



Left-Shift

Bringing Requirements Discovery and QA Together
to Deliver Software that makes a Difference Faster

@wakaleo

<http://johnfergusonsmart.com>



*John
Ferguson
Smart*



“By 2020, 50% of the CIO’s that have not transformed their capabilities will be displaced from the digital leadership team.”

- Gartner



*Gartner Predicts, IT Infrastructure and Operations 2016





What is ***your*** team vision?



A high-angle, close-up shot of a silver Mercedes-AMG F1 car on a racetrack. The car is positioned diagonally, showing its front-left side. The driver's helmet, featuring the Mercedes-Benz logo and 'Mercedes-Benz' text, is visible in the cockpit. The car's aerodynamic components, including the front wing, sidepods, and rear wing, are clearly visible. The background is a blurred racetrack with green grass and a red and white curb.

440 times faster

Lead time from commit to production for high performing teams*

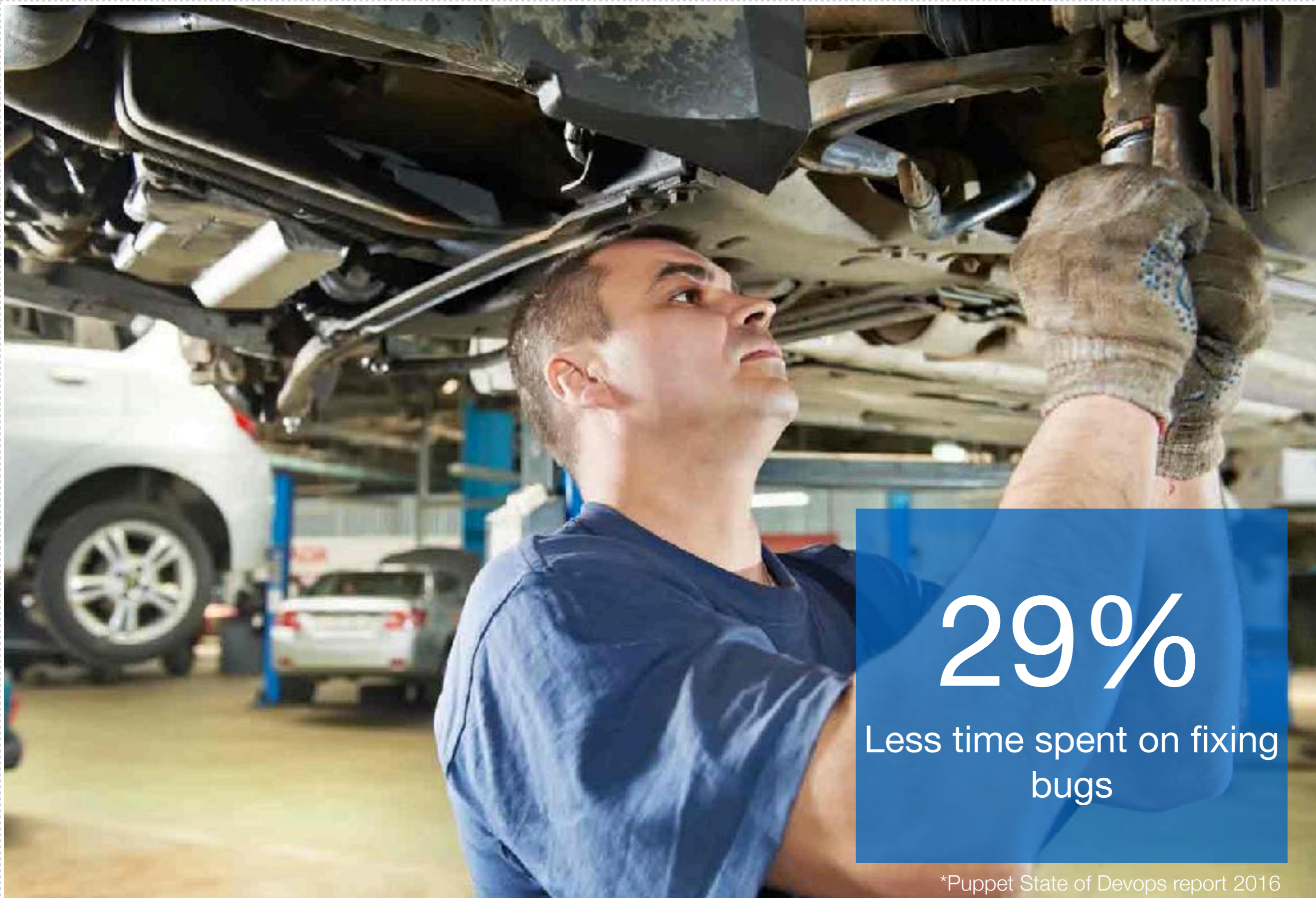
*Puppet State of Devops report 2017





93%

Fewer failed stories



29%

Less time spent on fixing bugs

*Puppet State of Devops report 2016





Have fans,
not users





Demonstrable value





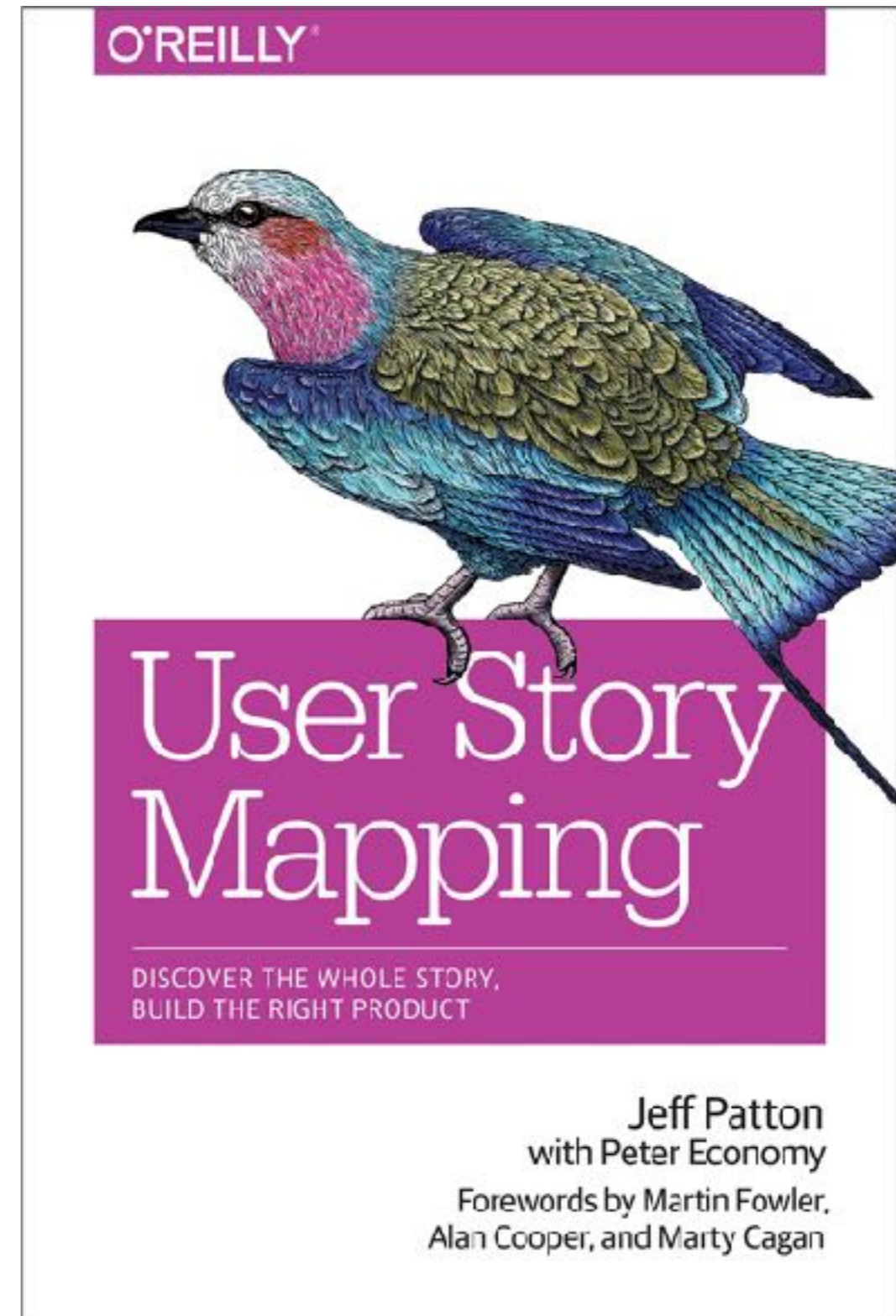
So what's stopping you?

