ATLASSIAN

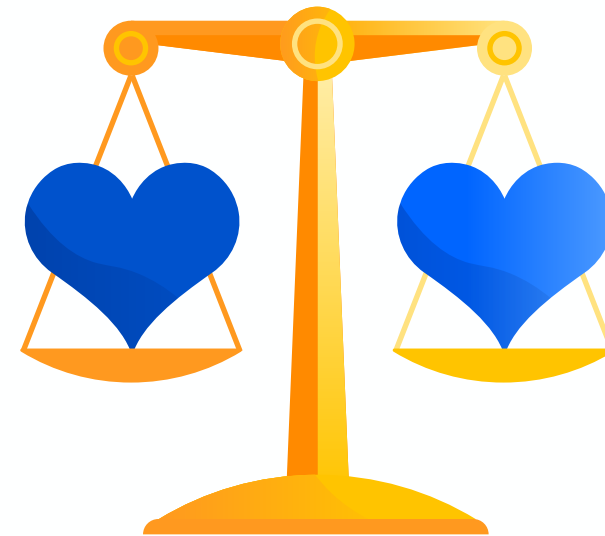DOM PRICE | ATLASSIAN | @DOMPRICE

Atlassian Values

They guide what we do, why we create, and who we hire.
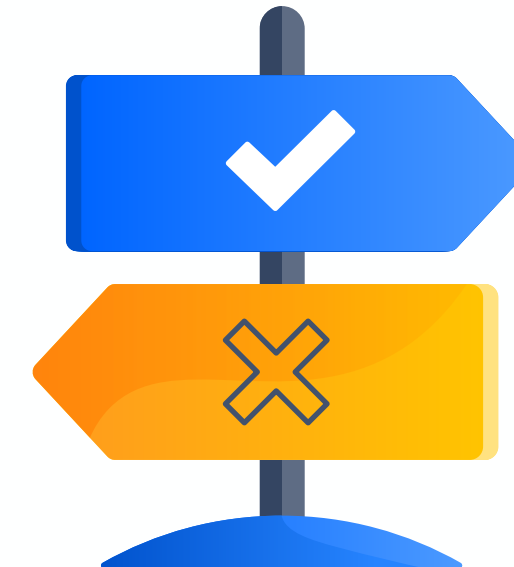

**Open company,
no bullshit**

**Play,
as a team**

**Build with heart
& balance**

**Be the change
you seek**

**Don't #@!%
the customer**

We believe behind every great human achievement, there is a **team**

Our mission is to unleash the potential of every team

Growing
Transformation
Tenure
Disruption
Outputs

1

Growing

Scaling ≠ Growth

START WITH
WHY

Simon Sinek

☰ **✕ Confluence**   Spaces ▾   People   Questions   Calendars | Create | ⋯   Feedback   🔍   ⑦ ▾   ⚒⁹⁺   👤 ▾

Pages / Jess Gee's Home   🔓 🔗 ∿   ✎ Edit   ☆ Save for later   👁 Watching   ↪ Share   ⋯

Project Poster: Simplify Dashboard

Created by Jessica Gee, last modified by Sarah Goff-Dupont just a moment ago

Phases	Business context	Team	Status
• Concept	**Initiative:** Simplify	**Full time owner:**	**Current phase:** Visualise the solution
• Validate the assumptions			**Health Monitor link:**
• Envision it			

Concept

What are we doing?	For users who want to **resume** work that's in progress, **consume** relevant content or **create** new content, the Dashboard summarises, organises and presents these options so that users can commence their journeys.	`DONE`

Why are we doing it?	**Problem statement**	`DONE`

The Dashboard is currently a bulletin board of information, announcements and activity. Beyond the "consume" use case, it does not support users in resuming their work – whether that requires navigating to existing content or picking up work in progress.

Impact of this problem

Users develop multiple workarounds and solutions to try and resume and consume their content:

- Leaving tabs open
- Lots of emails being left as unread
- Decreased use of favourites
- Trying to remember page titles to find content
- Using recently viewed dialog

How do we judge success?

By end of Q4 2015:   `IN PROGRESS`

- Have run A/B testing and concept testing on our Dashboard concepts
- Decide on a concept using metrics described in Project Poster: Simplify Dashboard

Possible solutions

"Space Directory" dashboard concept   `IN PROGRESS`

When using content provided in the current dashboard, a huge number of OD users use the Site Space list to navigate into a specific space they are looking for. We have seen the same thing over and over in qualitative feedback around how people use Confluence – their first step is to navigate from the dashboard

"The dashboard is almost as basic as it was in 2007. Not that I want a complex configurable beast - but I do want to be able to browse Confluence as conveniently as I can browse facebook."

