

# Metrics: Not Just for Managers Anymore



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- ScrumMaster/Agile Coach – Surescripts
  - Thomson Reuters
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# Surescripts, LLC

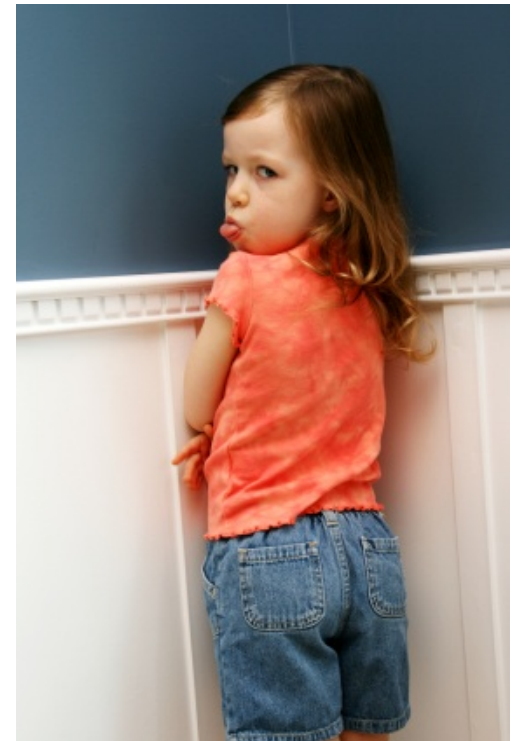
- The nation's most comprehensive clinical network
- Over 6 billion transactions routed last year
- Over 50% of prescriptions routed electronically in 2013
  
- Other products
  - Medication history
  - Immunization records
  - Medication adherence

Why is 'metrics' a dirty word? Discuss...



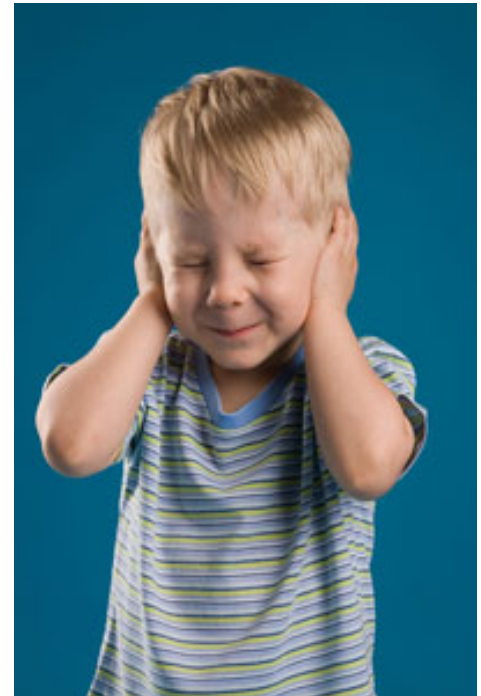
# What does Scrum/Agile say about metrics?

- Agile Manifesto: “Working software is the primary measure of progress”
- Scrum Guide: “Various projective practices upon trending have been used to forecast progress, like burn-downs, burn-ups, or cumulative flows. These have proven useful.”
- What else can we measure?



# What are our goals of utilizing metrics?

- Consistency
- Transparency
- Efficiency
- Predictability
- Identify blockers and areas for improvement



# What are we really measuring/observing?

- Behaviors



But do teams know what these metrics mean and how to identify issues?



