elastic
CONTINUOUS IMPROVEMENT
DevOps & Mental Health
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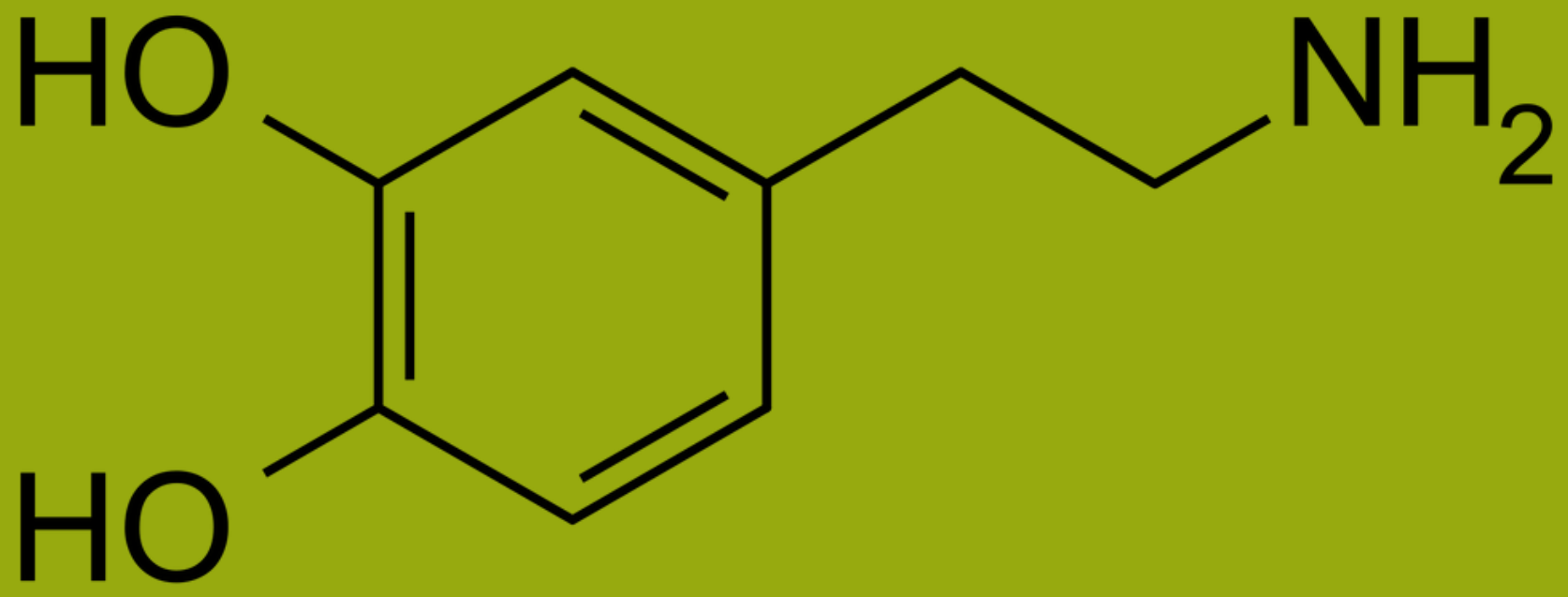
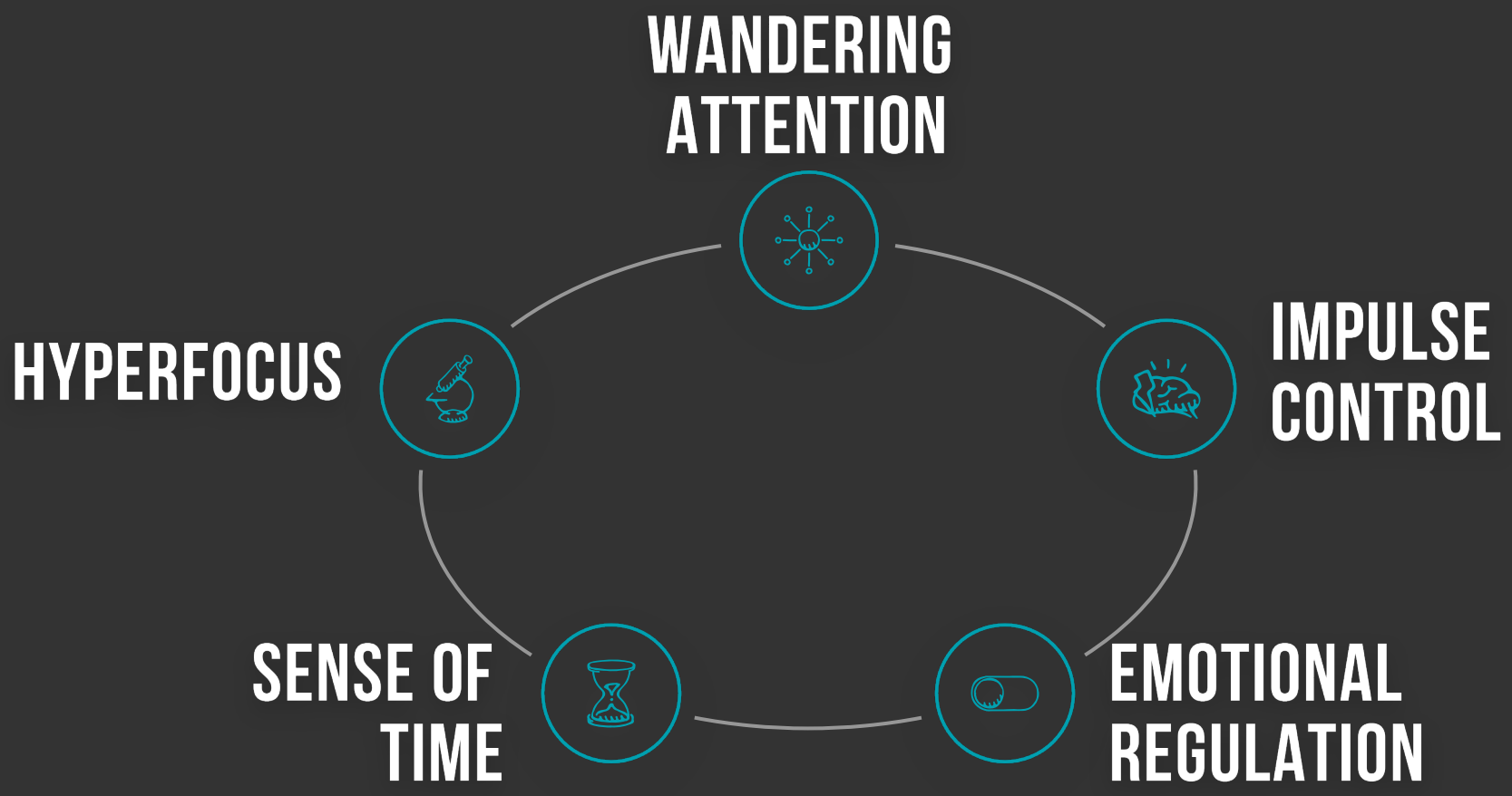
elastic