"I wish there was a full chronological view of activity so that I can always have a spot to see all the changes that have occurred since the last time I have checked"

Homepage Experience / Discoverability

"not very User friendly. Need to improve the UI. **Cant understand where is the dashboard**"

"There are a lot of odd things like **how hard it is to edit the home page** and that it always defaults to JIRA "

"It is nice to have all the documentation in one place, but i find it hard to add a decent page structure inside a space and to find the space i want to work in(so from the homepage going to a specific space)"

"I had to add a link for Support to my Personal Space because I seem to have a hard time finding it when I need it. "

"Help users / admins create a better landing page experience. My partner had a go at it (he is a designer), I've had multiple attempts and honestly it is still a dogs lunch."

"Also, our company makes a Space per project, and **I always stumble around when I need to navigate from one, up and over, to the other**. Not sure what UI tweak I need. Maybe a way to make a group of Related Spaces, with a quick navigation to the other Spaces in this group.

Links to details:

Visualise the solution

Links to details:

DRAFT

Scale and scope

DRAFT

Estimates	Details or links:
Time	
Budget	
People and teams	
Dependencies	
Special constraints, e.g. Summit	

Like   Be the first to like this

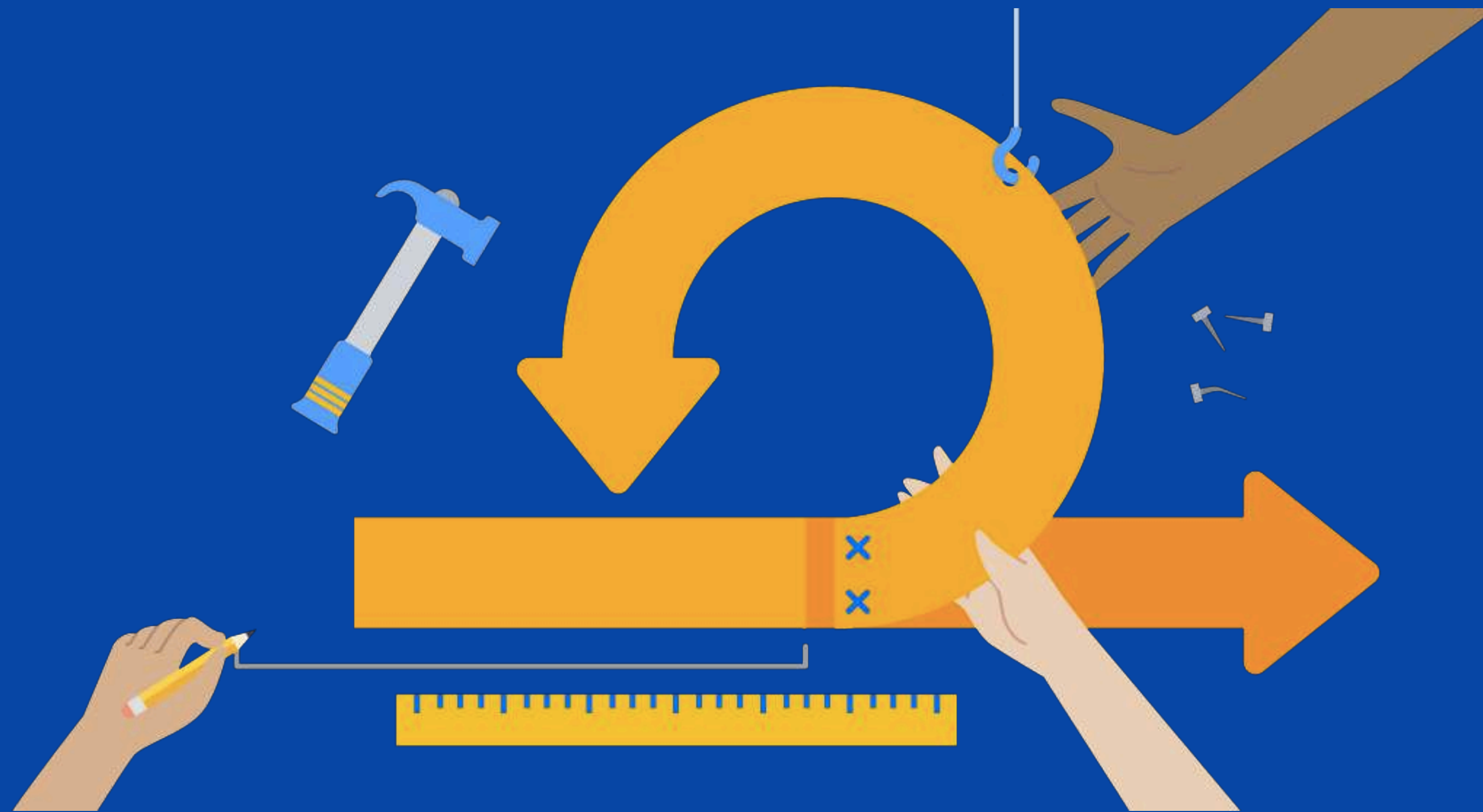project-poster-example

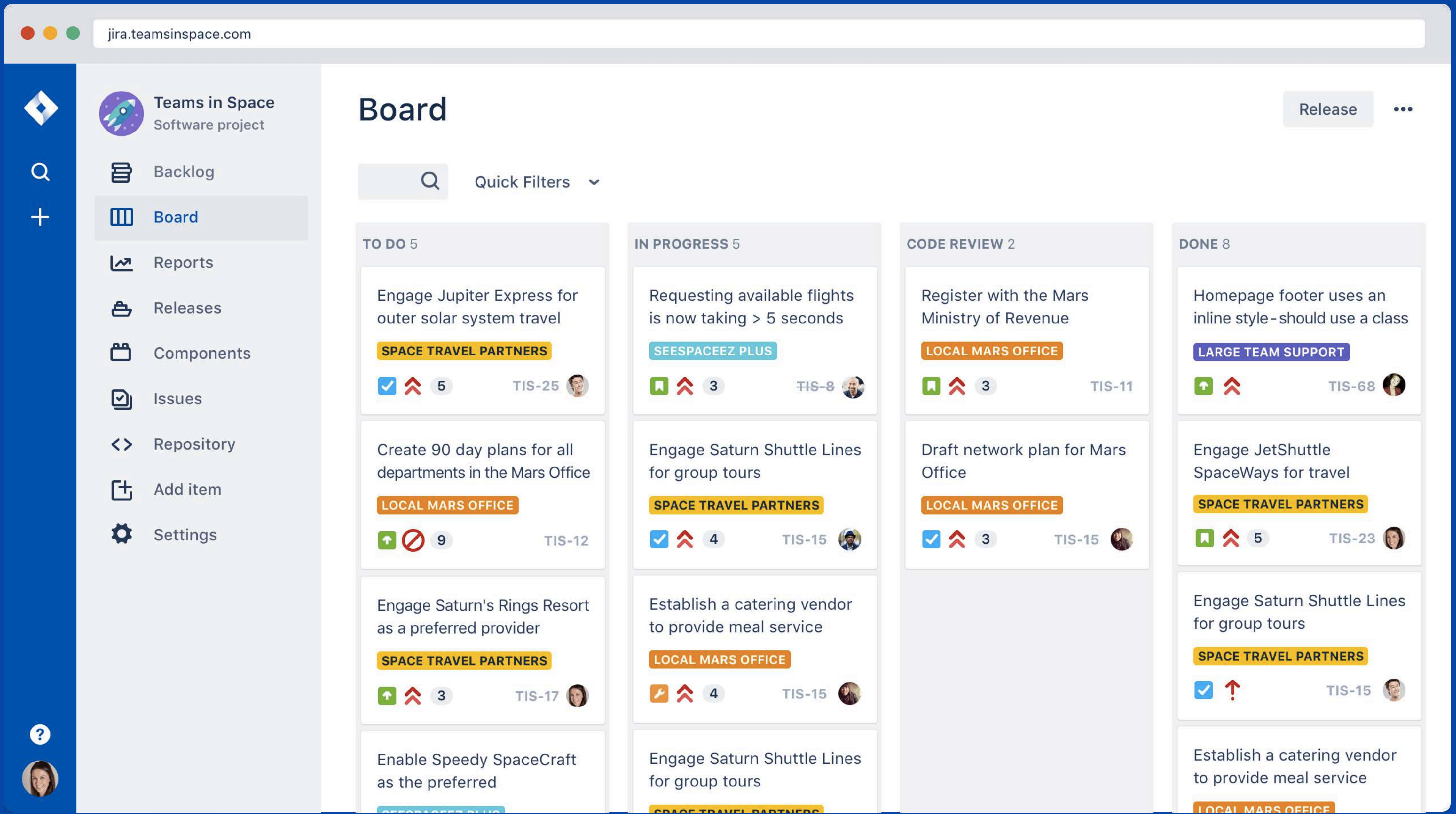Write a comment...

