What would you do?
- Learning from charts

Oct 3, 2011

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Say Hi to your neighbour!

Group into 5-8p
Choose a team name!

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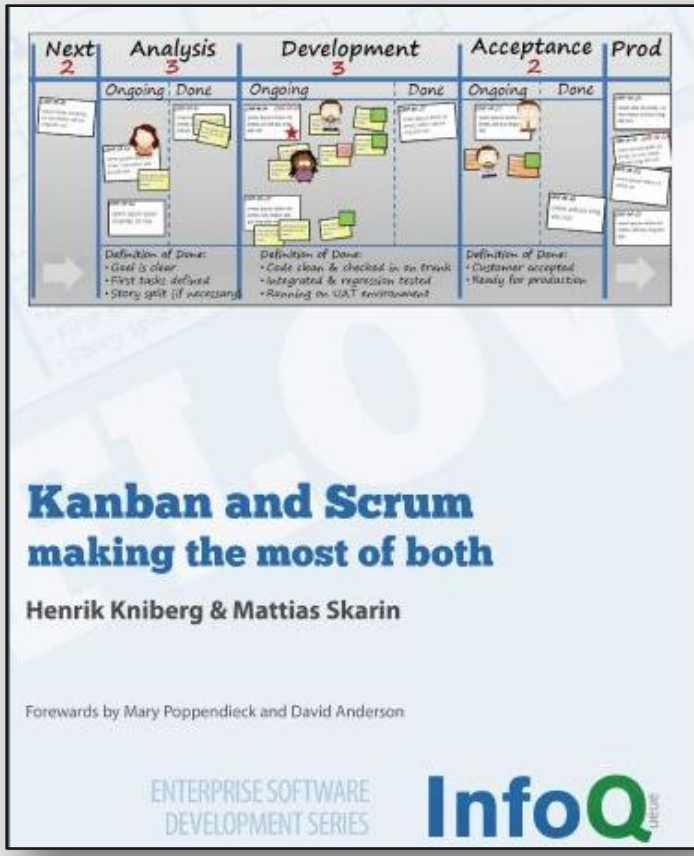
crisp



Learning objectives

- ✓ Understanding basics of Control charts, continuous flow chart
- ✓ Put yourself into real shoes – what should be happening

http://rainbowwallpaper.blogspot.com/2011/04/funny-monkey-cartoon-pics-monkey-funny.html

Contributions

- **Ismael Héry and Benoit Guillou**

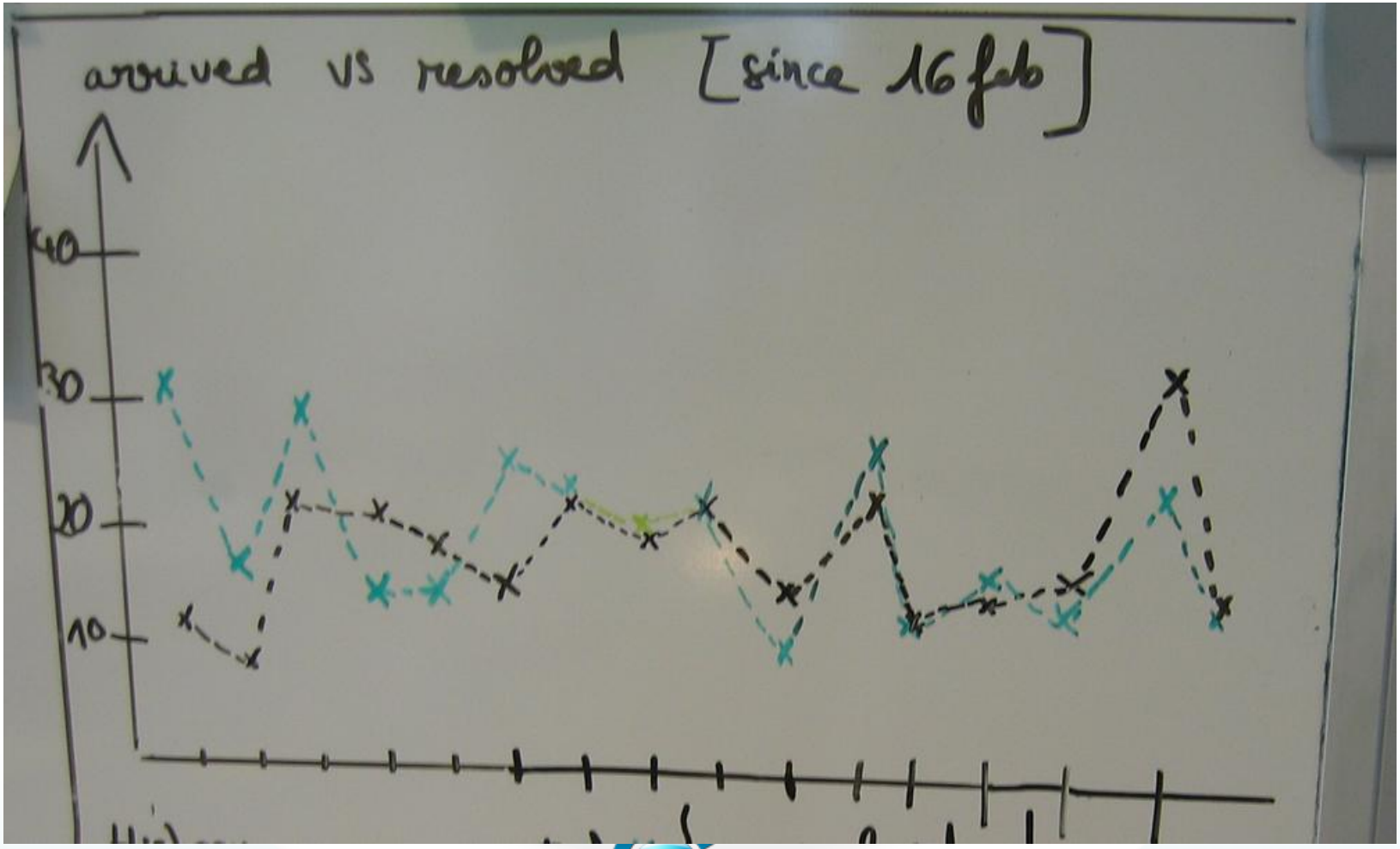
(some) valid purposes for collecting data

- ✓ Scaring off ghosts – validating a theory
- ✓ Learning over time
- ✓ Distinguish between variance and trend
- ✓ Gain precision

All tools needs a purpose. Know what decisions charts are ment to drive helps avoid expensive tools