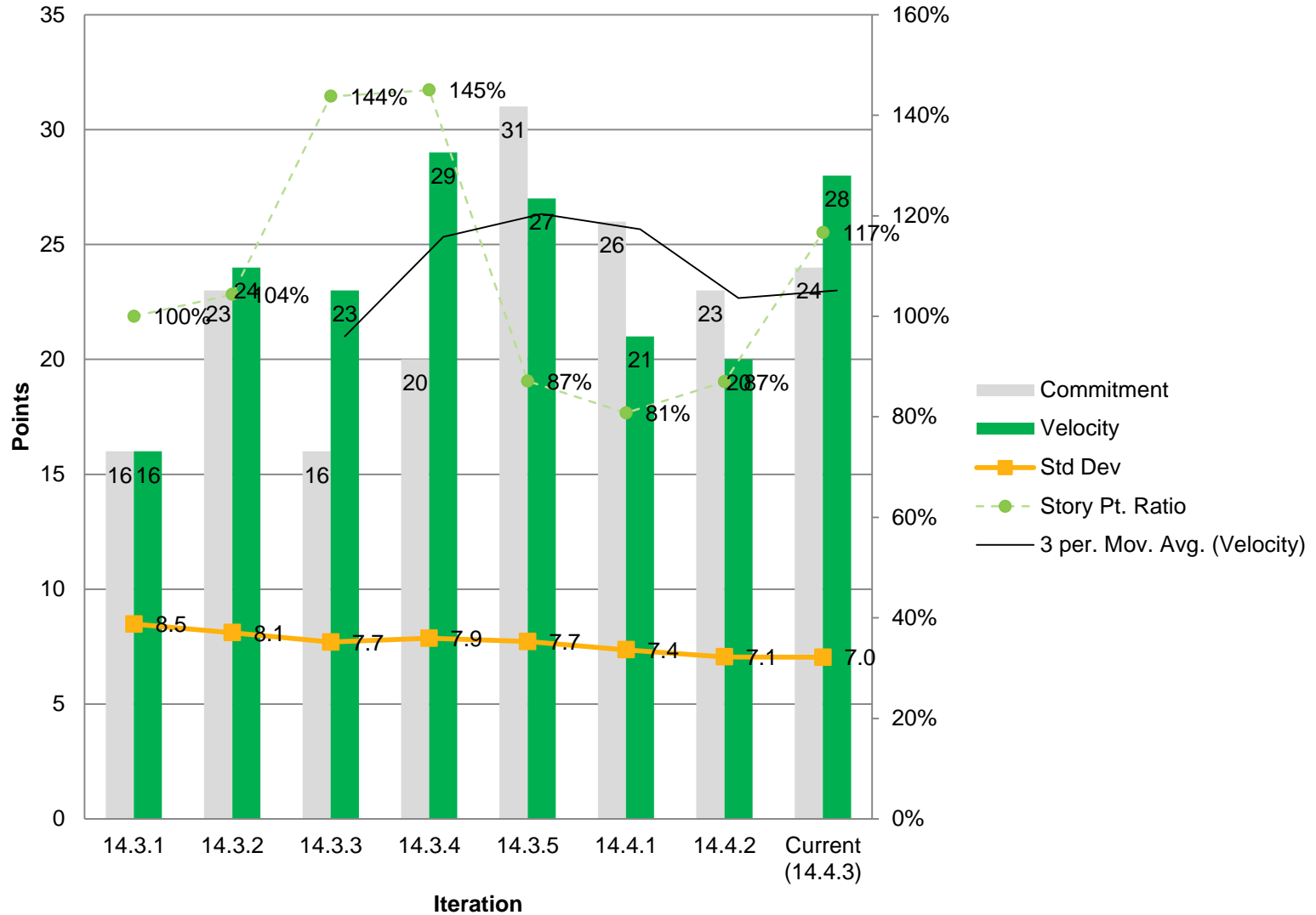


# Teach teams how to interpret their burn-downs and other metrics

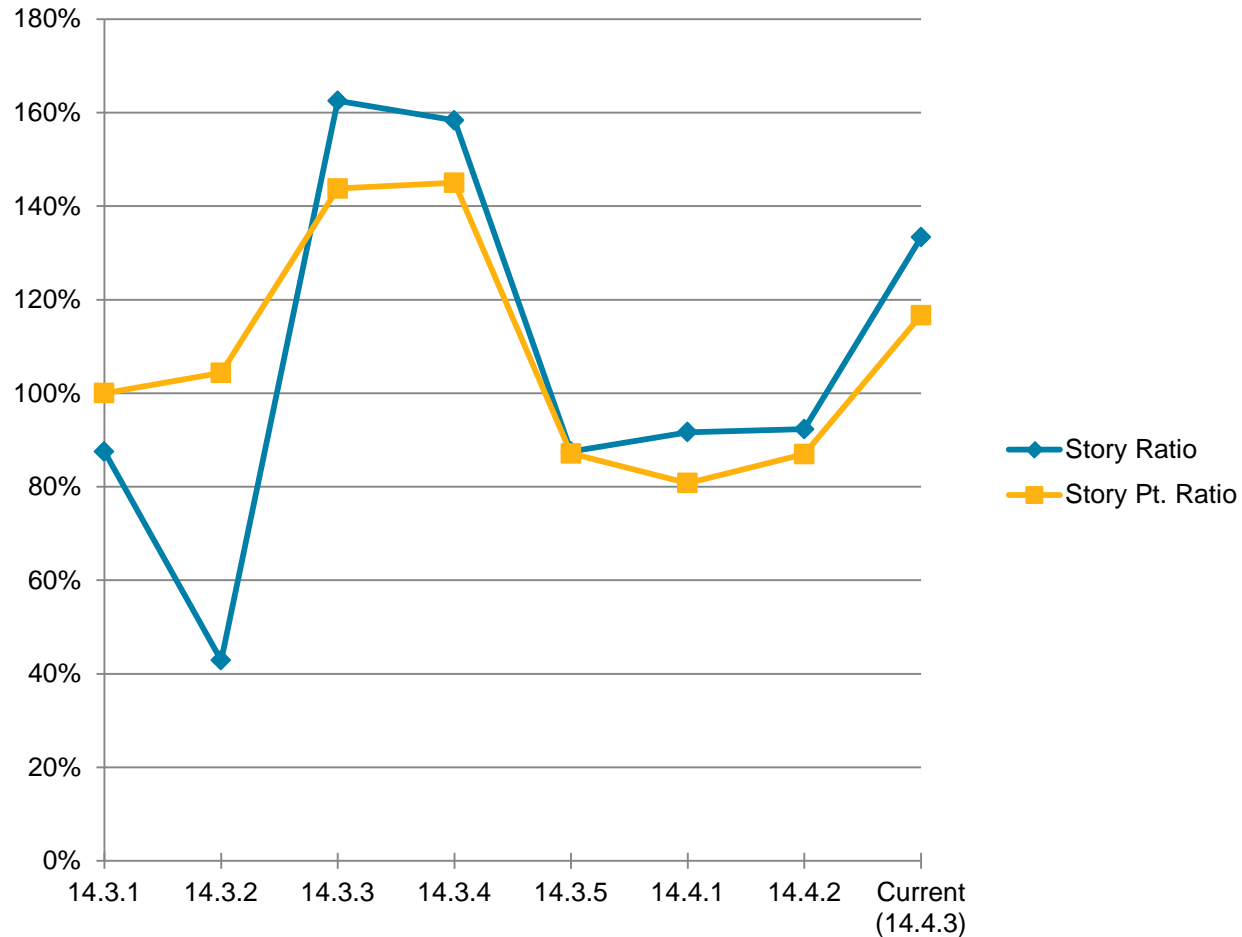
- What would someone from the outside see?
- What context do you have that they don't?
- How can we learn from this?
  
- Frequency of looking at metrics
- Online vs. physical metrics
- Does it have to be so formal?



# Other Metrics: Velocity Std. Deviation



# Other Metrics: Story Point and Story Ratio



# Changing behaviors

- Over or under commitment
- Erratic velocity
- Too large or too small stories
- Work in progress levels
- Cycle time
- Adding scope
- ...



Are we focusing too much on metrics? What if it goes the opposite way? How much is too much?



# Questions?

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