



EC WORKSHOP, JULY 17, 2018

FINDING YOUR 'FLOW

AGENDA

- ▶ Introduction
- ▶ What is a 'flow'?
- ▶ Why is my 'flow' important?
- ▶ How do I find my 'flow'?
- ▶ Best Practices
- ▶ Q&A



INTRODUCTION



INTRODUCTION

- ▶ Owner / Executive Consultant @ AutomateROCKET & The QA Consultancy
- ▶ Past leadership at HomeAdvisor, MEDHOST, Scripps Networks
- ▶ 22 years in IT
- ▶ Extremely passionate about automation and efficiency
- ▶ Severely ADHD



WHAT IS A
'FLOW'?



DEFINITION

work-flow

/'wɜrkflō/ 

noun

the sequence of industrial, administrative, or other processes through which a piece of work passes from initiation to completion.



WHY IS MY 'FLOW
IMPORTANT?

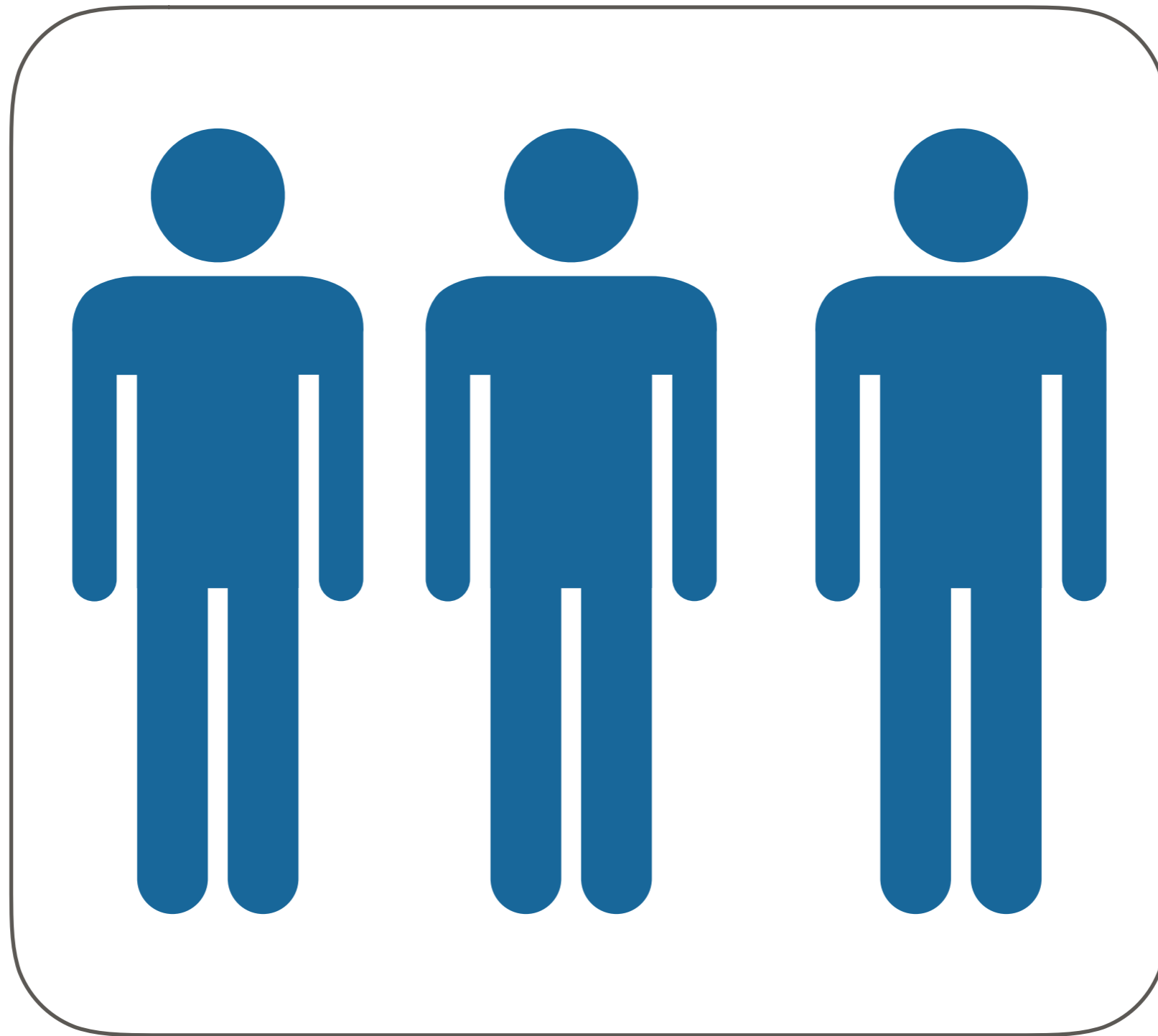


WHY IS MY 'FLOW IMPORTANT?