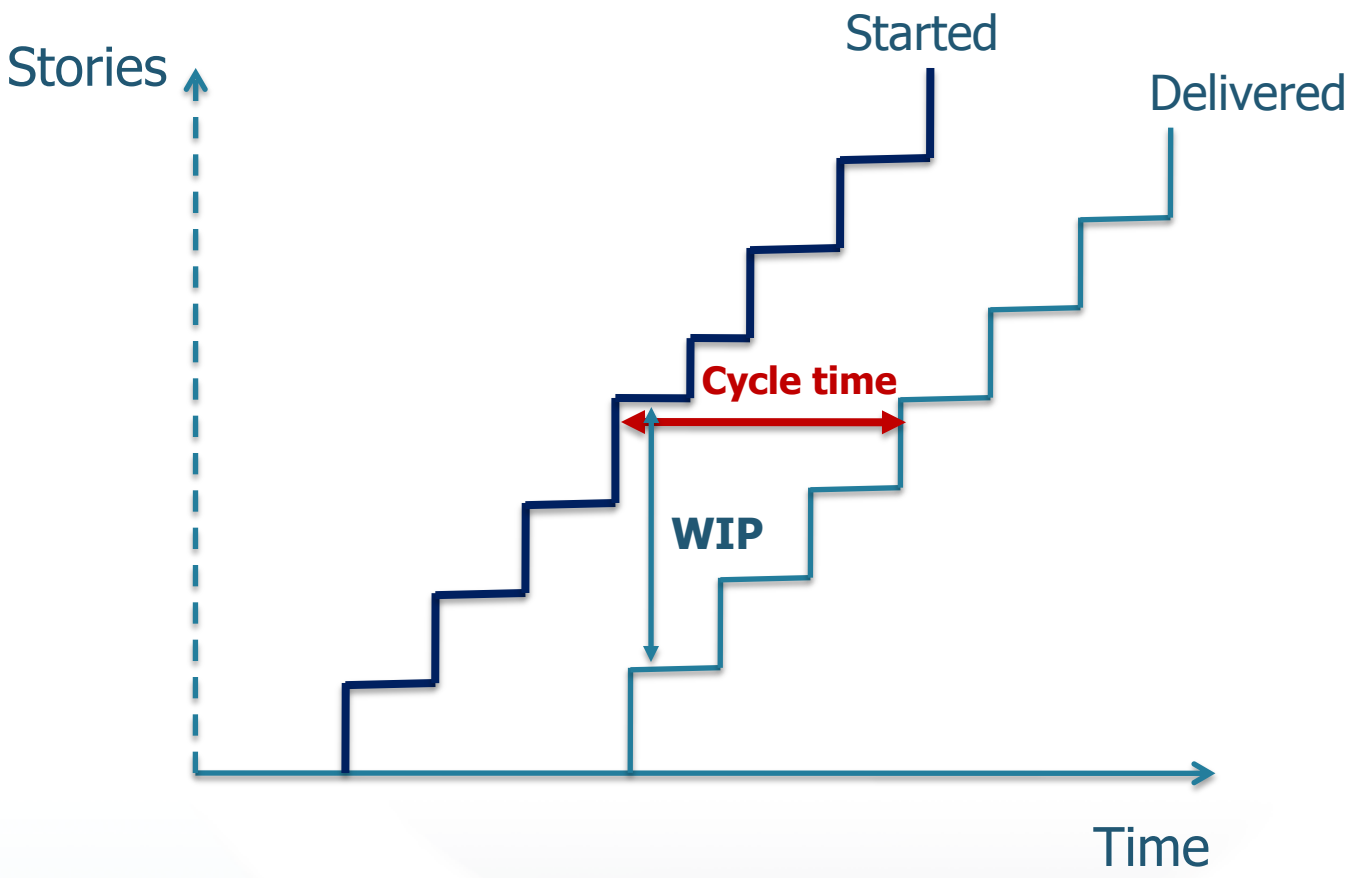
Scaring off a ghost

Arrived : Arrived tickets this week (green)
Resolved : Resolved tickets this week (black)

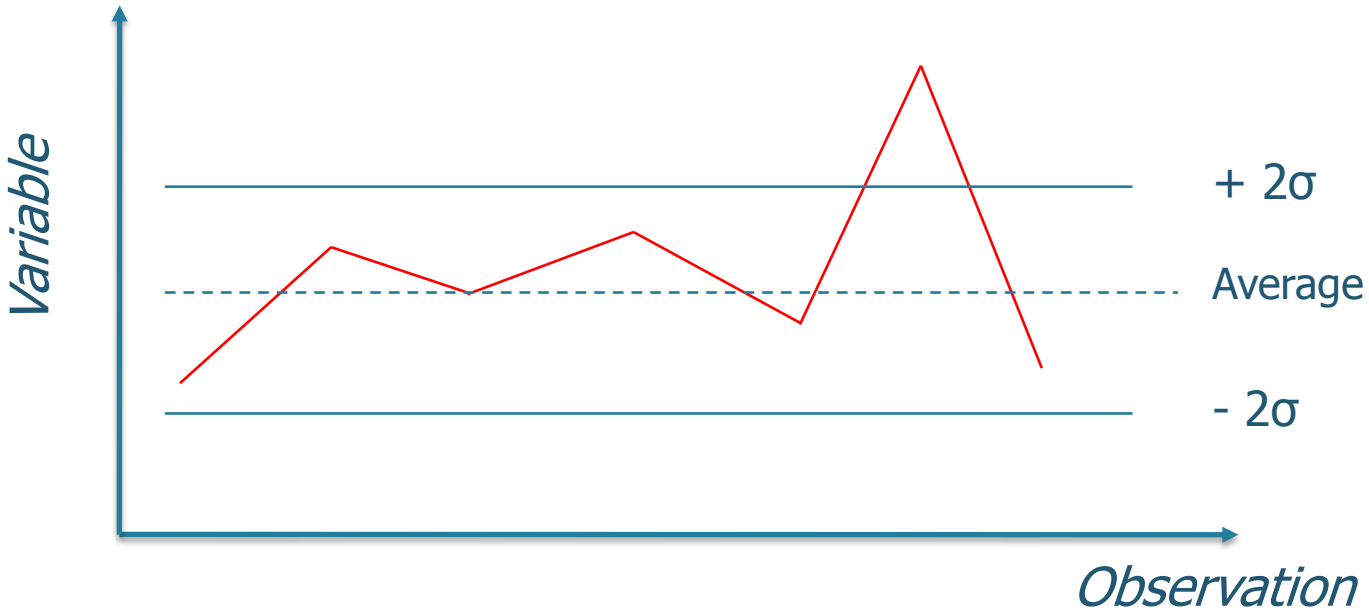


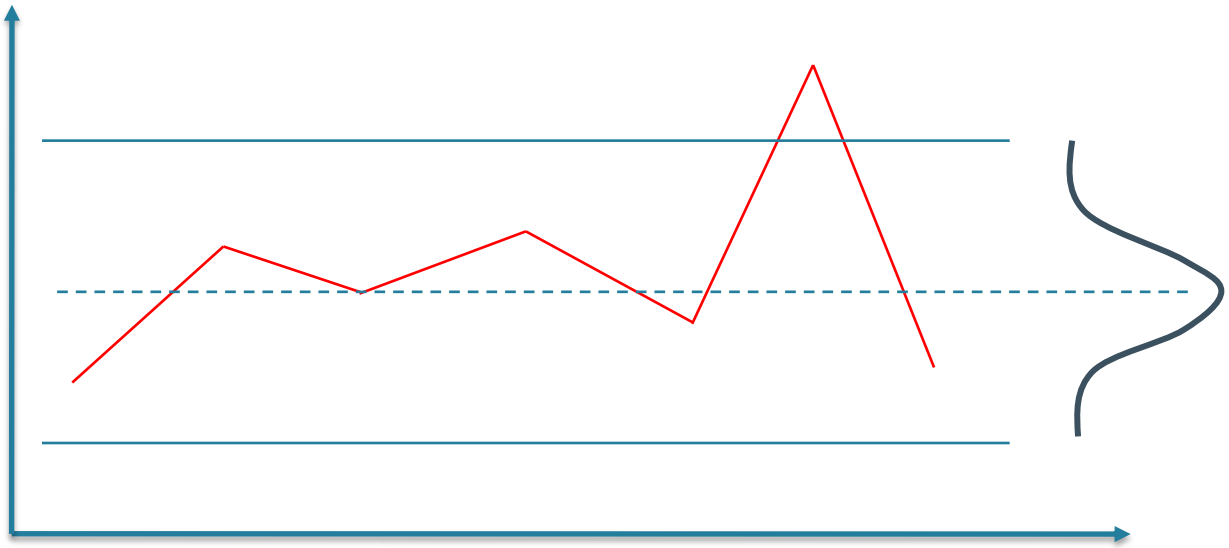
CHARTS BASICS

Continuous flow chart



A control chart





99.7 % of observations occurs within three std dev. of the mean
95 % occurs within two std. dev of the mean
68 % occurs within one std. dev of the mean

(Assuming normal distribution)

Can you beat the monkey?

