ACE 201
Reporting Metrics

Agile Center of Excellence

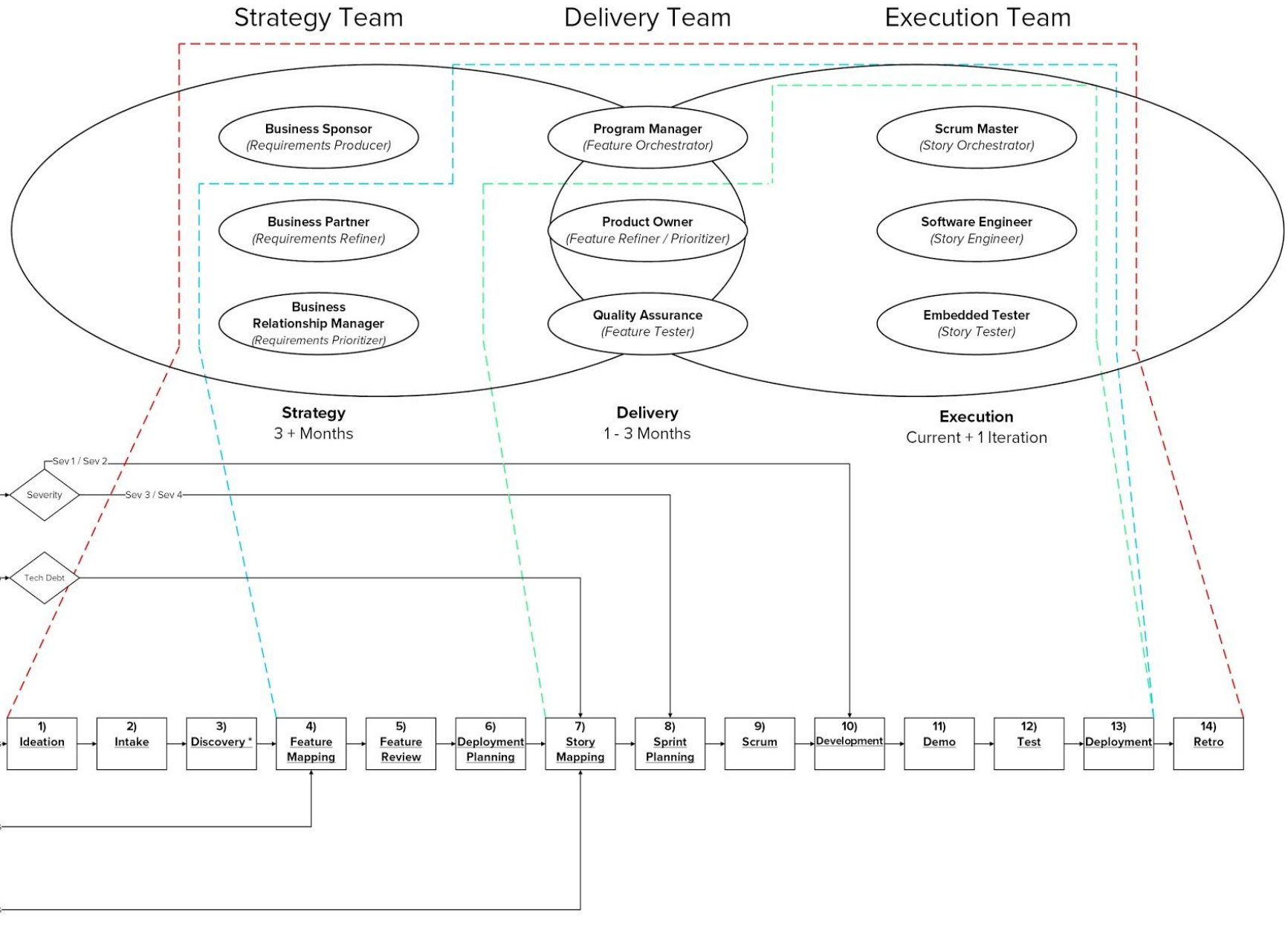
July 2020

Why are metrics important

- Identify
  - Outcomes
  - Deliverables
  - Behavior
- Visualize
  - Leading Indicators
  - Lagging Indicators
- Adapt
  - Design
  - Development
  - Deliver

Software Delivery Framework

The type, size, and complexity of a request will determine who is impacted and what steps in the process need to be followed



Legend

New Initiative
- Impact 1+ Product
- Impact 1+ Team
- Deployed in 1+ Milestone

Existing Initiative
New Feature
- Impact 1+ Team
- Deployed in 1 Milestone
- >300 Hours of Development

Existing Initiative
Existing Feature
New Story
- Impact 1 Team
- Deployed in 1 Milestone
- >20 Hours of Development