ADHD

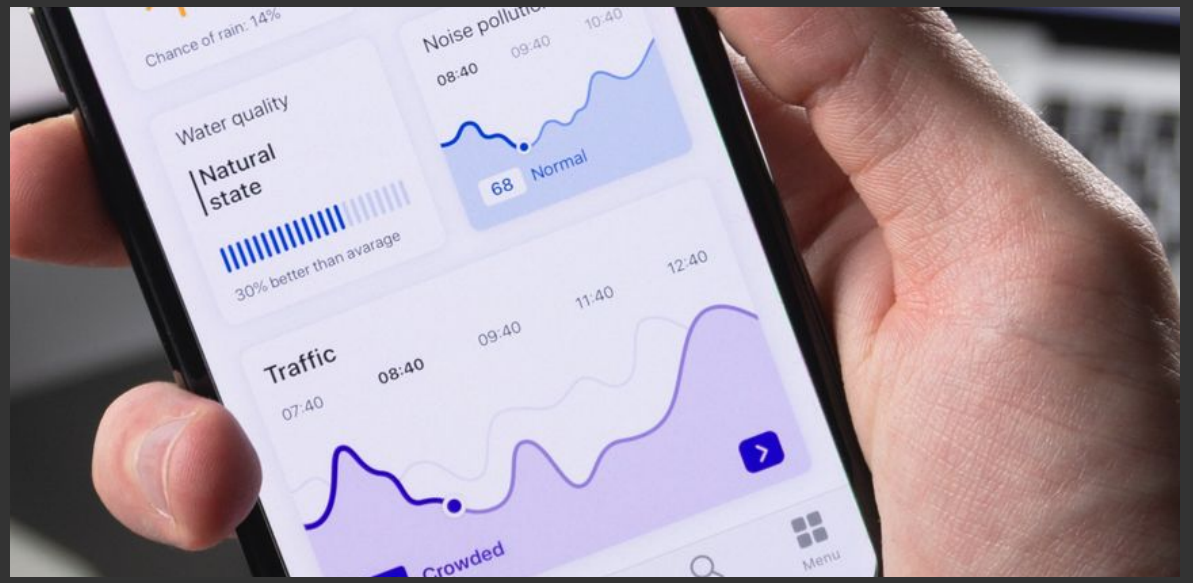
DOPAMINE DEFICIENCY
POOR WORKING MEMORY



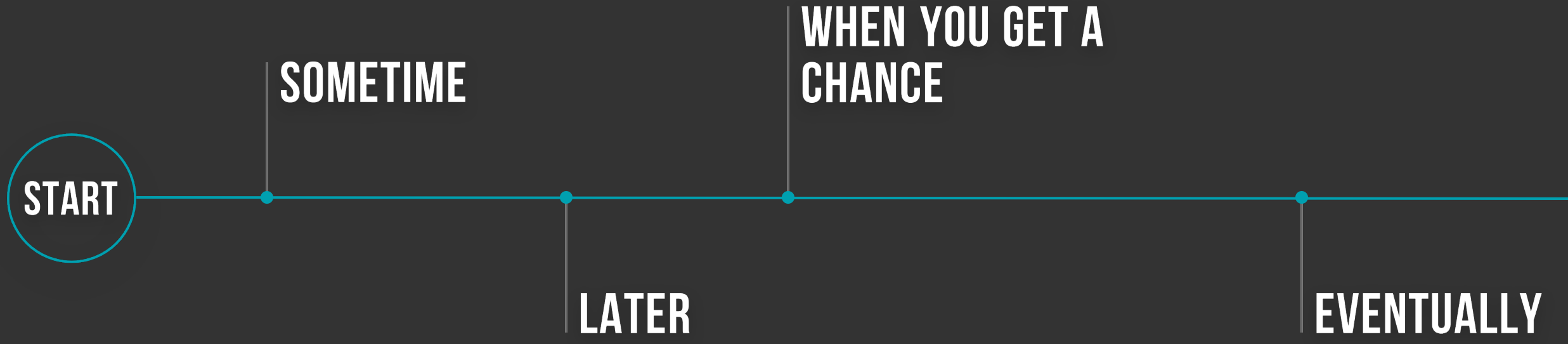
EXECUTIVE FUNCTION



EMERGENCY
PULL


Chance of rain: 14%
Noise pollution
08:40
09:40
10:40
Water quality
Natural state
30% better than avarage
68
Normal
Traffic
07:40
08:40
09:40
11:40
12:40
Crowded
Menu

