

WHAT MAKES A GOOD INFORMATION RADIATOR?

Lachlan Heasman - ThoughtWorks Australia



A photograph of a classroom where many students are sleeping at their desks. The room has large windows with yellow curtains, fluorescent lights, and a teacher standing at the front. A blue semi-transparent box is overlaid on the right side of the image.

Not a comment
on the previous
speakers



A CHOICE



Which ward

would you choose?



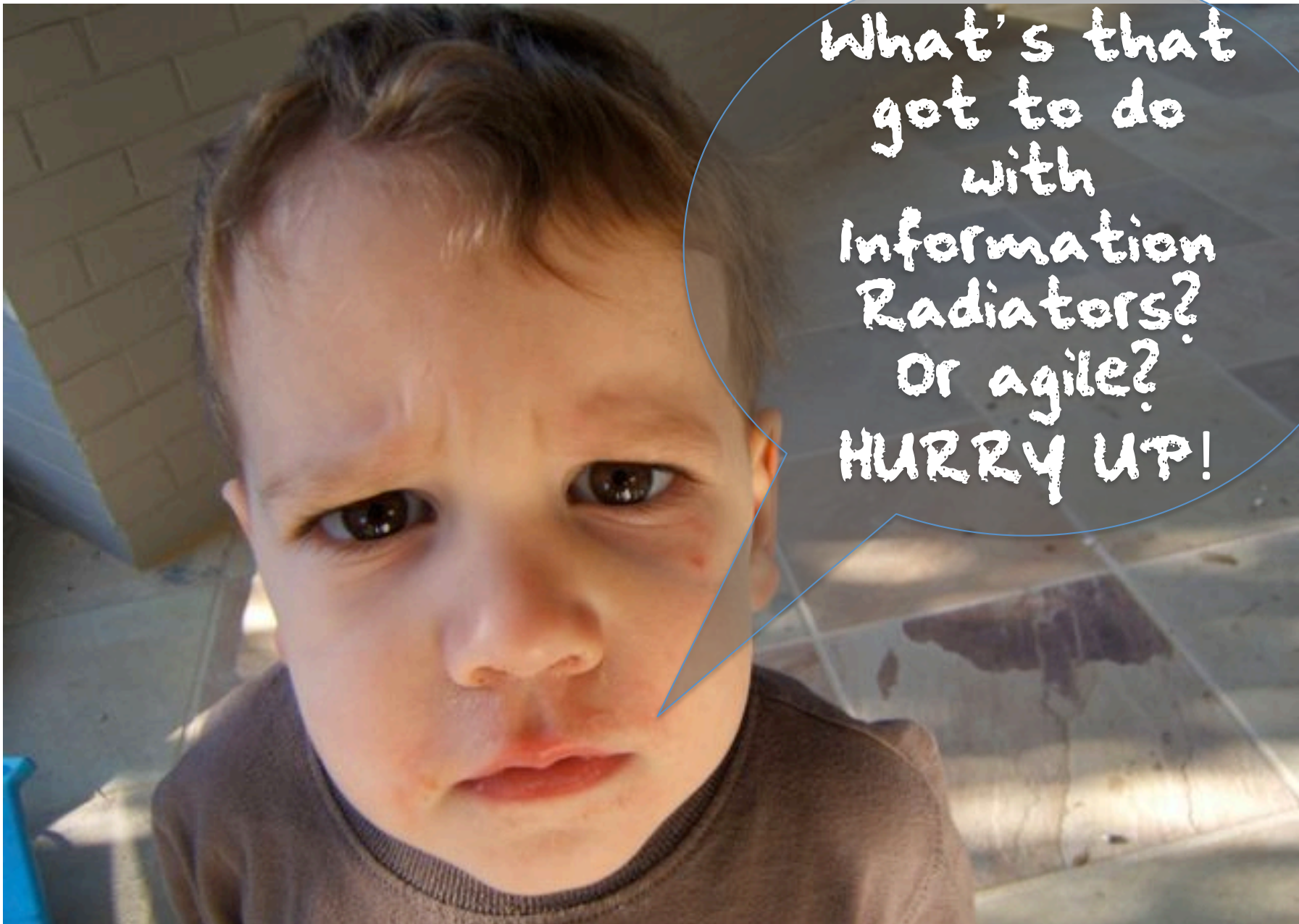
WARD A



Medical units with more reported errors, for instance, in administering medicine, actually had better health outcomes for their patients

Pfeffer, J. 2007 -
What Were They
Thinking?





What's that
got to do
with
Information
Radiators?
Or agile?
HURRY UP!