LEARNING FROM CHARTS

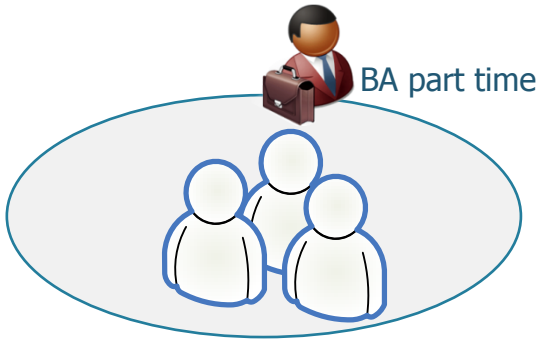
2012-10-24

Mattias Skarin

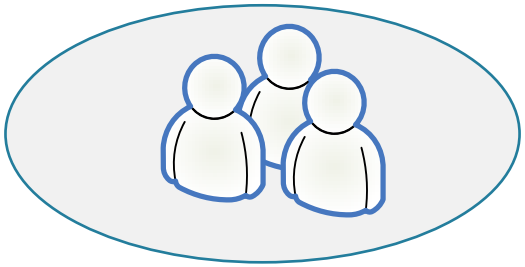
Organize

- Groups of 5-8
- Pick a team name

Case #1



Marketing team



Development team

Marketing steps

1. Business case
2. GUI mockup
3. Feasability analysis
4. Revaluate

Design steps

5. Architect design
6. User story + Acc. Test
7. Estimation
8. UI Design
9. HTML

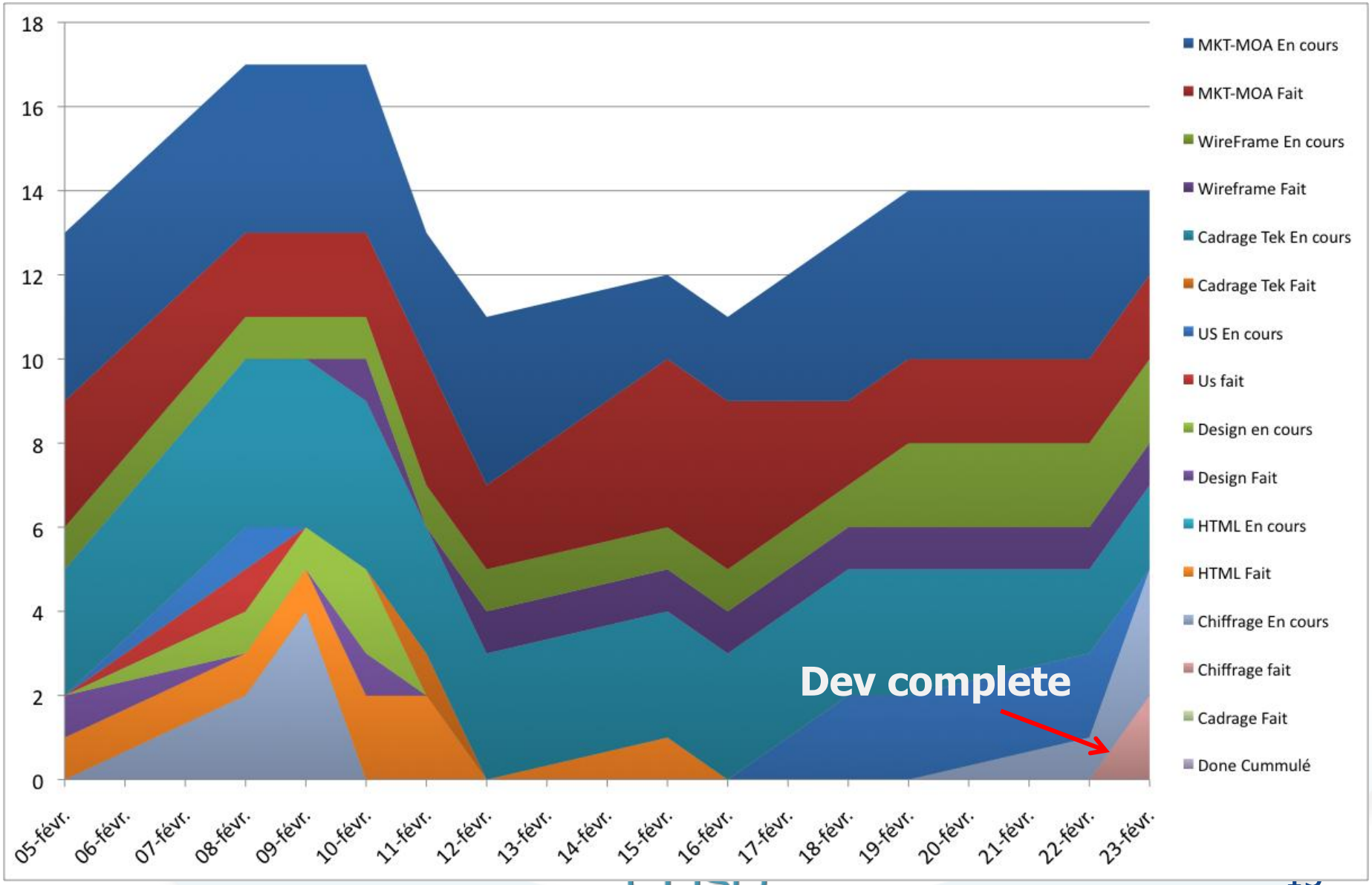
Development

Code
Code
Code..

