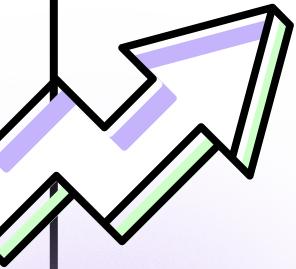
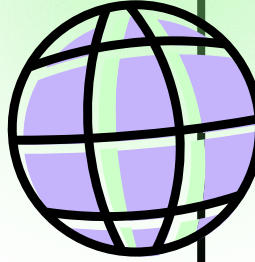


**Delivery Metrics:  
the good, the bad,  
and the totally  
ridiculous**



**UNDER  
CONSTRUCTION**

**WEBMASTER**



**This site hosted by....**



**E-MAIL**

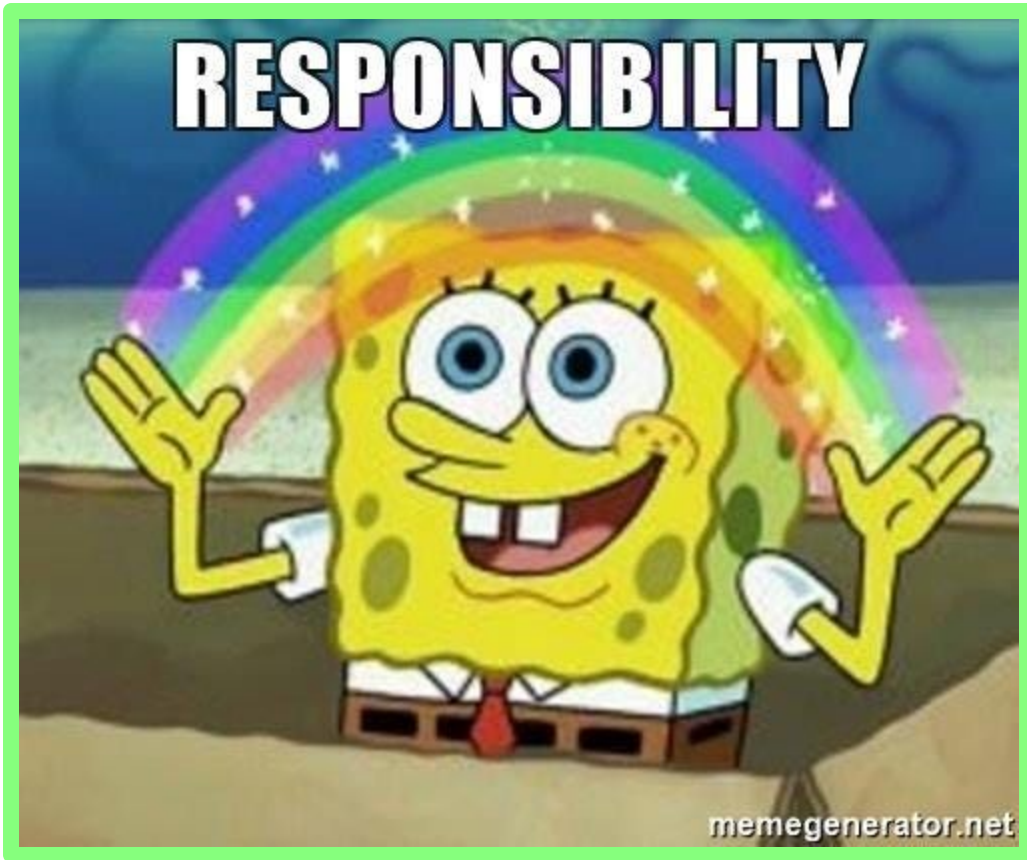


**I WONDER HOW MUCH WORK I'LL  
HAVE TO DO TODAY**

**TO MAKE IT LOOK LIKE I ACTUALLY  
DID WORK TODAY**



**RESPONSIBILITY**



memegenerator.net



# North Star Metrics

Locked

Stream Malort 26 (2th Nov 2022 — 16th Nov 2022)



