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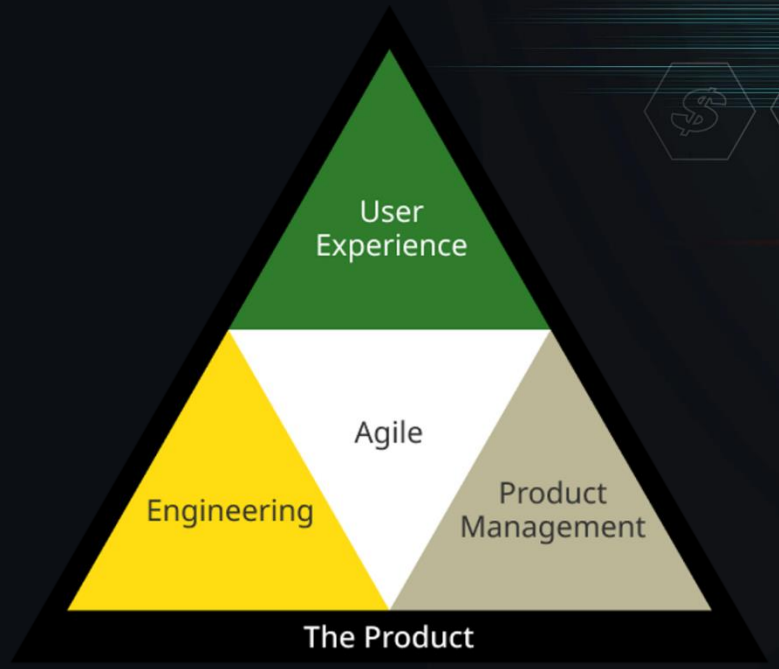
Agile Operating Model

Evolving our capabilities to shape the future



How DORA Influenced our Agile Operating Model

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Our Agile Operating Model Transformation (2019 – 2022)

We talked about it last year

Public

Informed our Measures of Success

Value	• OKRs + Product KPIs • User Satisfaction
Quality (Better)	• **Availability** • **Mean Time to Resolution (MTTR)**
Delivery (Sooner)	• ***Time-to-market (Customer Lead Time)*** • Functions Delivered (Flow Velocity) • **Deployment Frequency**
Security (Safer)	• Phishing awareness • Attack closure rate
People (Happier)	• **Employee NPS (eNPS)** • Engineering Ratio

* **Bolded** items influenced by DORA

DORA

Industry-spanning capabilities, backed by (data) science!

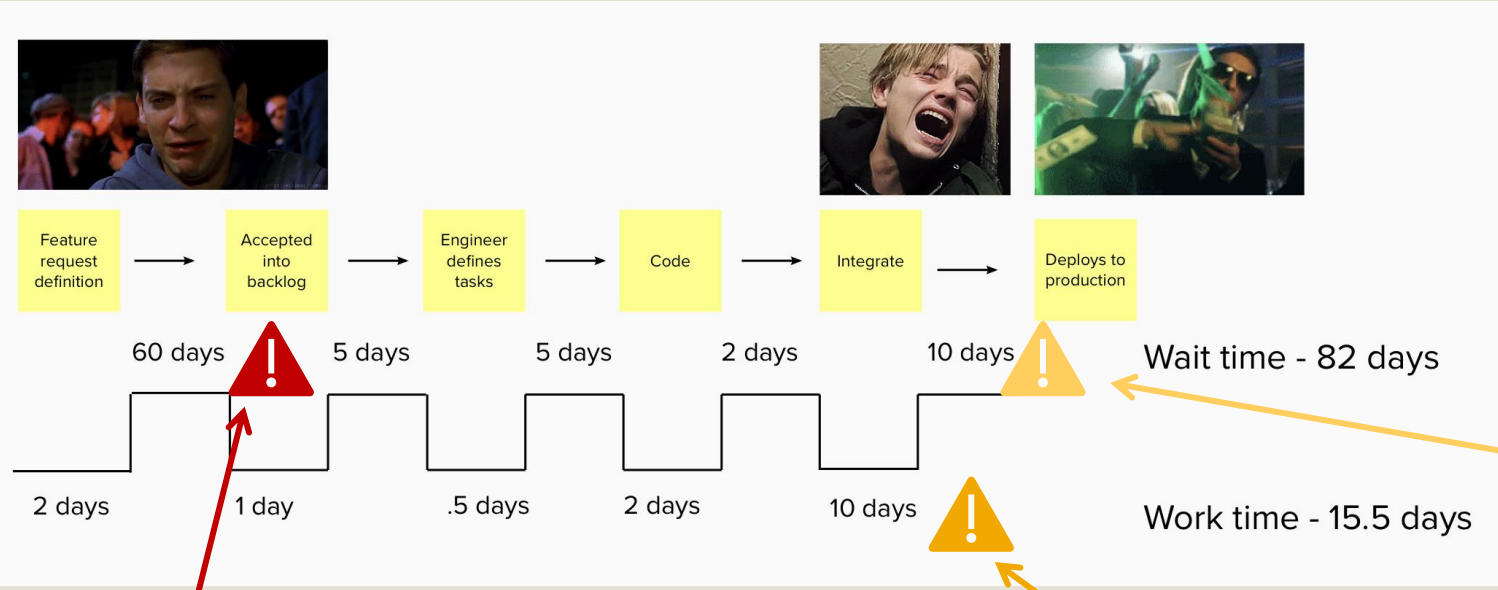
Outside credibility with leadership and technologists

