

Open IT

How to do IT in the 21st Century





Teal Unicorn™

Make work better

Better results, better lives, better society

High culture

High performance



- Consulting: NZ and Vietnam
- Training: Global
- Coaching, Content: Global online



Dr Cherry Vu

- Agile enterprise, Leadership, public policy, org change
- Lately business agility
- Nothing about IT
- @drcherryvu

Rob England

- IT strategy, governance, management, practices
- Lately Agile, culture, leadership
- All of the tech once, none of it now
- The IT Skeptic (retired)
- @rob_england



Partners in life and work 😊



We are having fun





...with our clients





What makes it fun

- Our clients love us
- We make people happier
- We get results





Our results, a sample...

In 2020, **Clothing** production **output increased by 90%** compared to 2019 with the same number of employees, and through COVID. **Revenue grew by 115%. Profits up 320%.**

Increase **bank** branch **sales by 158% in 10 weeks** in 2021. Annual quota achieved in those 10 weeks. Top performing bank branch.

Equipment increased **sales by 5 times over 5 months** in 2020. In profit at last.

Fashion sales: **highest revenue** month (October 2020) **is 4.49 times higher** than the previous highest revenue month (March 2020). In 2020 in the middle of COVID we had our highest revenue month ever.

Lingerie manufacturer: a week after changing, the **productivity increased by 50%.**

In 2021, **4 staff are selling as much real estate as 45** used to in 2019.

Courier company grew **52% new customers** and **22% revenue in a week** of new ways of working.

Finance company grew Credit growth: 11.97% in first 6 months. Total assets: US\$1.5 billion compared to US\$1.36 billion in 2021, up 10%.



Open



open architecture, open systems design,
open source, open access, open door,
open space, open communication, open
discussion, open leadership, open
innovation, open for business, open
ended, open up, open book, open eyes,
open minded, open hearted.



Why Open?

We could spend several days on this:



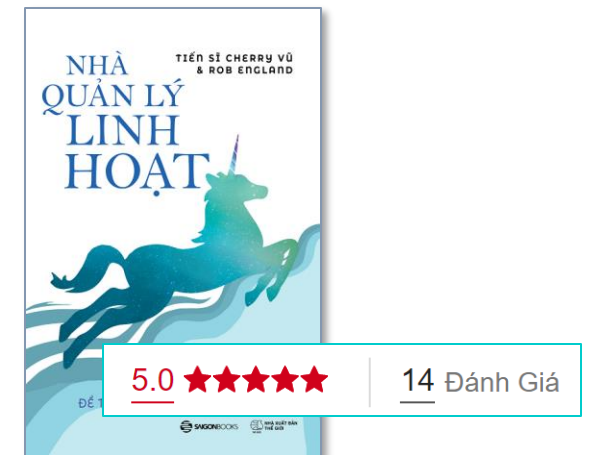
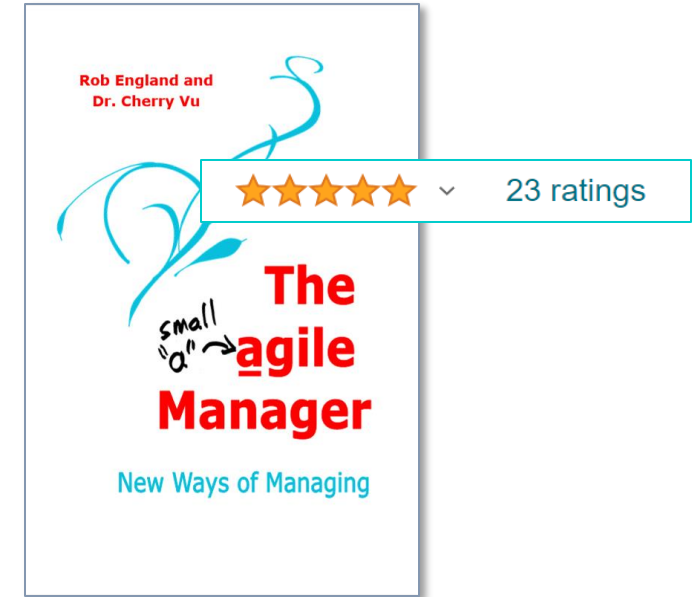
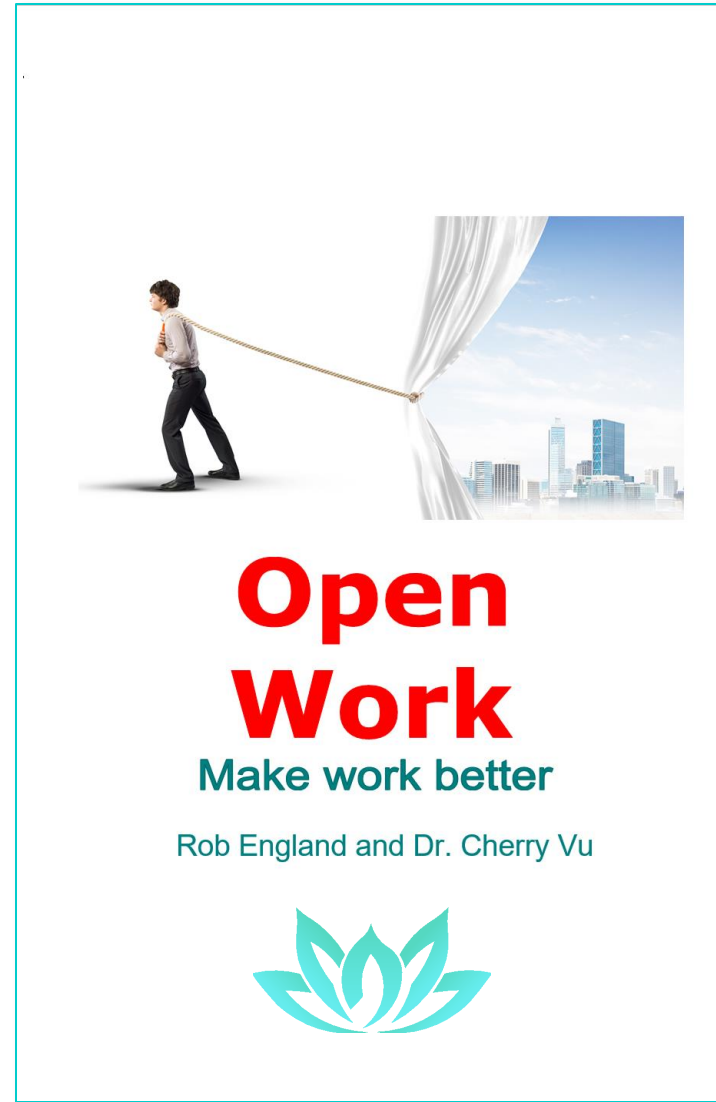
Why Open?



- VUCA, complex systems, values over value
- Reunification of truth, beauty, and goodness
- Work: Human systems adaptability
- Adaptability = agility + resilience
- “Agile” is an overworked word



