



The 'new' frontier

High performing teams building
higher performing companies.

Umano's curated collection of
snippets, soundbites and slides
from Atlassian's Team'24
Las Vegas, May 2024



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team'24

Introduction

Umano has recently returned from Team'24, Atlassian's global event as sponsor and marketplace vendor.

This is a collation of key themes threaded throughout five different presentations that inspired us the most.

These themes spoke to the challenges organizations and software teams are facing today, as well as what will help unleash high performance.

Please enjoy this collection of soundbites, snippets and slides.

And of course, if you'd like to explore any of these threads and themes directly, get in touch!

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This collection of snippets, soundbites and slides were sourced from five inspiring presentations at Team'24. Go to the source and watch the speakers on demand.

*1. [Achieving a world-class developer experience](#)

Matt Schvimmer, SVP Head of Product, Agile and DevOps, Atlassian
Josh Dervenny, Head of Product, Atlas, Atlassian
Elizabeth Watkins, OVO Energy

*2. [Atlassian System of Work](#)

Tiffany To, Head of Transformations and Platform, Atlassian
Zeynep Ozdemir, CMO, Atlassian

*3. [Enterprise Agility At Scale](#)

Natalia Baryshnikova, Head of Product, Enterprise Strategy & Planning, Atlassian
Josh Brose, Director, Fidelity Investments

*4. [Navigating the new frontier of developer productivity](#)

Andrew Boyagi, Atlassian
Abi Noda, DX

*5. [Real-time visibility into the cost of work](#)

Amanda Babb, Praecipio
Michiko Quinones, Praecipio



Themes threaded throughout the presentations

Challenges holding teams & organizations back	Page
Disruption is occurring from within	5
Decision making is harder	6
Differentiation & value (created by software teams) remains caged	7
Disengaged teams are the silent sleeper	8
Ten ways to propel high performing teams & organizations	
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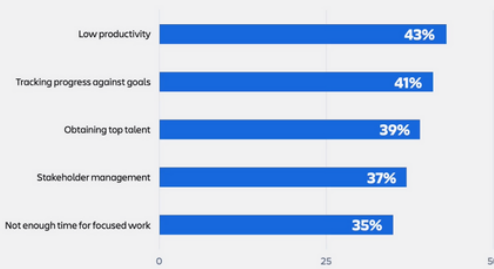
Disruption is occurring from within.

New realities shaping work



*2

Top organizational challenges



*3

Only 30% of workers see the link between their work and their company's broader purpose ++

ACCENTURE, FUTURE OF WORK STUDY

*2

Decision making is harder.

Information is proliferating;

// *5

329 billion gigabytes of data are created by humans every single day.

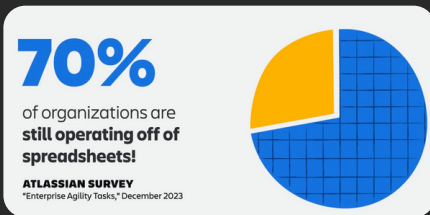
Near real-time data is available to us from all of our disparate systems.

it remains trapped; and

// *5

Organization & knowledge silos trap information.

it's still not automated to support decisions.



Decision making isn't getting any easier.



Differentiation & value creation remains caged.



Software teams are your differentiators & value creators.

// *1

No matter what your industry is, software is at the core of what you do. software development teams are building some of the core differentiation to the value you deliver to customers.

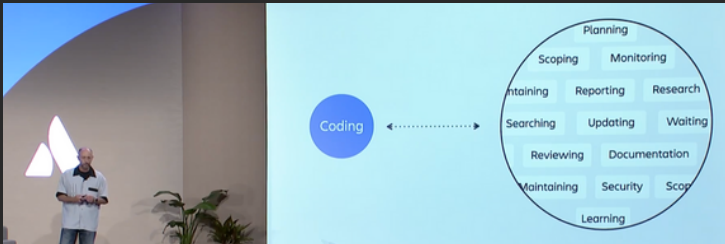
Friction & cognitive load holds them back.