Jira Service Desk

2

Transformation

Evolving ≠ Transformation

Agility

Jira Software

jira.teamsinspace.com

Teams in Space
Software project

- Backlog
- **Board**
- Reports
- Releases
- Components
- Issues
- Repository
- Add item
- Settings

Board

Release •••

🔍 Quick Filters ⌄

TO DO 5

Engage Jupiter Express for outer solar system travel
SPACE TRAVEL PARTNERS
☑ ⌃⌃ 5   TIS-25

Create 90 day plans for all departments in the Mars Office
LOCAL MARS OFFICE
⬆ 🚫 9   TIS-12

Engage Saturn's Rings Resort as a preferred provider
SPACE TRAVEL PARTNERS
⬆ ⌃⌃ 3   TIS-17

Enable Speedy SpaceCraft as the preferred

IN PROGRESS 5

Requesting available flights is now taking > 5 seconds
SEESPACEEZ PLUS
🔖 ⌃⌃ 3   TIS-8

Engage Saturn Shuttle Lines for group tours
SPACE TRAVEL PARTNERS
☑ ⌃⌃ 4   TIS-15

Establish a catering vendor to provide meal service
LOCAL MARS OFFICE
🔧 ⌃⌃ 4   TIS-15

Engage Saturn Shuttle Lines for group tours

CODE REVIEW 2

Register with the Mars Ministry of Revenue
LOCAL MARS OFFICE
🔖 ⌃⌃ 3   TIS-11

Draft network plan for Mars Office
LOCAL MARS OFFICE
☑ ⌃⌃ 3   TIS-15

DONE 8

Homepage footer uses an inline style - should use a class
LARGE TEAM SUPPORT
⬆ ⌃⌃   TIS-68

Engage JetShuttle SpaceWays for travel
SPACE TRAVEL PARTNERS
🔖 ⌃⌃ 5   TIS-23

Engage Saturn Shuttle Lines for group tours
SPACE TRAVEL PARTNERS
☑ ⌃   TIS-15

Establish a catering vendor to provide meal service
LOCAL MARS OFFICE

Agile Compliance

Shorterfall™

3

Tenure

Initiative ≠ Tenure
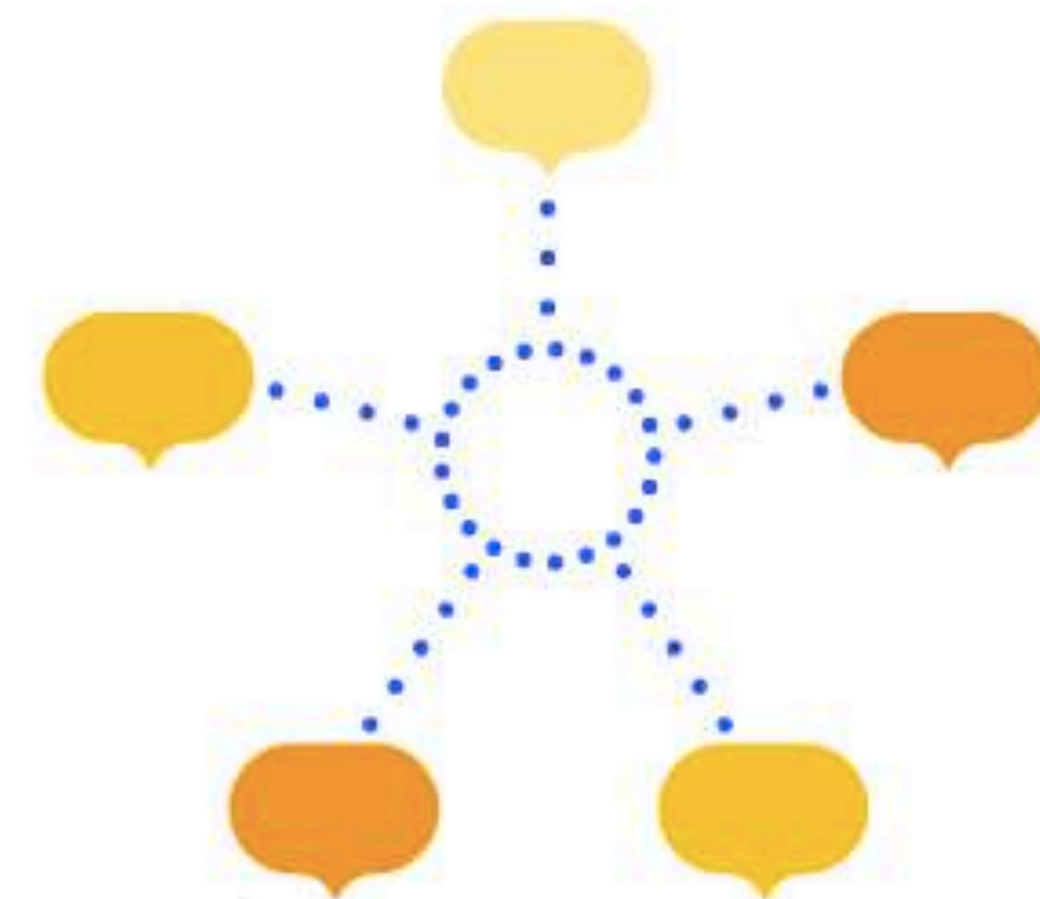
ARGUE LIKE YOU'RE RIGHT, BUT
LISTEN LIKE YOU'RE WRONG