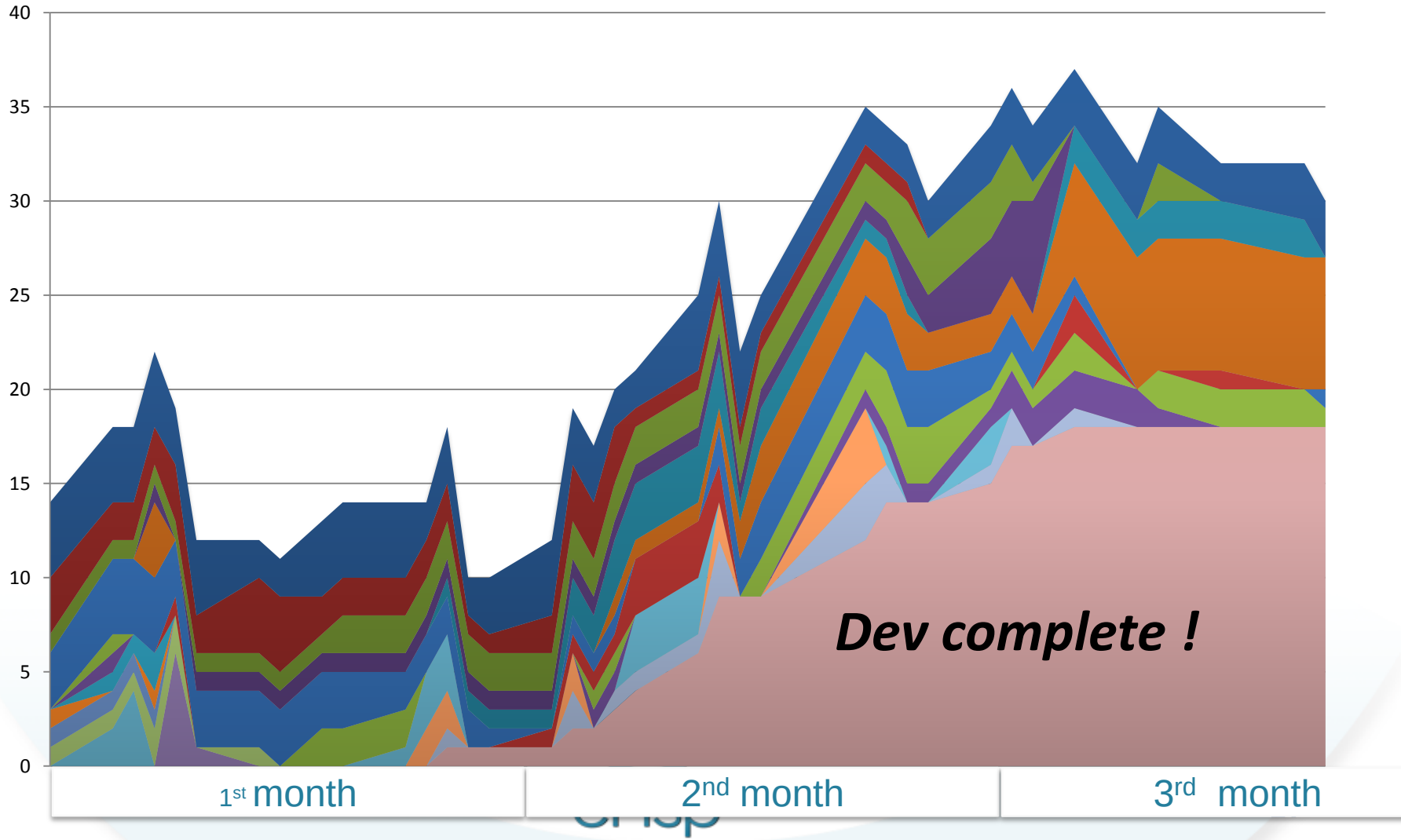
Ready for development

Problem: 1 month without one new feature on the site

What should be happening?