FAILURE



COMORBIDITY

DEPRESSION

ANXIETY

PREVALENCE OF MENTAL ILLNESS

5%

SEVERE*

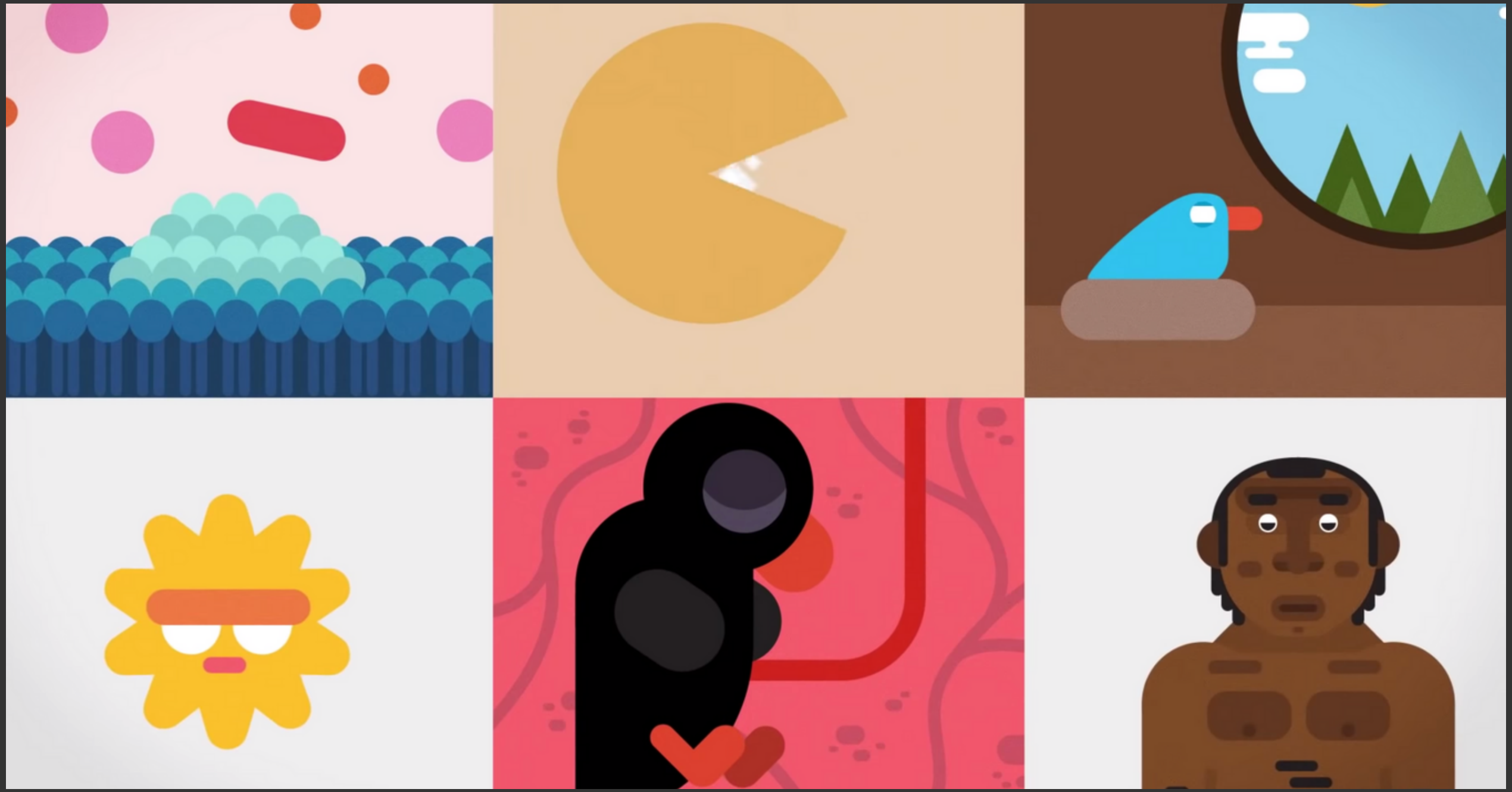
20%

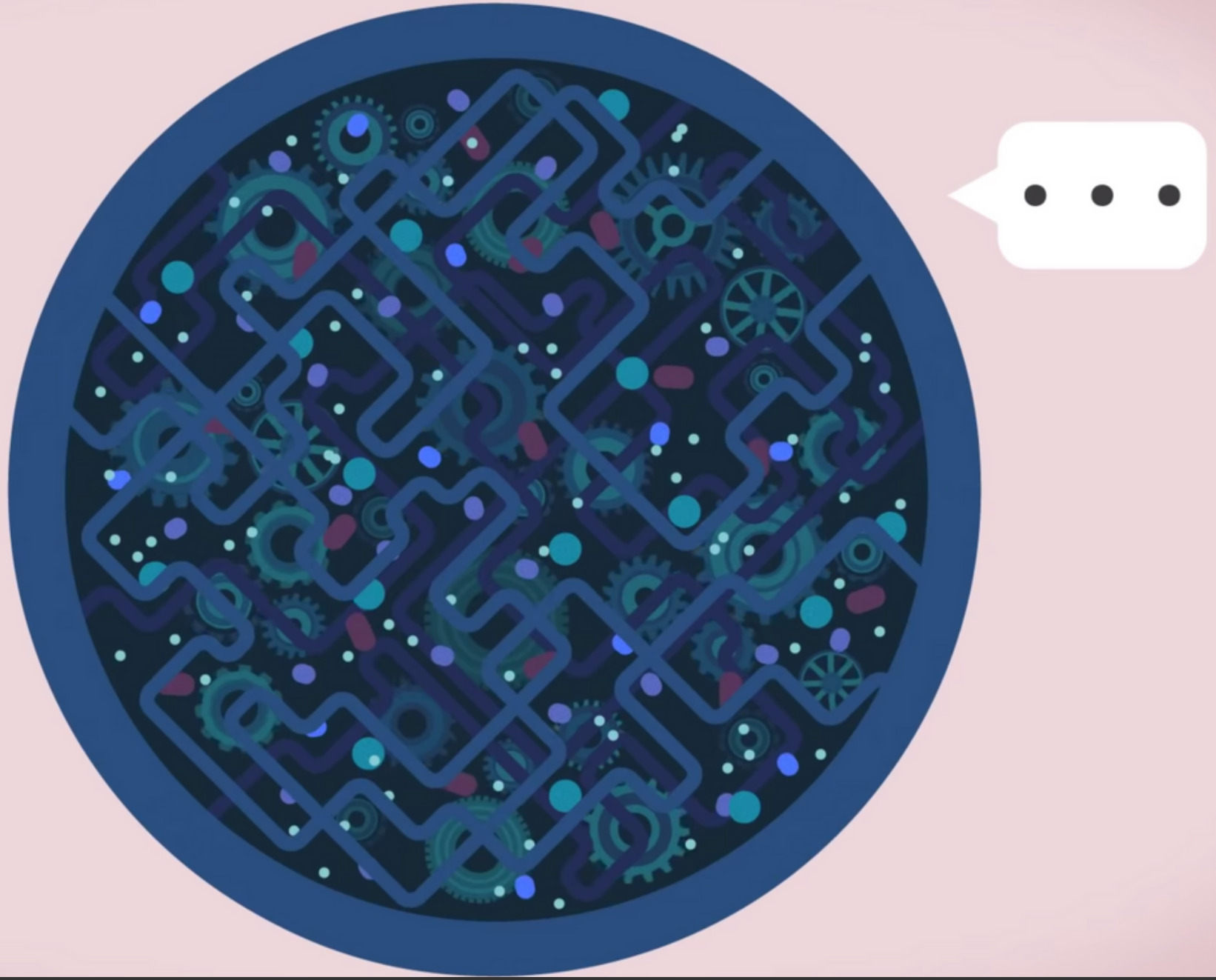
ANY*

42%

TECH WORKERS‡

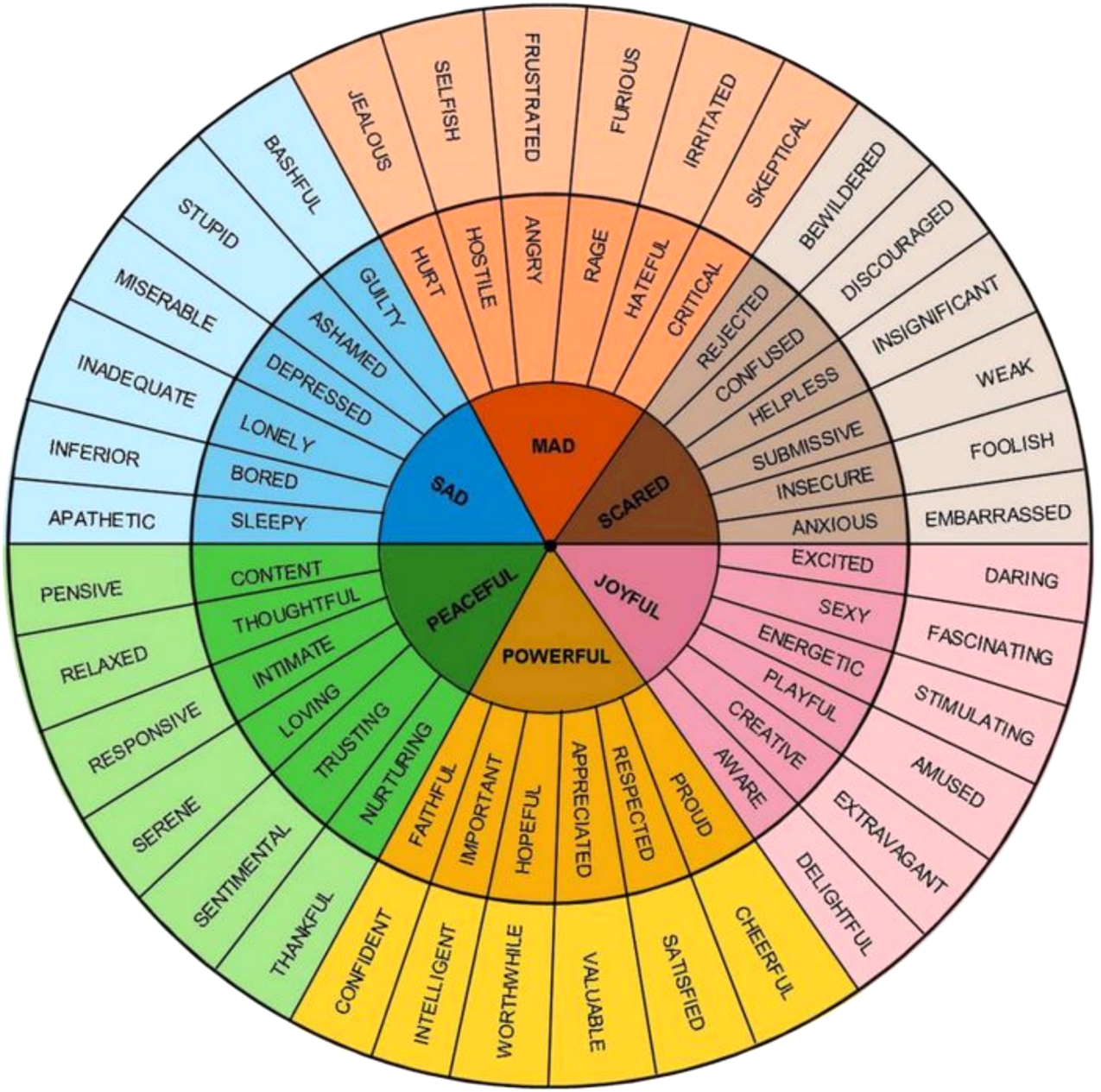
*nimh.nih.gov; ‡OSMI Survey 2016





OBSERVABILITY

METRICS


SAD
MAD
SCARED
PEACEFUL