Public

Guided our Coaching and Practices with Product Teams

1

Value stream mapping helped identify our teams' delivery bottlenecks



Working in small batches

Streamlining change approval

Continuous Delivery /
Continuous Integration /
Trunk-based development

2

DORA's Capability Model identified capabilities to help address the bottleneck

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Supplemented Our Self-Service Guidance for Teams

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Agile Operating Model

Explore AOM | Mindsets | Learning | Outcomes | More | Contact Us

- Overview
- Product Health Insights
  - Product Success Metrics
  - Lead Time
  - Cycle Time
  - Functions Released
  - Deploys
  - Change Failure
  - Mean Time to Resolution (MTTR)
  - Availability
  - User Satisfaction

> *"**Failure happens.** In order to understand how failures happen, we first have to understand our **reactions** to failure."*
>
> John Allspaw

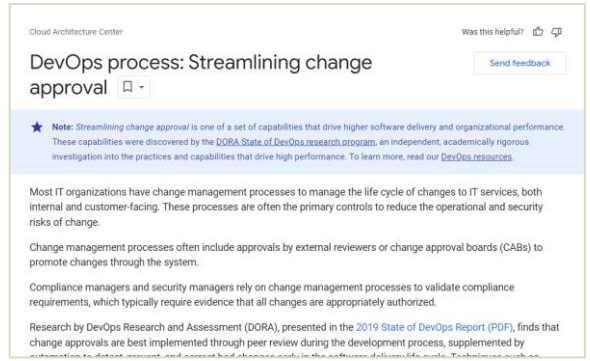
Mean Time to Resolution (MTTR) Overview

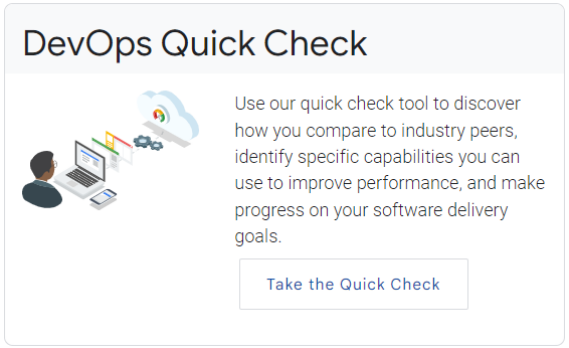
Mean Time to Resolution (MTTR), also sometimes referred to as "Mean Time to Repair," is a measure of how long it takes for an organization to recover from a failure in production. In combination with other quality and operational insights, MTTR helps teams measure the *stability* of products and services in production, as well as help answer the question, "Are we delivering **better**?"

Ways to Improve MTTR

Based on findings from the DevOps Research Assessment (DORA) group, capabilities that can improve MTTR include conducting blameless postmortems (a.k.a learning reviews), investing in cloud infrastructure, proactive failure notifications, monitoring and observability tools, disaster recovery testing (see State of DevOps 2019 report, pgs 45-47), continuous delivery, clear and lightweight change approvals, and fostering a culture of psychological safety.