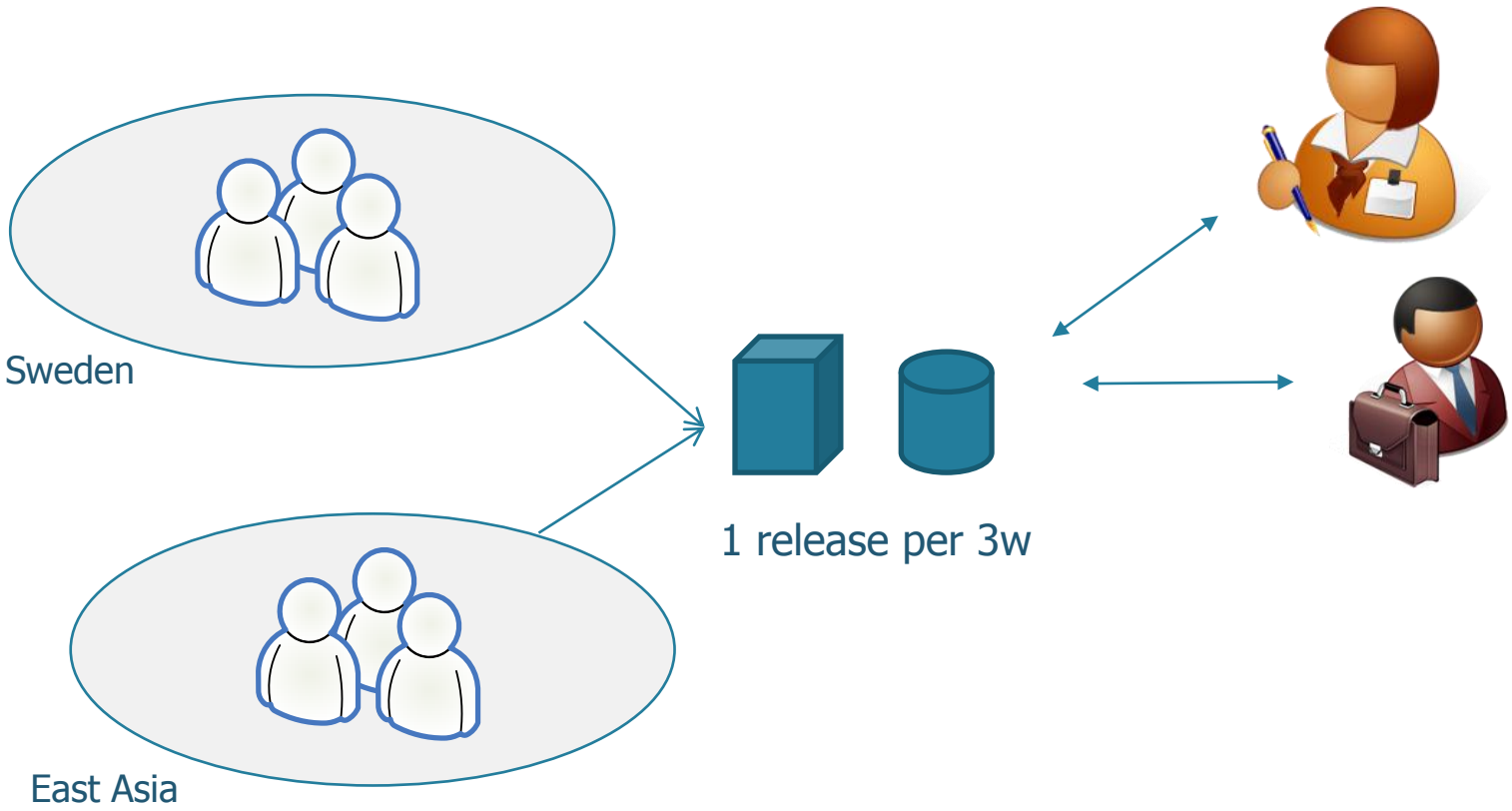


One month later

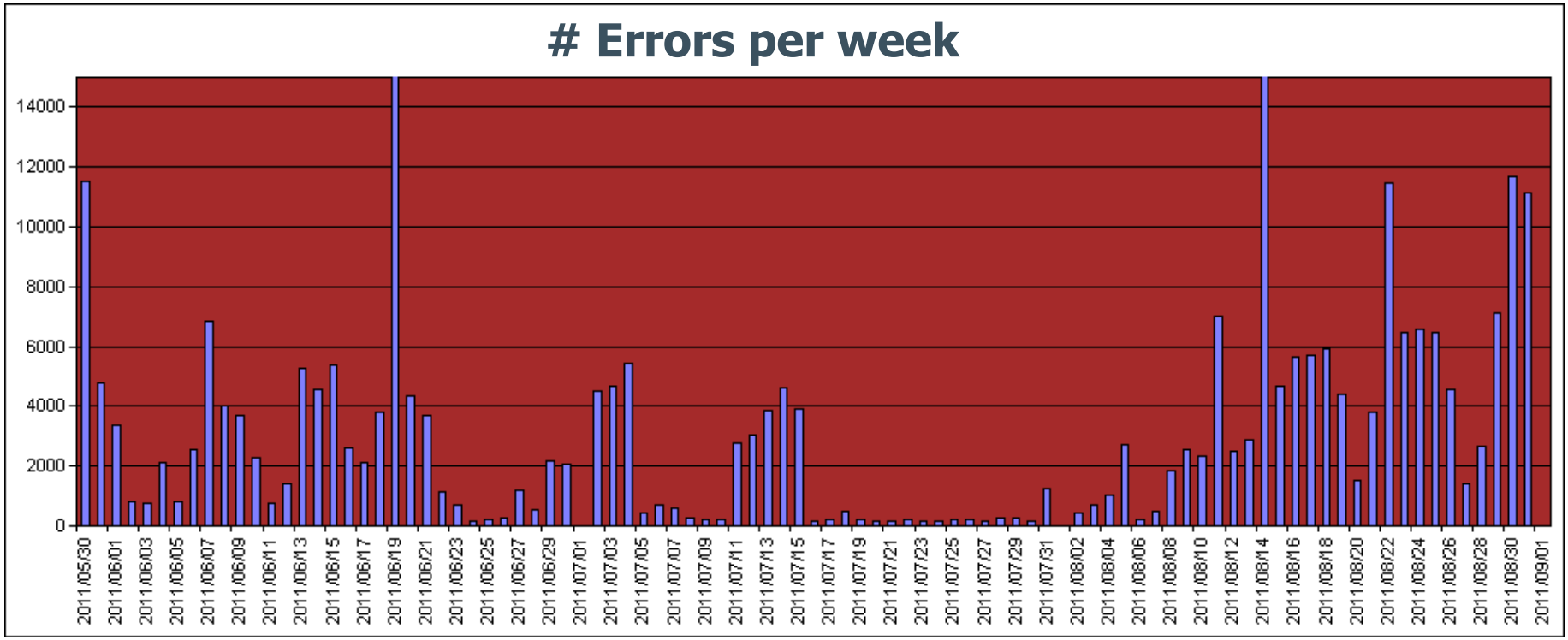


© Ismael Hery & Benoit, Octo, 2010

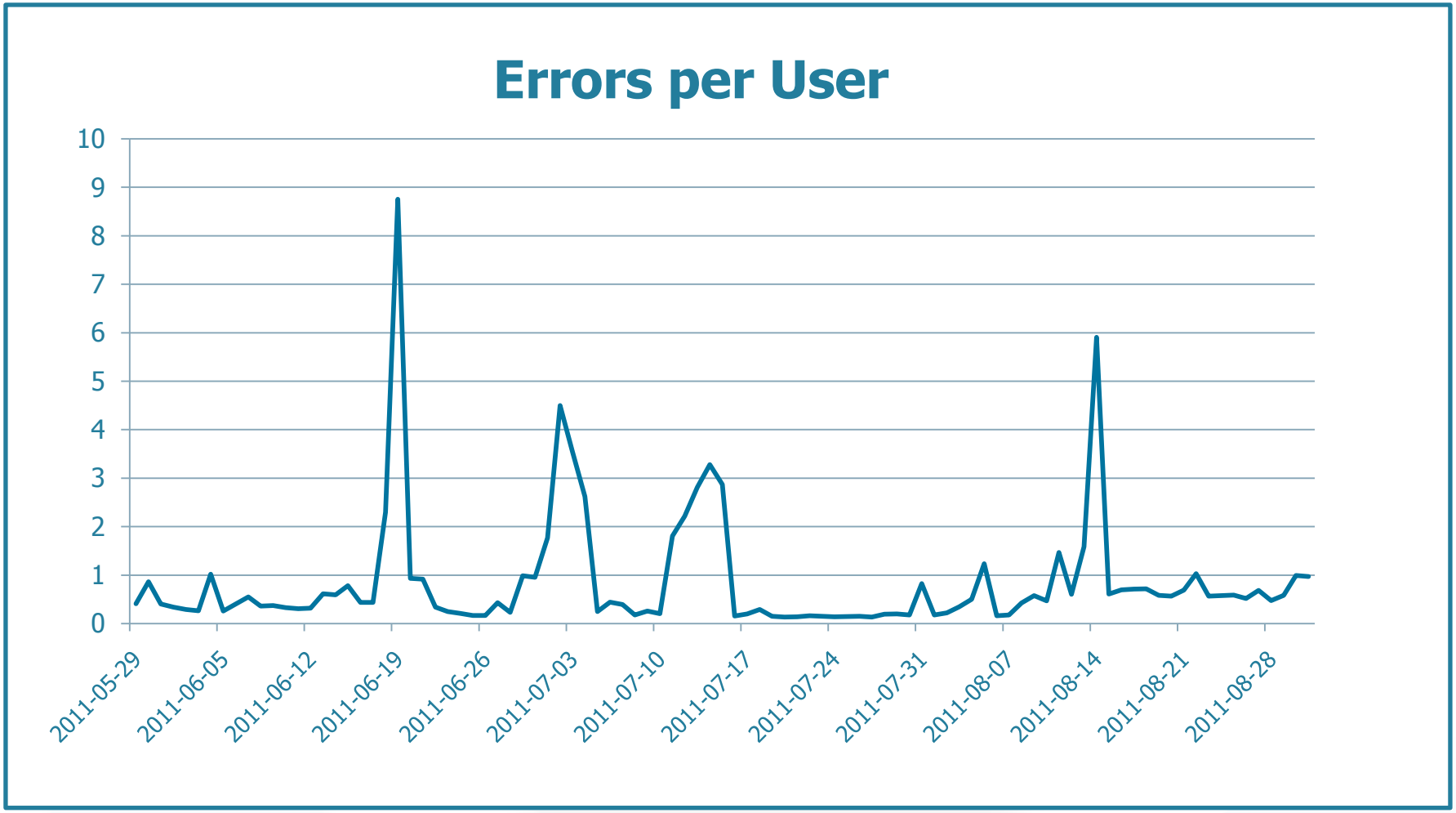
Case #2



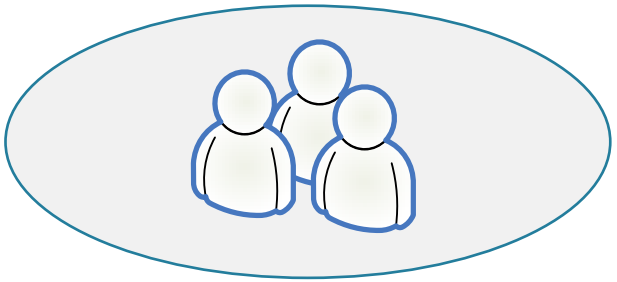
What should be happening?



