Continuous Feedback

Sam Guckenheimer
Product Owner, Visual Studio Product Line
Microsoft Corporation
http://blogs.msdn.com/visualstudioalm/

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When you develop, deliver, test and validate exactly what the customer specifies, what happens?
The Agile Consensus

Focus on the flow

Trustworthiness

Transparency

Flow of Value

Reduction of Waste
Continuous Flow Of Value

Develop
Idea to working software

Operate
Incident to resolution

Sprint

PRODUCT BACKLOG

Monitor

OPS BACKLOG

CYCLE TIME
MEAN TIME TO REPAIR
The Lean Startup

Build

Measure

Learn
Continuous Feedback
Where We Need Continuous Feedback

Priorities → Ideas → User Experience

Code & Tests → Sprint → Monitor → Live Site

Testing → Sprint → Monitor → Live Site
Diverse Truths from Different Sources

<table>
<thead>
<tr>
<th>Customers</th>
<th>Raving Fans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trials</td>
<td>Social Buzz</td>
</tr>
<tr>
<td>Non-Customers</td>
<td>All Users</td>
</tr>
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Customers

Stickies and Voting sheets
The three questions they vote on

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<th>Importance to your business</th>
<th>Satisfaction with Existing Functionality</th>
<th>Is this in the right direction?</th>
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And the votes are visible and discussed
Now everyone can storyboard ideas
Request stakeholders to provide feedback on an application that your team has built or plans to build.

1. Select Stakeholders
   The people you select will receive an email request that includes a link to launch Microsoft Feedback Client, the tool stakeholders use to provide feedback.
   Display Name or Windows Live ID Browse

2. Tell Stakeholders How to Access the Application
   Microsoft Feedback Client will display a link to launch the specified application and your exact instructions, which might include login credentials, specific navigation steps to follow, or general context of the application to review.
   Web Application Remote Machine Client Application

3. Tell Stakeholders How to Focus Their Feedback
   Scope the feedback request to only the areas of the product you care about. You can request feedback on one to five items.
   Item 1 Title of feedback item
   Provide details to scope the feedback for stakeholders.

Now make it continuous as a request from a PBI
And capture the results in the backlog

Feedback Response from Brian Harry for Redesign of Home page layout

<table>
<thead>
<tr>
<th>ID</th>
<th>Title</th>
<th>Assigned To</th>
<th>State</th>
<th>Work Item Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Redesign of Home page layout</td>
<td>Ravi Shanker</td>
<td>Active</td>
<td>Feedback Request</td>
</tr>
<tr>
<td>19</td>
<td>Color needs to be Yellow</td>
<td>Gautam Goenka</td>
<td>Active</td>
<td>Bug</td>
</tr>
<tr>
<td>20</td>
<td>Sizes of Ads needs to be same</td>
<td>Anuthara Bharadwaj</td>
<td>New</td>
<td>User Story</td>
</tr>
</tbody>
</table>
Work, planned and unplanned, visible
Feedback from what we planned

How well are we estimating hours?

And burning down the tasks?

How quickly are implementing requirements?

Are we removing impediments in time?

Which impediments are still open?
Continous Feedback while Coding

Coding Feedback Loop

Test a little

Code a little
Feedback from the bits

- Are we making progress on running test plans?
- Are build failures blocking progress?
- How quickly are we fixing bugs?
- Do the “fixes” actually fix the bugs?
- Are the tests covering the code on builds?
- How fast is code changing?
Explore and Map
Measure As You Go

### Stories Overview

Helps you track how for each user story has been implemented. Shows each story’s actual number of hours of work remaining and completed, its acceptance test results, and the number of bugs that are linked to each story.

<table>
<thead>
<tr>
<th>Title</th>
<th>% Hours Completed</th>
<th>Hours Remaining</th>
<th>Tests</th>
<th>Test Results</th>
<th>Bugs</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a new customer, I want to order a meal.</td>
<td>80%</td>
<td>14/25</td>
<td>3</td>
<td>33%</td>
<td>5</td>
</tr>
<tr>
<td>As a customer, I want to track my order history.</td>
<td>79%</td>
<td>14/4</td>
<td>2</td>
<td>48%</td>
<td>5</td>
</tr>
<tr>
<td>As a returning customer, I want to order one of the meals that I’ve recently ordered.</td>
<td>78%</td>
<td>17</td>
<td>2</td>
<td>48%</td>
<td>5</td>
</tr>
<tr>
<td>As a new customer, I want to choose a meal from a specific provider.</td>
<td>80%</td>
<td>4/2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>As a customer, I want to save orders.</td>
<td>85%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>As an event planner, I want to let participants in my event choose meals from Dinnertime.</td>
<td>16%</td>
<td>29/8</td>
<td>2</td>
<td>33%</td>
<td>5</td>
</tr>
<tr>
<td>As an event planner, I want to filter the menu to meet my constraints so that I can control the cost of the meals or so that I can offer only meals that are appropriate for the event.</td>
<td>42%</td>
<td>12/6</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>As a delivery provider, I want orders to be submitted to my business at least 45 minutes before we pick the order up from the provider so that we can optimize the delivery.</td>
<td>35%</td>
<td>7/2</td>
<td>2</td>
<td>33%</td>
<td>5</td>
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### Related Reports

- Bug Status
- Status on All Iterations
- Stories Progress
- Test Case Readiness
- Test Plan Progress
Feedback from testing

- Are we making progress on running test plans?
- Are test cases ready to run?
- What are the current test results for each requirement?
- How much testing is manual?
- What are the causes of failure?
Today we started seeing a wave of UnexpectedErrorExceptions (10) - from 2/9/2012 5:03:34 PM - 2/9/2012 5:16:03 PM UTC, ServiceInvalidResponseException at 2/9/2012 5:17:31 PM UTC, and TestTimeOut exceptions starting at 2/9/2012 5:18:57 PM UTC to current 101 TestTimeOut exceptions and counting. SQL Azure is investigating possible throttling which may be causing instances of dos guarding against our VIP. WA is also investigating if there are any network issues associated with our VIP, AT 3Ps.
Visual Studio

Welcome to the Visual Studio UserVoice site. Let us know what you would like to see in future versions of the Visual Studio suite of products. This site is for suggestions and ideas. If you need to file a bug, visit the Visual Studio Connect site: http://connect.microsoft.com/visualstudio.

We look forward to hearing from you!

Thanks – Doug Turnure
Visual Studio Team

I suggest you ...

Enter your idea

Structure All Nullable Values

.NET Framework already has Nullable<T> but it could also have ToNullable<T> as a struct.

If you wanted to keep reference-types null and turn value-types to null you could make this:

class someGenericClass<T>
{
    T? value; // Nullable<T> value, but this gives error because T may already be null!
}

TS value; // ToNullable<T> value, this doesn’t give error, what you want is keep what’s null null
Forums
There’s No Place Like Production

http://erikasaca.files.wordpress.com/2011/03/ruby-red-slippers2.jpg
Account Creation

Server URL
https://.tfspreview.com/

Invitation Code

If you do not have an invitation code, you can ask to be placed on our waiting list. Click here to register.

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