Visit itquality.deere.com to learn more about John Deere's Global IT strategy and additional tools available to help you improve





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Agile Operating Model Transformation (2019 – 2022)

Results after three years on our journey

68%
Reduced
Time to Market

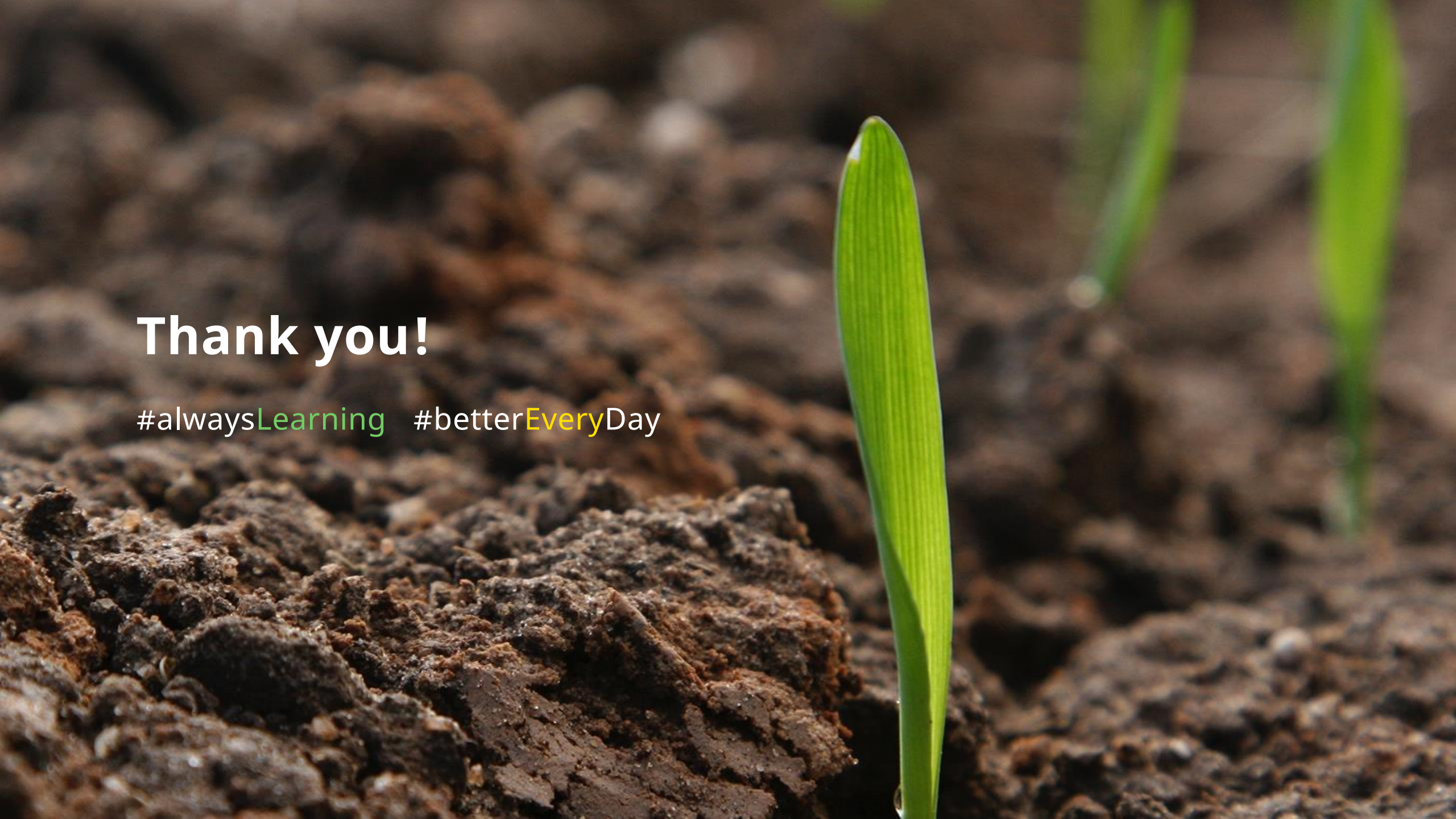
166%
Increased
Output

382%
increased
Deploy Freq.

+63
Employee Net
Promote Score

> 100%
Return on
Investment

Public


Thank you!
#alwaysLearning #betterEveryDay

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