Open Work



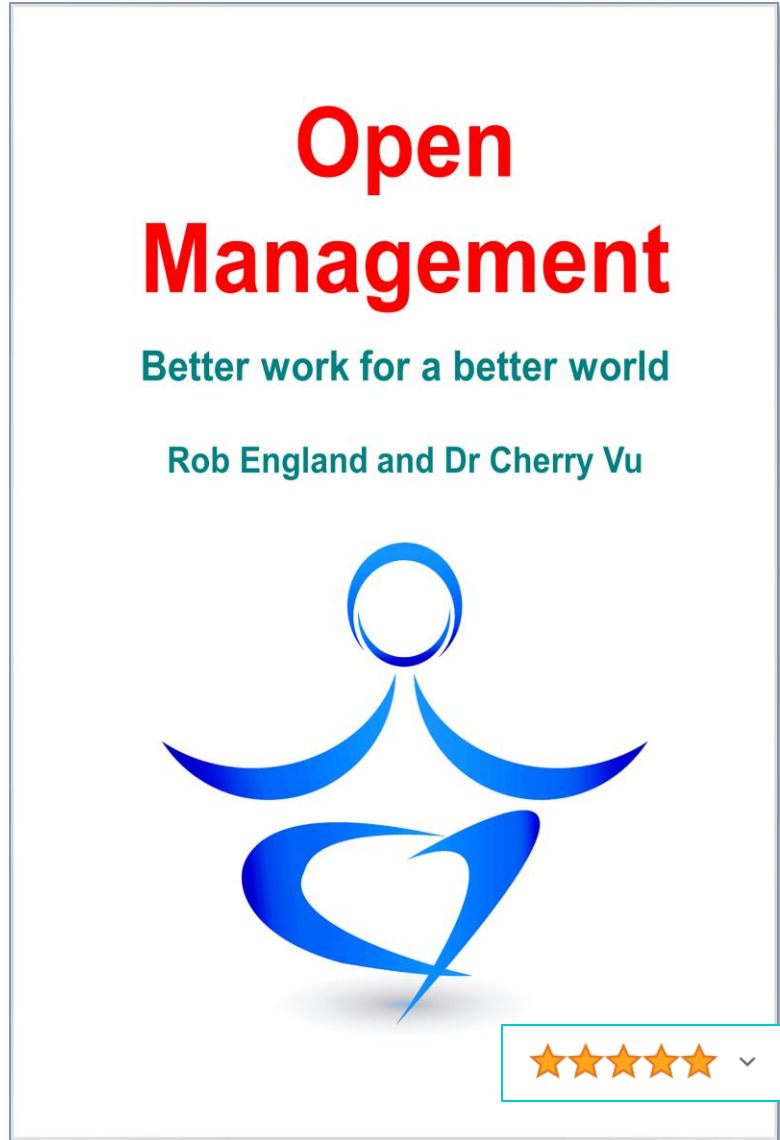


Open Work

- opening up the organisation like a flower
- letting light and air in
- making room to move and grow
- exposing the workings
- inviting others in, welcoming
- creating possibilities
- allowing pollination
- letting the value out
- letting us thrive
- Transparency
- Slack, headroom, capacity
- Visualisation, mapping
- Systems, complexity
- Diversity, inclusion
- Innovation, agility
- Networking
- Value flow
- Humanocracy
- Psychological safety



Open Management

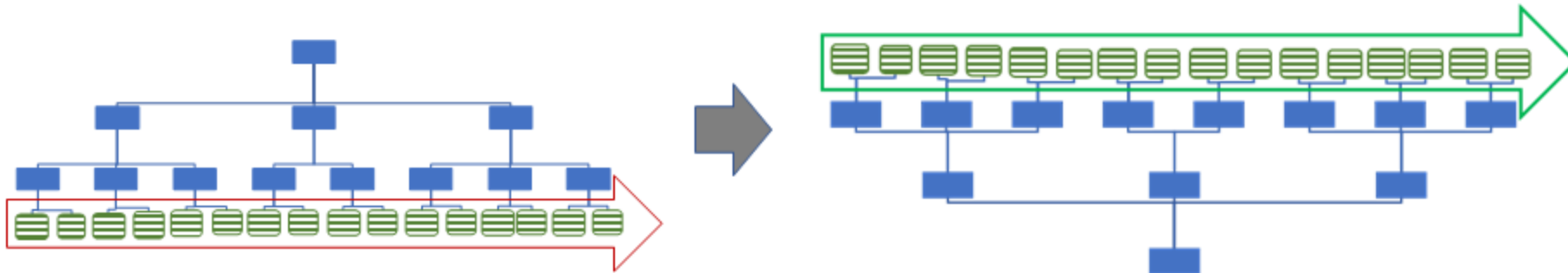




Open Management

Better ways of managing enable better ways of working.

- Invitational
- Inclusive
- Inverted
- Transparent
- Transformational leader
- Servant manager
- Fair Process
- Sociocracy





Principles

- More important to improve work than to do work
- Work must be sustainable
- Do less to do more
- It's a complex system
- Navigate uncertainty and ambiguity
- Trust people
- Success is achieved through failure
- Product not project
- Shift quality left, bake it in
- Get out of the way of the flow of value





Principles

"companies... with one goal in mind - to maximise human contribution"
- *Humanocracy.*