COURAGE

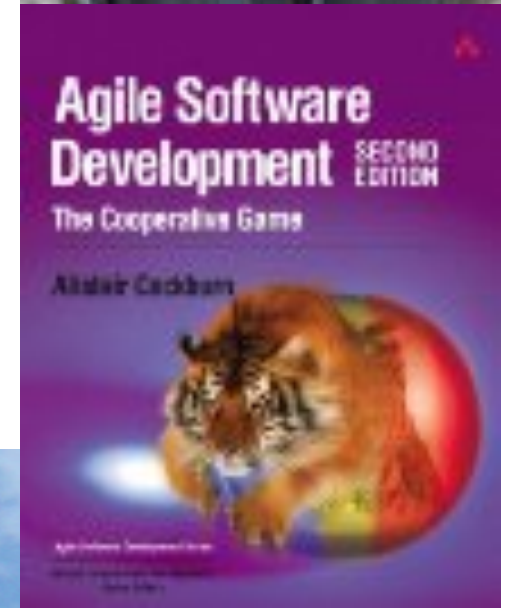
- Without knowing about a problem you cannot fix the problem
- Admitting to a mistake or problem takes courage because "hierarchies don't like bad news" Seddon
- Courage is a value that underpins both Scrum and XP
- It takes courage to create a good information radiator



INFORMATION RADIATOR

Alistair Cockburn - Agile Software Development 2nd edition- 2007

"An information radiator displays information in a place where passers by can see it. With information radiators, the passers by don't need to ask any question; the information simply hits them as they pass."



A young girl with dark hair is standing on a beach, wrapped in a vibrant rainbow-striped blanket. She is looking directly at the camera with a neutral expression. The background shows a calm sea under a sky filled with large, white, fluffy clouds. A small boat is visible on the water in the distance.

OK, but
so
what?



WHY BOTHER WITH THIS?

- Information is hard to see, and all we have to work with in software development is information
- Looking for information on delivery is wasteful
 - Requires extra processes
 - People have to wait
 - Increases time to react
 - Information loses value with time
- Would your customer pay for a status report?



WHAT DO WE GET OUT OF THIS?

Information radiators can:

- Help a team self-organise
- Protect a team by broadcasting the state of delivery – no surprises
- Assist with organisation and planning
- Call attention to what is going on with the work
- Control / highlight WIP



OK I
want to
jump in.
How do I
do this?



FOCUS ON THE WORK

- What do you have to do?
 - What is getting in the way?
 - How long is it taking to get something done?
 - Is there uncertainty?
-
- Take a system view of what is happening



HORROR

JASON (TAS)

23359 - Address (State NM App)
23351 - Incorrect title (Doc. req)
23347 - Missing trackman (TGV)
23346 - Party edit title CTT (TO)
23345 - Party edit incorrect field (TGV)
23341 - Add New Party CSS
23337 - Kansas Bkg CSS

23346 - Address pop up (Urgent)
23245 - Mtr class 6 missing
23241 - Dirty Bkg CSS
23214 - Pay rise for working
23364 - Entity page CSS

SANJAY

CTTT:

23346 - Core Issues (Cittland) ✓
23293 - Event RST to report
23131 - Search to gov. com. stat

TAS:

23355 - Some address missing (TGV)
23354 - Party edit title (TGV)
23353 - Party edit title (TGV)
23201 - Workflow Maint.

22958 - Legal Rep. Interface

NAN CTT

23355 - Rep. too slow (Cittland)
23353 - Work item after party change
23352 - Hearing/Listing (TO)
23351 - Event history missing
23346 - Party edit title (TGV)
23345 - Party edit incorrect field (TGV)
23341 - Reports

TAS (Entities)

23347
23346
23345
23341
23337

4

TIM PLS DO NOT RUB

CTTT:

23134 - Two party addresses
23125 - Some party info
23091 - Adj. Entity
23083 - Event hist. missing

Finalization ✓

Mainboard Board
*Listing
*Data Admin
*Doc plans
*Bkg. copy (made job)
23296 - Title case issue
23361 - Time Out issue

CTTT: from last time
23132
23099 (TGV)
23122 (TGV)

AVI

OUTSTANDING:

CTTT

TAS

TIM O

CTTT:

23123 - Hearing/Listing (Nan) ✓
23158 - Kcalc Dirty Bkg (TGV)

TAS:

23240 - Missing Filter (Urgent)
23192 - Changes for Dirty finality
23153 - Finance One pr. field line

TRISTAN

CTTT:

23332 - first Gov. details saved
23206 - Contract No. field (TGV)
23178 - Copy/Paste POD
23119 - file loc. to show last loc.