Dan Pink

Confluence

Exxtreme Travel / Tours in Development

Rock Climbing in Colorado Project Plan

Mia Snyder
Created 10 mins ago

Driver	Approver	Contributors	Informed Stakeholder
@Alana Grant	@Alana Grant	@Mia @Will	@Harvey

Objective	Team rock climbing tours are very popular and successful for us. We have the opportunity to be the first 🏆 to launch this offer in the region.
Due Date	03 Sep 2019
Key Outcomes	Over 1,000 bookings for the first 6 months which would bring in an additional 10% in revenue.
Status	ETO-1 - Rock climbing in Colorado PROPOSED

Problem Statement

4

Disruption
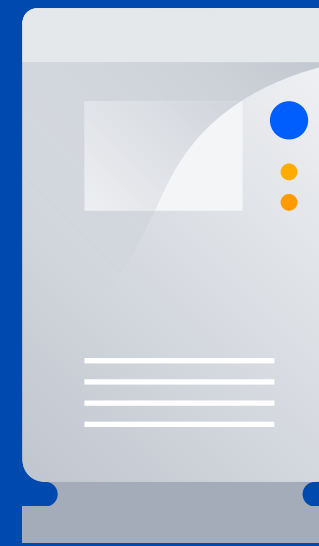
Disruptor ≠ Disrupted