~~Shareholders first~~
~~Customers first~~
Employees first





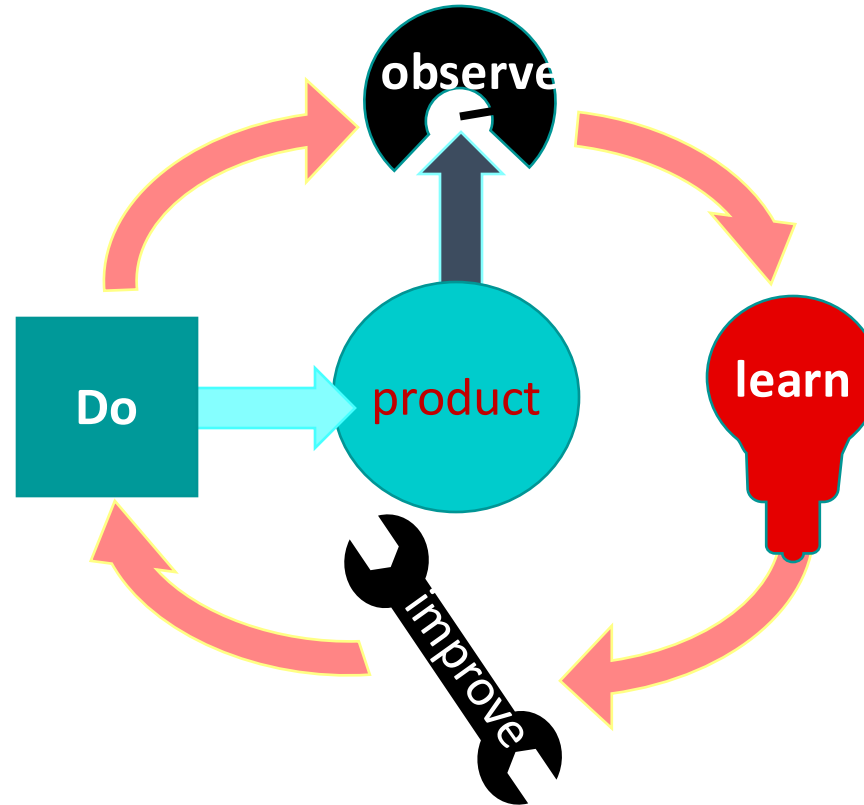
Open IT





Open IT

- Adaptability





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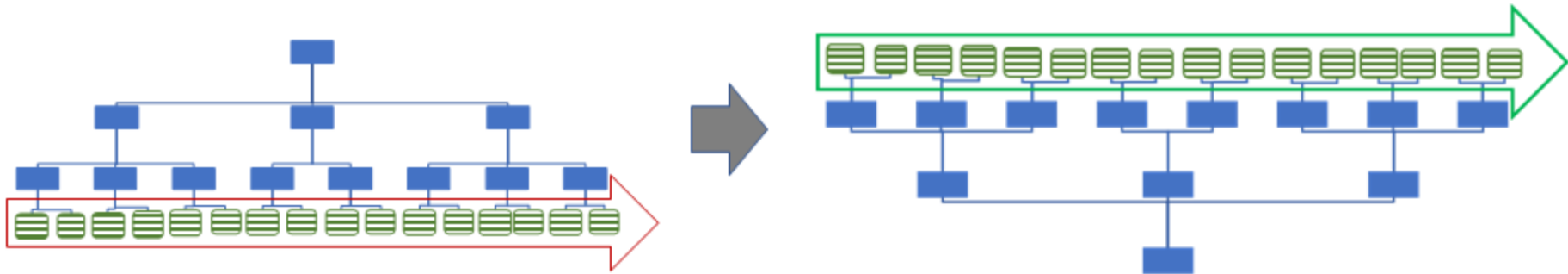
- Adaptability

- Continuous improvement, learning, feedback
- Agile
 - Iterate increment
 - experiment reflect
- Scale
 - Architecture
 - Dependencies
 - Multispeed IT
 - Sociocracy
- Resilience Engineering
 - Scenario planning
 - Chaos engineering
 - Automation of IaC
- Product over project
- Planning in a VUCA world