Add Metric +



### What is our lead time to value?

24.34 days +33.22%

### Cycle time?

6.32 days +23.68%



EXPLORE

### Lead time for change

59.96 hours +4.01%



### Deployment frequency

8.54 hours -7.01%

### Customer Satisfaction Score (NPS)

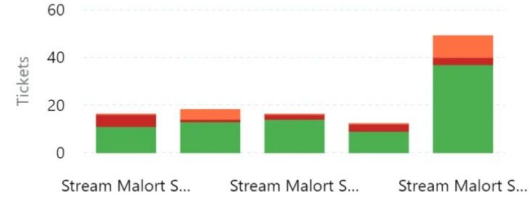
45 +800.00%



EXPLORE

### Sprint reliability

75.8 %



EXPLORE





**WHAT** are we  
building?

**HOW** are we  
building it?



A SIRIUS CYBERNETICS CORPORATION PRODUCT

# S.E.P 2000

**SOMEONE ELSE'S PROBLEM FIELD GENERATOR**



S.E.P 2000



### Sprint predictability <sup>?</sup>

30.33 tickets

Low Volatility >

### Sprint Completion <sup>?</sup>

78.22 %

### Carried Over Work <sup>?</sup>

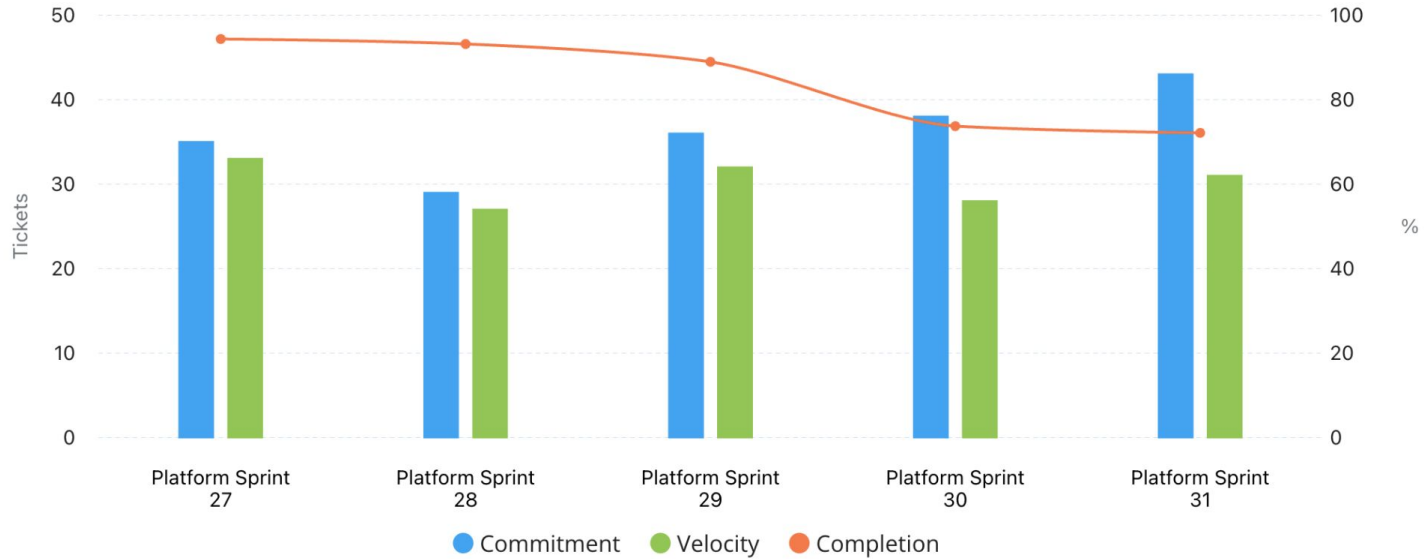
13.89 %

### Tickets Change <sup>?</sup>

44.94 %



Showing the average for the last 3 sprints



EXPLORE





## Sprint predictability <sup>?</sup>

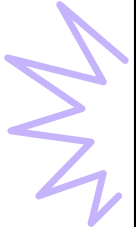
30.33 tickets

Low Volatility >

Showing the average for the last 3 sprints



