

D A S A

DEVOPS AGILE
SKILLS ASSOCIATION

DEVOPS PRACTITIONER

Glossary

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Glossary Term	Description
Adaptive Systems	A set of loosely coupled entities that form a system capable of responding to triggers from a changing environment.
Agile Soil	It is the context that the management or leaders use to influence and foster autonomous teams.
Agility	Agility is the organizational ability to adapt the changing circumstances and customer needs.
Autonomous Teams	A group of people who are encouraged to manage their work and working practices.
Autonomy	Autonomy is the ability to regulate own tasks, work on skill development, and define a way of working.
Bateson Pyramid	It is a framework that visualizes different levels or areas of learning. The higher levels influence the ability to learn at the lower levels.
CDE Model	The model explains how management can influence the behavior of autonomous teams considering the three aspects: Containers, Differences, and Exchanges.

Component Team	A component team develops and maintains specific parts of a system and delivers shared functions required by multiple system features to operate. These components are built once and are used multiple times by the broader system.
Continuous Improvement	It is a philosophy of frequently reviewing existing processes to identify and realize the opportunities of improvement.
Conway's Law	Organizations which design systems are constrained to produce designs which are copies of the communication structures of these organizations.
Courage	It is an attitude to step out of your comfort zone to experiment and learn. Courage is an essential ingredient for Agile and DevOps teams to overcome impediments and respond to new triggers.
Cross-functional Teams	A cross-functional team consists of all those functions or roles that are required to fulfill its task.
Culture	It represents the values, beliefs, and principles of organizational members and includes the organization's vision, values, norms, systems, symbols, language, assumptions, beliefs, and habits.

Customer Value	It is the value a customer derives from a product or service to accomplish his/her objective.
DevOps Team	A DevOps team comprises all competence required to deliver and maintain business services throughout their entire lifecycle.
DMAIC Cycle	DMAIC is the acronym of the five steps of the problem-solving cycle using Kaizen. The steps are Define, Measure, Analyze, Improve, and Control.
Double Loop Learning	It is the organizational ability to reflect on goals and the underlying assumptions. Double loop learning changes the system by acquiring new knowledge and translating it into new goals, values, and the way of working.
Experimentation	It is about testing a hypothesis. In practice, trying something new based on a need to find new ways of delivering and learn about the value.
Fail-friendly Environment	It is the culture of an organization that encourages employees to experiment and learn.

Feature Team	A feature team develops and maintains the complete set of features along with all the underlying components.
Feedback Loop	The feedback loop is the process where the output of a system becomes the input for the same system. The loop results the more positive output (positive feedback) or the less negative output (negative feedback).
Five Times 'Why'	It is a root-cause analysis tool used to identify the root cause of a problem. The question "why" is asked a number of times to find the fundamental reason of the problem.
Flow	It is a smooth uninterrupted movement of a product or service through a series of process steps.
Full-Time Equivalent	A measurement to add up the number of employee working hours into a standardized employee capacity.
Golden Circle	The Golden Circle by Simon Sinek explains the importance to reveal the purpose why things will be done first, unlike the strategy followed by most of the companies to start with what and how things must be done.

Governance	It is the process to align decision making. In Agile organizations, governance is used to enhance alignment between autonomous entities (teams).
Habit Loop	A feedback loop in which people learn consistent behavior triggered by experienced reward. Going through this loop several times, behavior establishes itself as a habit and might become part of a culture
Impediments	These are hitches that prevent teams and team members from delivering the committed output in flow.
Incremental Development	It is a development process to build and deliver the subsequent parts of a system in a sequential manner, such as the Waterfall approach to development.
Instable Systems	These are the systems in which small (bounded) changes in input settings result in erratic or extreme output changes.
Iterative Development	It is a development process to build and deliver a system in a cyclic process by refactoring it considering the feedback and the new insights.

Kaizen	It is philosophy that focuses on continuous incremental improvement over a sustained period to deliver more value and quality, and reduced waste and cost. The Kaizen cycle might follow the DMAIC cycle to structure the improvement cycle.
Key Goal Indicators (KGI)	It is a metric that determines the achievement of a company's strategic goal or the desired business outcome.
Key Performance Indicators (KPI)	It is a metric that indicates whether your performance on specific process steps (output) is good enough to achieve your strategic goals in the end. A KPI should be in line with the strategy. It should be long lasting and consistent when cascading from the top level to the operational level.
Lean Startup	It is a product development approach that enhances the business performance by delivering the required products fast to the customers and getting feedback from them as early as possible and improve the product based on this feedback.
Learning Zone Model	The Learning Zone Model explains how to encourage people to stretch their comfort zone to experiment and learn something new without forcing them to panic.