AIR:

23228 - Establish Pyre

MARK

CTTT:

23314: Time Out (Urgent)
23123: Hearing/Listing (TO, Nn)

TAS:

23357: Time Out issue
23356: Relogon after Time Out
23356: Suppression
23096: Security/VPD ✓



KISS

- Keep It Simple, Stupid
- Easily changed and maintainable
- Do it by hand, not with a tool (unless it's Mingle)



SIMPLE

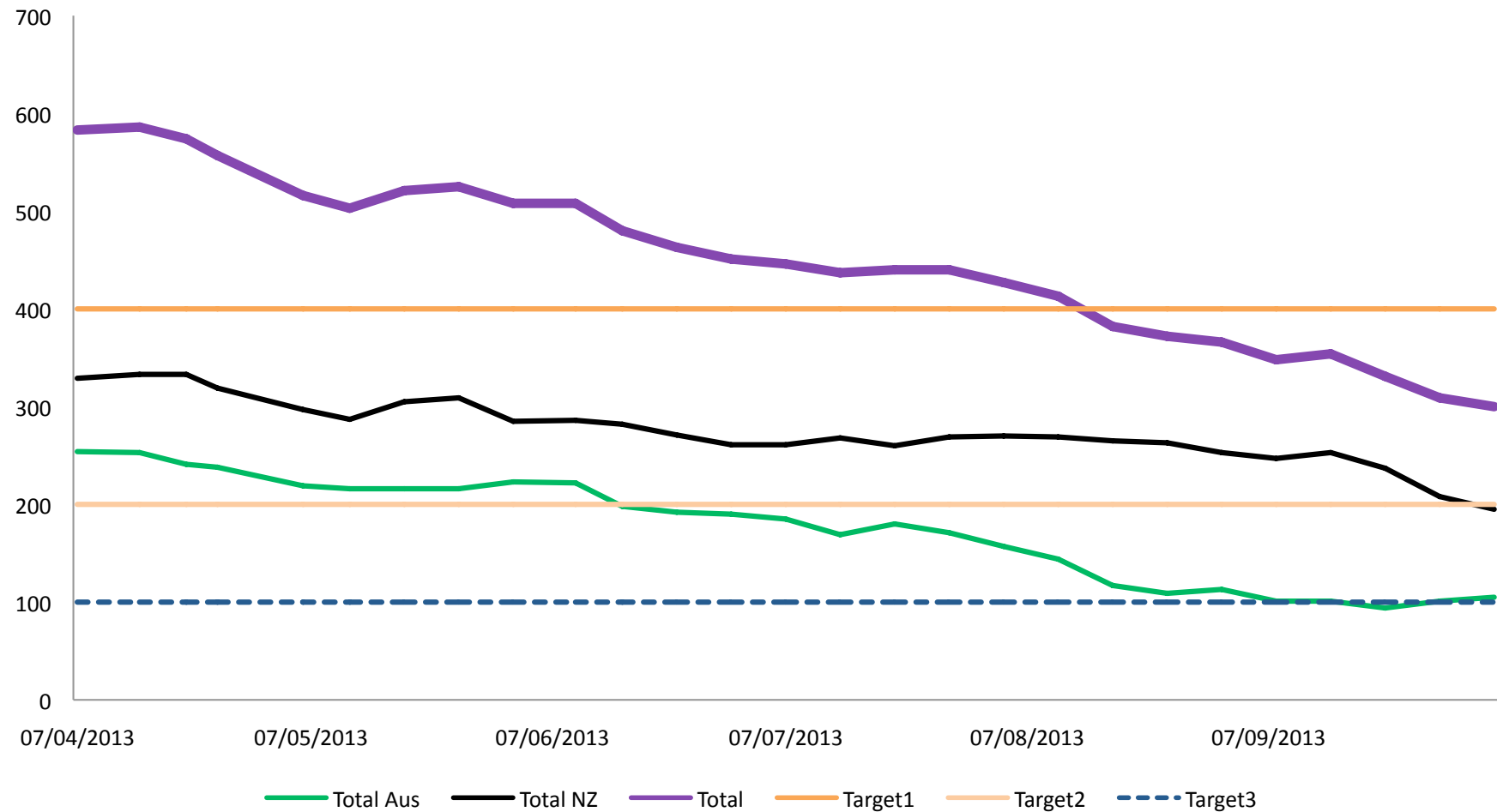


PREDICTIVE & REFLECTIVE

- Predictive – gives you the chance to do something different to avoid problems
- Reflective – shows if anything has changed