EXPLORE



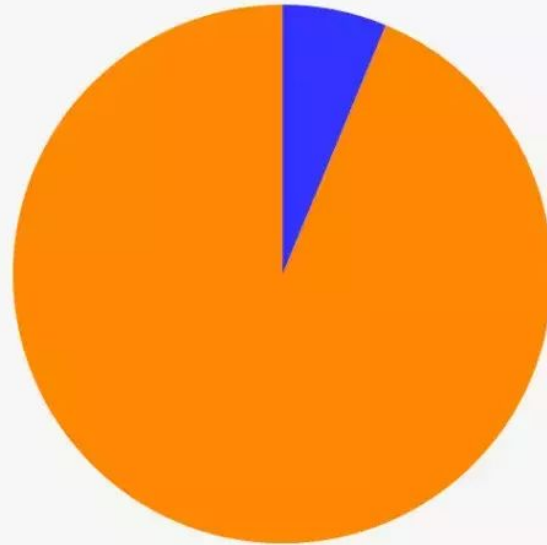
**Product Goal: Build a cool thing so we get loads of customers and make tonnes of \$\$\$\$ \***

<b>Sprint</b>	<b>Goal</b>	<b>Planned tickets</b>	<b>Goal ratio</b>	<b>Completion</b>	<b>Notes</b>
1	Build the first part of the cool thing	30	100%	80%	<i>It was harder than we expected</i>
2	Build the second part of the cool thing	25	75%	90%	<i>Carried over lots of tickets from the previous sprint</i>
3	Build the third part of the cool thing	22	60%	90%	<i>We broke a lot of stuff last sprint</i>

\* Not real data



## Developer Productivity



- Productivity lost due to loading, compiling etc
- Productivity lost due to getting distracted while waiting for something to load or compile and wandering off to do something completely unrelated.



# DORA + DevOps Metrics

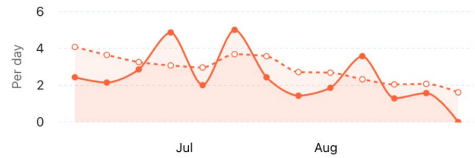
19TH JUN 2023 - 11TH SEP 2023: WEEKLY

+ ADD METRIC

Do we reflect the DORA principles in our data?