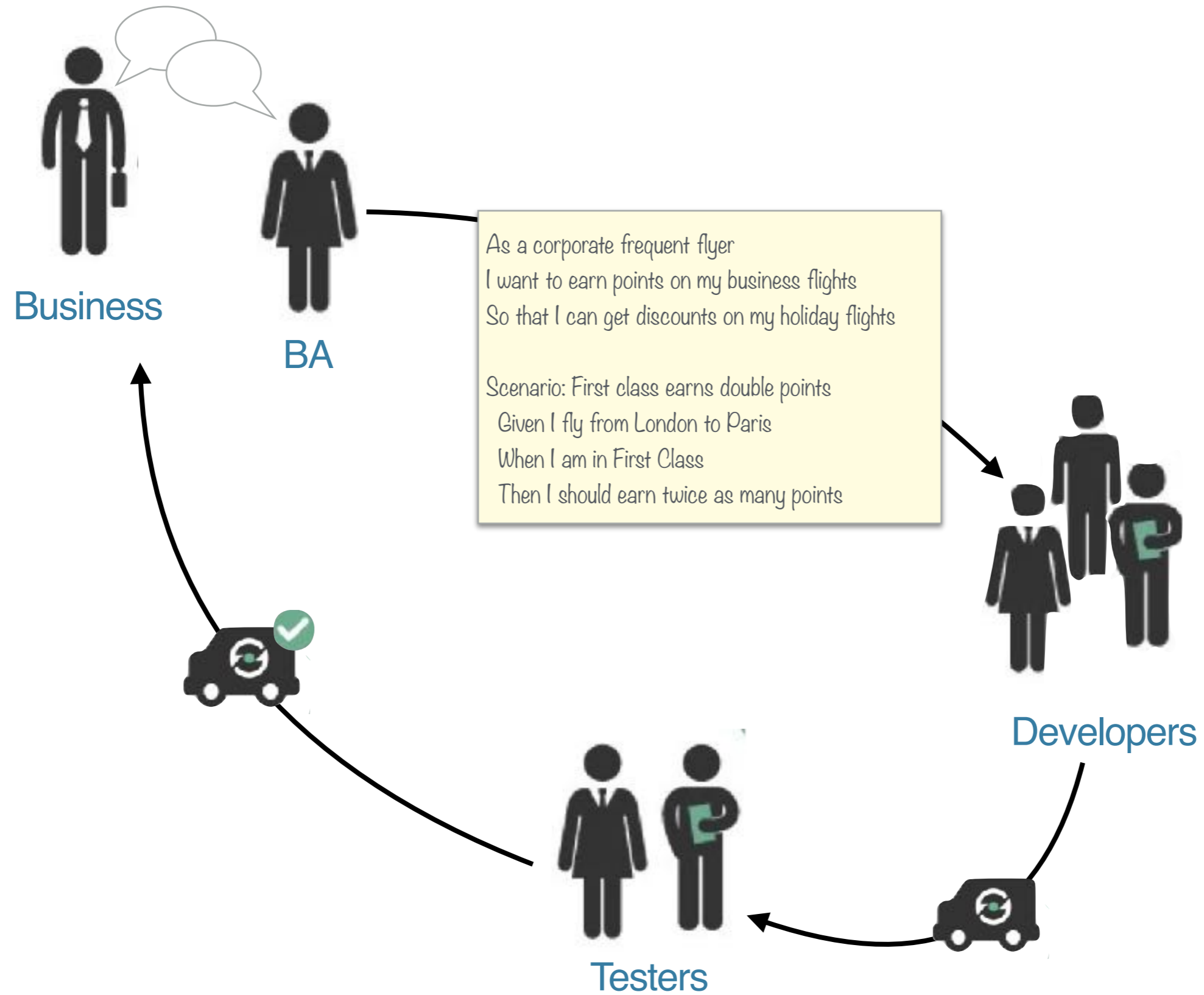


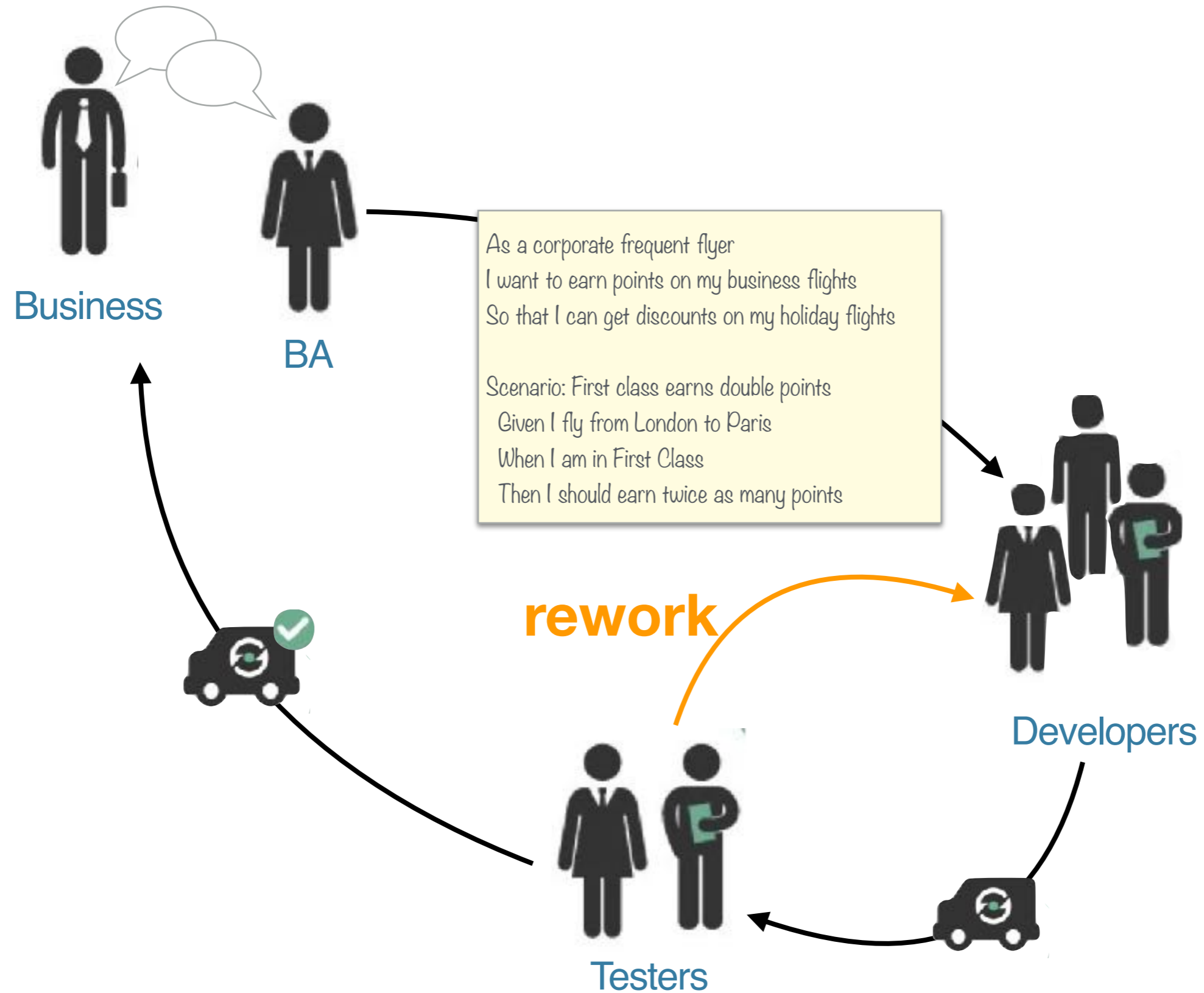


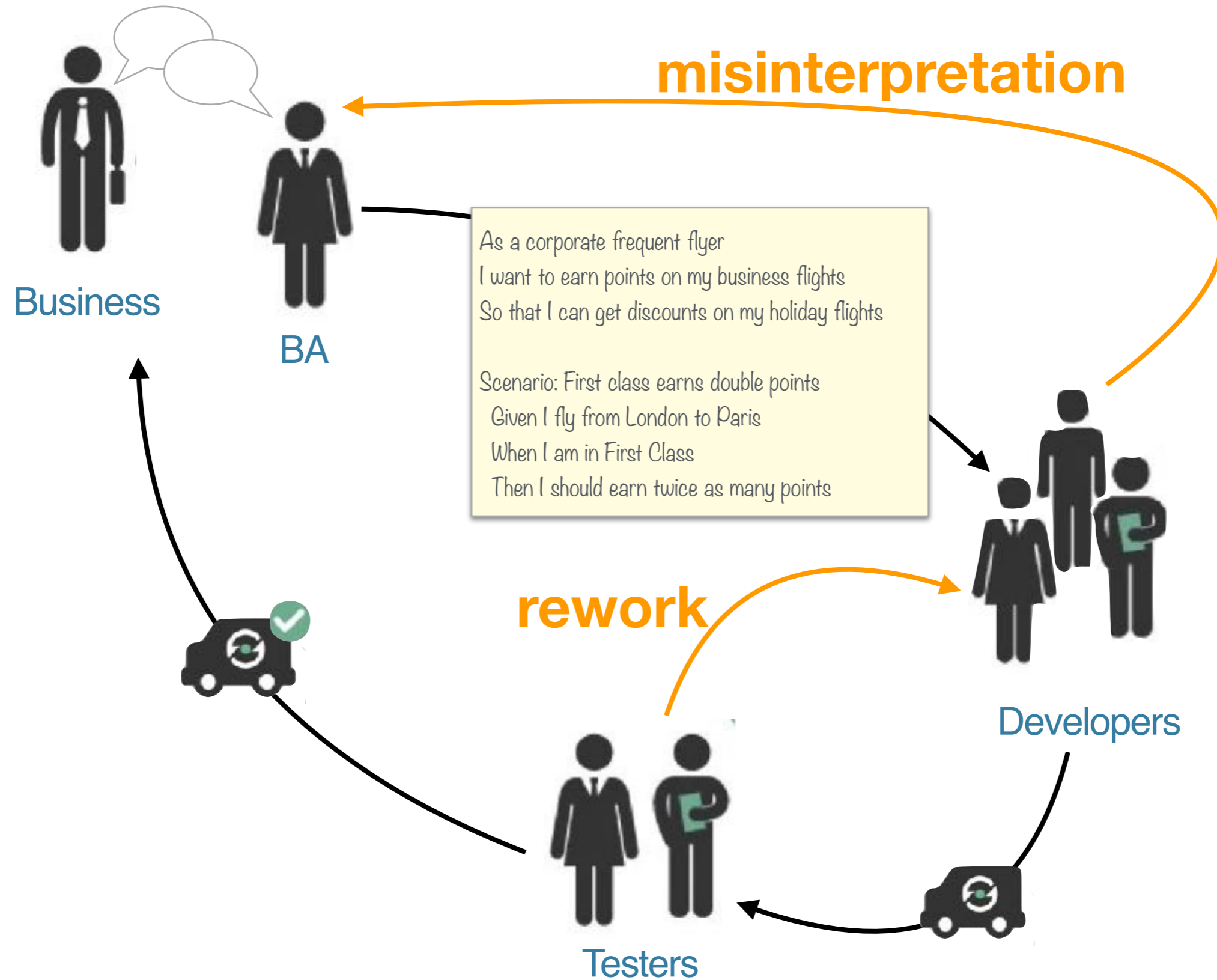
“It was at that moment that I learned that the word requirements actually means shut up”

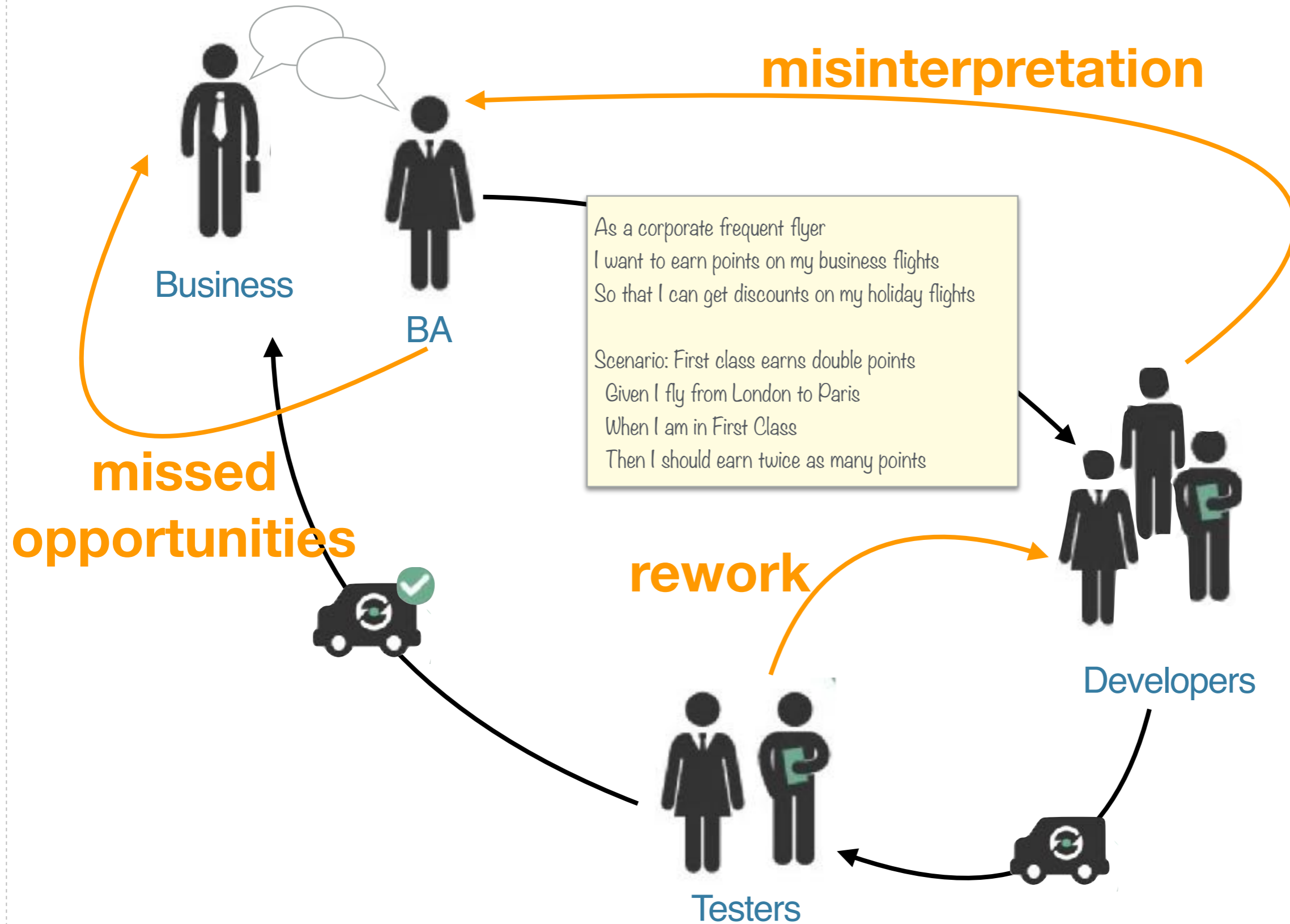
- Jeff Patton, “User Story Mapping”