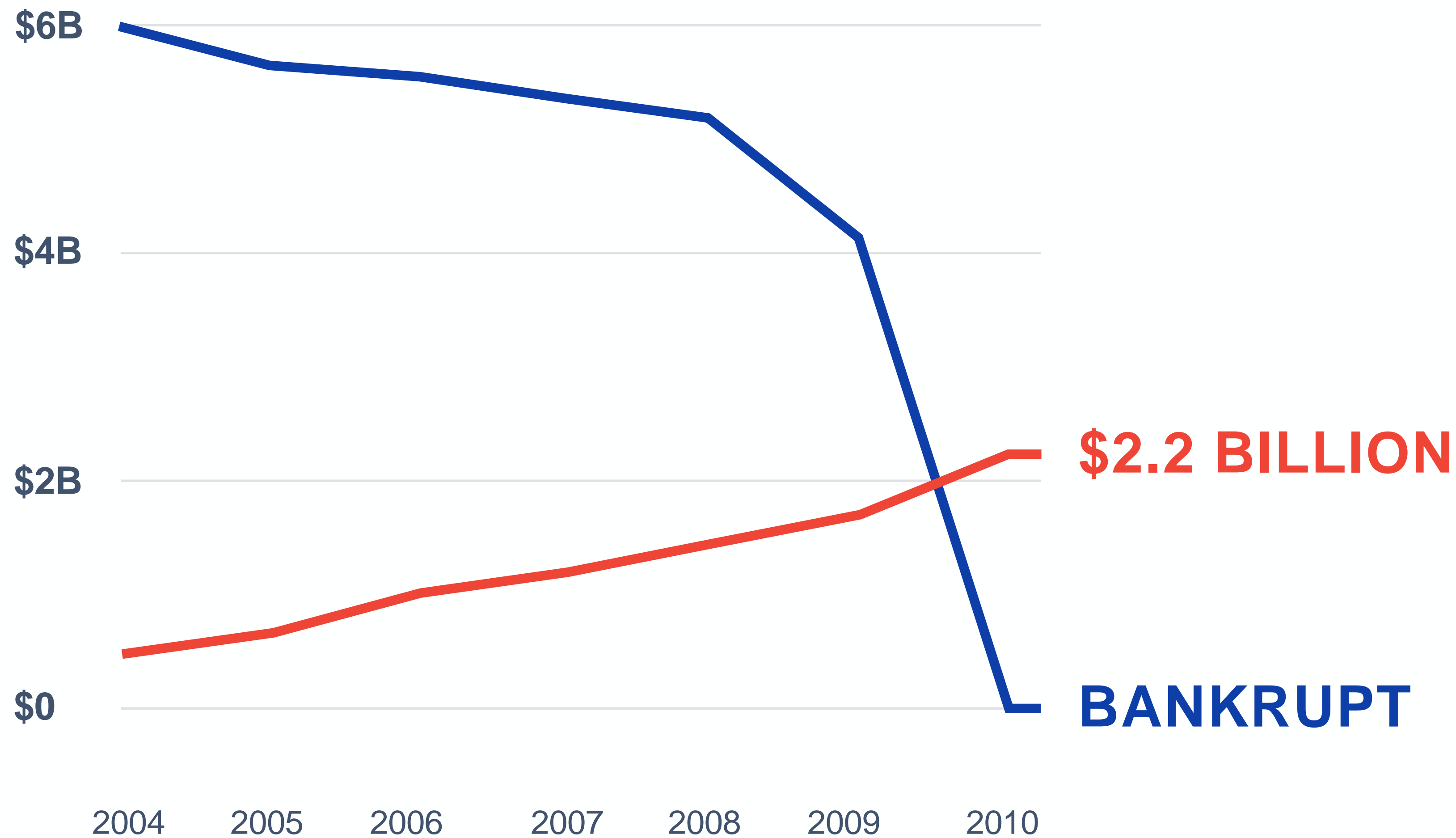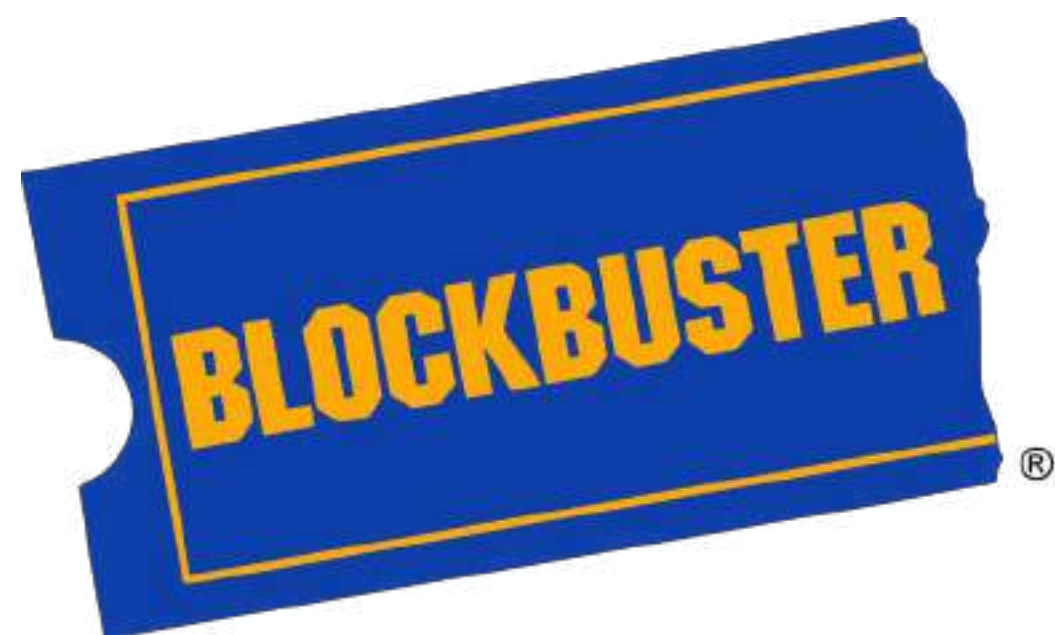
DEPLOYMENT OPTIONS

Cloud
WE HOST

Host in the cloud
Instant setup
Monthly or annual subscription

Server
YOU HOST

Host on your hardware
Extreme customization
Fast setup, no load balancer

Data Center
YOU HOST

High availability
Performance at scale
Simplified upgrades

atlassianteamplaybook.com

ATLASSIAN

Team Playbook   Health Monitors   **Plays**   Game Plans   About

Disruptive Brainstorming

What if there was a way to come up with brilliant ideas faster? If you're looking for a brainstorming technique to disrupt your team's neuro pathways and generate fresh ideas, this is the play for you.