## Deployment Frequency (DORA) 📌

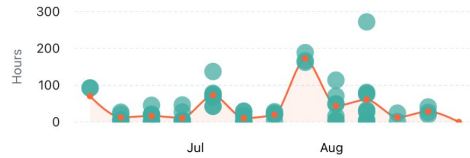
2.59 per day ↘ -29.94%



EXPLORE

## Lead time for Change (DORA) 📌

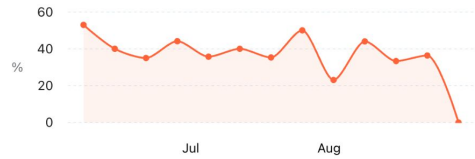
40.27 hours ↗ +48.49%



EXPLORE

## Change failure rate (DORA) 📌

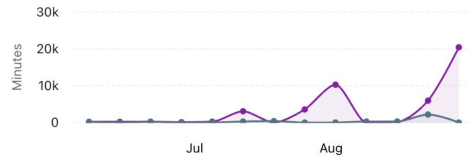
40 % ↘ -5.56%



EXPLORE

## Mean time to restore (DORA) 📌

570.92 minutes ↗ +260.39%



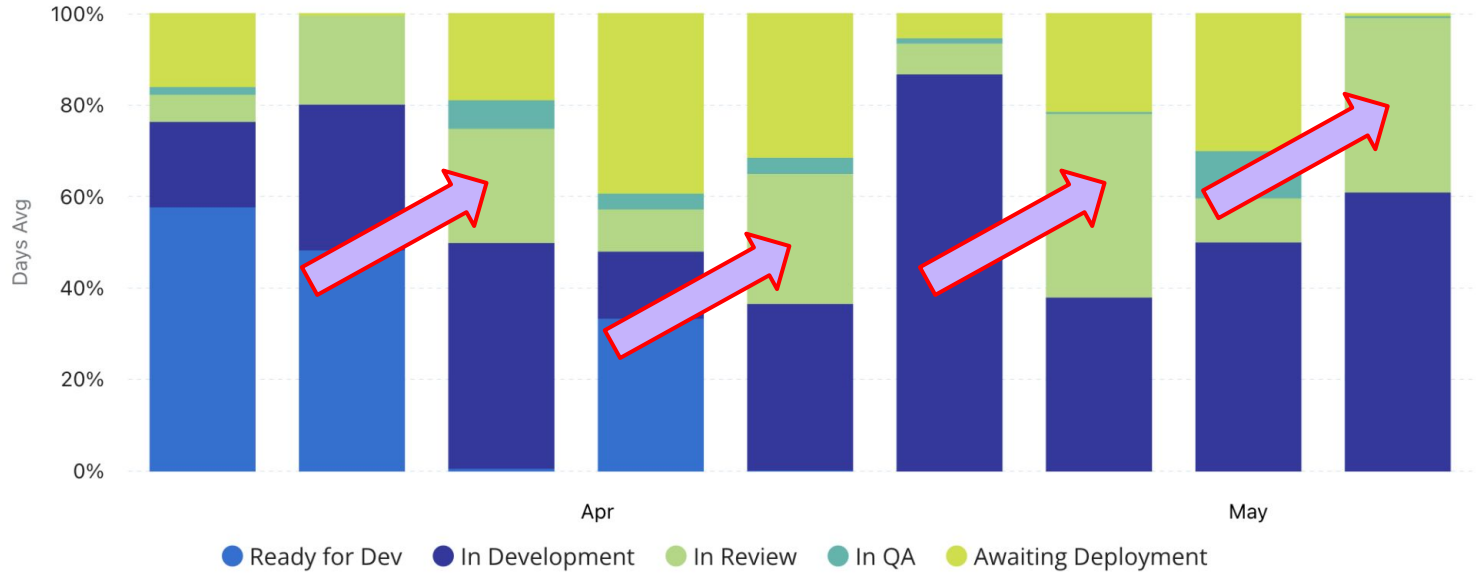
EXPLORE

speed

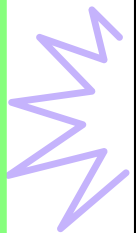
stability

# Lead time ?

4.9 days ↘ -5.41%

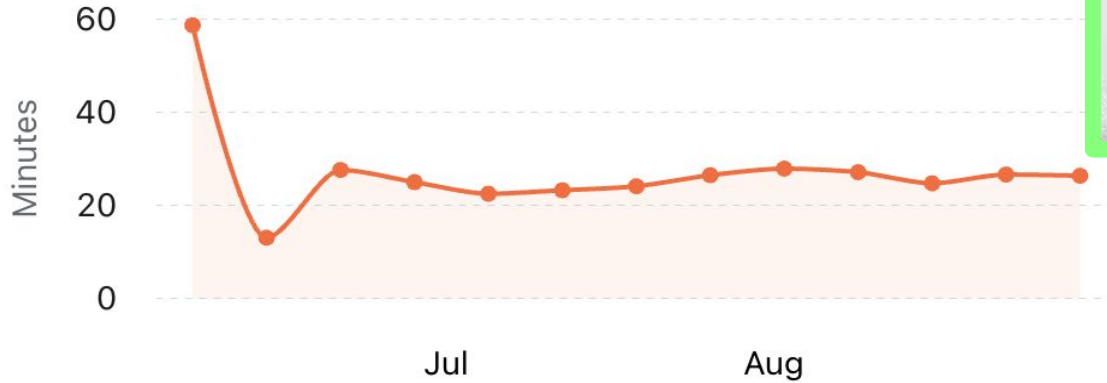


EXPLORE

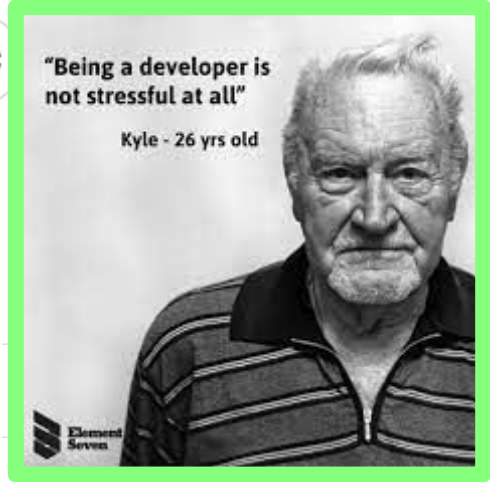


## Mean time between PR created to review started

15.17 minutes ↗ +61.39%

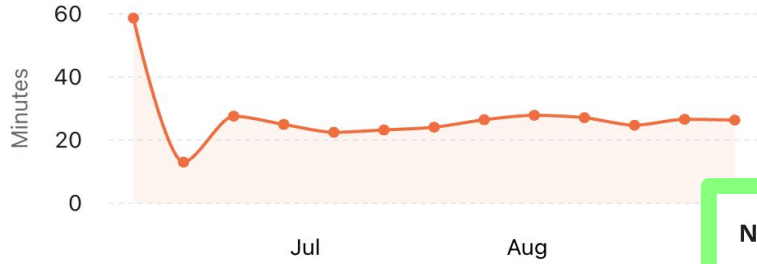


EXPLORE

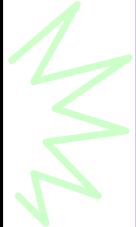


