Applied Frameworks

Agile Metrics

5 Principles of Responsible Use

Welcome

laura@appliedframeworks.com

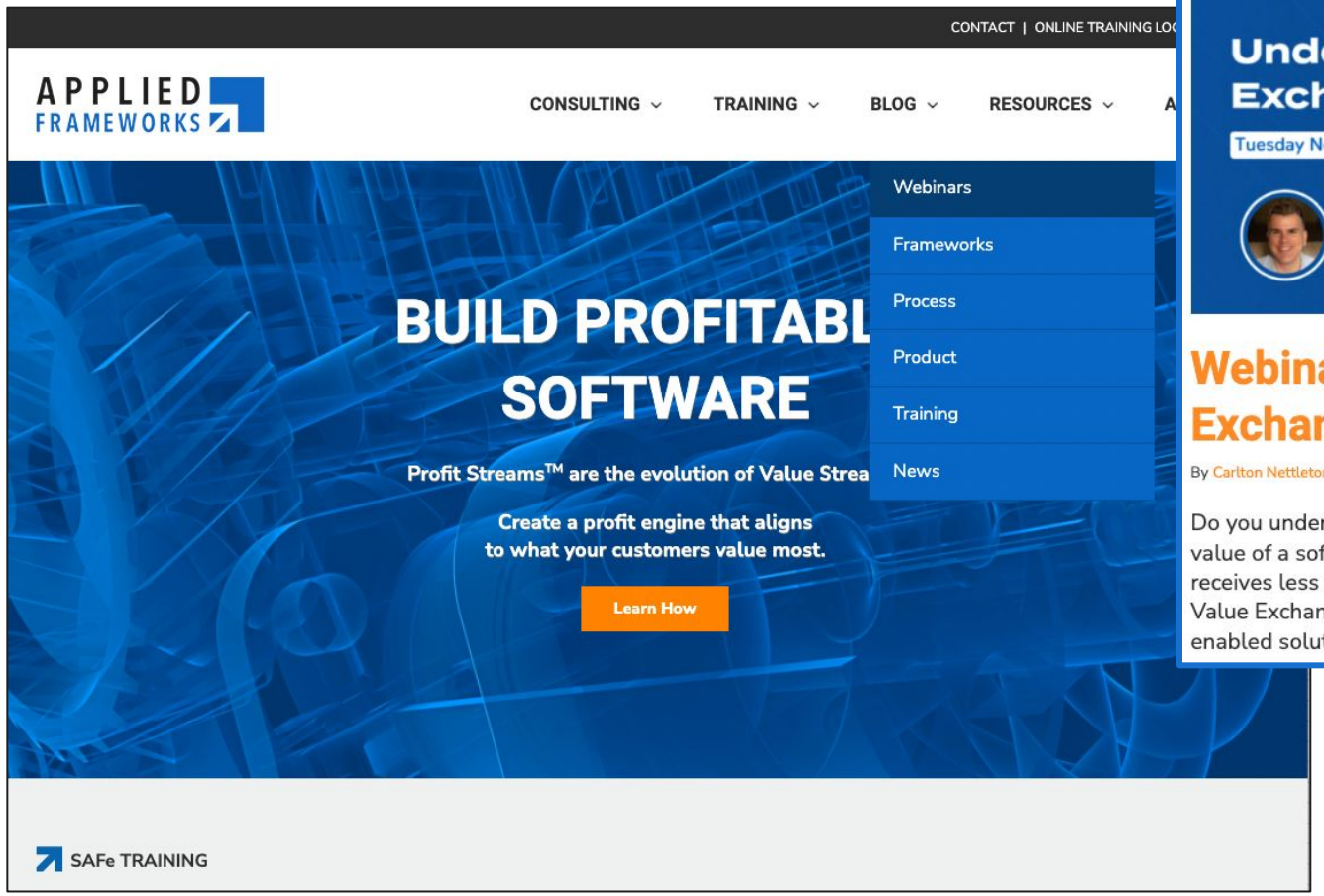
Laura Caldie

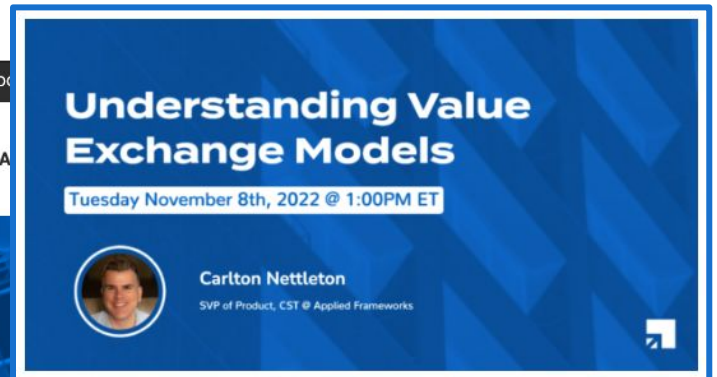
- Webinar Host
- SVP Sales, SPC
- Passion for Customer Research / Customer Understanding

We help organizations create sustainable, and profitable software-enabled solutions and services through…

- Agile Acceleration
- Agile Portfolio Management
- Agile Product Management

https://appliedframeworks.com/category/webinars/





Webinar: Understanding Value Exchange Models

By Carlton Nettleton | October 27th, 2022 | Frameworks, Profi

Do you understand your value exchange m
value of a software-enabled solution is the
receives less their costs. Join Carlton Nettle
Value Exchange Models and their impact o
enabled solutions' profitability.

By Joel Bancroft-Connors | May 11th, 2023 | Frameworks, Process, Webinars

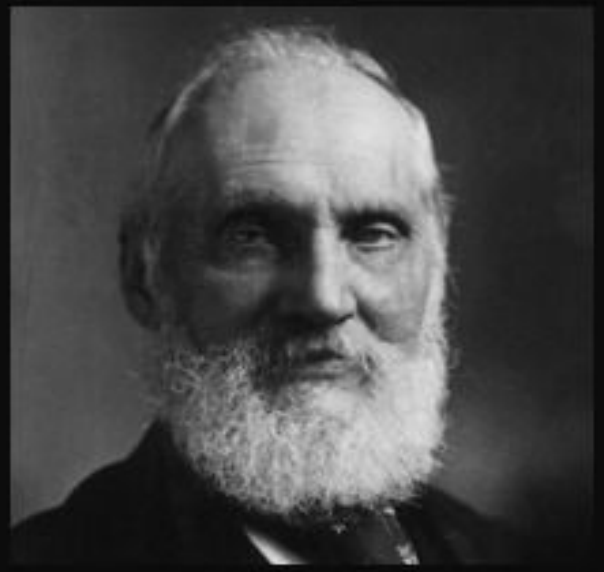
When looking at the transparency of Agile and the granularity of team-based metrics, it is extremely important to be responsible in how you use your measurements. On May 31 at 12 pm ET, Applied Frameworks Joel Bancroft-Connors and Laura Caldie will join to discuss the five principals they use when dealing with Agile Metrics

About our speaker...

Joel Bancroft-Connors
The Gorilla Coach

- Certified Scrum Trainer
- Certified Team Coach
- TheGorillaTrainer@gmail.com
- Linkedin.com/in/joelbc
- YouTube.com/@TheGorillaCoach

- 14+ years of Scrum & Agile
- Favorite Agile Principle: #5
- Recovering Project Manager
- Lives in the Pacific Northwest on 6 acres



If you can not measure it, you can not improve it.

~ Lord Kelvin

AZ QUOTES

The Five Principles- Summary

1. Measure the project, the teams, and the adoption separately
2. Start collecting metrics early and often
3. Stay focused
4. Be consistent
5. And, most importantly, measure responsibly.

What's something you thought you knew but later found out you were wrong about?

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What's something you thought you knew but later found out you were wrong about?

Measuring is not about getting to a goal it's about knowing where you are.

Goodhart's Law:
"When a measure becomes a target, it ceases to be a good measure"

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Measure the Project, the Teams and the Adoption Separately

Just because the Team is doing great, does not mean your Project is on track or that the Agile Adoption is sustainable.