USE THIS PLAY TO...

Come up with a long list of great ideas in a single brainstorming session.

If you're struggling with shared understanding ⊘, decision making ⊘, or proof of concept ⊘ on your Health Monitor, running this play might help.

Read more

PEOPLE	PREP TIME	TIME	DIFFICULTY	DOWNLOAD
6 - 8	15 min	90 min	Hard	Grab 'em

5

Outputs

Outcomes ≠ Outputs

OKRs

OKRs
OBJECTIVES

OKRs

OBJECTIVES

KEY

RESULTS

OBJECTIVES

KEY RESULTS

Confluence   Spaces ▾   People   Questions   Calendars   Create   •••   Feedback

Pages /... / Strategy & OKRs   ✏ Edit   ☆ Save for later   👁 Watch   ↗ Share   •••

Team Playbook FY17 Q3 OKRs

Created by Bernard Ferguson, last modified about 19 hours ago

OKR Review

Things to improve;

- Was painful to set OKRs, took us too long
- We had a number of binary goals
- Some KRs are tasks, they don't highlight the impact we're looking to achieve
- We can improve in how we embrace ambiguity, not necessary to have a fully prescribed plan or allow future events to slow our velocity on current activities

Good stuff;

- We did it, as a new team we started with the OKR methodology and have heaps of lessons for Q4
- We did well despite being thrown curve balls
- Helpful to have a written reference of what we are aiming to achieve - good anchor
- Good camaraderie on the team
- Following the launch of the playbook, we have been able to build up a baseline of user data and user feedback - we have some data now

Objective	Key Result	Owner	Final EoQ score	Status / Score
The Atlassian Team Playbook is adopted as the primary tool Atlassian teams use when building and running products and services.	Project Central FTOs are regular users and advocates for the team playbook and provide an NPS score of 30 by 31st Mar 2017.	@ Bernard Ferguson	0.6	› Month 1 Score.. › Month 2 Score.. › End of quarter score
	The open contribution model for creating and sharing new plays contributes at least 5 plays by 31st March from non-team playbook team members, so that the Team Playbook is an effective mechanism for cross team sharing.	@ Bernard Ferguson	0.5	› Month 1 Score.. › Month 2 Score.. › End of quarter score
	All major initiatives regularly use Team Health Monitors and plays through their normal operations.	@ Bernard Ferguson	1.0	› Month 1 Score.. › Month 2 Score.. › End of quarter score
Optimize site engagement through key usability improvements in order to drive user adoption.	Field research on usertesting.com	@ Emily Niemann	1.0	› Month 1 Score..
	1-2 focus group among new Atlassians	@ Emily Niemann	0.8	› Month 1 Score..
	Publish a prioritized backlog based on research findings	@ Emily Niemann	1.0	› Month 1 Score..
Engage the AUG audience, our most loyal customer base to inspire and drive awareness of the Playbook.	Dom attending 2 AUGs to speak on playbook (SF & NYC)	@ Dominic Price	1.0	› Month 1 Score..
	Create assets for AUG leaders so that they can serve as Team Playbook evangelists	@ Emily Niemann	0.5	› Month 1 Score..
	Plays set up to link to their specific section within #teamwork section in new Community portal	@ Stephanie Grice	1.0	› Month 1 Score..
Ensure our broad customer base is aware of the playbook, so that Atlassian is synonymous with high performing teams.	5% CTR (BAC and Medium combined) from each post to any Playbook page.	@ Sarah Goff-Dupont	0.4	› Month 1 Score.. › Month 2 score **EoQ score: .4**

Summary

Scaling ≠ Growth
Evolving ≠ Transformation
Initiative ≠ Tenure
Disruptor ≠ Disrupted
Outcomes ≠ Outputs