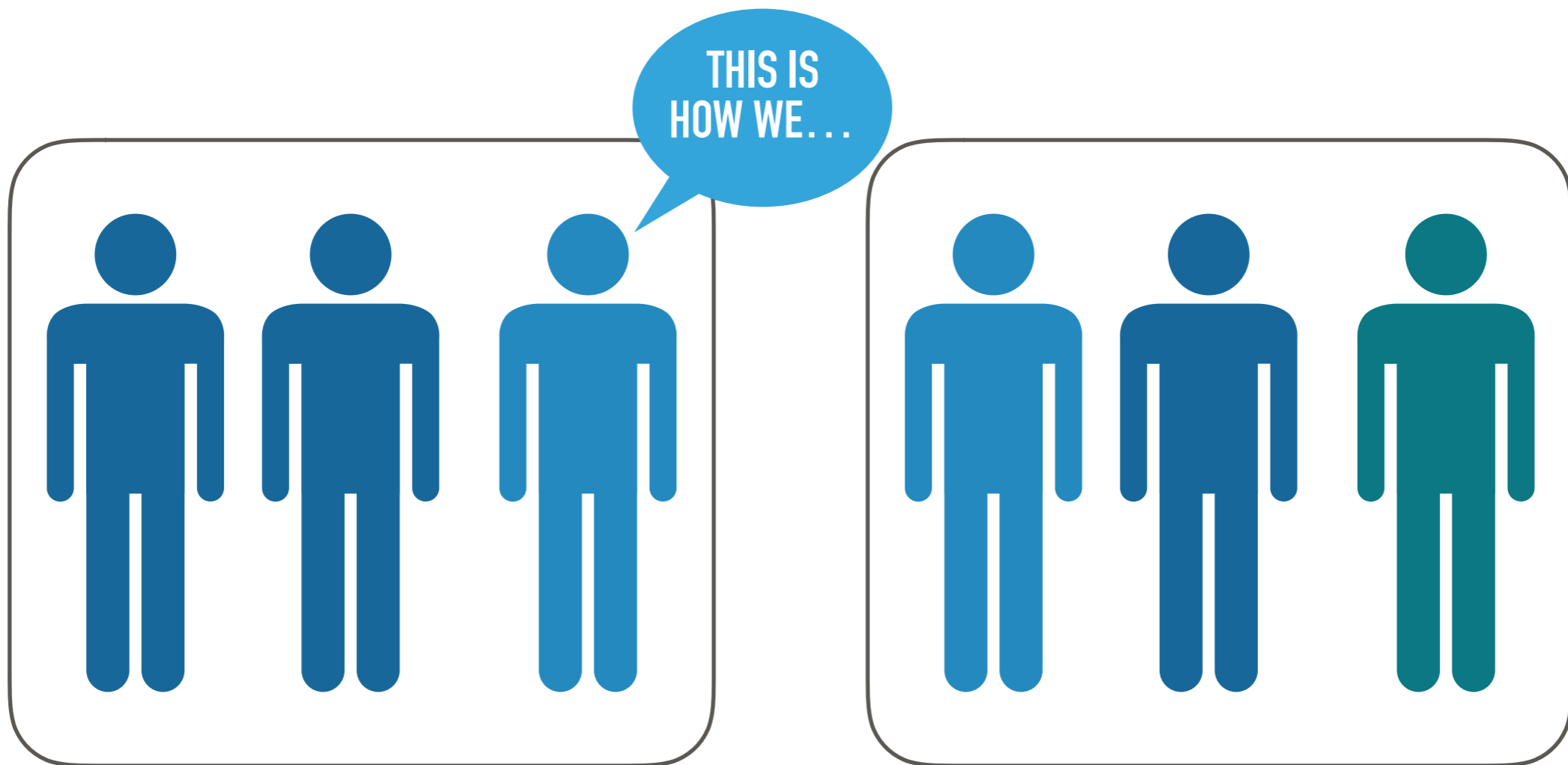
THE WHY

- ▶ Consistency and scalability

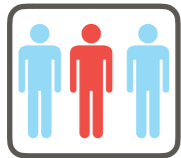
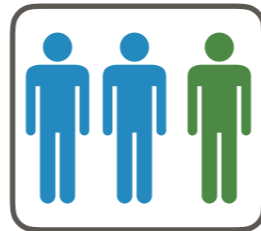
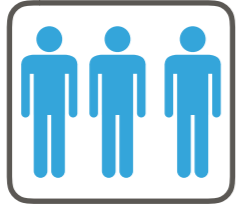
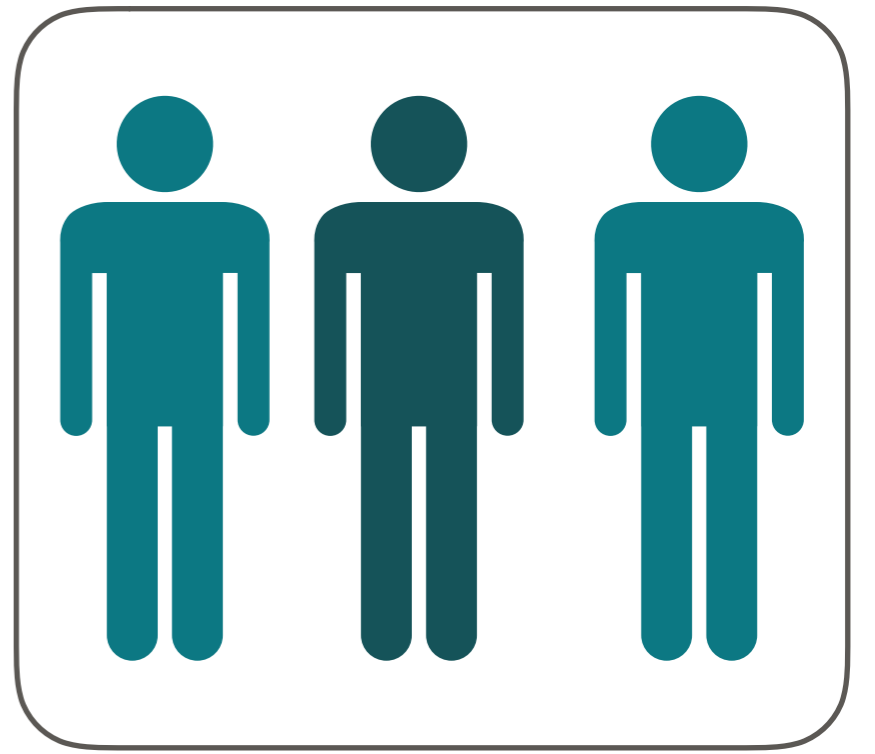
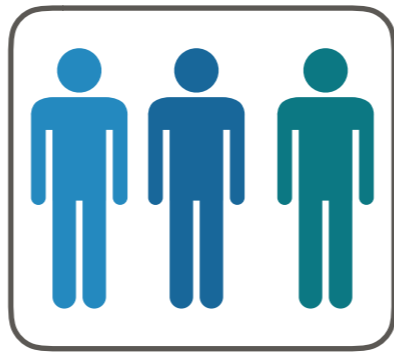
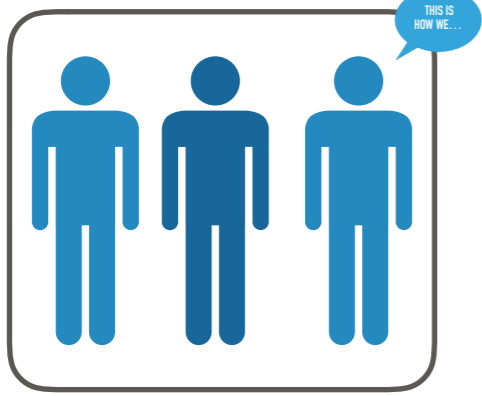




YEAR 1



YEAR 13



YEAR 15



WHY IS MY 'FLOW IMPORTANT?

THE WHY

- ▶ Consistency and scalability
 - ▶ Dilution is a very real thing, and can be incredibly dangerous if left unchecked!



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THE WHY

- ▶ Consistency and scalability
 - ▶ Dilution is a very real thing, and can be incredibly dangerous if left unchecked!
- ▶ Context switching = BAD!



