Lesson 3.2: Work is Work

DEVOPS CULTURE AND MINDSET

Work is Work

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Slide 1: Learning Objectives

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Fully **explain** the concept “work is work”

Describe ways to implement this concept

Slide 2: “Work is Work” Decision

“Work is Work” Decision

Put **dev** and **ops** in one backlog of “work”

Organized teams to do the “work”

Helped everyone see all types of work needed to build and maintain the product

Made work easier to track

Slide 3: Work is Work at Starbucks

Work is Work at Starbucks

Solved lack of collaboration

Clarified vague sense of what others were working on

Put **dev** and **ops** together as “work”

Slide 4: It Took Time & Planning

It Took Time & Planning

First tested it with a few teams

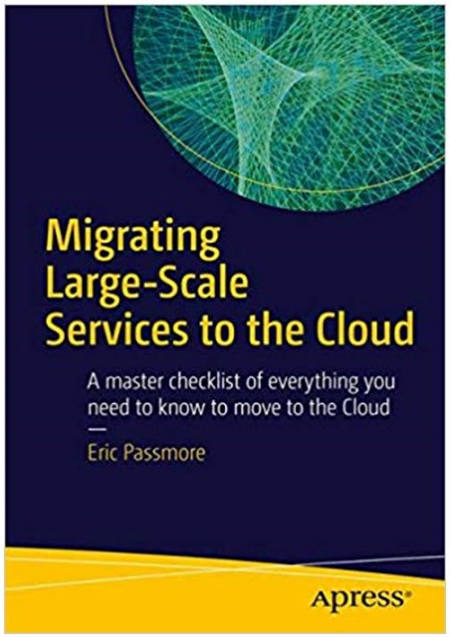
Only then scaled to entire organization

Each team needed **practice** to get results

Demonstrated improved **speed** & **quality** in pilot phase

Slide 5: Find a Way to Quantify Operational Work

Find a Way to Quantify Operational Work



Slide 6: Prioritizing is Important

Prioritizing is Important

Teams know impact of not prioritizing

PM must **align** with value assessment and prioritization of the work

Track ratio of work done in each category

Slide 7: Start Implementing “Work is Work” Concept

Start Implementing “Work is Work” Concept

Create **consolidated backlog** of “work”

Set up a **prioritization mechanism**

Set up a way to **measure progress**

Slide 8: Demonstrate a Change is Needed

Demonstrate a Change is Needed

Use data that **informs** on product health

- Incidents, quality metrics, MTTR, MTTD

Use product specific metrics

- App crash rates, error rates, API, response times

Slide 9: Align Teams on Target State

Align Teams on Target State

Shared target: reduce MTTR by 20%

Shared specific target and focus

Shifts teams conversation to **work is work**

Slide 10: Summary

Summary

It's vital to know **WHY** you are making a change to "work is work"

Base change decision on **data**

Commit to a time frame

Set a checkpoint to **reflect** and **adjust** if needed