Unlearn

EFFICIENCY

Create **process** & standardization
Written **centrally** & mandated
Eliminate variability
Engineered for **predictability**
Focus and measure **outputs**
Command & control
Centralized decision-making
Large **monolith** teams
Hierarchy
Strong **functions & departments**
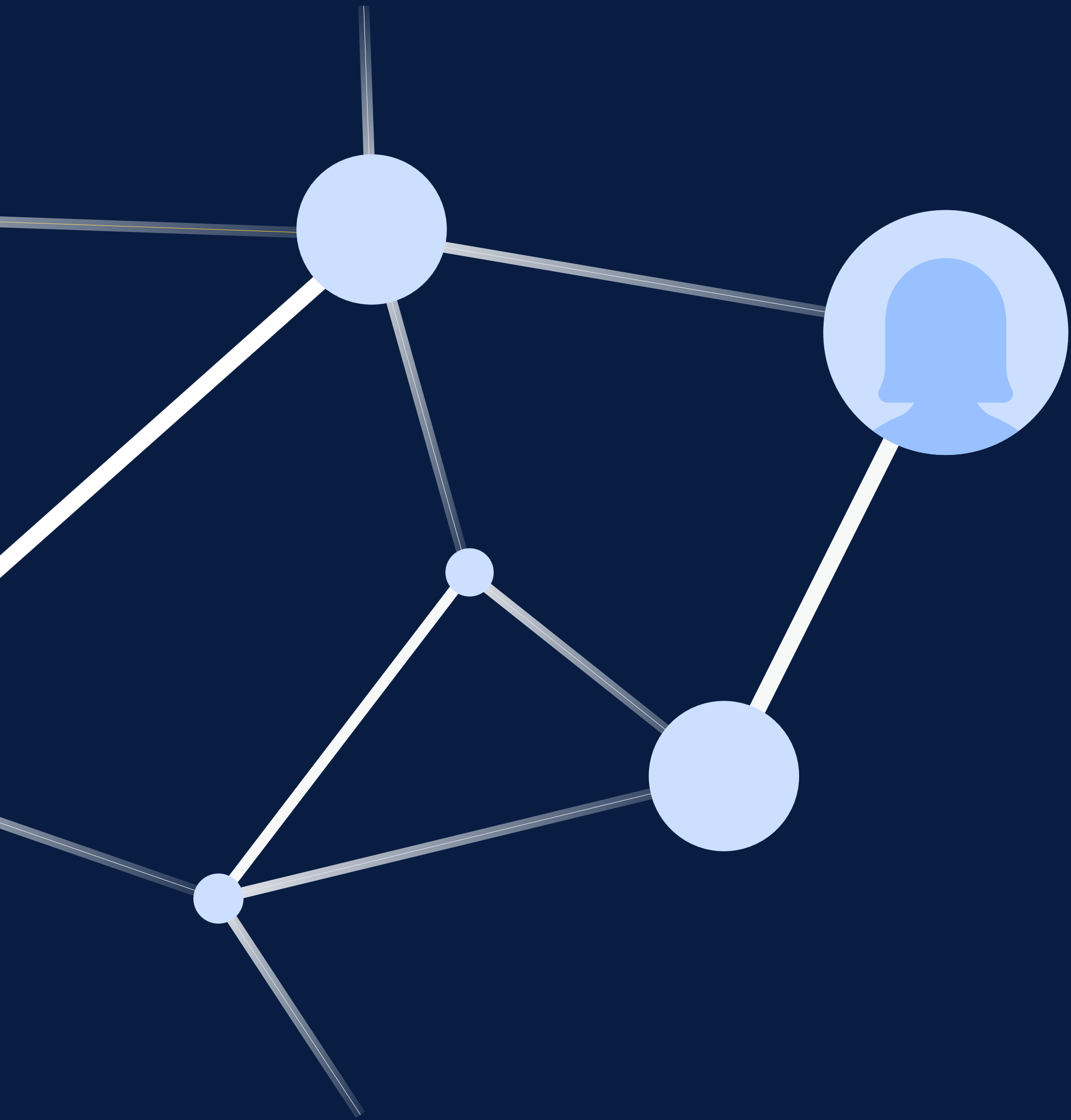Manage **time**

EFFECTIVENESS

Provide plays & **guardrails**
Crowdsourced & shared **laterally**
Embrace variability where valuable
Freedom for rhythm & cadence
Focus on **outcomes**
Empowerment
Decision-making at the **coalface**
Small, **nimble** teams with high agility
Autonomy
Cross functional teams
Manage **energy**

So how do we get there?

YOU are the key to unleashing the potential of your organisation

YOU

THANK YOU

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