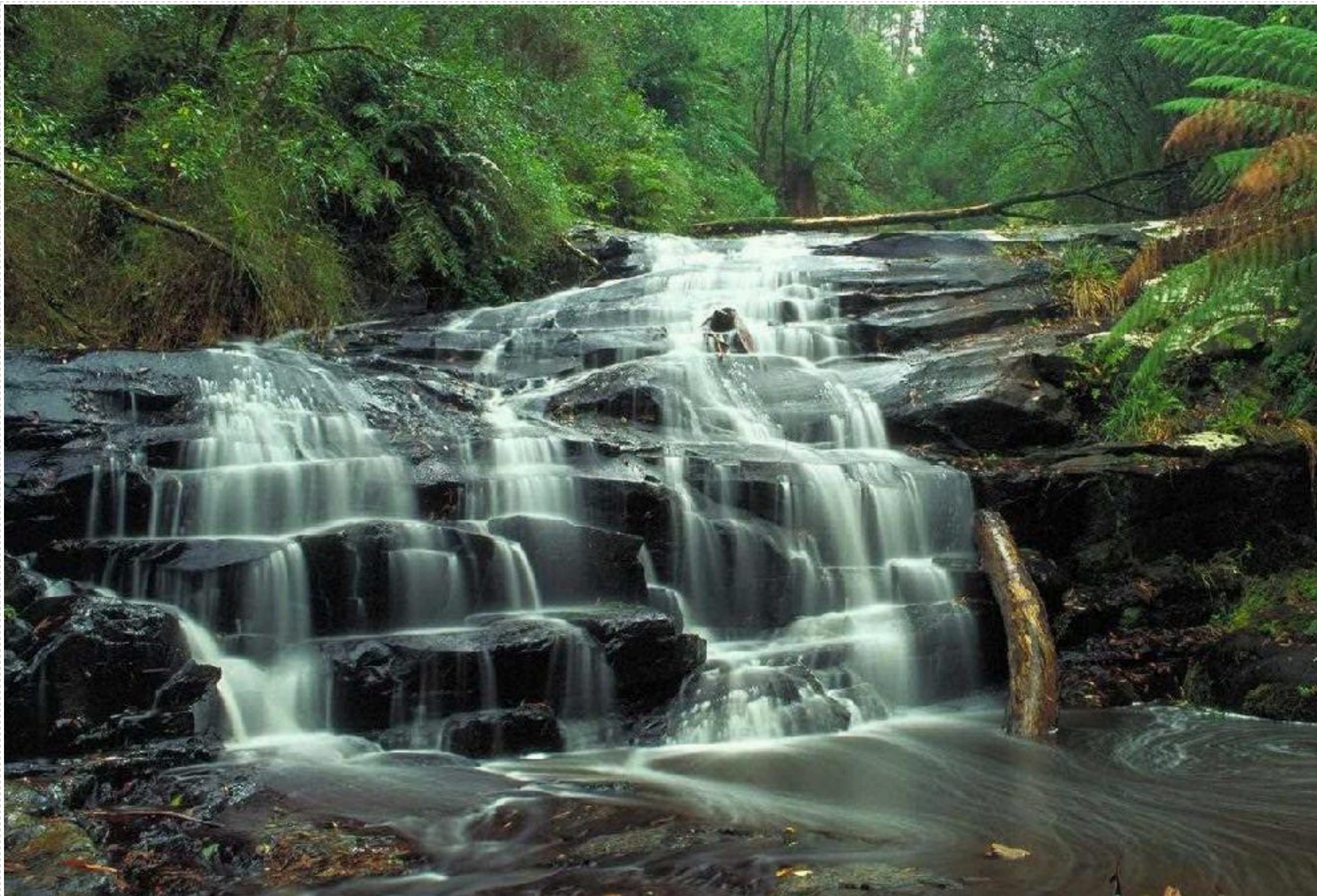












4WD

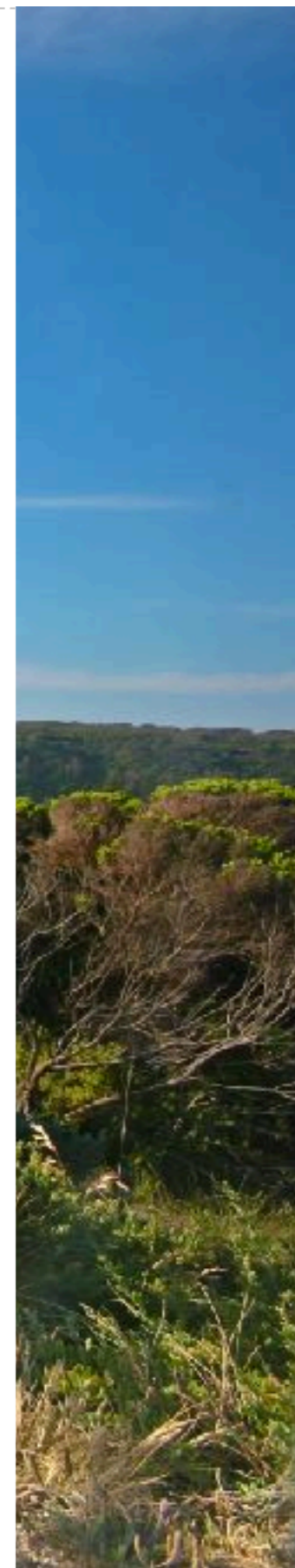


Why

What

How

Who



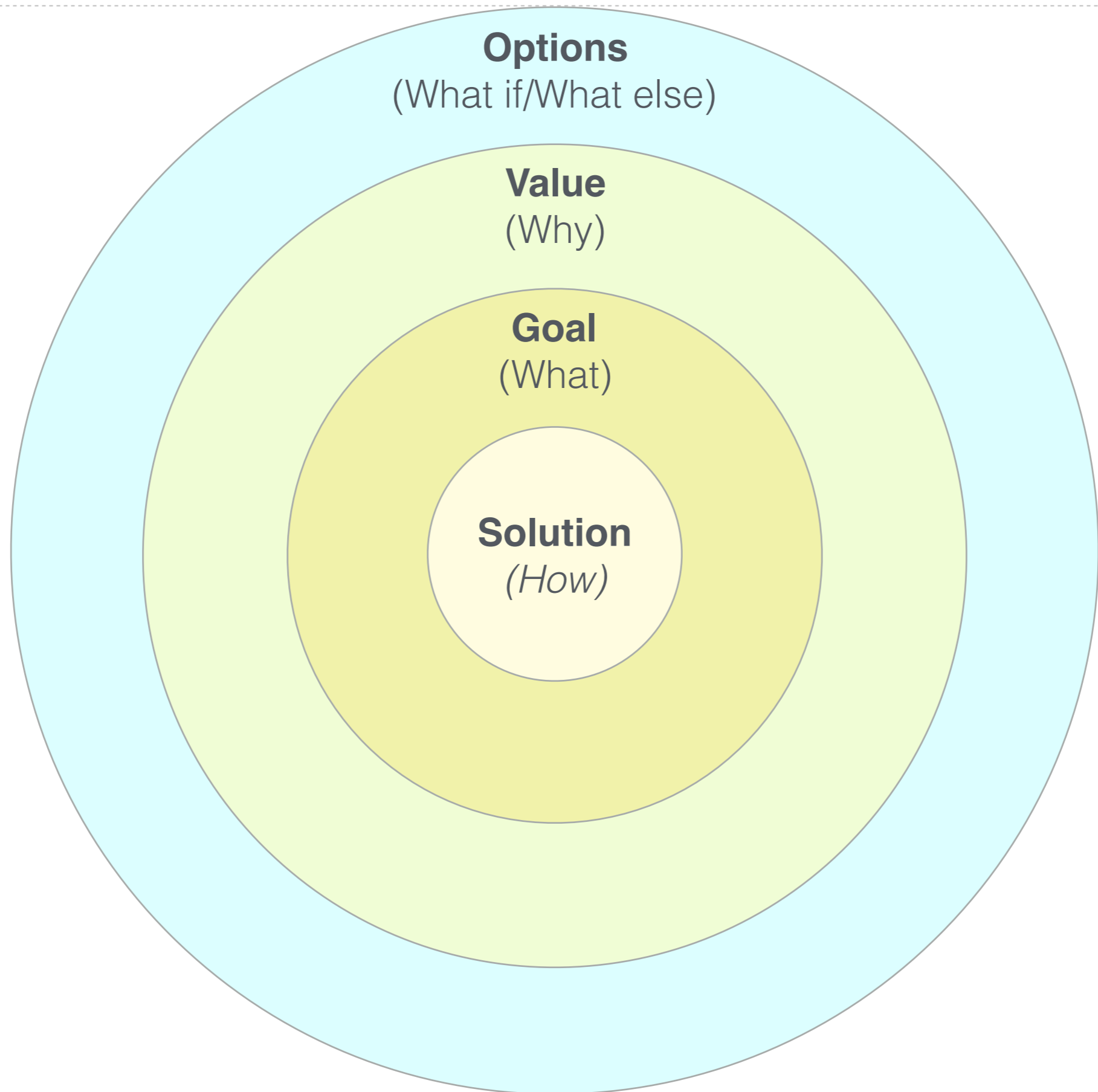
“Error of the third kind”

Solving the wrong problem precisely

“It's better to solve the right problem approximately than to solve the wrong problem exactly.”

- John Tukey







Understanding

We believe that customers will buy more movies if they see a compelling image
We will know this is true if A/B testing shows 20% more clicks for movies with images

“What-if”

In order to sell more movies
As an online movie provider
I want to display the movie theatre poster for each movie

“Why”

As a customer
I want to see an image for each movie
So that I can choose what movie I want to watch

“What”



What

Why

What-if



Requirements Facilitation Step 1

Make sure everyone in the room can explain the problem they are trying to solve

Left-Shifting

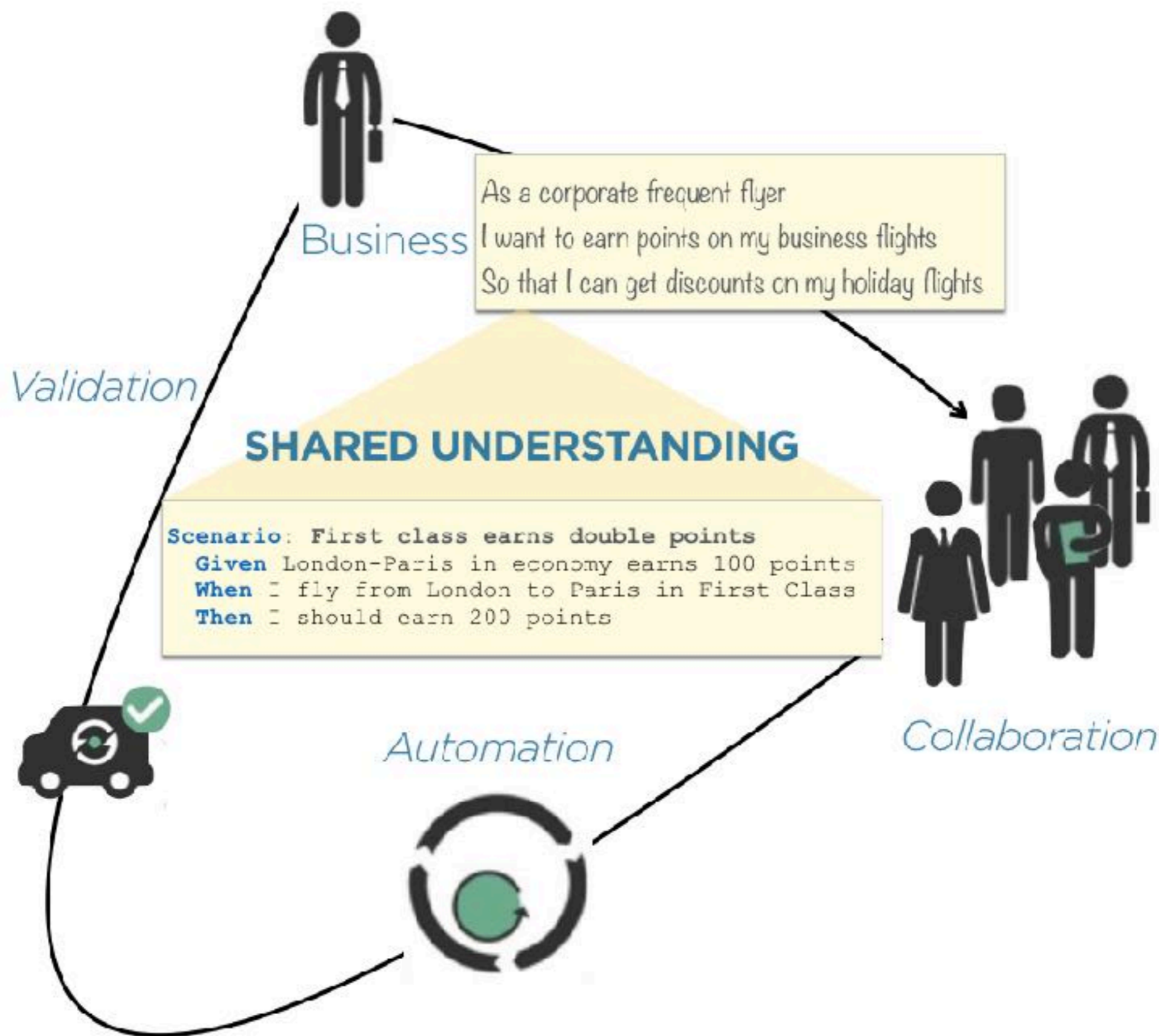
Embracing uncertainty earlier rather than later

The power of a shared understanding

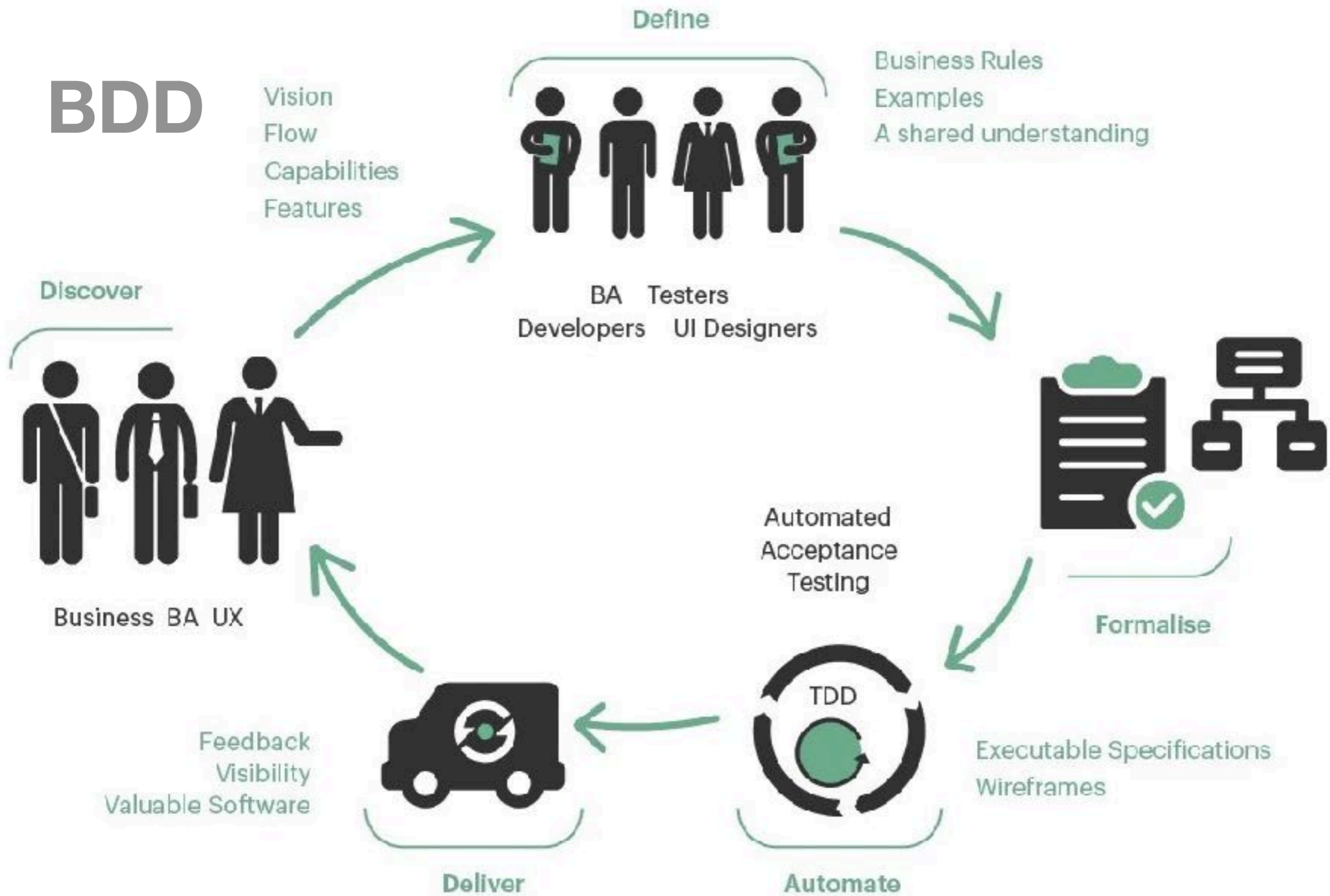


“No plan survives contact with the enemy”
- Helmuth von Moltke (paraphrased)