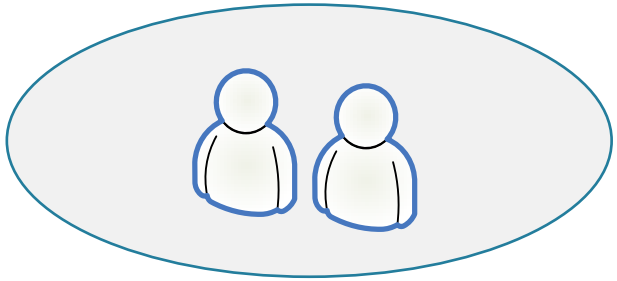
Summer


Errors per User
10
9
8
7
6
5
4
3
2
1
0
2011-05-29
2011-06-05
2011-06-12
2011-06-19
2011-06-26
2011-07-03
2011-07-10
2011-07-17
2011-07-24
2011-07-31
2011-08-07
2011-08-14
2011-08-21
2011-08-28

Case #3

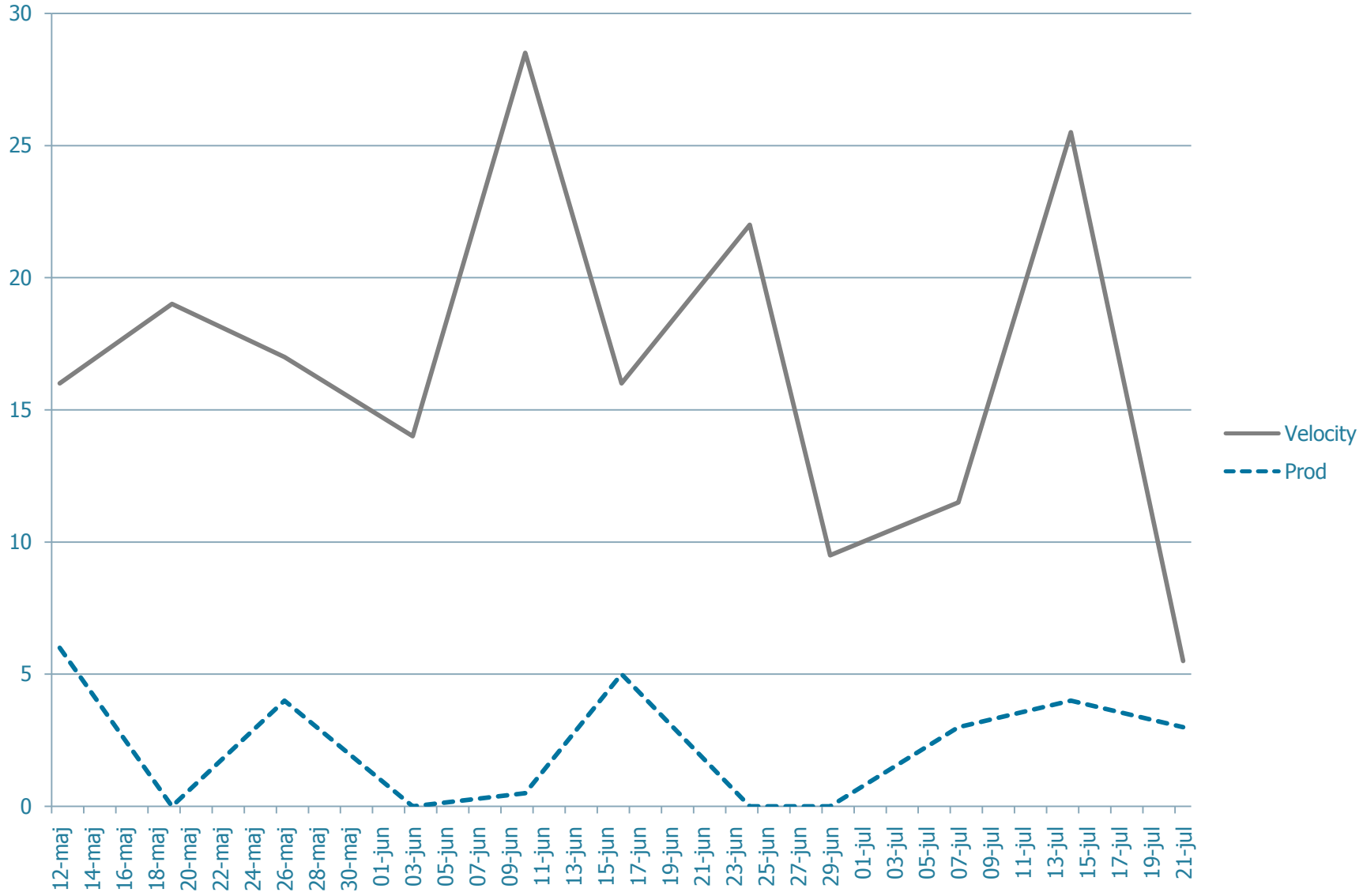


Development team