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What to Measure

Yes

Team: Cycle Time, Escaped Defects, Planned to Done, Happiness

Project/Product: Revenue, Cost Savings, Business Value Planned to Done, Net Promoter, Fit for Purpose

Adoption: Large-scale Retrospectives, Organizational Assessment tools

No

Velocity: It's a team planning tool

Vanity Metrics

- Lines of Code
- Bugs reported during the Sprint
- New Users
- Page Views

Collect Your Agile Metrics Early and Often

It is hard to know where you are, if you don't know where you started.

And a solid trend can help you answer the age-old questions of:

"When will we be done?"

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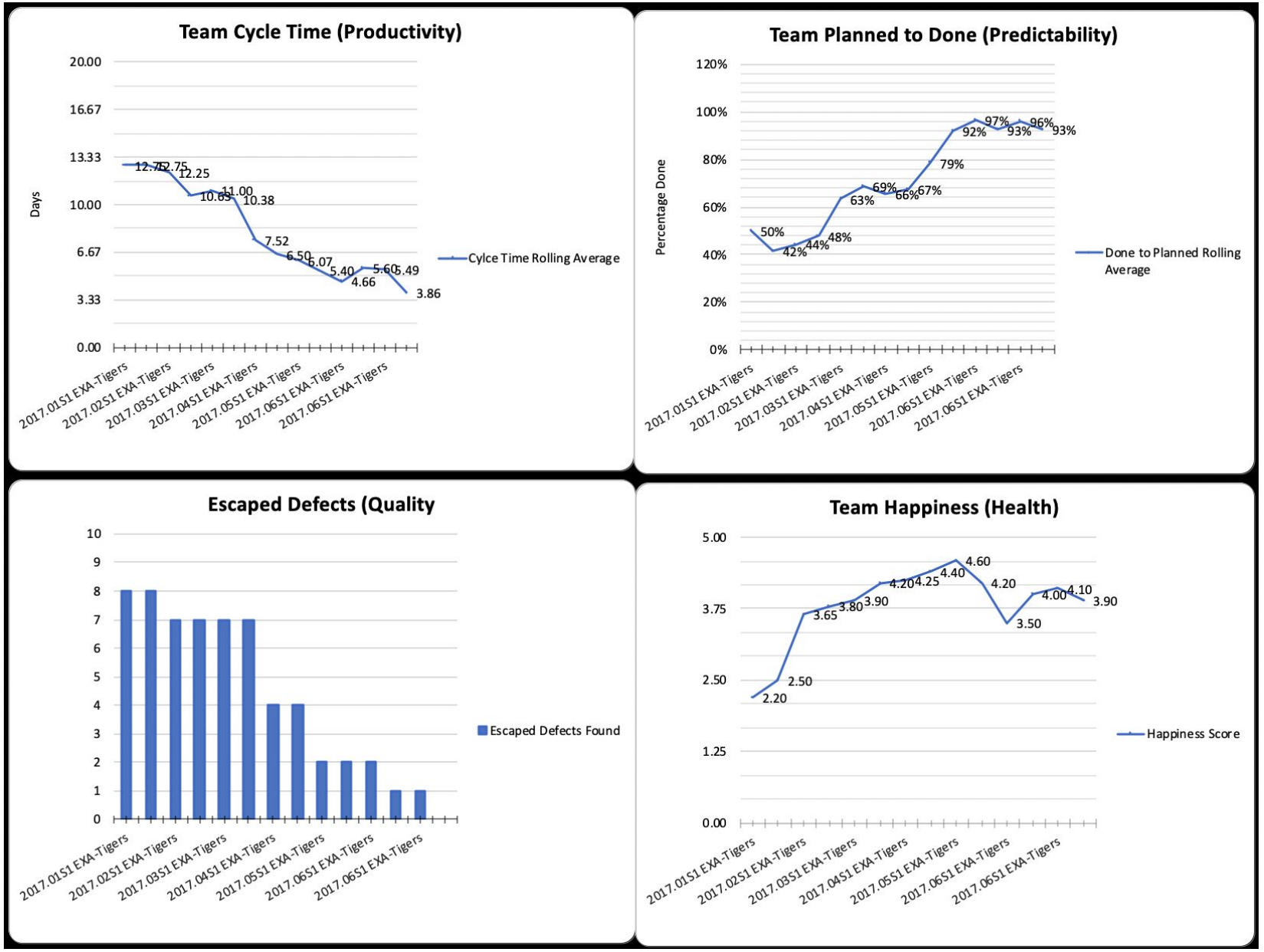