Process Steps by Project Phase

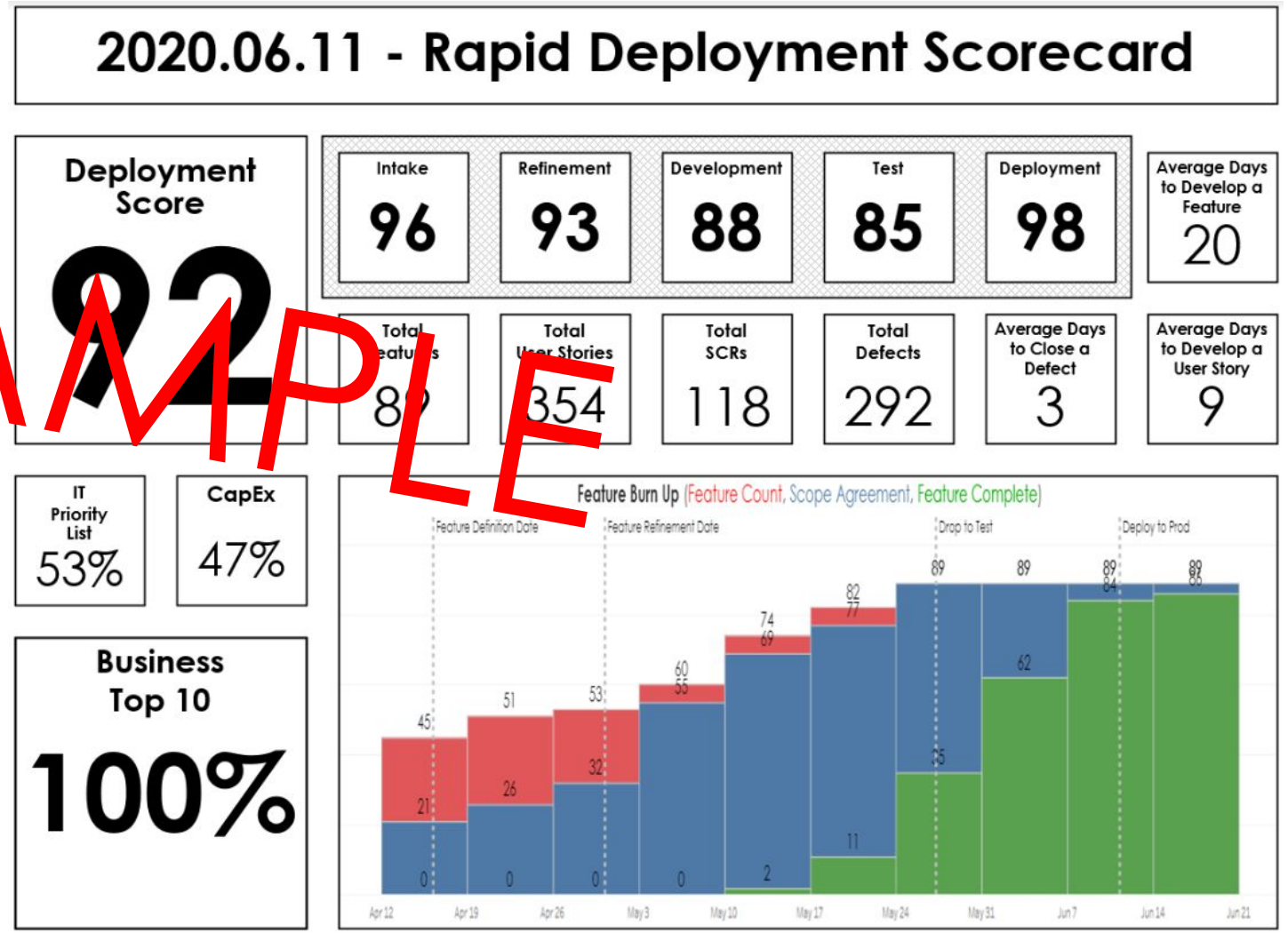
1) New Projects created in Ideation
2) Impacted Teams identified at Intake
3) Requirements identified in Discovery
4) Features defined in Feature Mapping
5) Feature Scope accepted in Feature Review
6) Incremental Feature delivery priority finalized at Production Increment Planning
7) Required Stories identified to meet Feature Acceptance Criteria at Story Mapping
8) Execution Team commits to top priority Stories based on capacity at Sprint Planning
9) Review of what has been completed, what is in progress, and any blocking issues
10) Execution Teams completes committed Stories during Development
11) Features are presented for approval at Demo
12) Features pass TQA / UAT / DIT testing during Test
13) Code Deployed to Production
14) Teams utilize Retros for continuous improvement

Agenda and Objectives

- Rapid Deployment Scorecard
- Release Management KPIs

Deployment Score Card

- Deployment-Specific Analysis of:
  - Intake
  - Refinement
  - Development
  - Test
  - Deployment



Deployment Scorecard

- Score is an average GPA based on the score in each of the following sections:
  - ***Intake*** (Business Value)
  - ***Refinement*** (Feature Timing and Quality)
  - ***Development*** (Story Planning, Timing, Quality)
  - ***Test*** (Test Timing and Quality)
  - ***Deployment*** (Deployment Duration and Efficiency)

Deployment Scorecard Activity

- Which area had the lowest score
  - 1 Good Metric
  - 1 Bad Metric
- Which area had the highest score
  - 1 Good Metric
  - 1 Bad Metric
- Overall, one Metric to focus on and what would you do