POWERFUL
JOYFUL
BASHFUL
JEALOUS
SELFISH
FRUSTRATED
FURIOUS
IRRITATED
SKEPTICAL
BEWILDERED
STUPID
HURT
HOSTILE
ANGRY
RAGE
HATEFUL
CRITICAL
DISCOURAGED
MISERABLE
GUILTY
ASHAMED
DEPRESSED
LONELY
BORED
SLEEPY
REJECTED
CONFUSED
HELPLESS
SUBMISSIVE
INSECURE
ANXIOUS
INSIGNIFICANT
INADEQUATE
INFERIOR
APATHETIC
PENSIVE
RELAXED
RESPONSIVE
SERENE
SENTIMENTAL
THANKFUL
CONTENT
THOUGHTFUL
INTIMATE
LOVING
TRUSTING
NURTURING
FAITHFUL
IMPORTANT
HOPEFUL
APPRECIATED
RESPECTED
PROUD
AWARE
CREATIVE
PLAYFUL
ENERGETIC
SEXY
EXCITED
WEAK
FOOLISH
EMBARRASSED
DARING
FASCINATING
STIMULATING
AMUSED
EXTRAVAGANT
DELIGHTFUL
CONFIDENT
INTELLIGENT
WORTHWHILE
VALUABLE
SATISFIED
CHEERFUL

