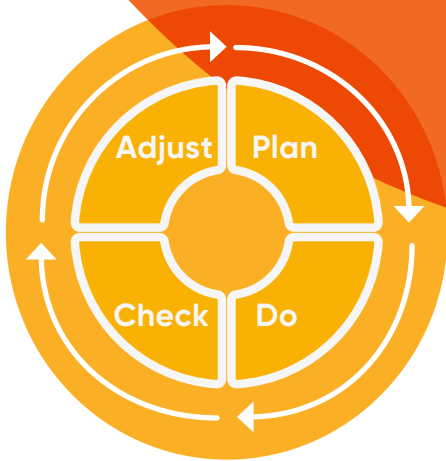


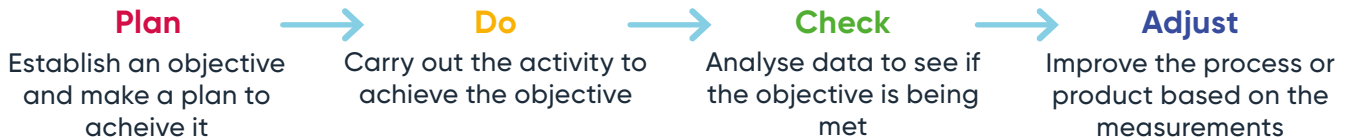
Agile Metrics



Metrics form an important part of an agile approach, and in particular, the use of feedback loops to validate and refine action.

In an uncertain environment, short cycles of **Planning**, **Doing**, **Checking** and **Adjusting** are likely to lead to good outcomes. The purpose of agile metrics is to provide insight and validation at the Check stage.

PDCA



Scenario	Plan	Do	Check	Adjust	Example Metrics
Improving predictability of achieving a sprint forecast	Making a plan for how much work a team can deliver	...the work	Measure work actually completed	Use the actual data from previous sprint to plan the next one	<ul style="list-style-type: none"> • Velocity • Throughput Rate • Ticket count • Capacity
Product Owner wants to increase the value of the product by adding new features	A new feature for the product, and theorise how users will respond to it	Build and release the new feature	Gather data on how users actually responded to it	Validate whether the feature actually added value, removing it if not, and adjusting future features based on the results	<ul style="list-style-type: none"> • Customer satisfaction • Feature usage • Average session duration • Conversion rates
The developers want to know if the product is stable to ship	Create a definition of done and other standards	Build the product according to the standards	Gather quality metrics	Improve definition of done to hit quality required	<ul style="list-style-type: none"> • Test coverage • Defect density • SQALE
The organisation wants to improve time to market to improve competitive advantage	Build a plan to invest in automation of a large set of manual tests	Automate the first 10% of the manual tests	Measure time to market changes gained through automating these tests	Validate if the benefits justify continuing, or if another plan is needed	<ul style="list-style-type: none"> • Cycle time • Lead time • Wait time
Maintain five 9 (99.999) system availability	Choose a selection of metrics to monitor and set out responses to incidents	Implement monitoring and set up alerts	Monthly review, are the target availability and SLAs being met	Update SLAs and response policies	<ul style="list-style-type: none"> • Service availability • Mean time to restore • Engineer response time • Incident count