// *1

There's a ton of different challenges that mixes modern micro services with legacy code and creates friction in developers everyday lives:

- dealing with reams and reams of data
- security vulnerabilities
- managing observability
- incident triage
- managing code health
- cloud costs
- collaborating with distributed teams.

All preventing them from what they want to do: building cool shit!



A world far greater than just writing code...

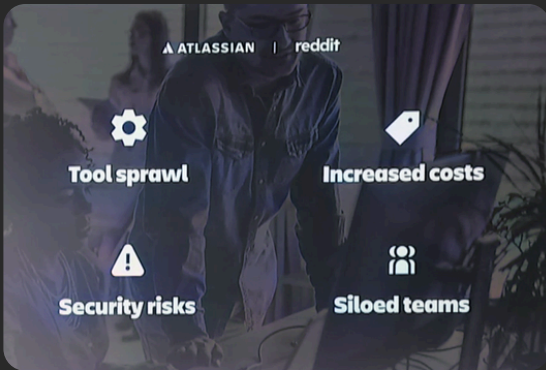
As does the need for speed!

// *1

The 'READY AIM FIRE!' Problem: In software development, we prize speed, but sometimes speed is the problem. If you're going in the wrong direction, that can lead to horrible results, including right down to the bottom line.

// *4

Huge cognitive load looking for documentation and collaborating between teams slows teams down.

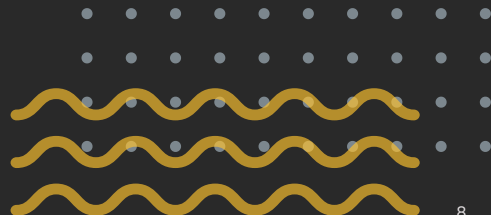


It's not just you; others are experiencing the same challenges.

The unintended outcome from these forces:

Disengaged teams

remains a 'silent sleeper'.





Ten ways to propel
team & organization
performance.

Team performance is correlated with organization performance.



30%

organizational performance

GOOGLE DEVOPS RESEARCH & ASSESSMENT



**Empower teams
to deliver**

// *1

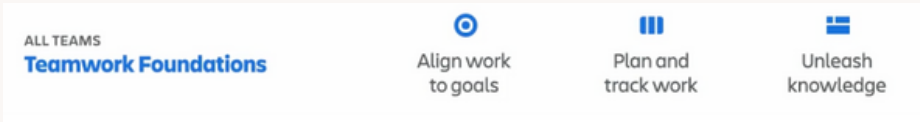
There's a direct line from improving developer experience and productivity to bottom line results. Developer experience is more important than ever.

1. Improve team experience and effectiveness



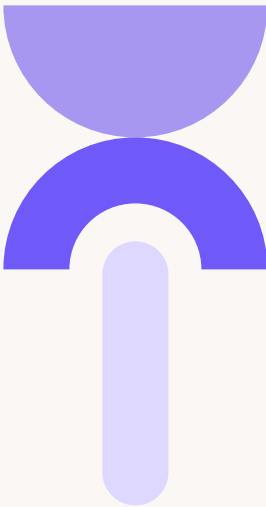
2. Embed Teamwork Foundations

Underpinning Atlassian's 'System of Work' lie all of an organization's teams.



*2

The foundations for effective teamwork lies in goal alignment, their ability to plan and track work and unleash knowledge along the way.



3. Reduce Friction

// *1

Our team goal is to enable rapid delivery of value, as fast as possible, within our guardrails.

To do this, we have to reduce friction.

// *1

How do I accelerate the pace of innovation in software teams? Help them learn faster, and reduce the friction between tools and processes in the every day lives that developers deal with.

// *4

Let developers solve their own experience challenges; give them the tools and a way to solve their own problems. They know best.

// *4

Ask: where can we improve the way software is delivered?