OUTSTANDING ISSUES OVER TIME

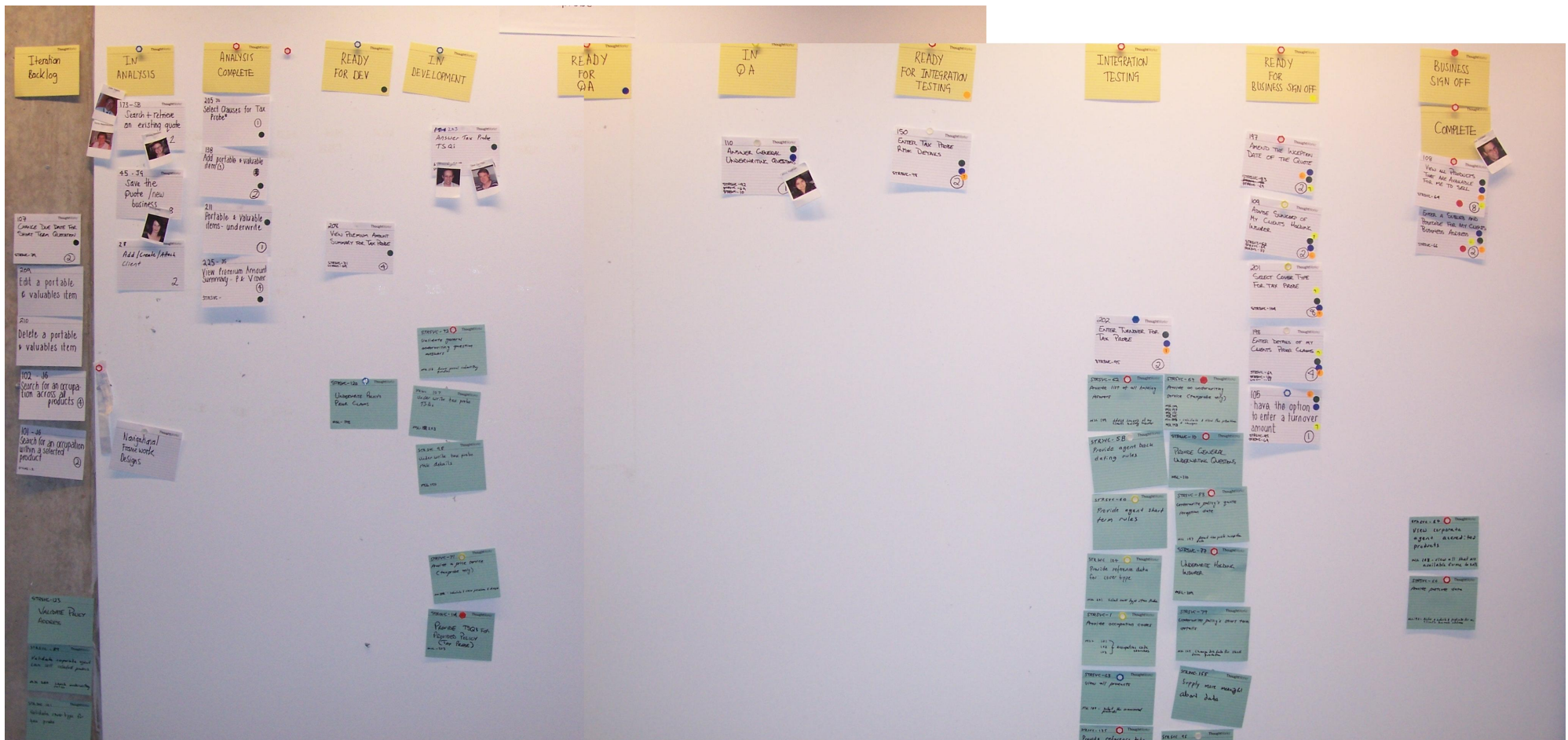


CHANGE AS WORK CHANGES

- As you learn how learn more you should be adapting how you are working
- As you change how you work the way you present what is happening should change
- Unlike a status report; there is not a template you use and stick with