BDD

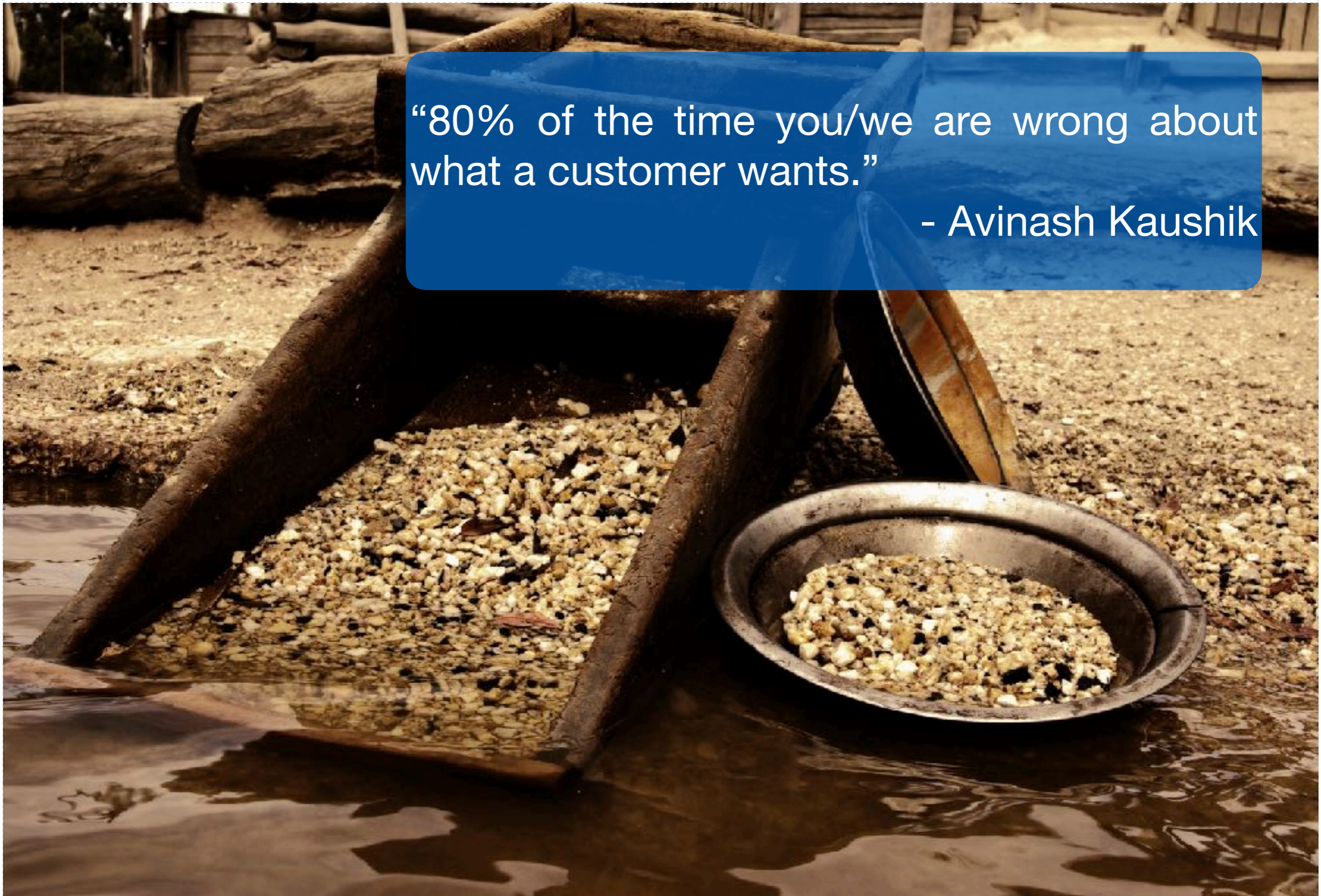


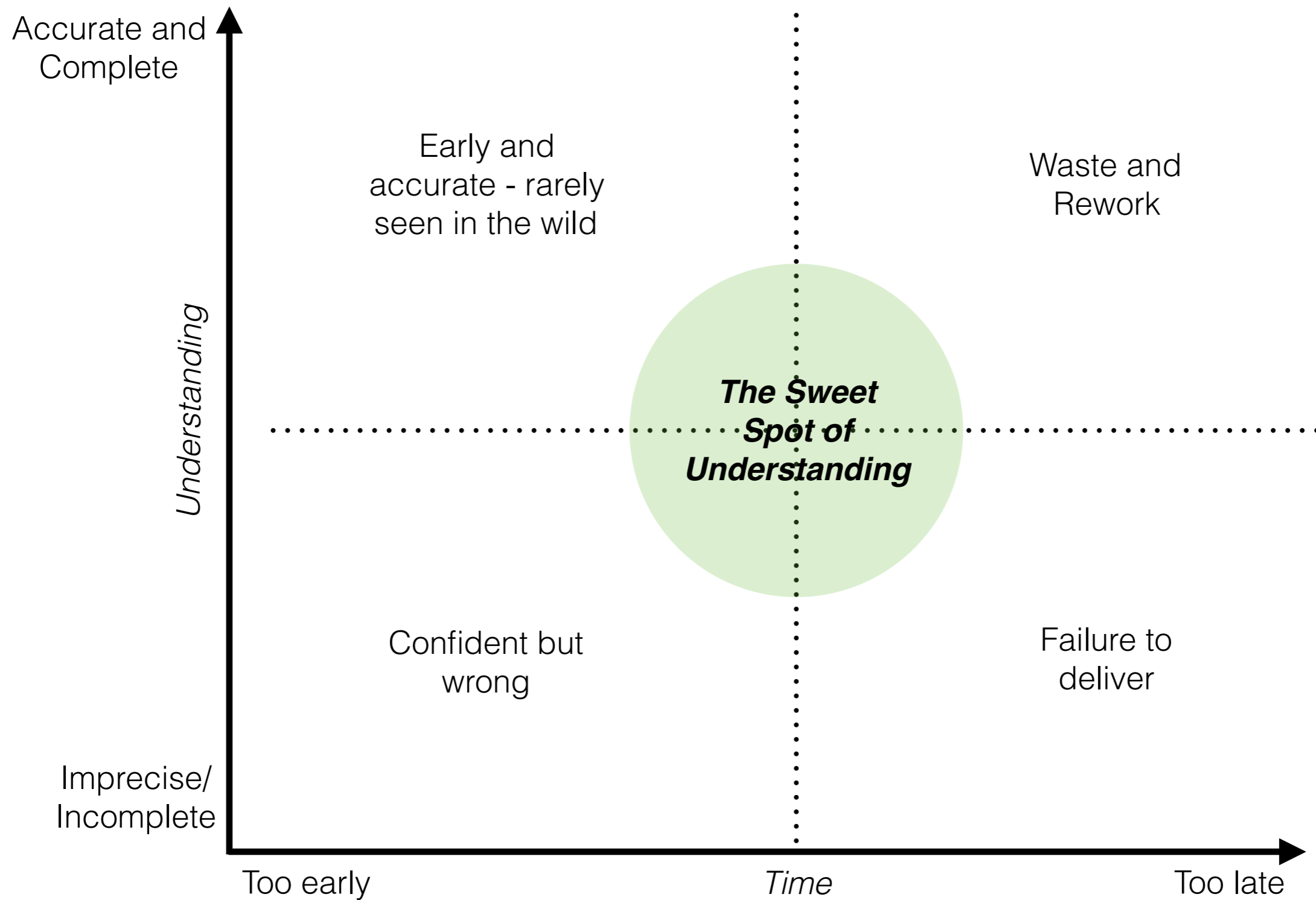
Broad thinking gives leverage
Precise thinking gives accuracy

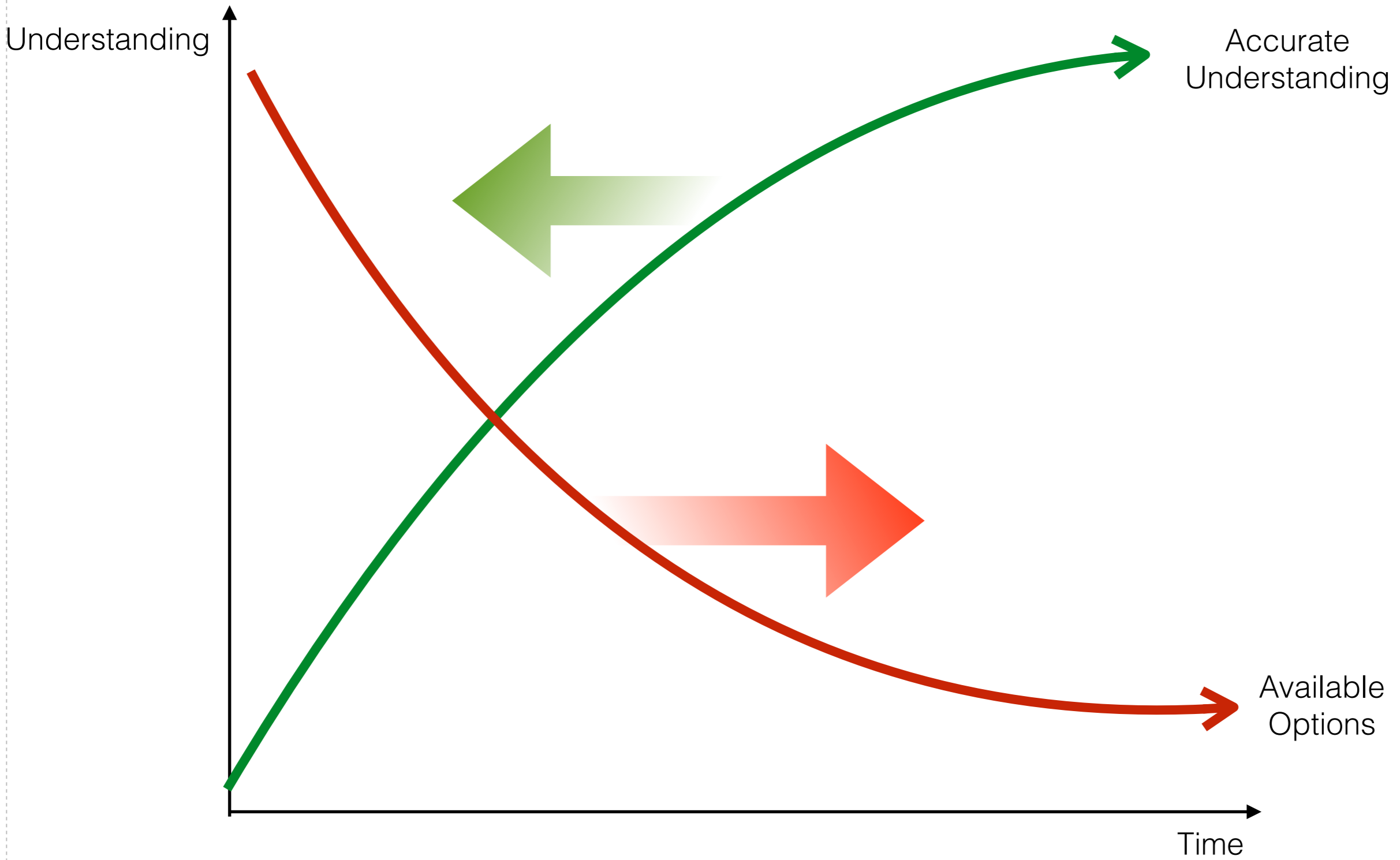


“80% of the time you/we are wrong about what a customer wants.”