Open IT


- Adaptability
- Liberation





Open IT

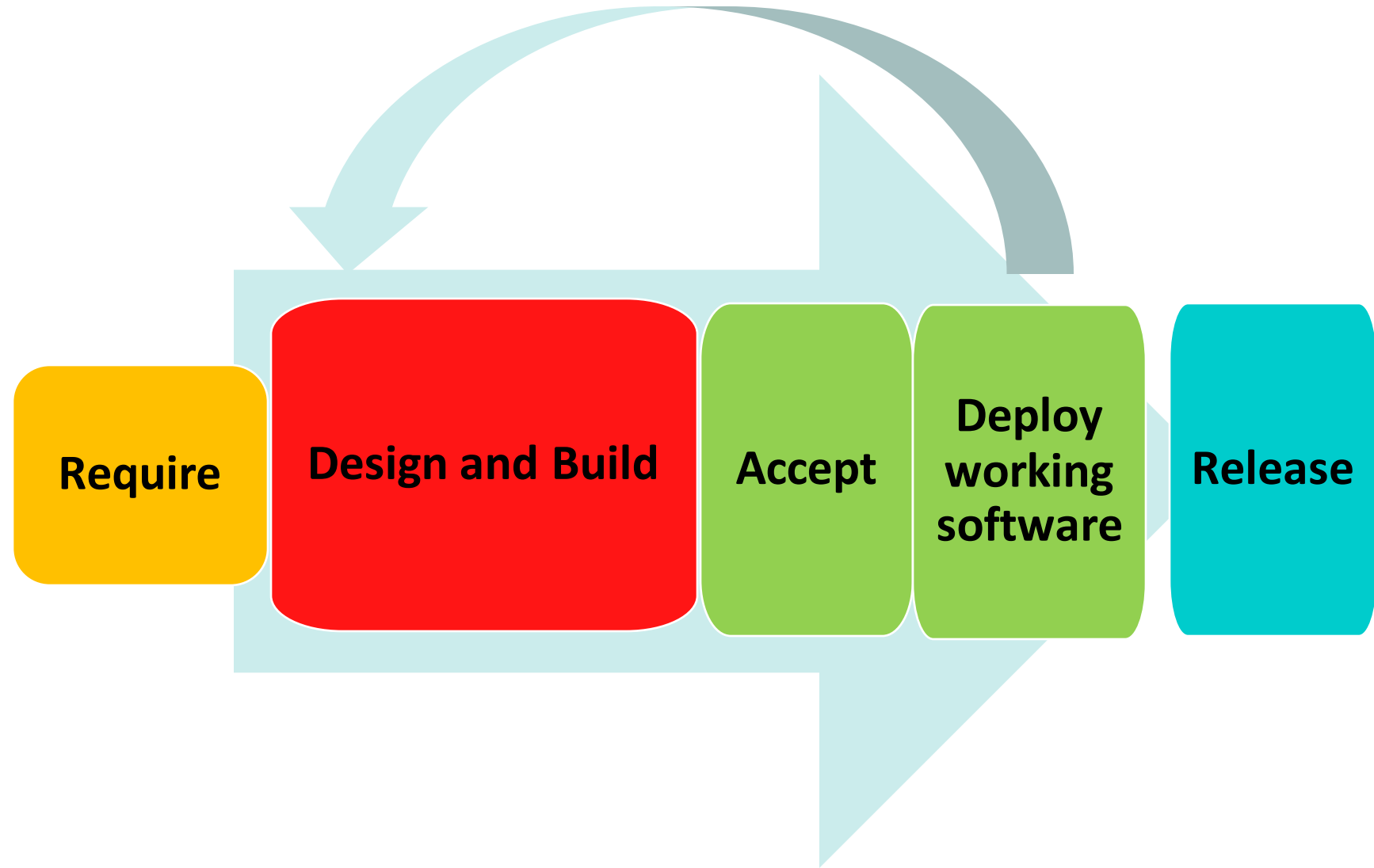
- Adaptability
- Liberation

- 
- A light blue callout box with a pointed left side, containing a list of ten items. The box is connected to the 'Liberation' bullet point on the left.
- Authority
 - Invitation
 - Inclusion
 - Meritocracy
 - Guilds
 - Shift left
 - Dev own Prod
 - Shu-Ha-Ri
 - Scrum
 - Transparency



Open IT

- Adaptability
- Liberation
- Flow






Open IT

- Adaptability
- Liberation
- Flow

- Headroom, demand
- Sustainability
 - Slow IT, boring
 - Burnout
 - Systems and cultural debt
- Standing teams
- Lean and ToC
- Let value flow
- Kanban
- DevOps CD
 - C Testing
 - C Integration
 - C Deploy
 - C Monitoring