### Mean time between PR created to review started

15.17 minutes ↗ +61.39%



EXPLORE

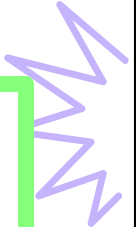


### Number of deployments

198 198



EXPLORE



**YOU WANT TRANSPARENCY? YOU  
WANT ACCOUNTABILITY?**



**I AM HERE FOR YOU.**

makeameme.org





**In conclusion...**

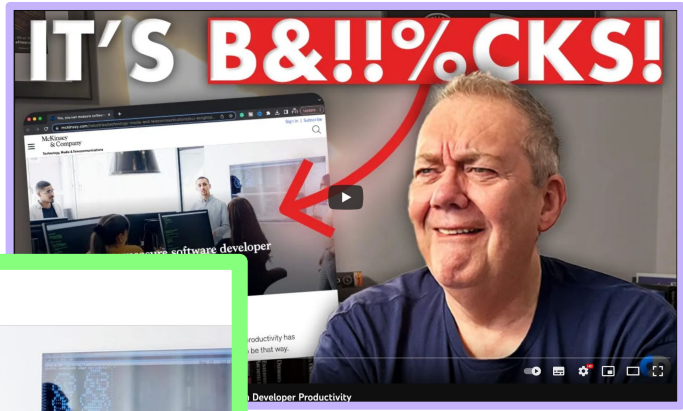
**This is probably not new  
information to many of  
you**



### 5 Minute DevOps: McKinsey Gets Developer Productivity Wrong

Bryan Finster · Follow  
6 min read · Sep 1

I wrote a paper a couple of years ago called "How to Misuse and Abuse DORA Metrics" based on real-world experiences using metrics to help teams identify constraints and the appalling and destructive ways others used them in the industry.



so this is how you make a post go viral!