- Avinash Kaushik

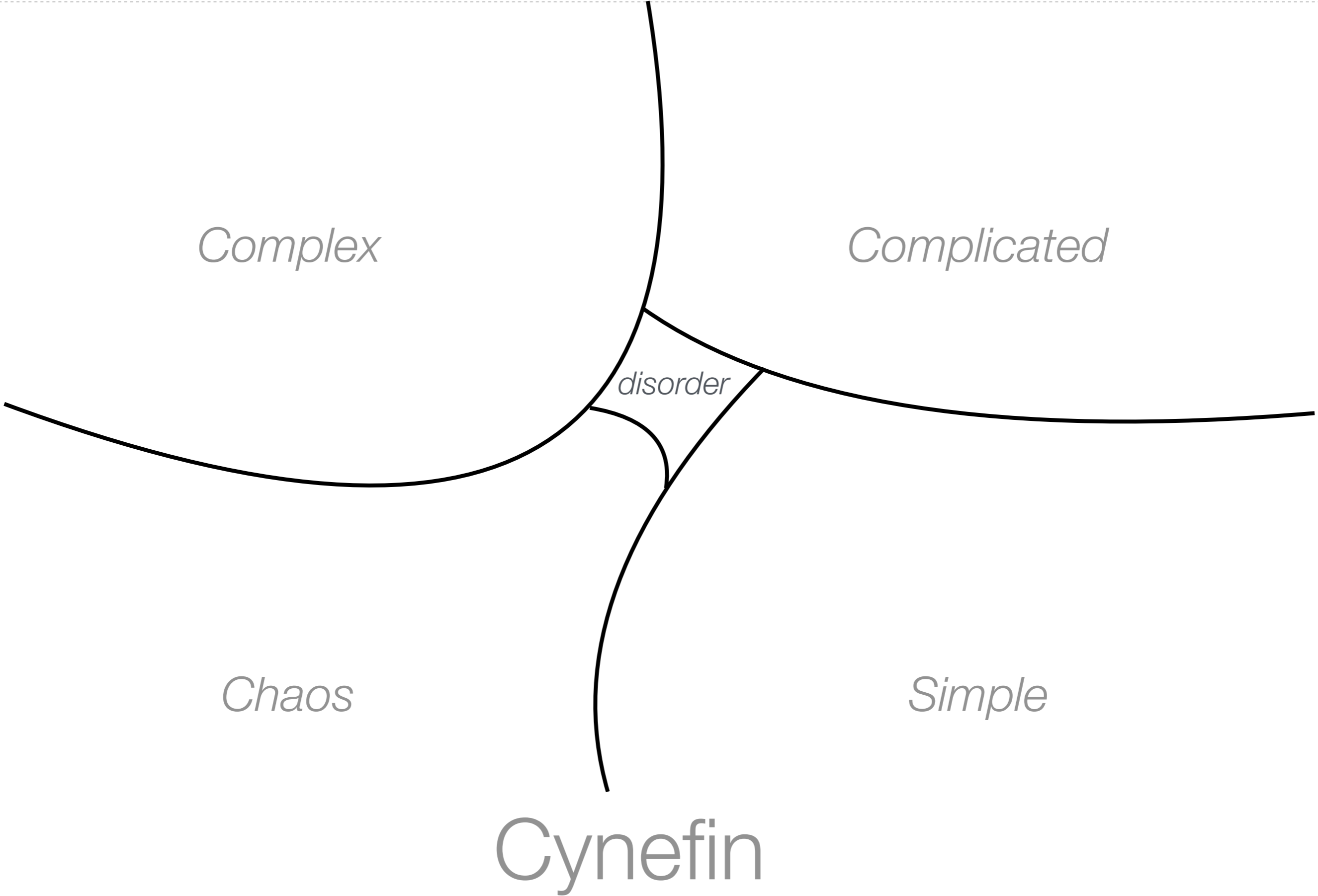


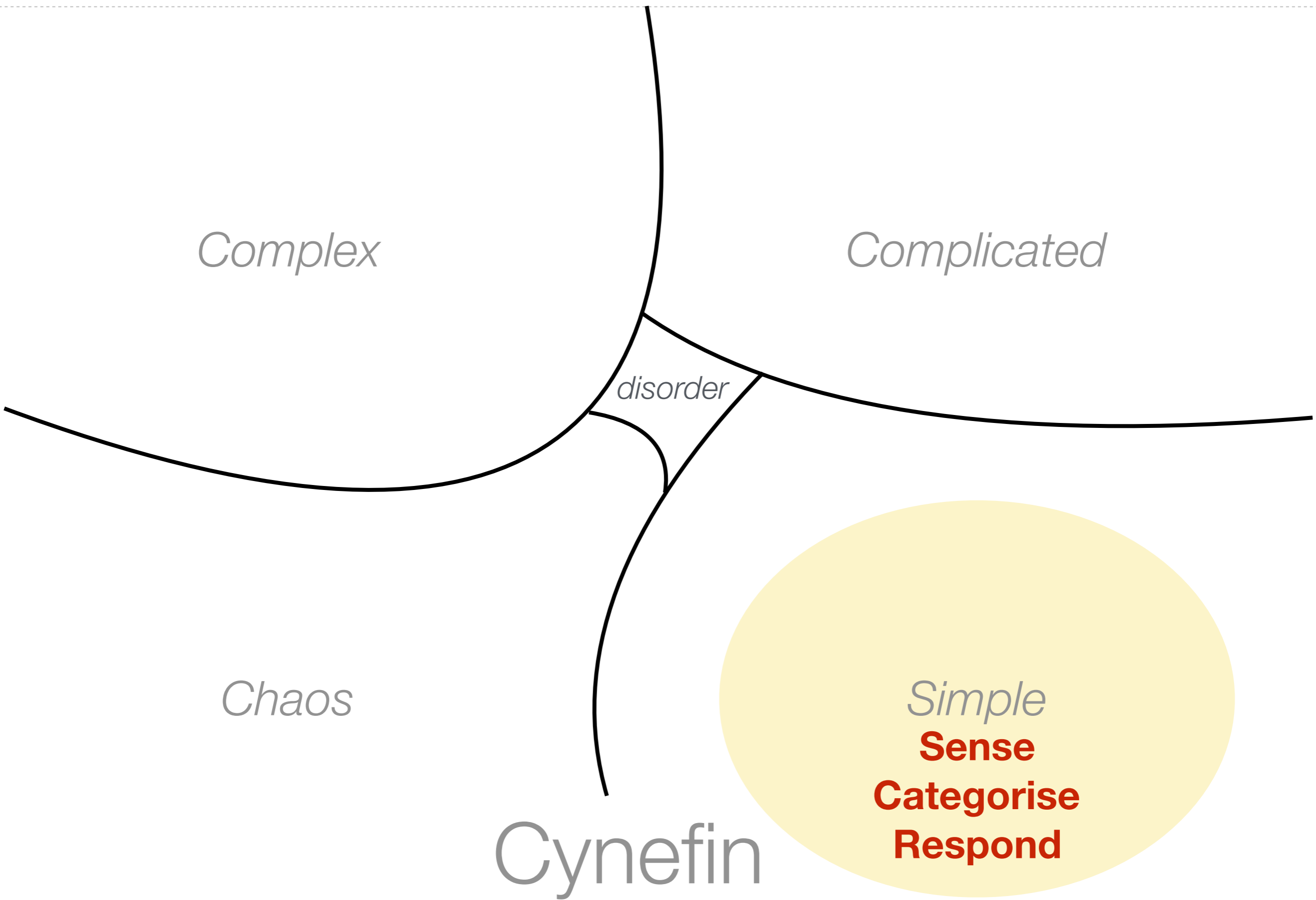


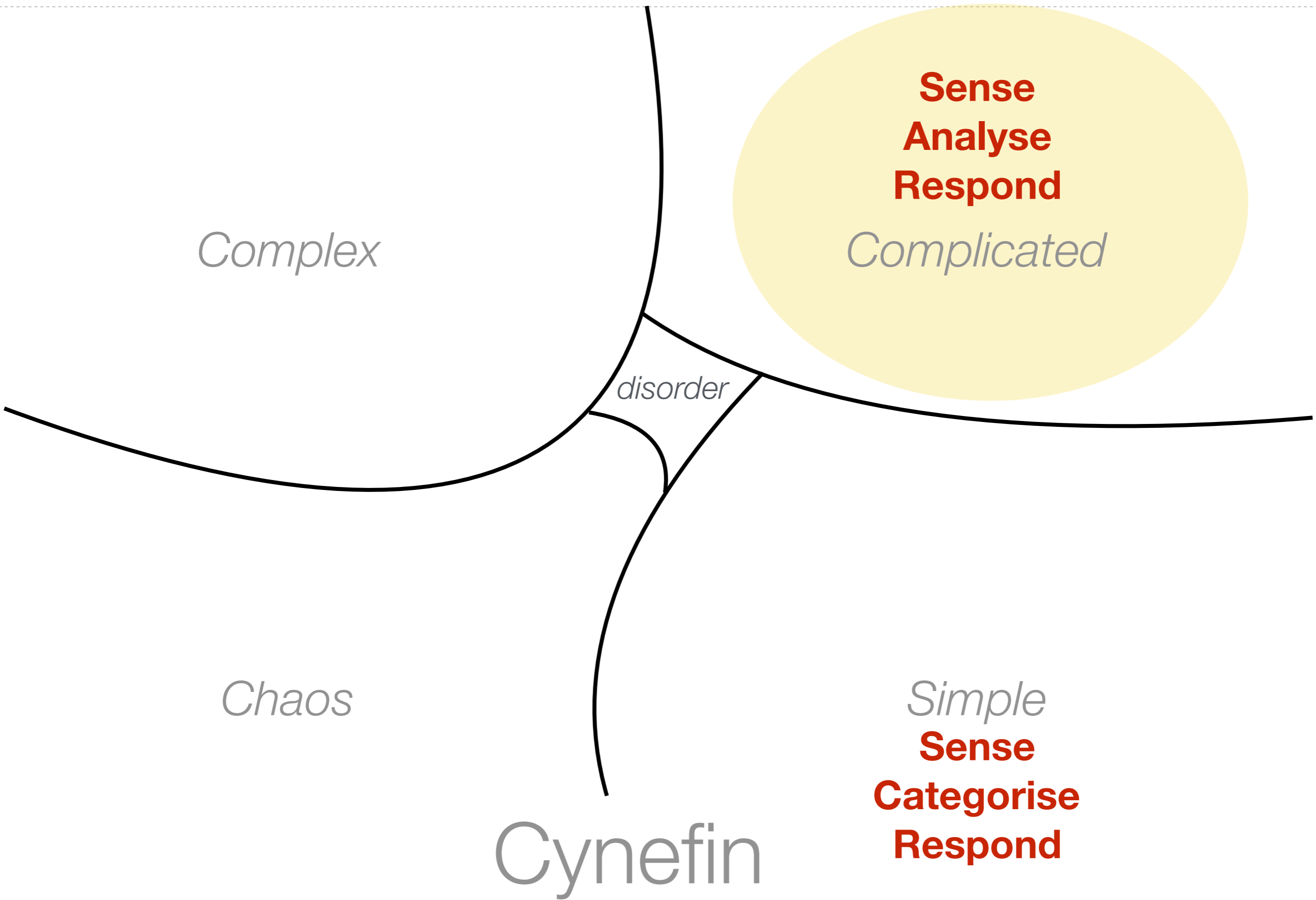


Some useful techniques









Complex

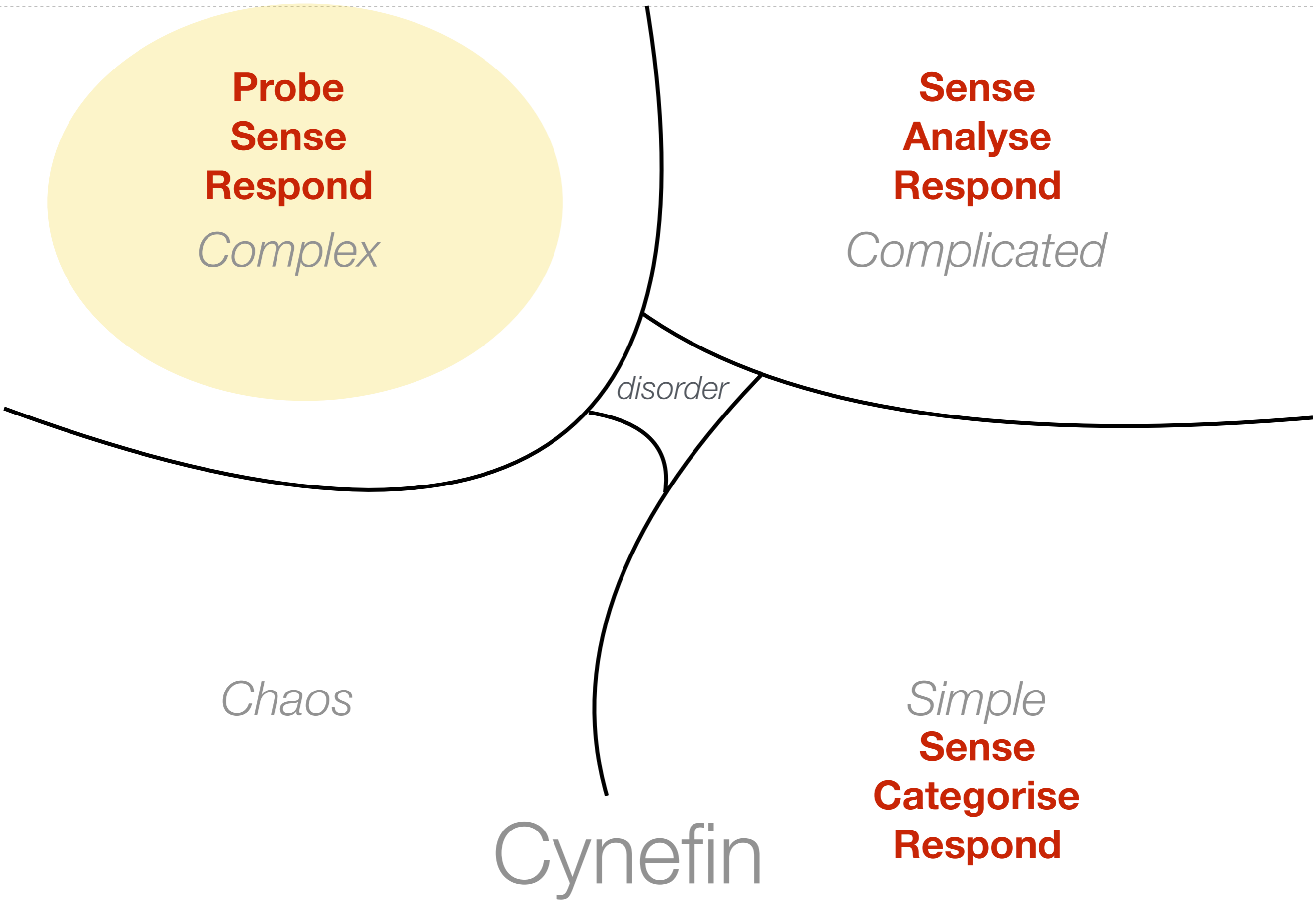
**Sense
Analyse
Respond**
Complicated

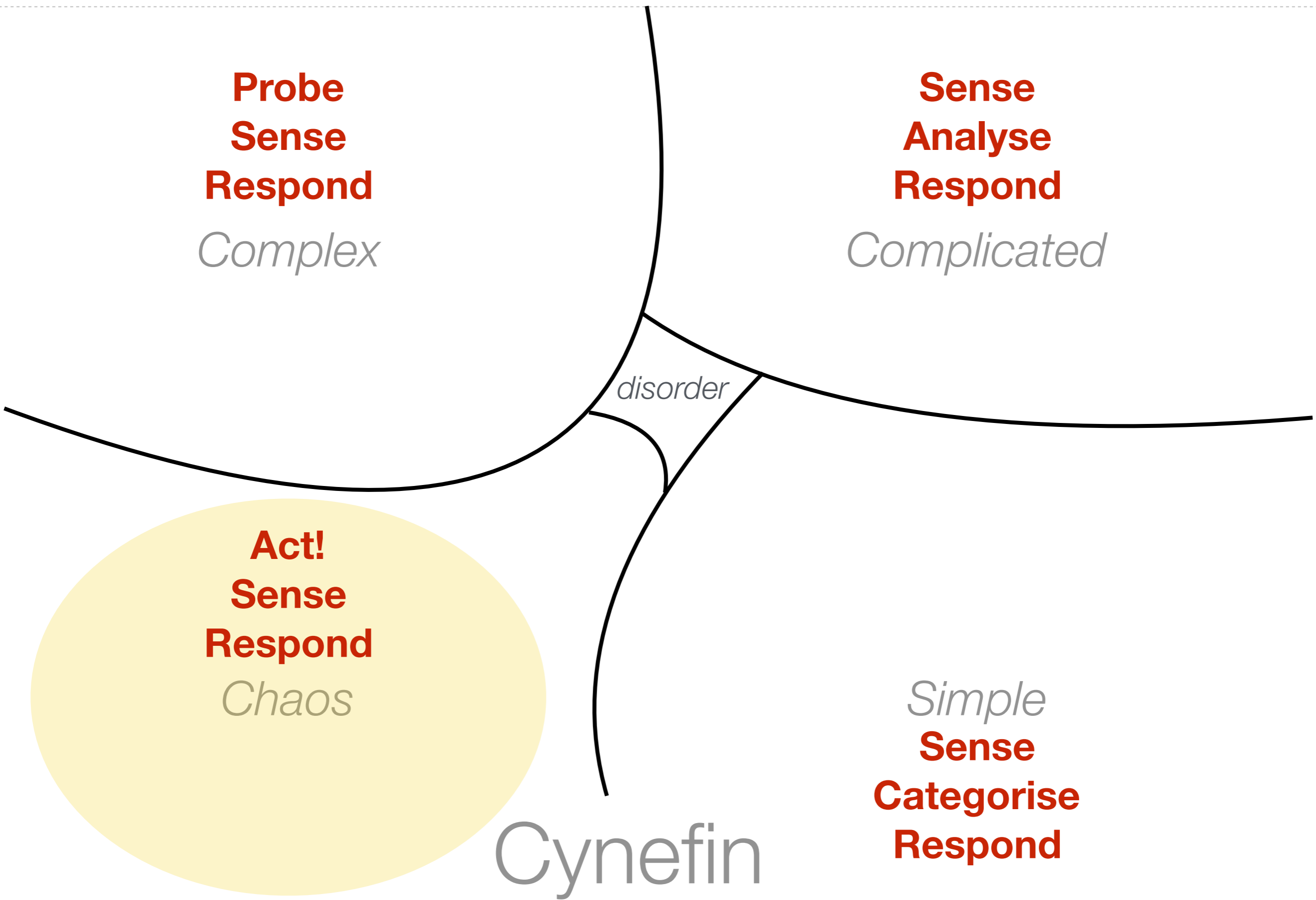