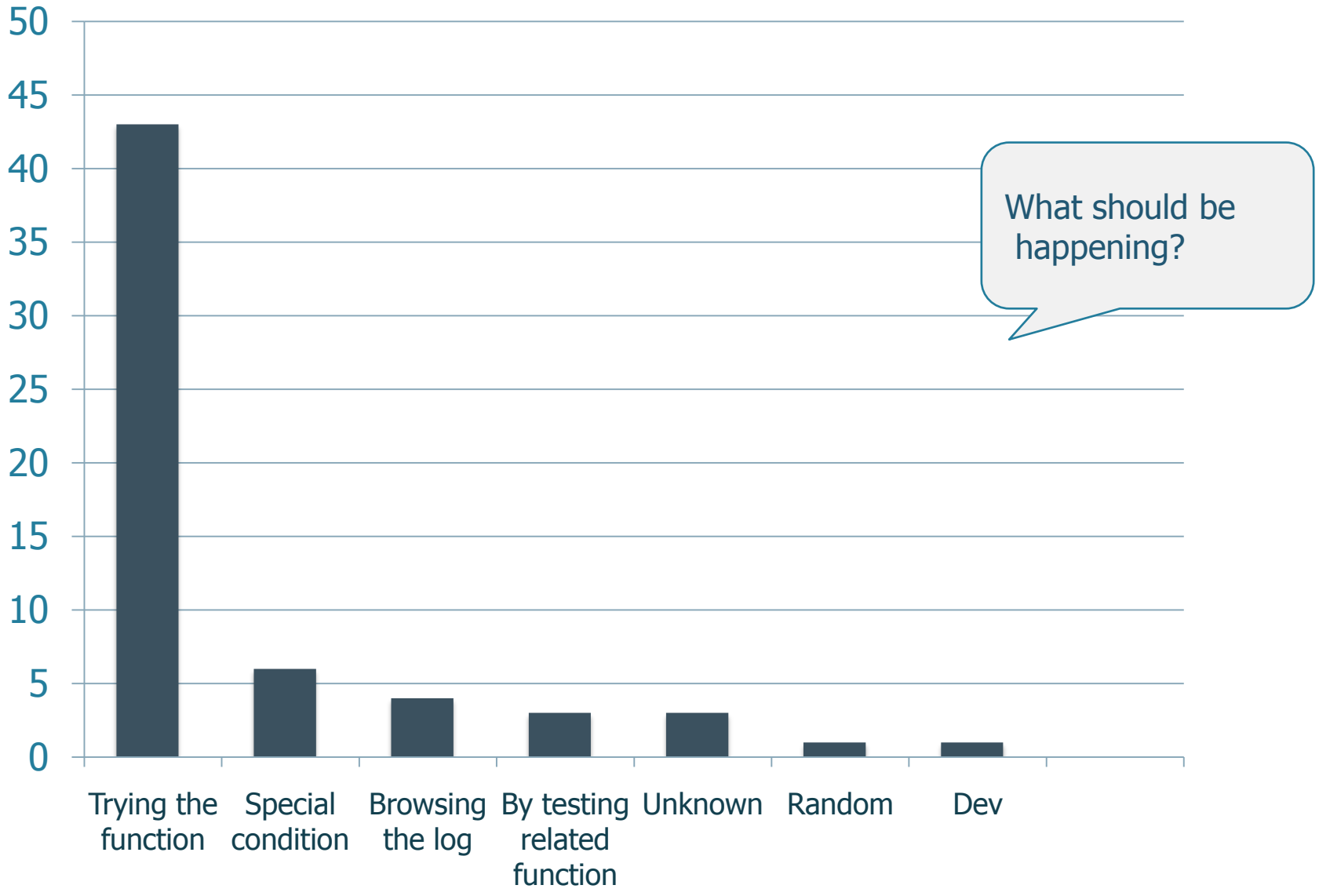


Operations team

Operations Velocity vs. # Production issues



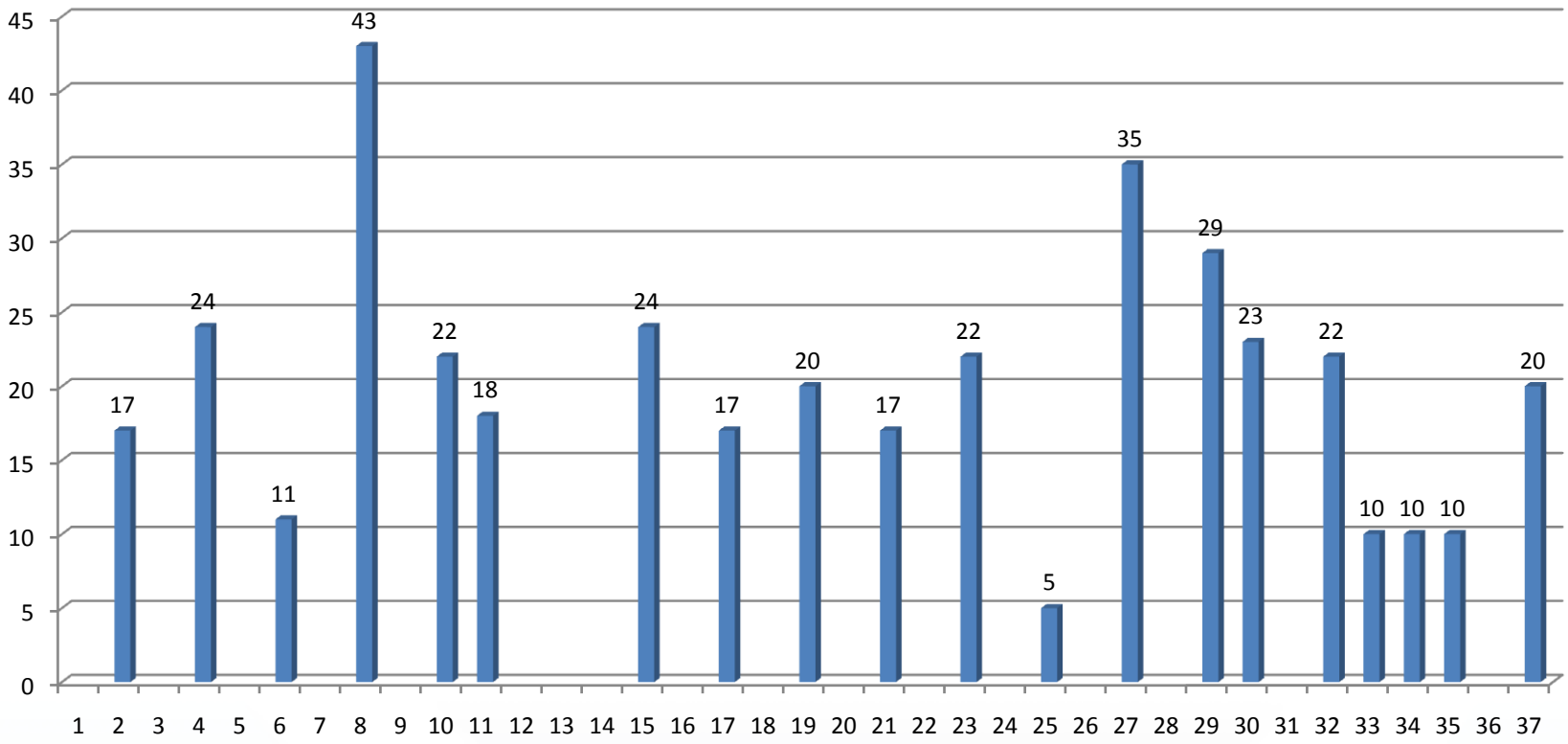
Where could the production issue have been caught?



Case #4: Developers tell TDD is slowing us down!

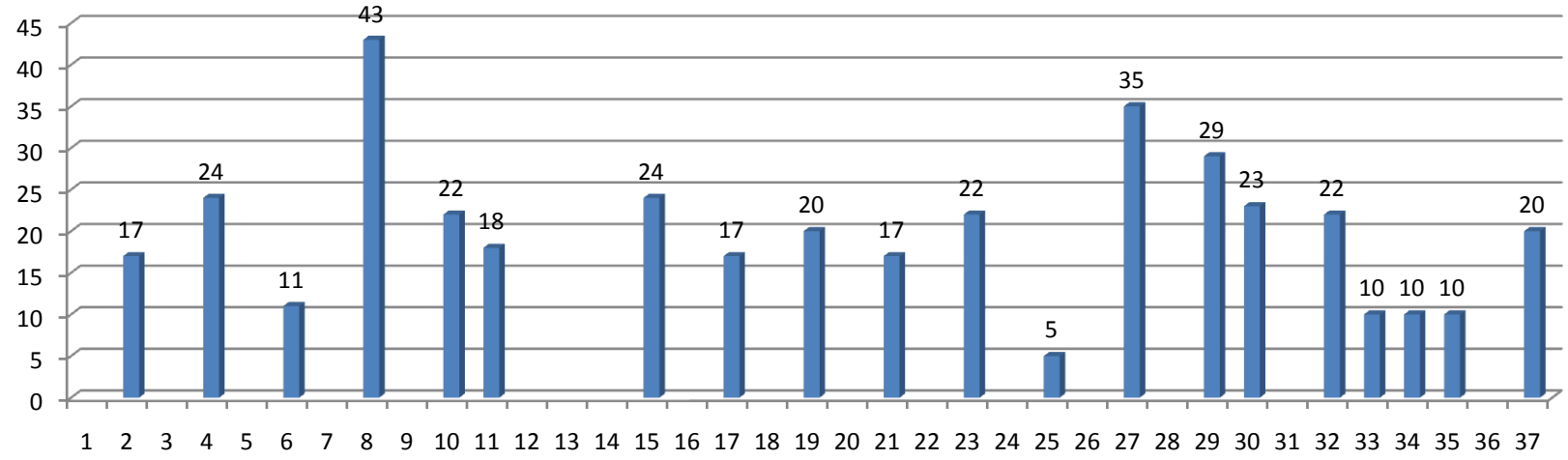
Problem: Late for delivery to a newly signed client