STORY WALL



STORY WALL

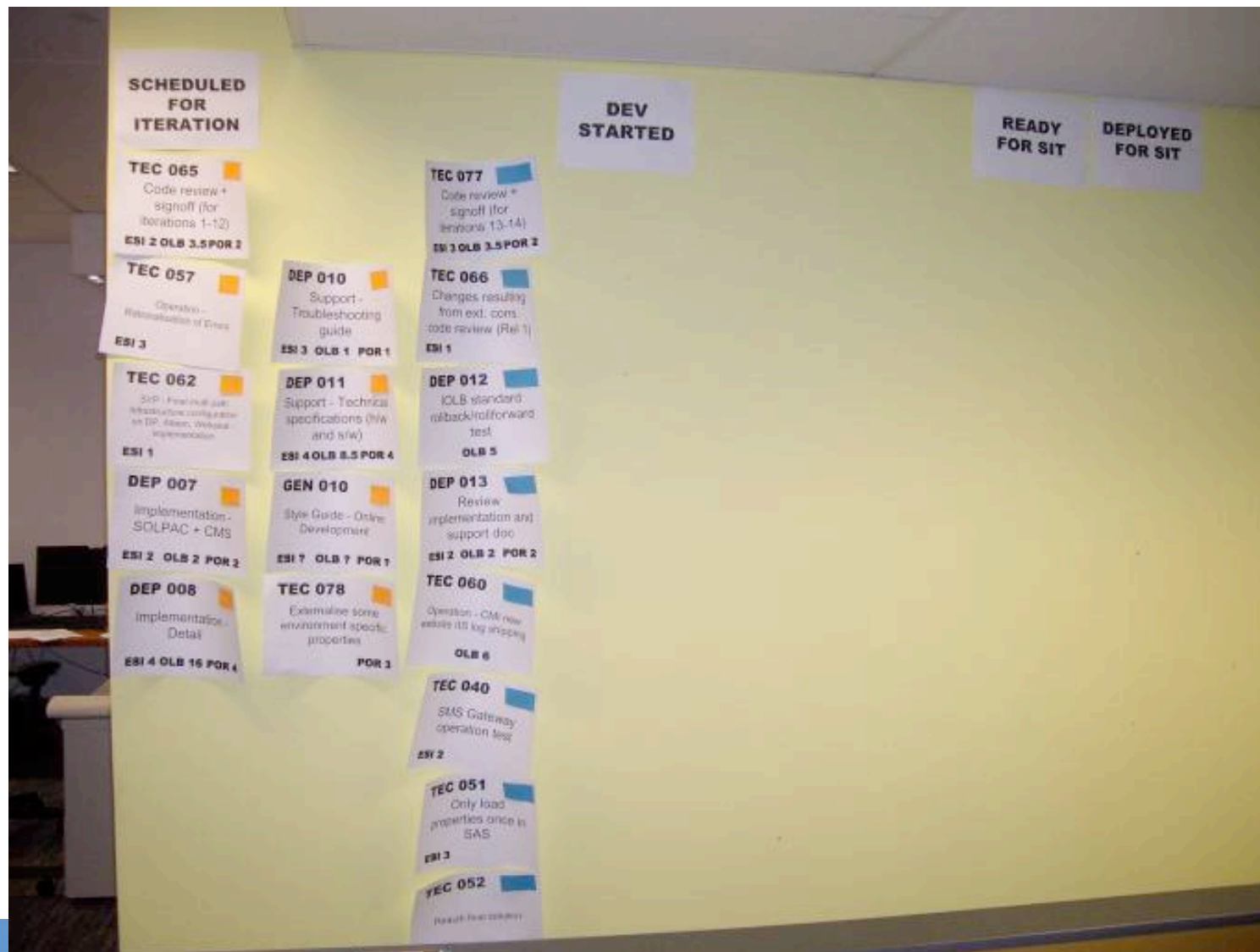


MAKE IT BIG

- The information must be easily seen and understood
- Use colour and form
- People can move closes for details