An Open IT Manifesto

Humanity	over	Bureaucracy
Liberation	over	Command
Flow	over	Control
Product	over	Project
Agility	over	Stability
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Teal UnicornTM

Culture

Model

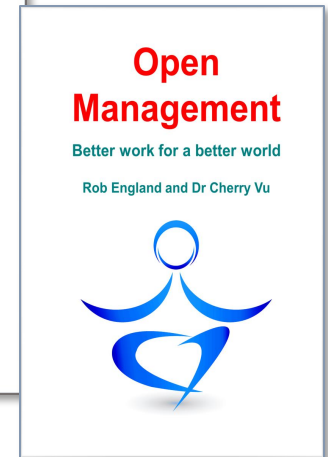
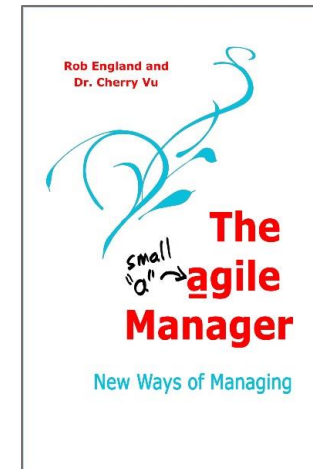
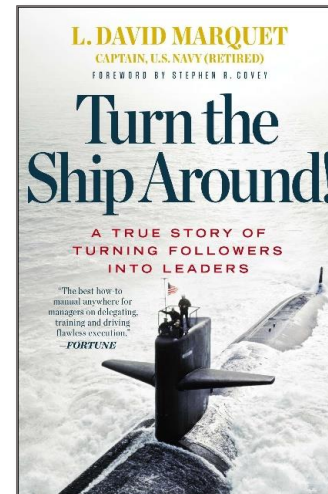
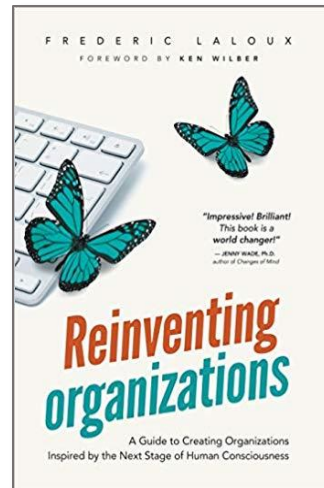
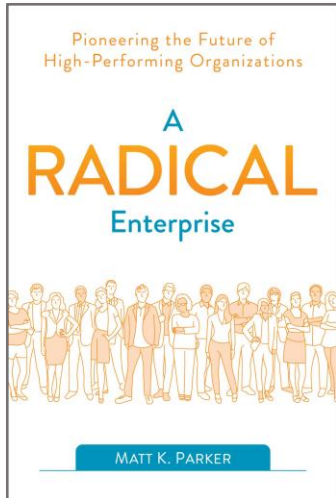
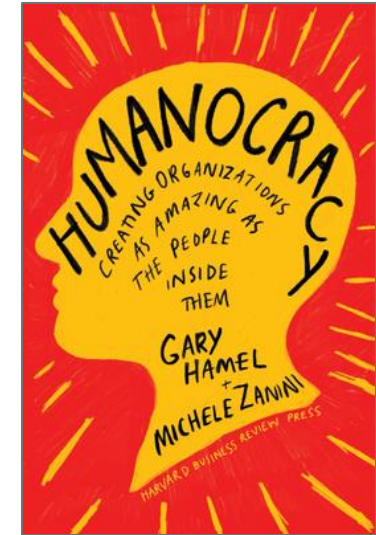
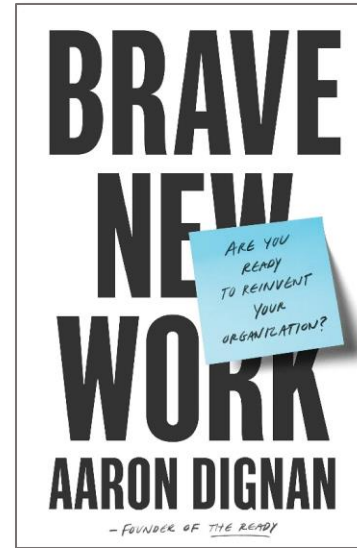
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Curious?

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/nwot



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