WE FOUND ABOUT 82 PERCENT OF ALL INTERRUPTED WORK IS RESUMED ON THE SAME DAY. BUT HERE'S THE BAD NEWS — IT TAKES AN AVERAGE OF **23 MINUTES AND 15 SECONDS** TO GET BACK TO THE TASK.

Gloria Mark – Professor
Department of Informatics
University of California, Irvine



WHY IS MY 'FLOW IMPORTANT?

THE WHY

- ▶ Consistency and scalability
 - ▶ Dilution is a very real thing, and can be incredibly dangerous if left unchecked!
- ▶ Context switching = BAD!
- ▶ Having a complete picture of what/how you do your job



WHY IS MY 'FLOW IMPORTANT?

THE WHY

- ▶ Consistency and scalability
 - ▶ Dilution is a very real thing, and can be incredibly dangerous if left unchecked!
- ▶ Context switching = BAD!
- ▶ Having a complete picture of what/how you do your job
- ▶ Reduces overall stress levels



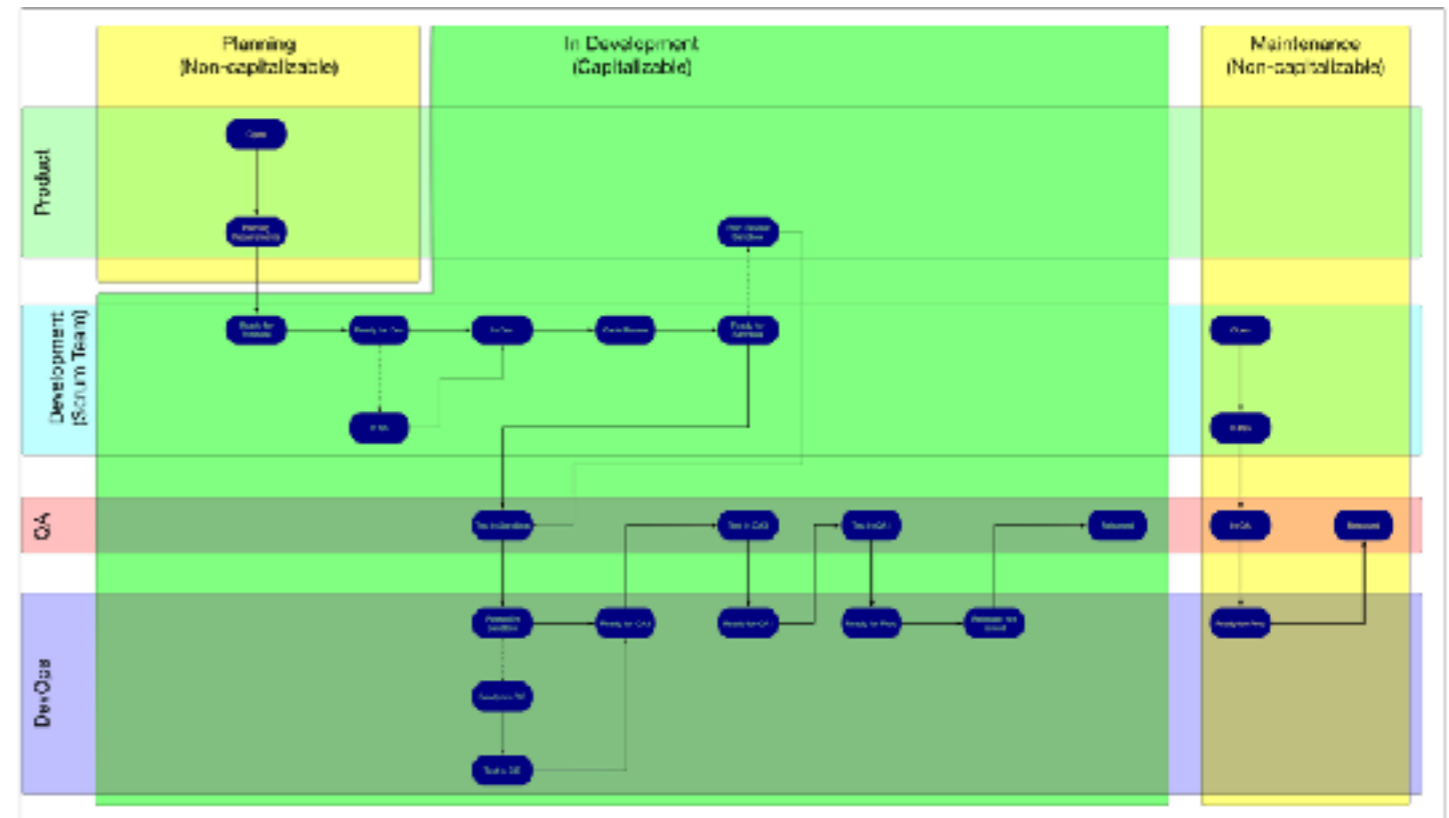
HOW DO I FIND
MY 'FLOW'?