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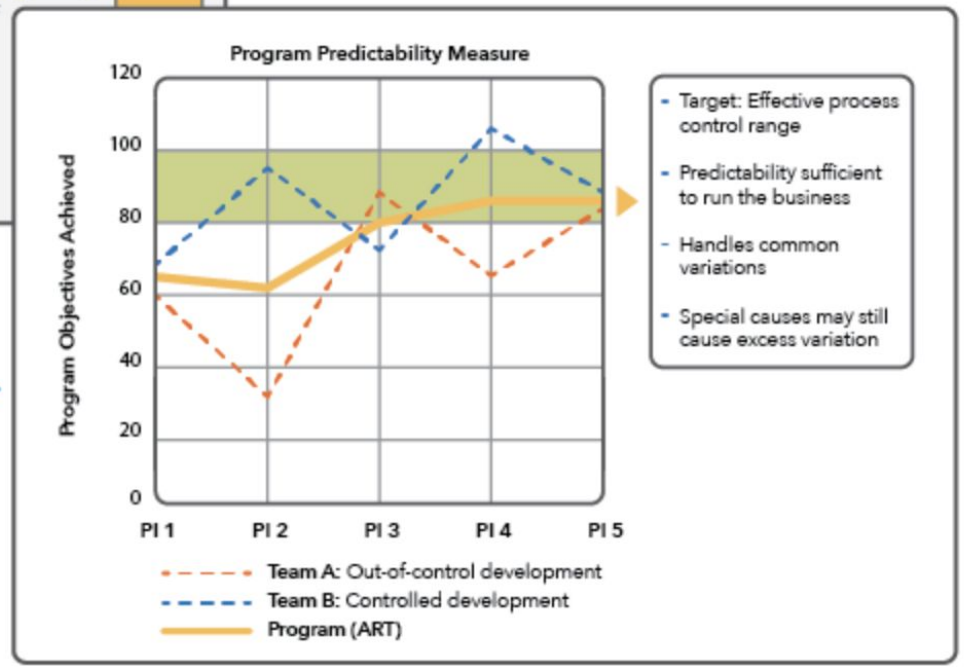
Team PI Performance Reports

Objectives for PI 3

	Business Value Plan	Business Value Actual
- Structured locations and validation of locations	7	7
- Build and demonstrate a proof of concept for context images	8	8
- Implement negative triangulation by: tags, companies and people	8	6
- Speed up indexing by 50%	10	5
- Index 1.2 billion more web pages	10	8
- Extract and build URL abstracts	7	7
Uncommitted Objectives		
- Fuzzy search by full name		
- Improve tag quality to 80% relevance		
Totals		
% Achievement: 90%		