McKinsey & Company  
Technology, Media & Telecommunications  
How We Help Clients Our Insights Our People Contact Us

## Yes, you can measure software developer productivity

August 17, 2023 | Article

Measuring, tracking, and benchmarking developer productivity has long been considered a black box. It doesn't have to be that way.

McKinsey & Company - Listen to the article: Yes, you can measure software developer productivity

Technology

### Ex-Finance developers mock McKinsey's monitoring metrics

By Alex McKinney · 8 September 2023 · 3 minute read

### The Pragmatic Engineer

## Measuring developer productivity? A response to McKinsey

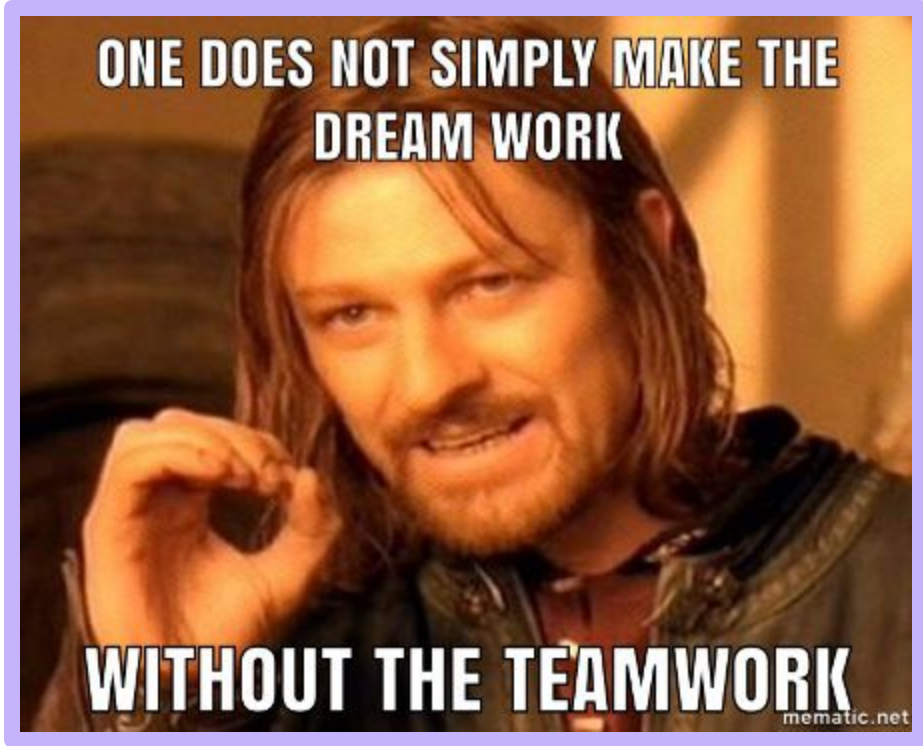
The consultancy giant has devised a methodology they claim can measure software developer productivity. But that measurement comes at a high price – and we offer a more sensible approach. Part 1.

GERGELY OROSZ AND KENT BECK  
29 AUG 2023

441 19

Share





All real metrics were taken from my team's actual metrics dashboard on

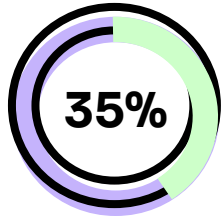


who make smart metrics for sensible teams.  
I also I work for them so I might be biased.

# Thanks!



Friend me on LinkedIn!  
I guess that's what we do now?



**Slides containing memes**

# 18

Number of times my wife has heard this talk from start to finish

# 100x

How much happier she will be when this is over and she doesn't have to hear about metrics any more



**Time spent panicking about the talk**

**Time spent writing the talk**