HOW DO I FIND MY 'FLOW'?

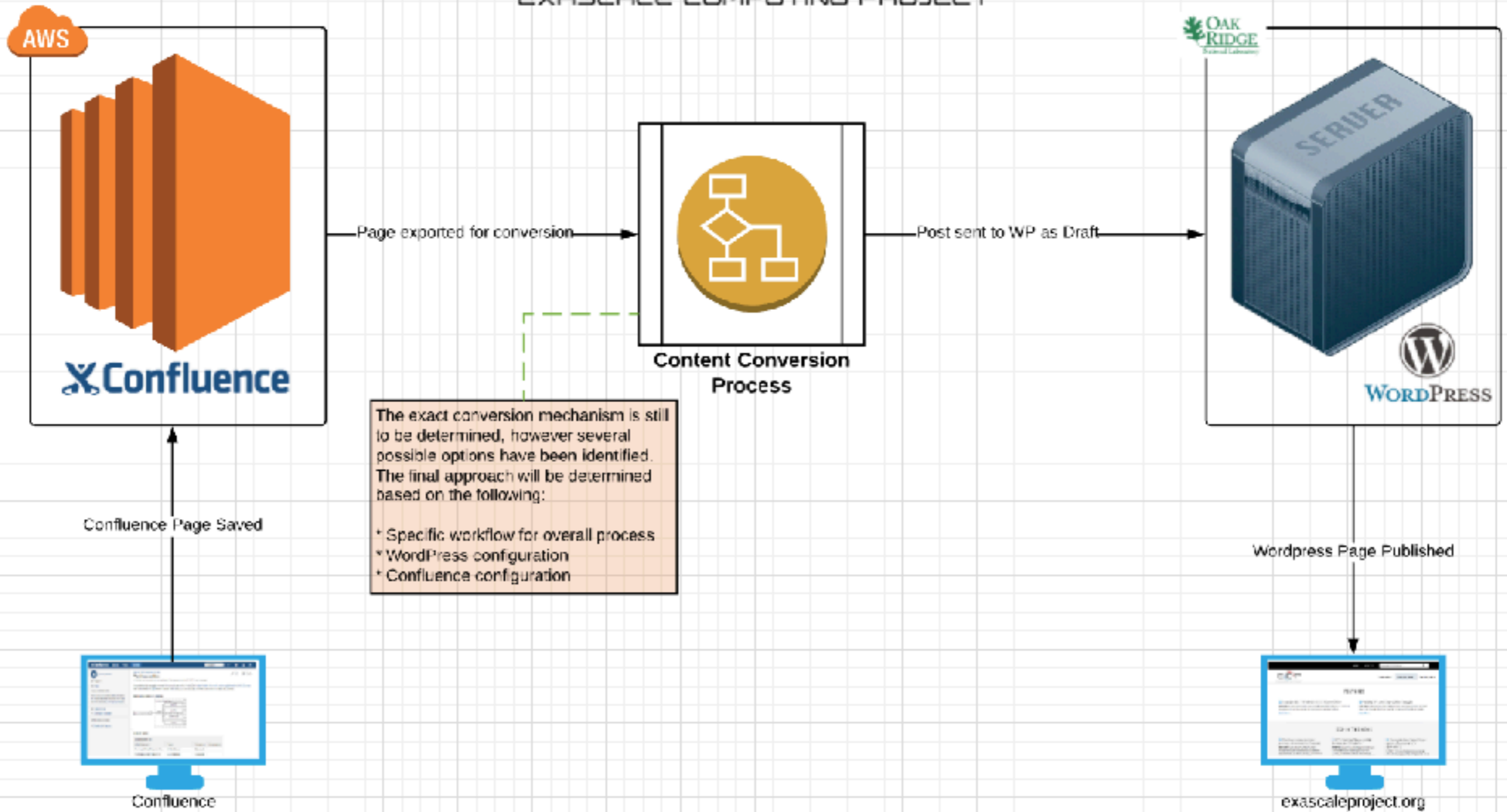
THE HOW

- ▶ Document the process as it stands now
- ▶ Determine changes needed
 - ▶ You will find some gaps or inefficiencies as you work through building it out
- ▶ Build out a basic workflow diagram
 - ▶ Helps visualize the overall process
 - ▶ Assists in creating training material