Velocity per week

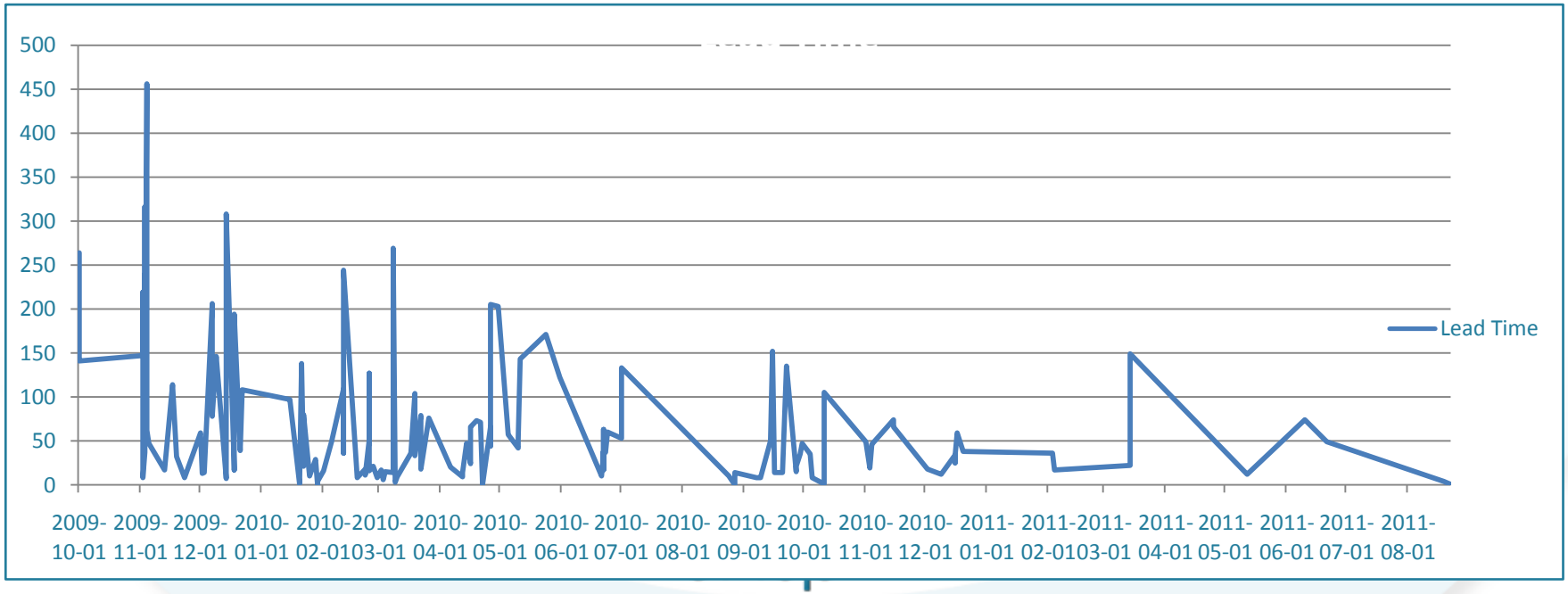


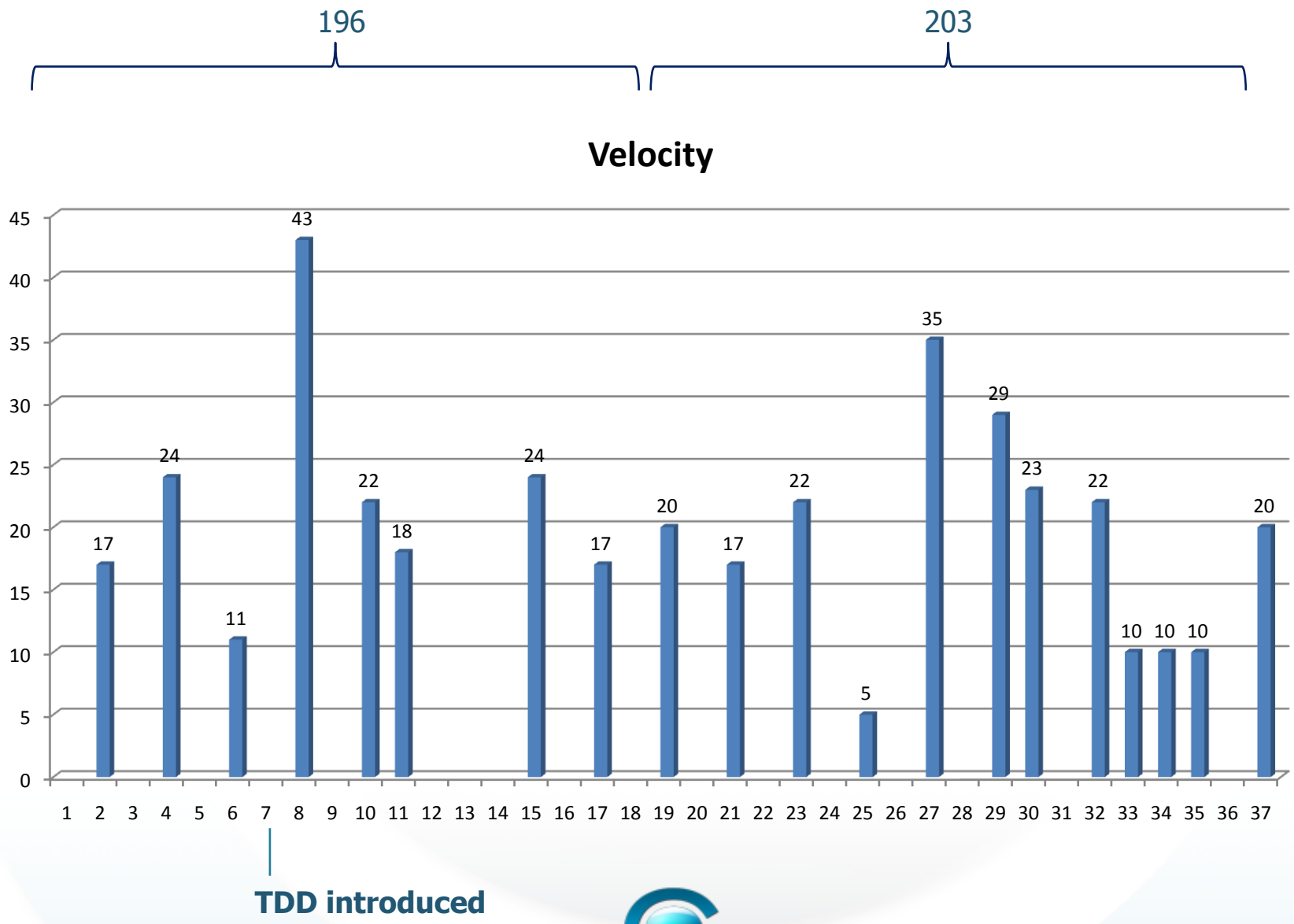
TDD introduced

Velocity per week



Lead Time




196
203
Velocity
45
40
35
30
25
20
15
10
5
0
17
24
11
43
22
18
24
17
20
17
22
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35
29
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10
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20
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37
TDD introduced

Some final thoughts

- Stop chasing ghosts..
- Start base decisions on facts
- Live a happier life :)

Thank you!