STORY WALL



MAKE IT EVERYONE'S

- the team must own it
- the team must keep it up to date

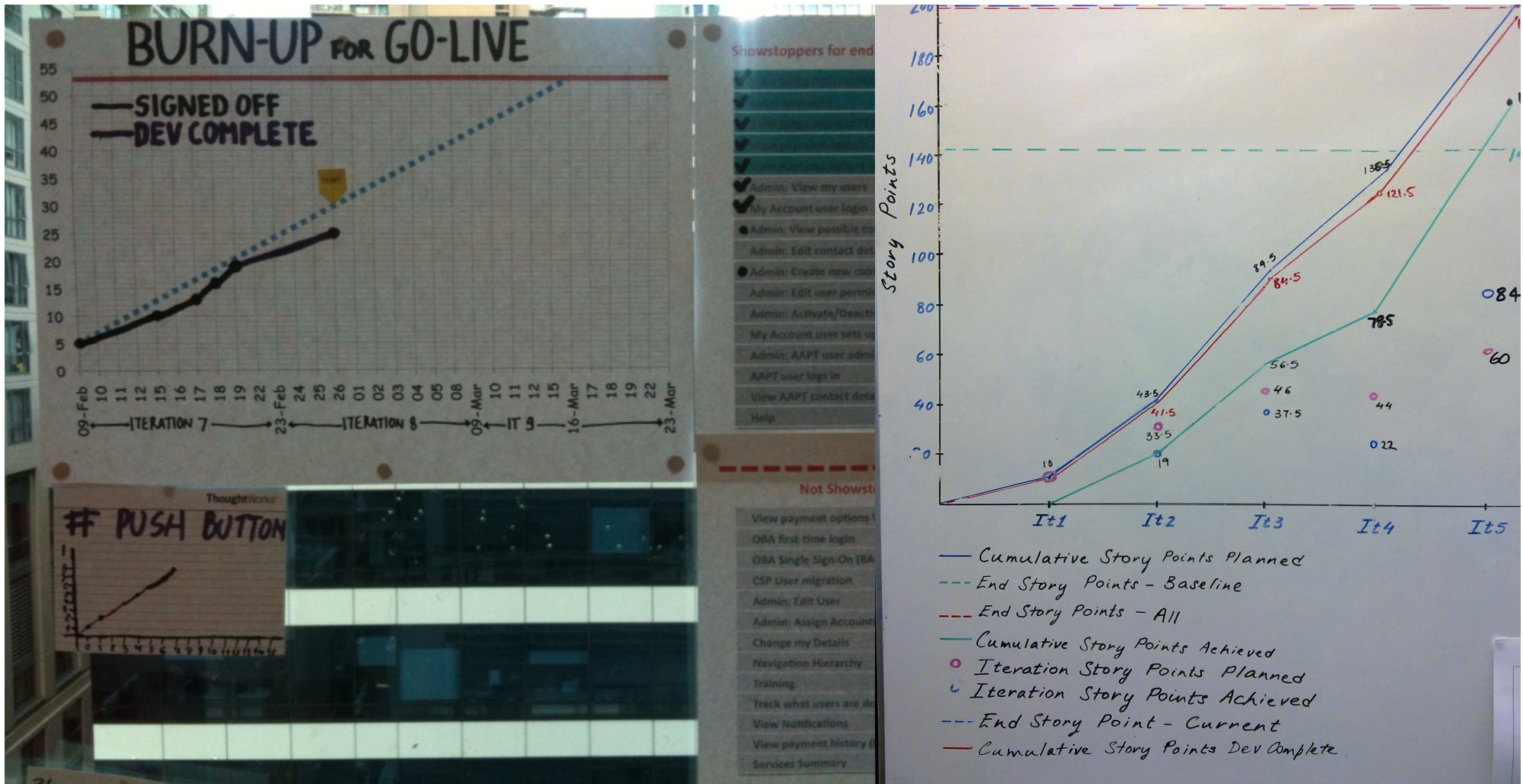




How about
you show
us what
you have
been
talking
about?



BURN UP CHARTS



THE WALL!



