Discussion panel - Metrics

Michał Buczko

KPIs vs Metrics vs statistic

How to measure for decisions not for numbers

Hi !!

- Michał Buczko
- Quality Manager at Viessmann R&D Centre
- Over 15 years in testing

What we will talk about today?

Part 1:

Context building

Part 2 - Workshop:

- Collect ideas
- Show my practices

Workshop scope:

Why?

Who?

What?

Where?

When?

How?

Step 1 : Context

Technology accelerates faster and faster

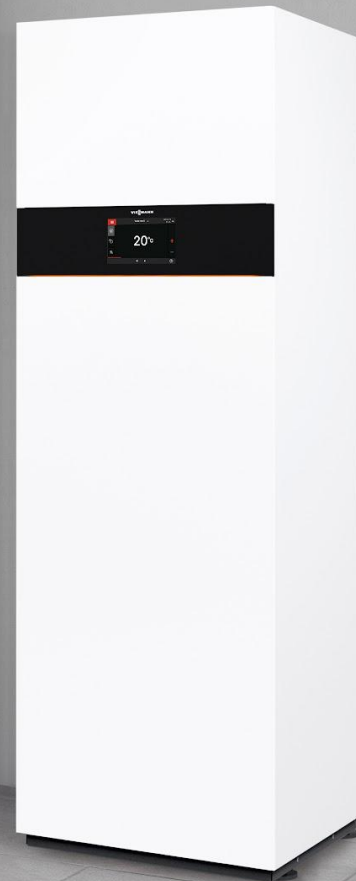Markets and business models are under siege

Viessmann

Climate solutions

Serving an essential human need in the most efficient way

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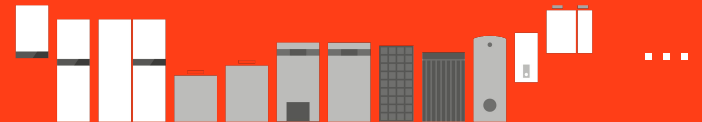# The Integrated Viessmann Solution Offering

Value Added Services

VIESSMANN WÄRME VISHARE V+

VITOLEADS FörderProfi

· · ·

Digital Services

ViCare Vitoguide ViStart

· · ·

Connectivity & Platforms

Connectivity inside Vitocontrol wibutler

Vitoconnect GridBox

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Products & Systems

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Why discuss metrics and dashboards?

- Dashboards are my daily work

- Enable data visibility for project

- Present overview on the level of quality

- Enable decisions from management

- Support the management with the insights and risks

- Support project initiatives enablement by teams

- Enable experiments and improvements

Why?

Why we need metrics?

Why we need metrics?

- Way to present data

- Make justified decisions

- Discuss and present current situation

- Measure impact of initiatives

- Plan for the future

Who?

Who should use metrics?

Who should use metrics?

- The Delivery Team

- The Project and Product Management

- Organizational Management

- Project and Product Stakeholders

- Everyone else who is interested

What?

What could be presented?

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Documentation definitions and links

- Project level (Reqs, Architecture, technical docs, roadmap etc.)
- Scrum level (DoR, DoD, etc.)
- Operation (CI/CD, JIRA, Test Management)

- Open issues backlog
- Bugs trends short and long term
- Internal vs external errors
- High level automation coverage

- Low level dev verification coverage
- Manual test results
- Release notes
- Requirements status
- Backlog delivery status
- Project initiatives

- UI/UX definitions
- CRs, production issues injection
- Accepted vs Rejected bugs comparison
- Static code analysis
- Etc.

Where?

Where such metrics could be stored?

Where such metrics could be stored?

- Easy and accessible place

- 1-click access path not additional permissions for logins to specific tools

- Personally prefer Confluence due to easy widget mechanism and support

- Jira or similar dashboard/view as alternative

- Project focused dashboard with multiple metrics

- Top few metrics on cross project view

When?

When is the time for metrics?

When is the time for metrics?

- There is no worse or better project stage to build or use dashboards

- Use it for presenting situation to project management

- Use it to build or review root causes to execute changes or decisions by management

- Use it as justification by the team when they try to escalate or trigger a change anywhere outside of the team

- Frequent reviews with team, with management and with stakeholders

How?

How to handle such metrics?

How to handle such metrics?

- Enable option to push additional metrics or be not applicable

- Do to enforce changes in the process for dashboard

- Give action to create dashboard and secure frequent syncs – observe progress in building and then review at the same meetings

- Do not force the priority, let the team to learn benefit from it and build priority themselves

- Review boards in few days advance and mark points to discuss (I try to keep 2 days advance)

- Review last sync action statuses

- Keep the review with the team short (I use 5-10 mins of 1hour booked)

Thank You and have fun !!