disorder

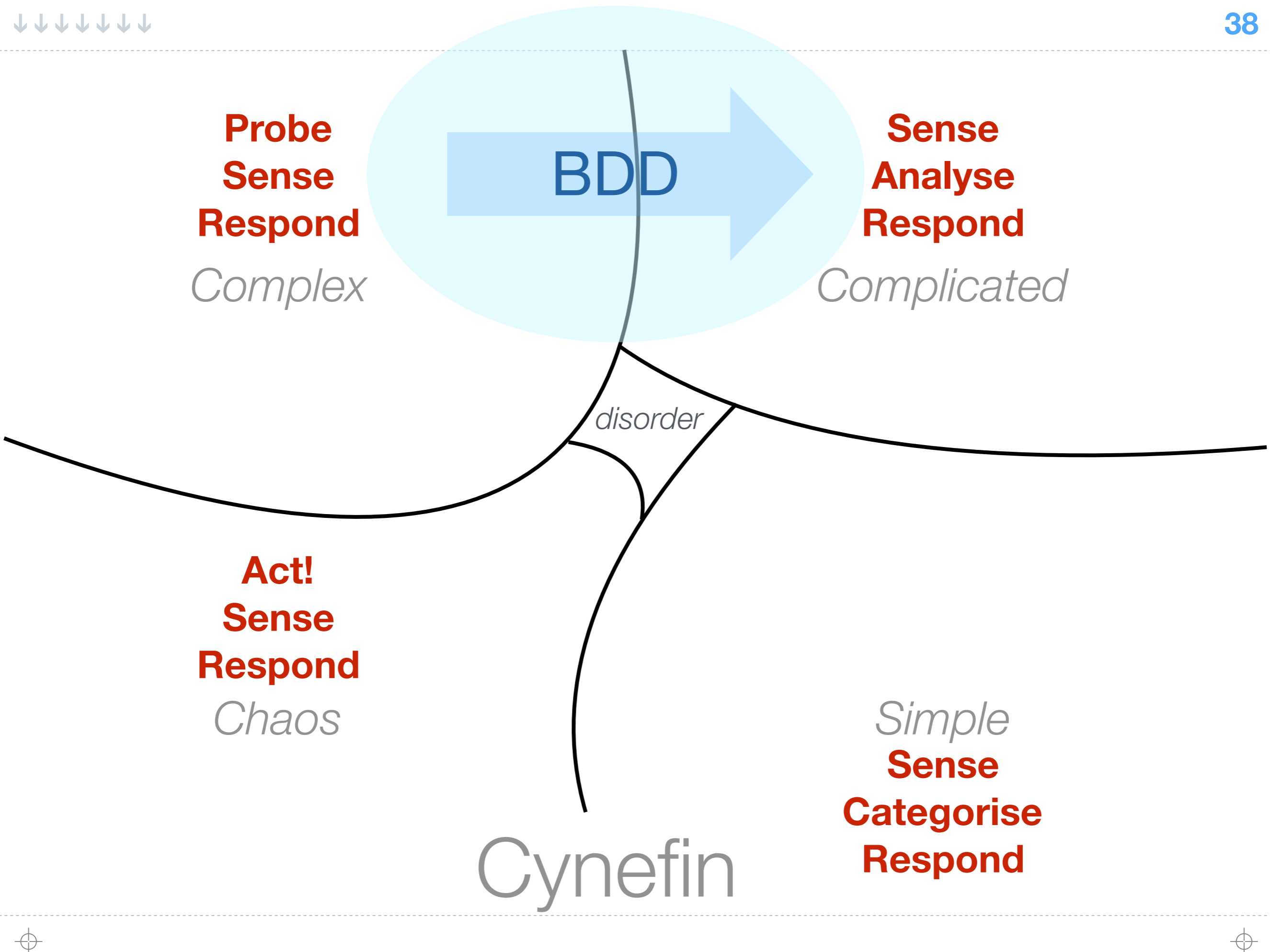
Chaos

Simple
**Sense
Categorise
Respond**

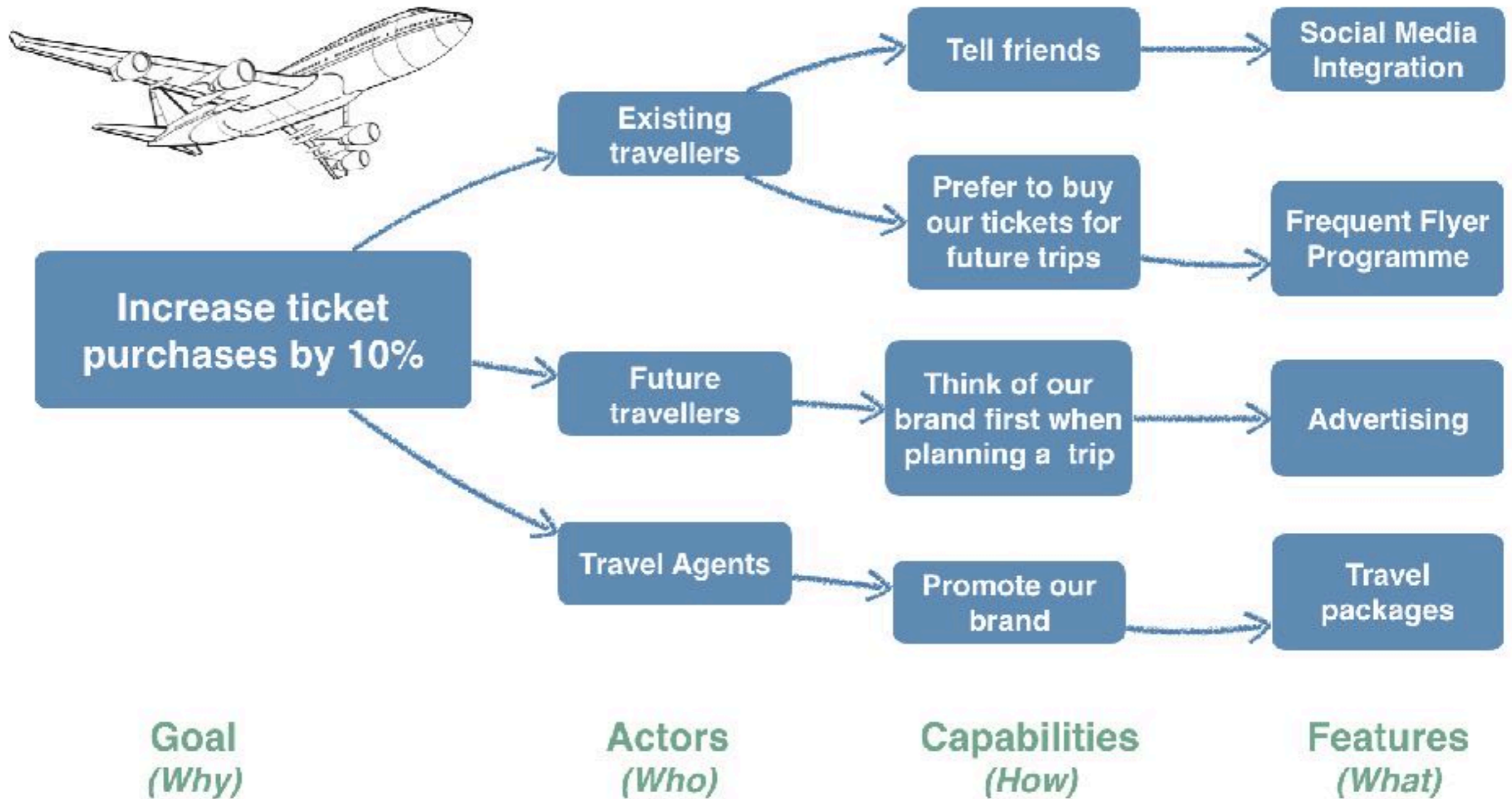
Cynefin



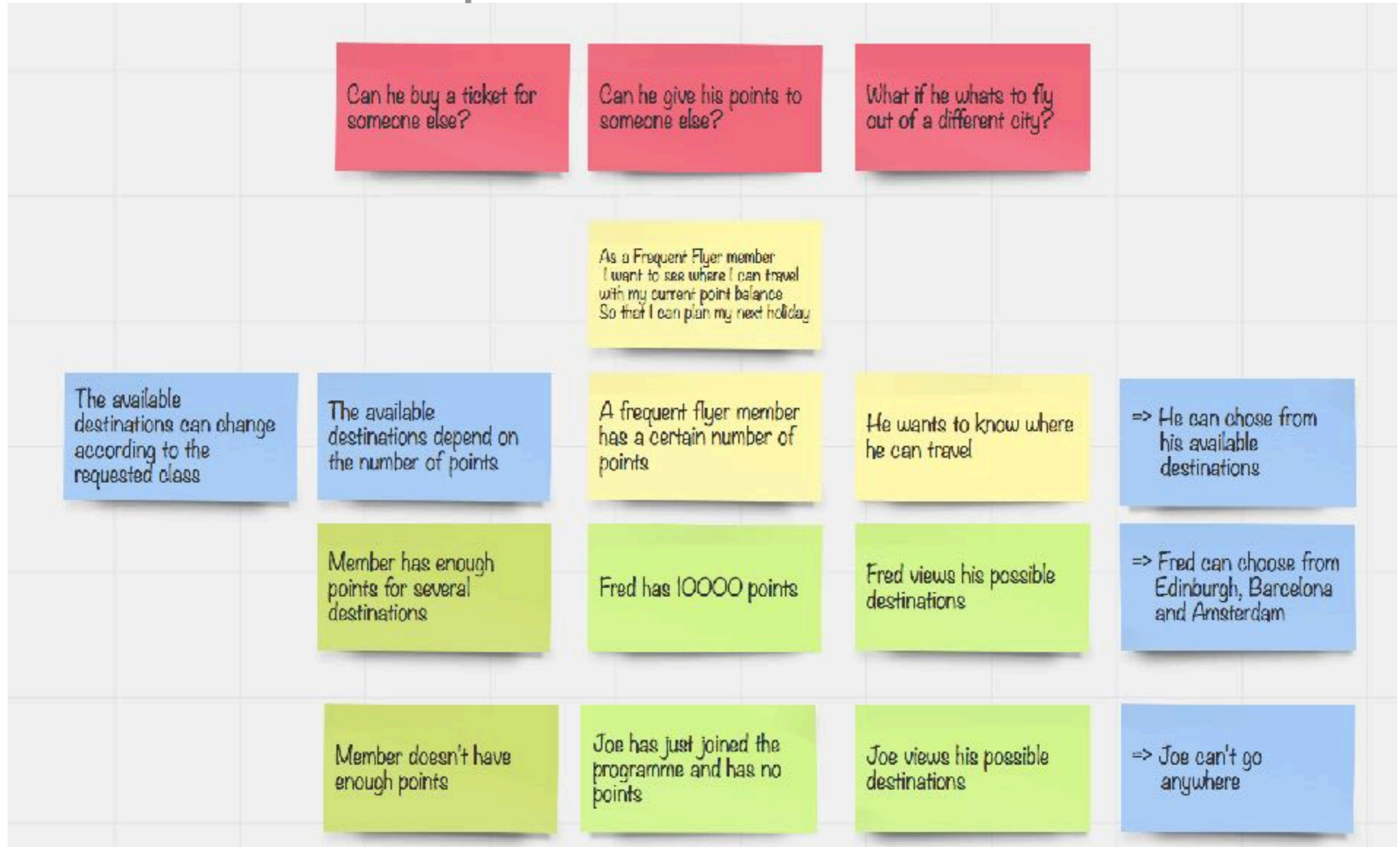




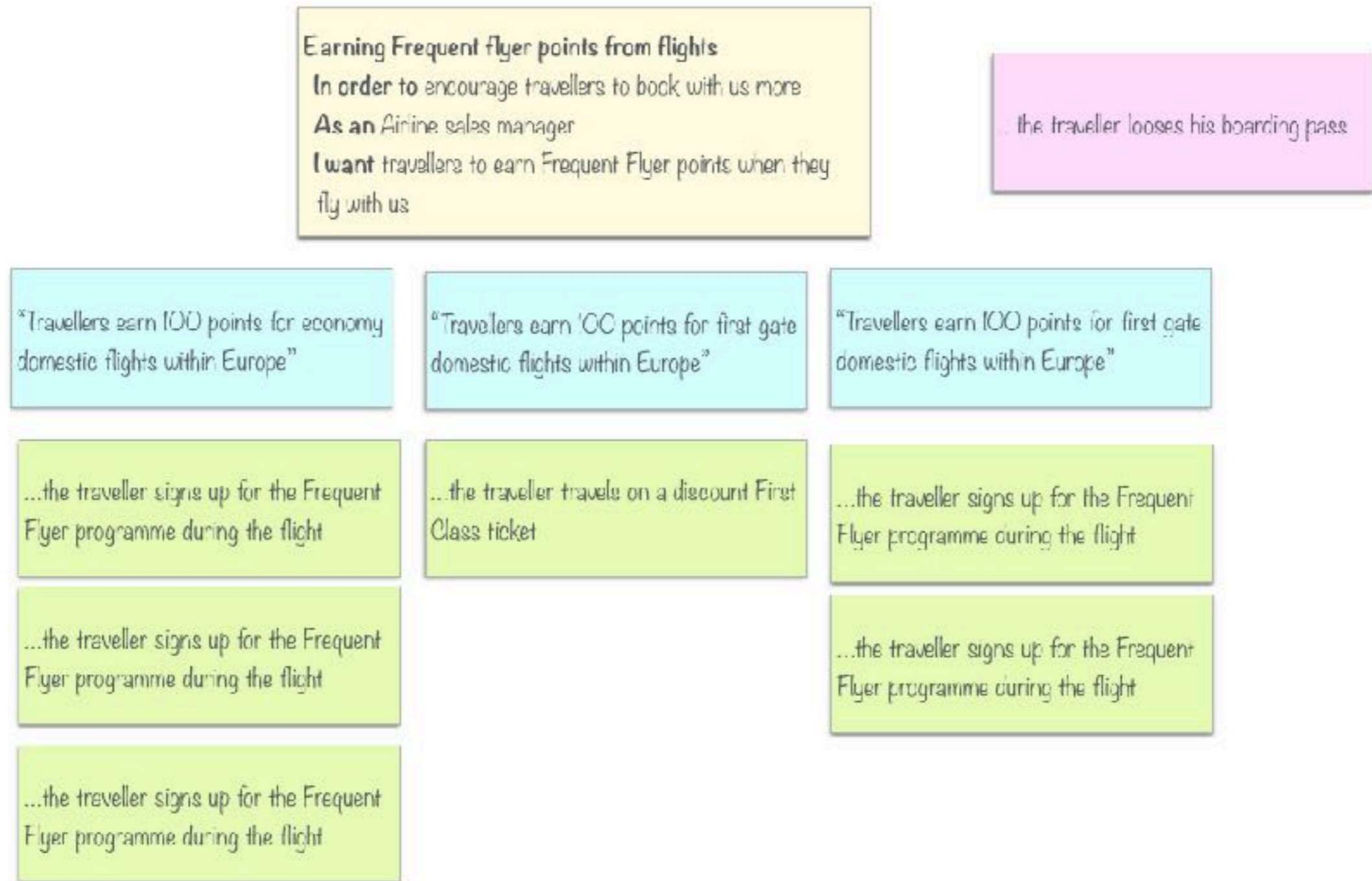
Impact Maps



Feature Maps



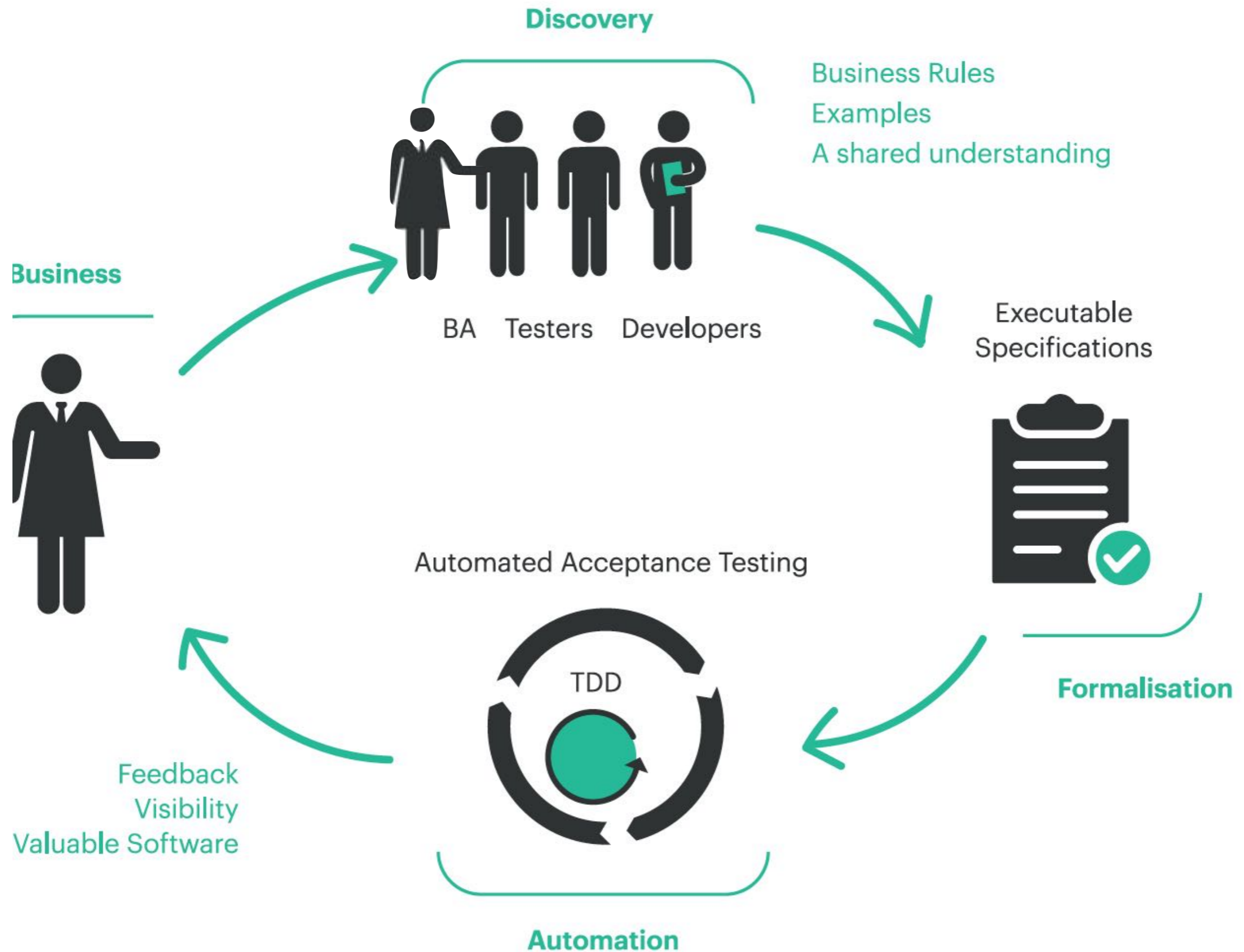
Example Maps