Program Predictability Measure



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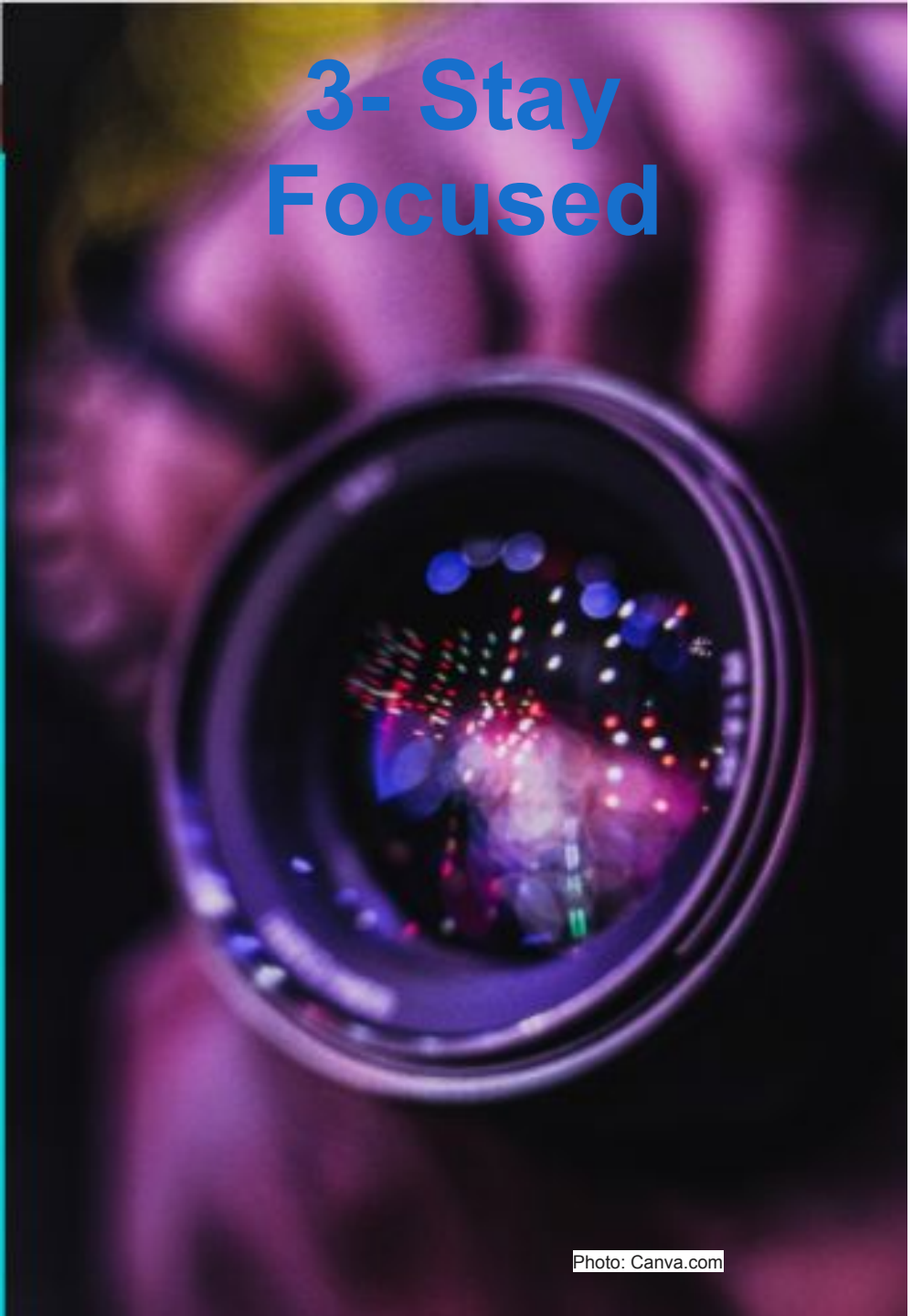