ECCP

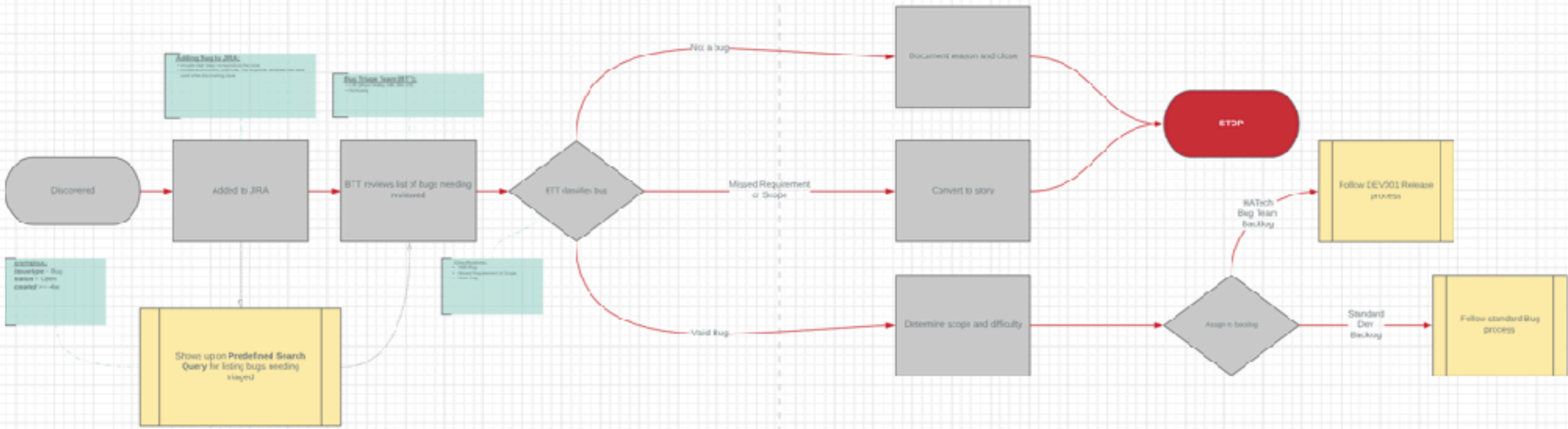
EXASCALE COMPUTING PROJECT

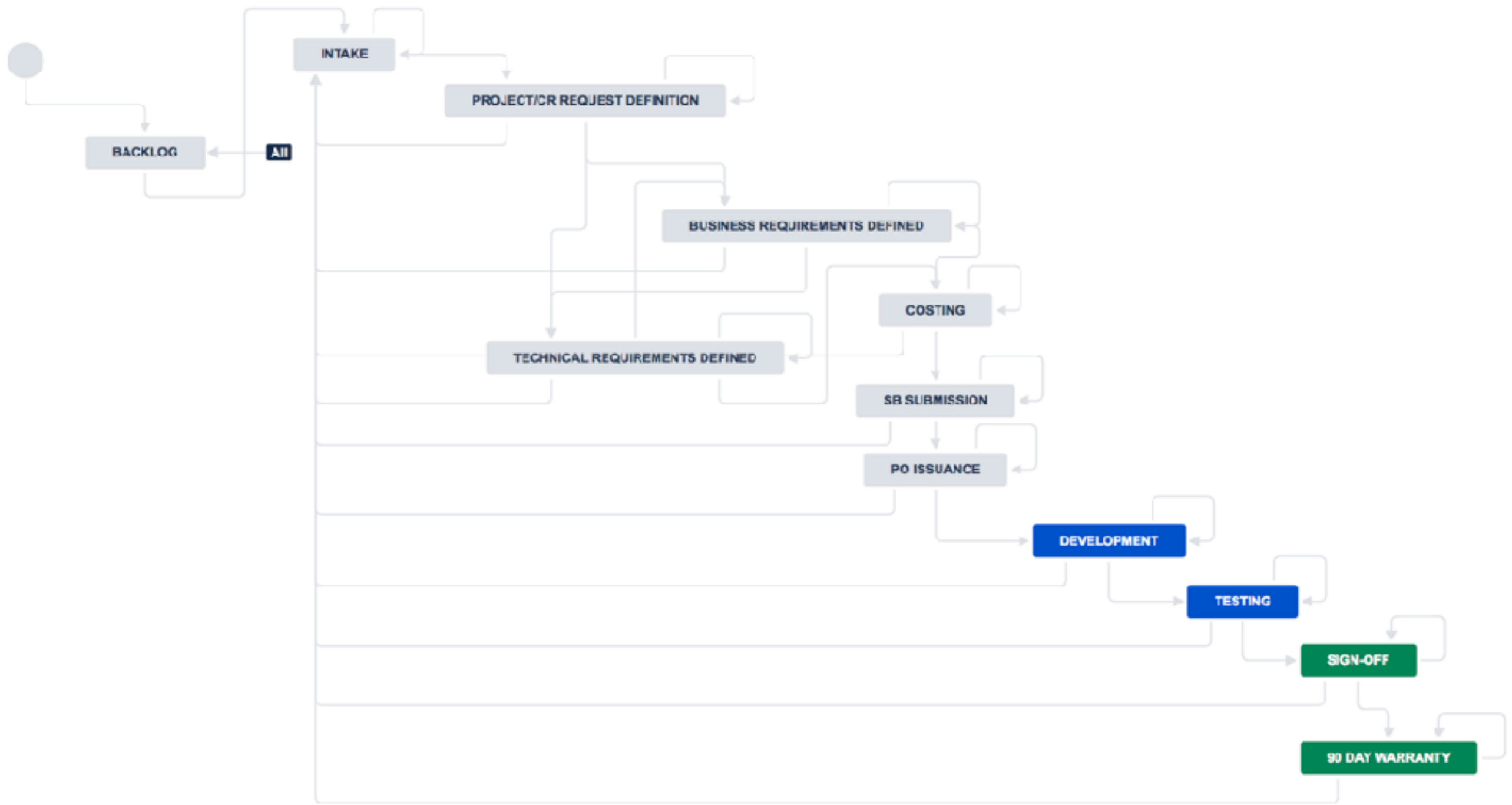


The exact conversion mechanism is still to be determined, however several possible options have been identified. The final approach will be determined based on the following:

- * Specific workflow for overall process
- * WordPress configuration
- * Confluence configuration

Bug Process





BEST PRACTICES



"IF IT AIN'T BROKE, DON'T FIX IT. THAT'S THE TROUBLE... FIXING THINGS THAT AREN'T BROKEN AND NOT FIXING THINGS THAT ARE BROKEN."

Thomas Bertram Lance – Nations Business, May '77



VISUALIZE IT

- ▶ Draw a picture (literally)
 - ▶ Use a whiteboard, notebook, sticky pad, Visio, LucidChart, etc
 - ▶ Start at a high level, and focus on key areas
 - ▶ Product -> Design -> Development -> QA -> Prod Support
 - ▶ Sales -> Contract -> Delivery -> Follow-up
 - ▶ Be as simple and concise as possible while ensuring completeness



SIMPLIFY IT

- ▶ Don't overcomplicate it
 - ▶ Try to eliminate anything that does not add real value
 - ▶ Avoid duplicate effort where possible
- ▶ Find commonalities and run with them



MAKE IT YOUR OWN

- ▶ There is no “one size fits all” approach
- ▶ Find what works best for you and/or your organization
- ▶ Don’t shoehorn your approach into someone else’s
- ▶ Don’t shoehorn your approach into a tool



TOOLING

- ▶ There is no perfect tool, just the right tool
 - ▶ The right tool is the one that works for you
 - ▶ The right tool allows you to follow your process rather than forcing you to adhere to it's idea of how your process should go
- ▶ Do NOT choose a tool first
- ▶ Automate where you can



TOOLING (CONT.)

▶ Diagraming

- ▶ Microsoft Visio (Windows)
- ▶ OmniGraffle (Mac)
- ▶ LucidChart (online app)

▶ Workflow/Process Management

- ▶ JIRA
- ▶ Asana
- ▶ Trello
- ▶ Rindle

▶ Automation Platforms

- ▶ IFTTT
- ▶ Zapier
- ▶ Microsoft Flow



Q&A





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