Release Management KPIs

2020 Release Management KPIs	2019 Average	YTD % + / -	Jan	Feb	Mar	Apr	May	Jun	Jul
Improve Deployment by 10%		15%	19%	6%	11%	17%	30%	23%	
Increase Value by 10%		-24%	-45%	25%	-8%	-54%	-45%	-17%	
Increase Efficiency by 10%		12%	18%	2%	1%	25%	6%	18%	
Increase Quality by 10%		9%	8%	7%	6%	23%	2%	-3%	

Release Management KPIs

2020 Release Management KPIs	2019 Average	YTD % + / -	Jan	Feb	Mar	Apr	May	Jun
Improve Deployment by 10%		15%	19%	8%	11%	17%	30%	23%
Features created by Feature Definition Date (6 weeks prior to DPLY)	66%	-8%	68%	67%	59%	60%	52%	60%
Features agreed upon by Scope Agreement Date (4 weeks prior to DPLY)	5[illegible]%	10%	46%	61%	53%	71%	73%	78%
Feature Scope Creep after Refinement Dat (6 weeks prior to DPLY)	58%	-1[illegible]%	4[illegible]%	4[illegible]%	67%	64%	96%	68%
Features in the appropriate Product Backlog	92%	6%	99%	1[illegible]%	93%	100%	99%	98%
Features with Planned End Date	50%	71%	89%	56%	81%	89%	100%	99%
Stories Started by Story Start Date (4 weeks prior to DPLY)	40%	9%	64%	44%	32%	33%	48%	42%
Stories with Iterations Assigned	79%	9%	92%	83%	89%	83%	81%	90%
Stories with Planned Estimate	72%	28%	90%	98%	93%	95%	93%	85%
Stories Accepted by Drop to Test (2 weeks prior to DPLY)	52%	23%	63%	58%	61%	65%	73%	62%

KPI Deployment Activity

- Where are we doing good and what data supports that
- Where can we improve and what data indicates that
- What would be one action item you would implement
- Any metrics you would add
- What story does this tell for our Deployments

Release Management KPIs

2020 Release Management KPIs	2019 Average	YTD % + / -	Jan	Feb	Mar	Apr	May	Jun
Increase Value by 10%		-24%	-45%	26%	-8%	-54%	-45%	-17%
Business Top 10	57%	-28%	28%	41%	38%	42%	49%	47%
Top Tier	56%	-17%	34%	81%	72%	20%	16%	53%
ITPL	52%	-27%	28%	81%	41%	15%	26%	36%

KPI Value Activity

- Where are we doing good and what data supports that
- Where can we improve and what data indicates that
- What would be one action item you would implement
- Any metrics you would add
- What story does this tell for the Value we are delivering

Release Management KPIs

2020 Release Management KPIs	2019 Average	YTD % + / -	Jan	Feb	Mar	Apr	May	Jun
Increase Efficiency by 10%		12%	18%	2%	1%	25%	6%	18%
Total Number of Features	358	15%	397	261	348	555	450	467
Feature Lead Time (in Days)	109	11%	81	106	118	82	116	82
Feature Design Time (in Days)	51	9%	3[illegible]	[illegible]	62	44	57	42
Feature Cycle (Dev) Time (in Days)	55	13%	45	[illegible]	57	39	60	44
Total Number of User Stories	2900	-1%	2157	2280	2935	3413	2930	3543
Story Lead Time (in Days)	49	22%	30	45	48	28	31	46
Story Cycle (Dev) Time (in Days)	22	28%	15	15	19	15	19	13
Stories with Iterations Assigned	79%	9%	90%	87%	88%	89%	84%	78%
Stories with Planned Estimate	72%	1%	80%	76%	78%	67%	70%	68%

KPI Efficiency Activity

- Where are we doing good and what data supports that
- Where can we improve and what data indicates that
- What would be one action item you would implement
- Any metrics you would add
- What story does this tell for how efficient we are

Release Management KPIs

2020 Release Management KPIs	2019 Average	YTD % + / -	Jan	Feb	Mar	Apr	May	Jun
Increase Quality by 10%		9%	8%	7%	6%	23%	2%	-3%
Total Defects	753	4%	604	454	648	804	892	928
Requirements Defects to Feature Ratio	5.1	20%	5.5	5.8	5.6	9.6	4.6	5.3
Code Defects to User Story Ratio	8.0	2%	8.3	10.3	9.0	10.4	7.7	11.8
Data Defects to Feature Ratio	3.7	9%	3.9	5.1	6.4	3.3	2.7	2.7
Environment Defects to Feature Ratio	6.2	-13%	4.6	4.7	6.1	8.0	4.8	4.3
Test Defects to Feature Ratio	5.1	-30%	4.3	4.0	3.2	3.7	3.2	3.1
Defect Churn	2	14%	2	2	1	2	2	
Days to Close a Defect	25	18%	26	27	21	16	13	
Re-Opened Defects	91	33%	43	51	68	70	73	

The End…