Lencioni's Model	A hierarchical model explaining the lack of high-level performance within teams based on five dysfunctions: lack of trust, conflicts, commitment, accountability, and attention to results.
Little's Law	The law states that the average time spent by customers in a queueing system is equal to the rate at which customers arrive and enter the system.
Multitasking	It is the ability to execute multiple tasks at the same time.
Observable Behavior	The actions performed by a person that are visible to others. Observable behavior forms the basis for effective feedback.
One Piece Flow	It is the concept of working on one product until it completes.
Open Allocation Time	It is the time during which employees are given high degrees of freedom to work and collaborate on topics they choose to work on, such as hackathon.
Outsourcing	It is the activity to contract an outside partner to take responsibility for executing specific parts of a business process.

Performance Indicator	It is a metric that indicates the performance of a specific aspect of the output measured, often at a more detailed level compared to a KPI.
Personal Leadership	Personal leadership is the ability to direct your life and actions and lead yourself in the desired direction. This behavior is necessary not only for leaders but also for individuals of an organization.
Process Lead Time (PLT)	The time that a product or service takes to go through the system from initial elicitation of demand to the final delivery.
Product-focused Team	A team that develops and maintains a product from the product viewpoint. The customer demand is framed and prioritized in line with the product vision.
Purpose	The purpose explains why people do what they are doing. It acts as a call to action for others to join in. Therefore, it needs to be inspiring and clear.
Radical Change	It is a philosophy to improve in one go when a disruptive change takes place, unlike Kaizen that aims at small incremental changes.

Retrospective	It is a Scrum ceremony to evaluate how successful the team was in the last sprint. It also involves discussing the changes for the upcoming sprints to perform better the next time.
Self-managing teams	A self-organizing team that is capable to define its own goal (self-directing).
Self-organizing Teams	A self-organizing team is capable to establish its own way of working, team composition, and workload to fulfill its task .
Servant Leader	Servant leaders inspire and support their teams instead of commanding and controlling them. They believe in providing control, competence, and clarity to the teams.
Shared Accountability	It is the joint responsibility of the members of a team to accomplish the committed goals.
Single Loop Learning	It is a theory by Chris Argyris on organizational learning that focuses on modifying actions based on measuring the actual versus the predefined goals. In single loop learning, current values and the way of working are taken for granted.

SIPOC	The acronym stands for Supplier > Input > Process > Output > Customer. It is a Lean tool used to define the boundaries of the process steps that a team needs to optimize the process chain of a value stream map.
Situational Leadership	It is about applying the appropriate leadership style when inspiring and supporting people, depending on the maturity of their behavior. The different styles of leadership defined by Hersey Blanchard that the leaders can apply are Participating, Delegating, Selling, or Telling.
Smell of the place	It is the metaphor used by Professor Ghoshal to explain the importance of people's engagement for the desired outcome. The right smell encourages people to interact, experiment, and deliver an optimal outcome. A bad smell prevents people from doing what is required to be successful.
Soil Optimizers	Soil optimizers are the values or practices that organization needs to enhance business performance, such as teamplay, trust, support, transparency, fun, inspiration, and focus on a structural base.
Stable Systems	These are the systems in which small (bounded) changes in input settings result in small (bounded) changes in the output.

Stakeholder Analysis	It is a process that helps to categorize stakeholders in four categories: critical, major, significant, and minor. The position of stakeholders on the Stakeholder Map depicts their value to the business or initiative.
Stakeholder Map	It is a tool that helps visualize stakeholder analysis.
Story Mapping	It is an engaging activity to involve all participants in the process of building a product backlog on the wall.
Story Maps	These are the outcomes of Story Mapping.
Storytelling	Storytelling is a way to create impact on markets, organizations, and people by developing stories that draws attention. It is an easy way to remember and drive behavior.
Supply Chain	It is a system of organizations, people, activities, information, and resources involved in transforming the customer demand into value delivered to that customer.

Teambuilding	Teambuilding is a collection of activities to foster trust and collaboration among team members. Some of these activities include aligning the team to goals, establishing the team activities in cadence, solving problems, and adapting to the changing environment.
Tenth Man Rule	It is a behavioral rule to avoid group thinking. If nine people (or the majority of people) of a group are completely in favor of plan or a strategy, the tenth should stand against it to prevent the pitfalls that are missed by others.
Three Ts of DevOps	The three Ts or drivers that foster DevOps are Transparency, Teamplay, and Trust. These are also part of the Agile soil.
TIMWOODS	It is a short form to memorize the eight types of wastes: Transportation, Inventory, Motion, Waiting, Overprocessing, Overproduction, Defects, and Non-Utilized Skills. The eight types of waste in a process chain might be taken out of the process or reduced to deliver more value.
T-shaped Profile	The T-shaped profile is a metaphor used to depict the depth and the breadth of a person's skills.

Value Stream
Mapping

It is a Lean technique to analyze the flow of materials and information currently required to bring a product or service to a consumer.

Voice of Customer

It describes the process of capturing a customer's expectations, preferences, and aversions.

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