WIP CONTROL



BUILD LIGHTS



BUILD DASHBOARD

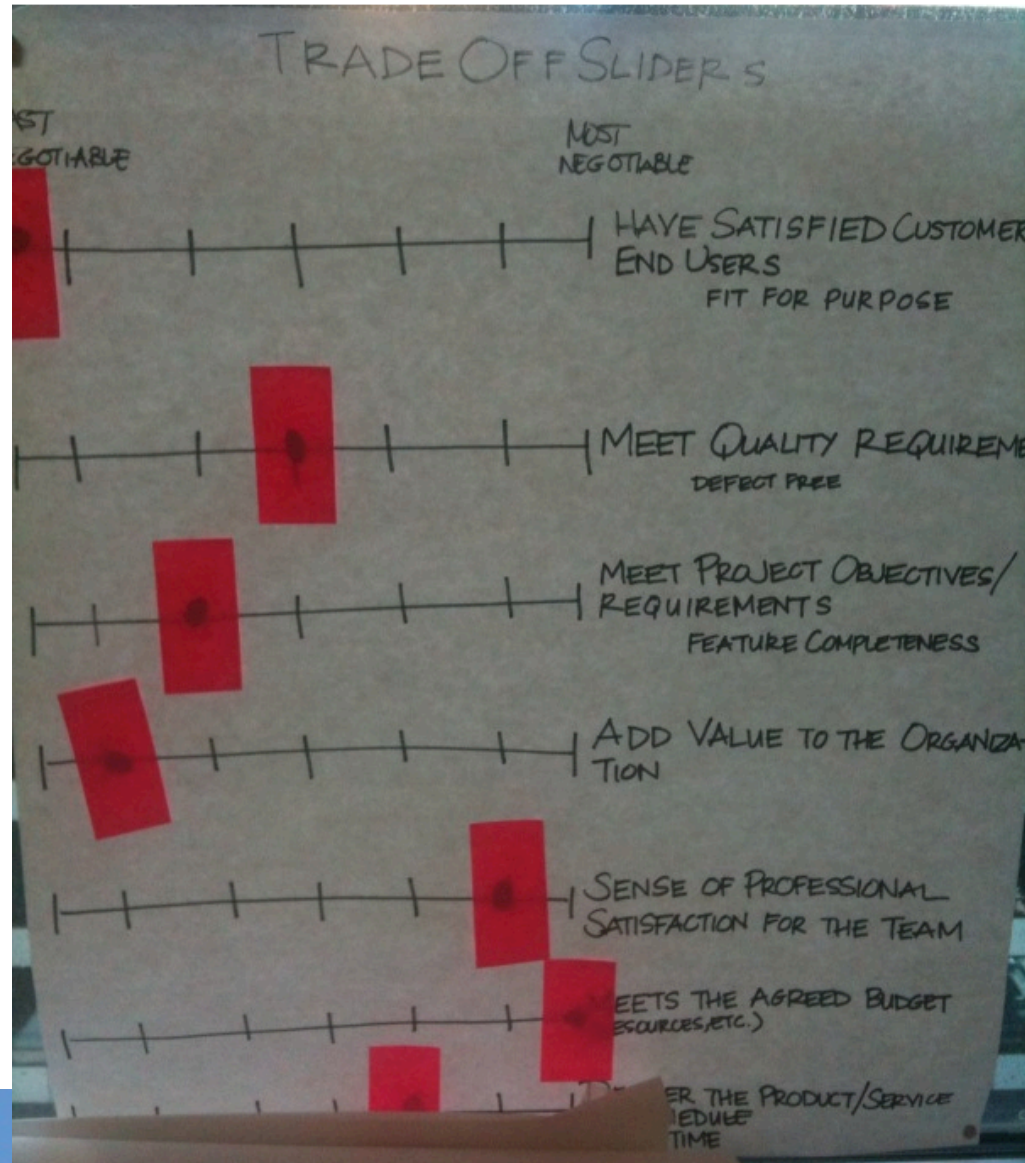


My CI Build 1

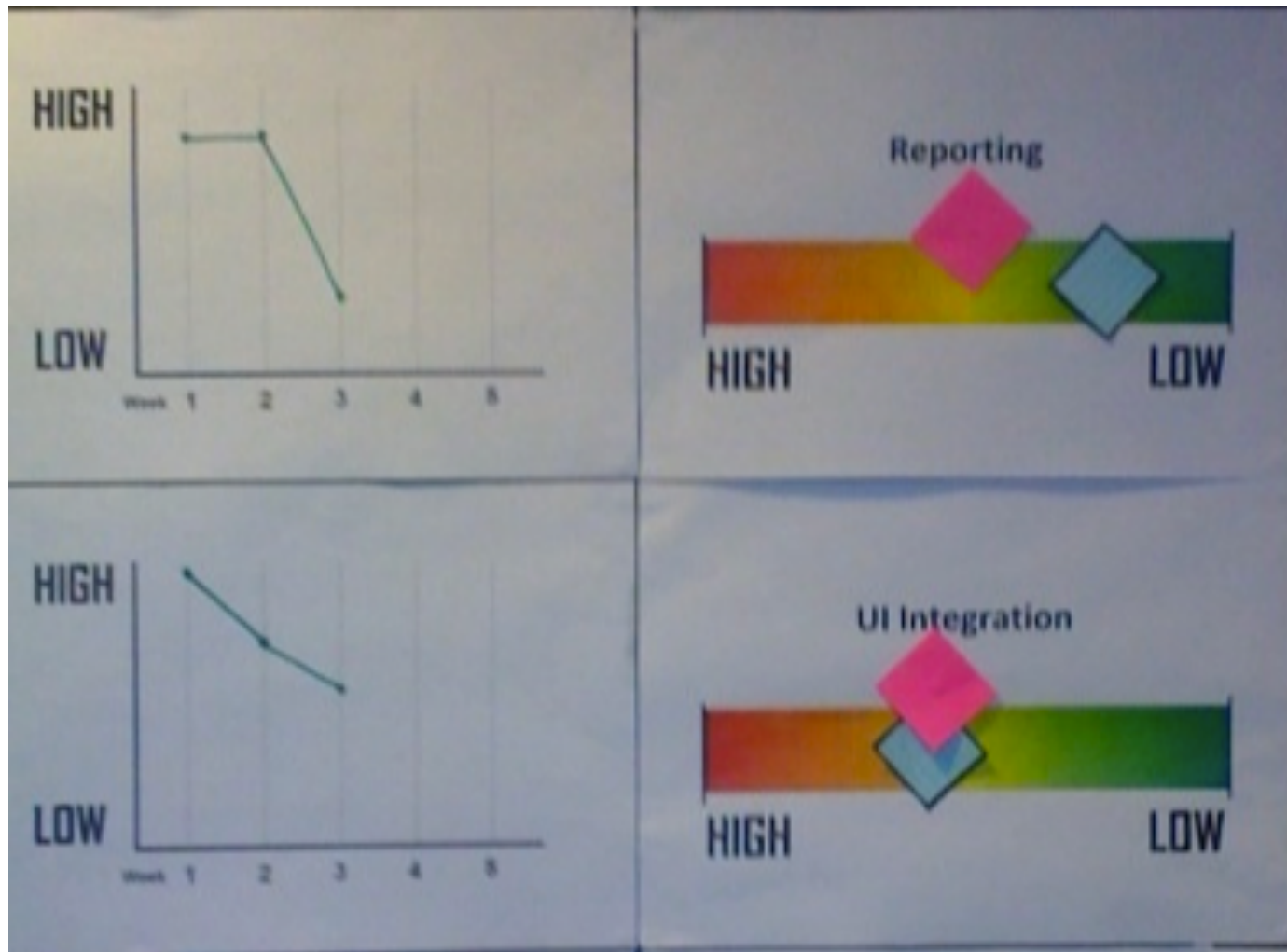
passed after 16 minutes - 17 min ago
expected duration is 12 minutes