// *1

We need to make software development a team sport. It really requires development teams to get aligned, to share, collaborate and make sure they reduce the risks upfront so that the organization knows what direction to head together.



4. Build Transparency

//*3

We need transparency to improve efficiency and effectiveness for teams. This is the quickest way to reduce friction and unlock better decision making.

//*3

How do we get better transparency?
Just talk!

It comes down to valuable conversations.
How do you make sure your conversations continue to get better?
What drives valuable conversations?

*3

Overcome silos

**Common
purpose**

**Common
cadences**

**Common
language**



5. Democratise data

// *3

Visibility into the data is key.

We're trying to make data available for all teams. Democratise the information for leaders, for everyone so they have the information they need at their fingertips to have valuable conversations.

It could be information like flow metrics - throughput, velocity, predictability, all that kind of stuff. But what we're really focussed on trying to do is bring out the insights, things that may not be super obvious to them.

Present opportunities for them to reprioritise their work. It's as simple as helping to name that they're spending all their money on the lowest priority item. You could actually make a decision here to optimise your portfolio so you're truly delivering the most value. It sounds obvious, but it's not always easy to see that. So we try to bring that out.

// *5

Gain an edge with end-to-end visibility, giving you the confidence to make the right decisions.

// *1

You can't fix what you can't see and understand.

// *4

Always start with the problem to be solved. Then work out the data.

6. Prioritise Feedback & Learning Loops

// *4

The sooner your teams are getting feedback, the faster they are in delivering.

// *5

Build granular and aggregate performance views.
Build recommendations on how to accelerate.
Provide insights back to the team.

// *5

Your dashboards are instrumentation for pain points. Automated dashboards accelerate your team's learning.

// *1

Then create a flywheel effect - a virtual cycle of feedback loop. This is how we helped ourselves. This is how we empower teams to solve their own productivity problems, using data.

// *4

Learning from each other creates perpetual motion in your continuous improvement cycle.

// *5

Reclaim your 'Big Dashboard Energy' to more confidently make decisions.

7. See performance holistically

//^{*4}

No data points give us the full story of what developers do. You need a holistic view of developer productivity. Go to the developers. Gather their feedback and convert this into numbers and trends. You must take the qualitative and the quantitative data sets.

//^{*4}

Ask you developers where they can improve the way software is delivered, and how they want to enhance their experience of working for you.

8. Invest in data governance

//^{*5}

You need governance to turn your strategy into data. And then set it to refresh every night and you automate that feed; set it and forget it.

//^{*5}

With good data governance and creative leadership, the ability to quickly connect data across all systems is now a reality.

9. Take aligned action

// *3

You need to figure out which steps you want to take action on, discover what's the biggest bang for your buck in terms of optimizing and take action.

// *4

We always want progress over perfection.

// *5

Get your workflow mojo back!

10. Iterate your approach, always

// *4

It's a journey of discovery. Get inspiration from other organizations journeys. Don't copy them, but be inspired.

// *4

An all too common anti-pattern is rolling out arbitrary metrics. What we measure today will be different from what we will be measuring in the future. It's always going to be different based on the different problems we are looking to solve.

Inspiration without
action is merely
entertainment.
Take action!

About Umano

Umano is a plug and play analytics-as-a-service solution focussed on agile team practice improvement.

With 25 Agile and DevOps metrics measuring team productivity and engagement, and Team Vibe surveys measuring team experience, actionable insights are embedded at each critical stage of agile practices into a dedicated team toolkit comprising a Planner, Tracker and Reviewer.

A team's toolkit is also embellished with personalised observations and suggestions from ojo™, Umano's Agile Copilot, helping teams to learn faster, take action sooner and scale their 'Scrum Master/Agile Coach' superpowers.

Umano accelerates team ownership and traction of continuous practice improvement with its ability to visualise teamwork, focus improvement with goals, guardrails and filters, serve contextual insights and deliver proactive notifications.

Using Umano, energy technology company Uplight increased PI completion rates from 30% to 88% in just under a quarter.

Join us!

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