Limit Your Measures to 3 to 5 Items

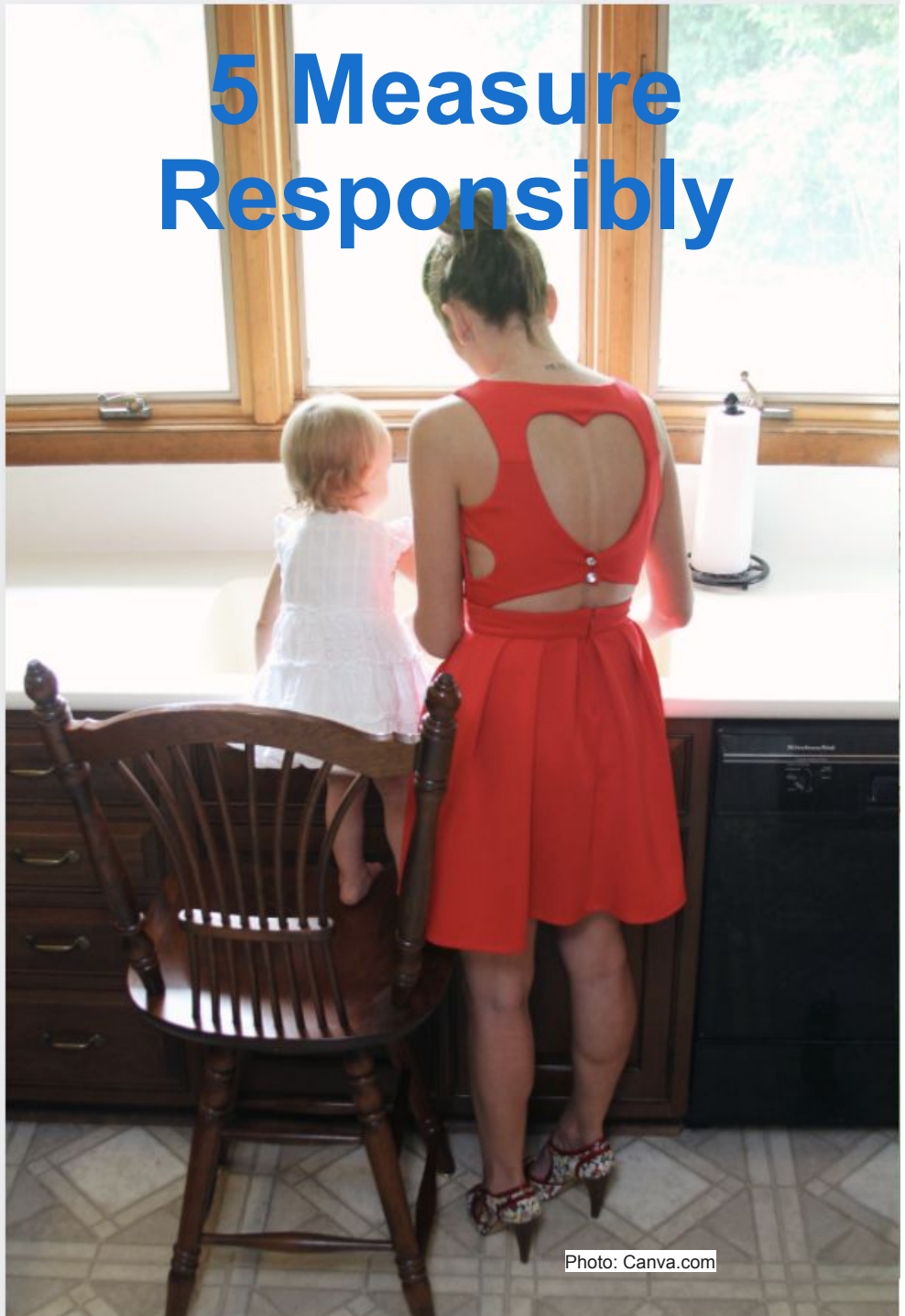
Measuring too many things at once is like working on too many things at once (multi-tasking), nothing will get measured well.

Keep Your Agile Metrics Consistent

Teams working on the same product need to be using the same measures or you will literally have apples and oranges.

Allows aggregation of metrics to see larger trends across the organization.

5 Measure Responsibly



Measure with Care or There Will Be Nothing to Measure

"Tell me how you measure me, and I will tell you how I will behave."

- Eliyahu M. Goldratt

"Where there is great power there is great responsibility."

-Winston Churchill

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Responsible Measuring

Do

Look Forward: Metrics are mostly lagging. Don't use them to analyze past performance. Use them to plan future.

Supporting Metrics: Interlocking metrics reveal better data and are harder to influence.

Customer Focused: Measure the project/product using value-based measures.

Don't

Measure Team against Team: It's an apples to oranges comparison.

React to Quickly: One data point does not a trend make. At least 3 Sprints.

Forecast with estimates: Use empirical data to forecast, not team level estimates.

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Questions?

Thank You

Laura Caldie

SVP of Sales

lrichardson@appliedframeworks.com

linkedin.com/in/lauracaldie

Joel Bancroft-Connors

The Gorilla Coach

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TheGorillaTrainer@gmail.com

linkedin.com/in/joelbc

YouTube.com/@TheGorillaCoach

appliedframeworks.com

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