SLIDERS



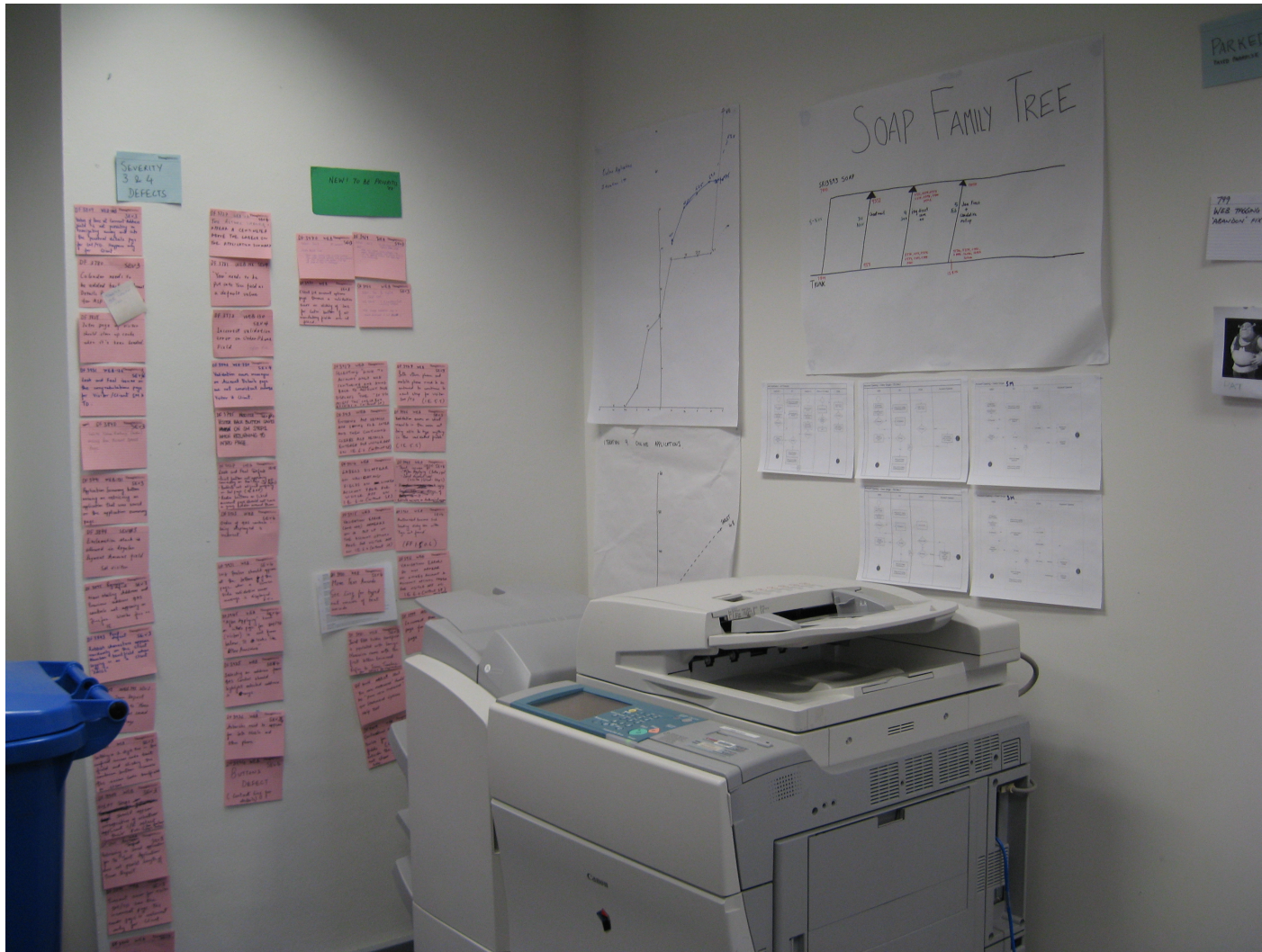
RISKOMETER



COMBINATIONS



COMBINATIONS



COMBINATIONS



PEOPLE RADIATORS



PEOPLE RADIATORS



HOW TO DO IT?

- Have courage
- Focus on the work!
- Keep it simple
- Predictive and reflective
- Change as work changes
- Make it big
- Make it everyone's





THE END