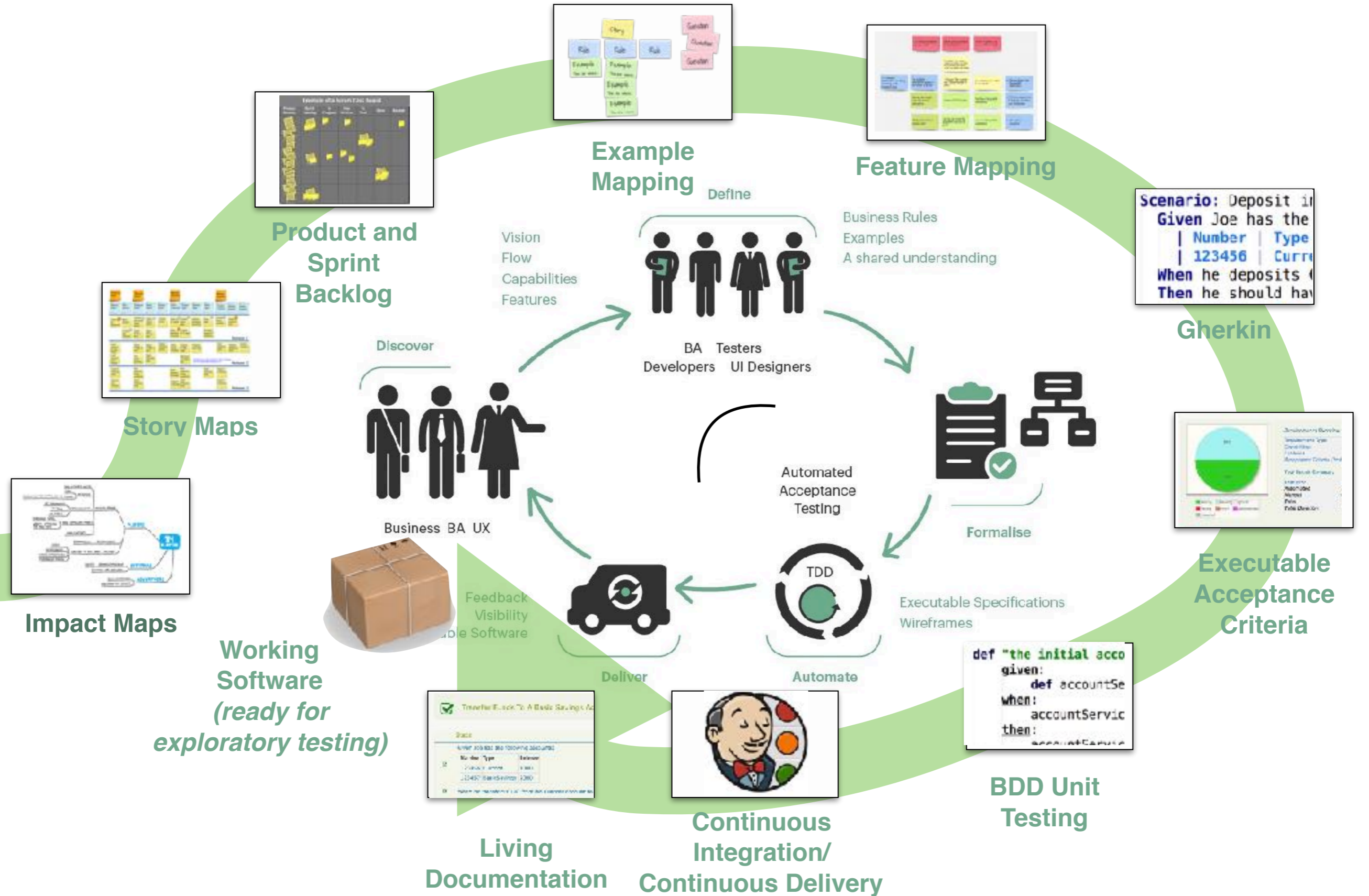


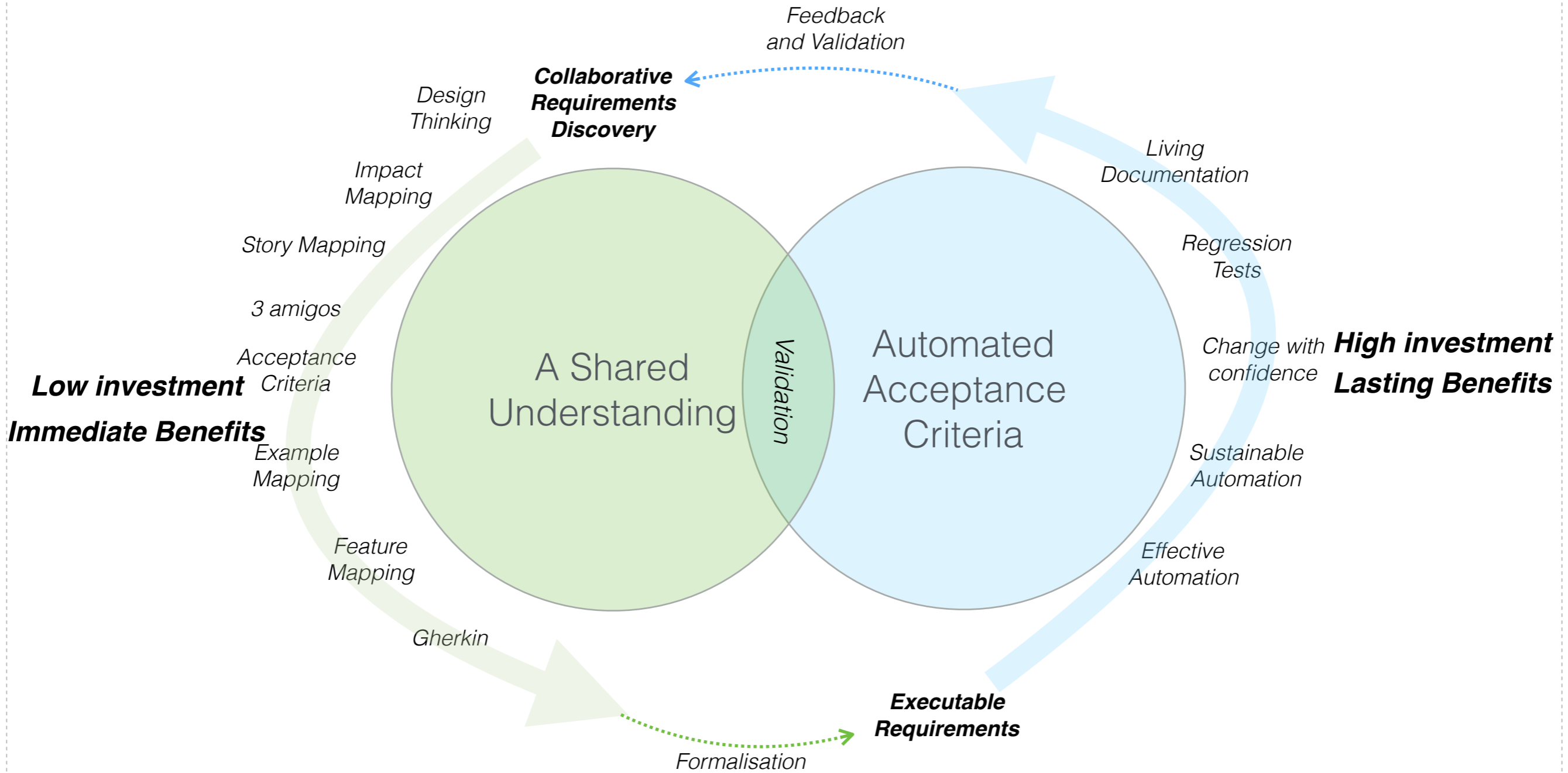


How can I do this at home?









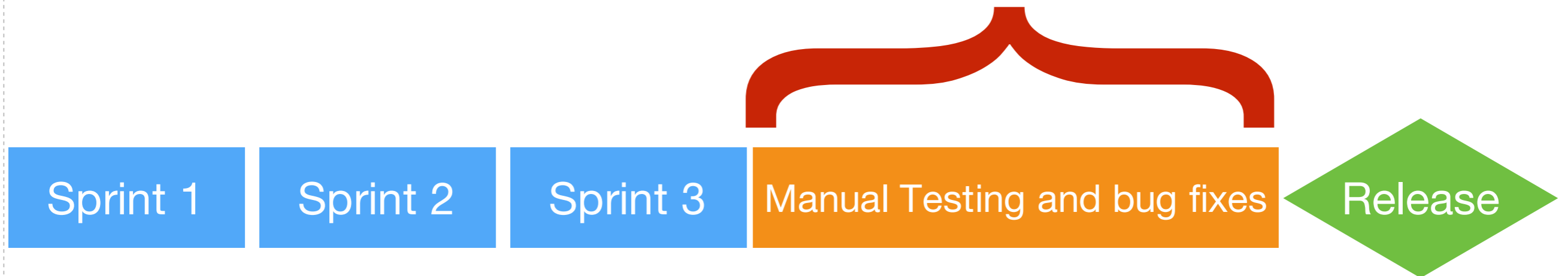
Left-shifting in action

From manual testing to BDD

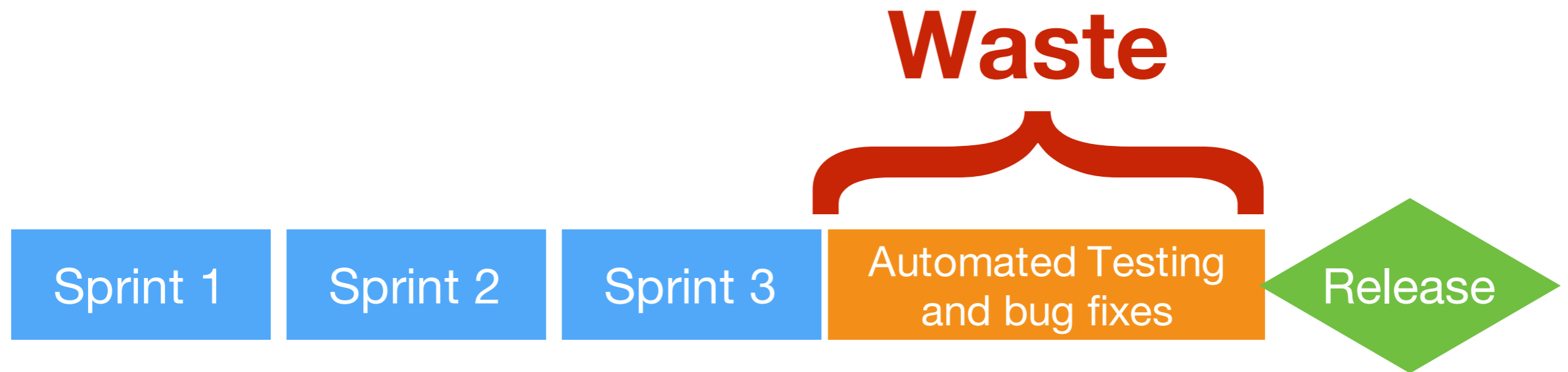


Traditional Development

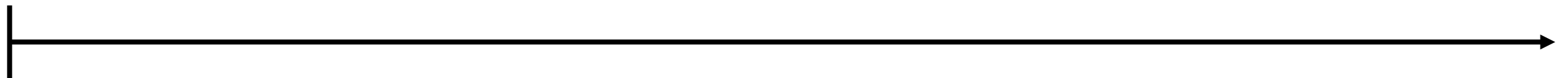
