unplanned**

Helped **manage** stakeholder **expectations**

Slide 9: Give it a Try!



Give it a try!

Get **value**

Manage priorities better

Gives a **clear picture** of work in a tech organization