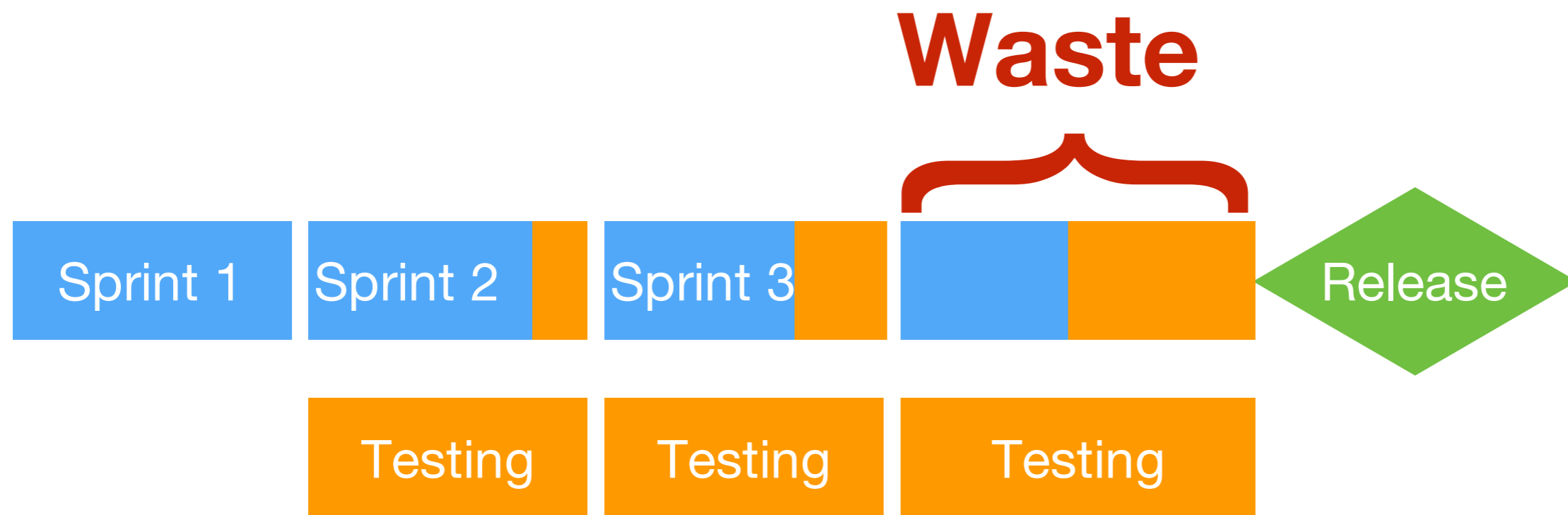
Waste



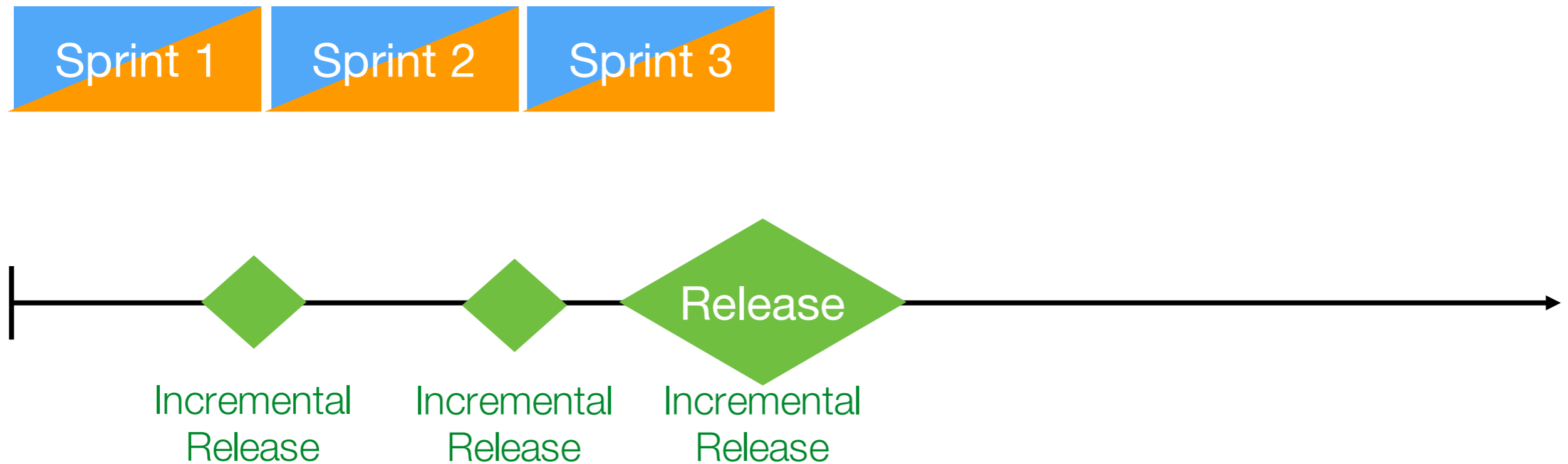
Introducing Automated Testing



Testing after each sprint



BDD and Automated Testing



But remember the Errors of the Third Kind





Questions?

@wakaleo

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