“SASHET” CHECK-INS

SAD
loss, disconnected

HAPPY
content, joyful

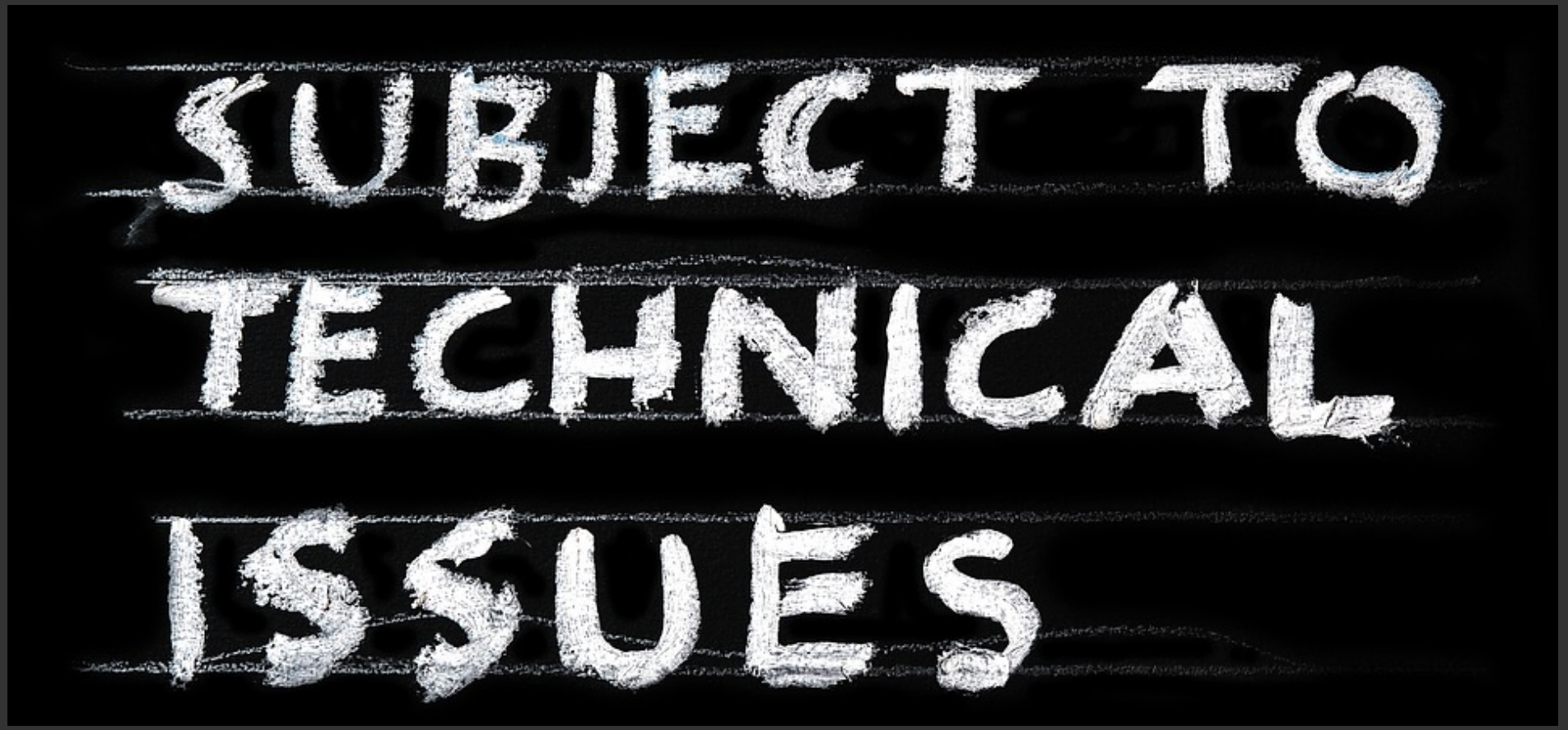
ANGRY
blocked, boundary crossed

EXCITED
hopeful

SCARED
uncertain, afraid

TENDER
connected

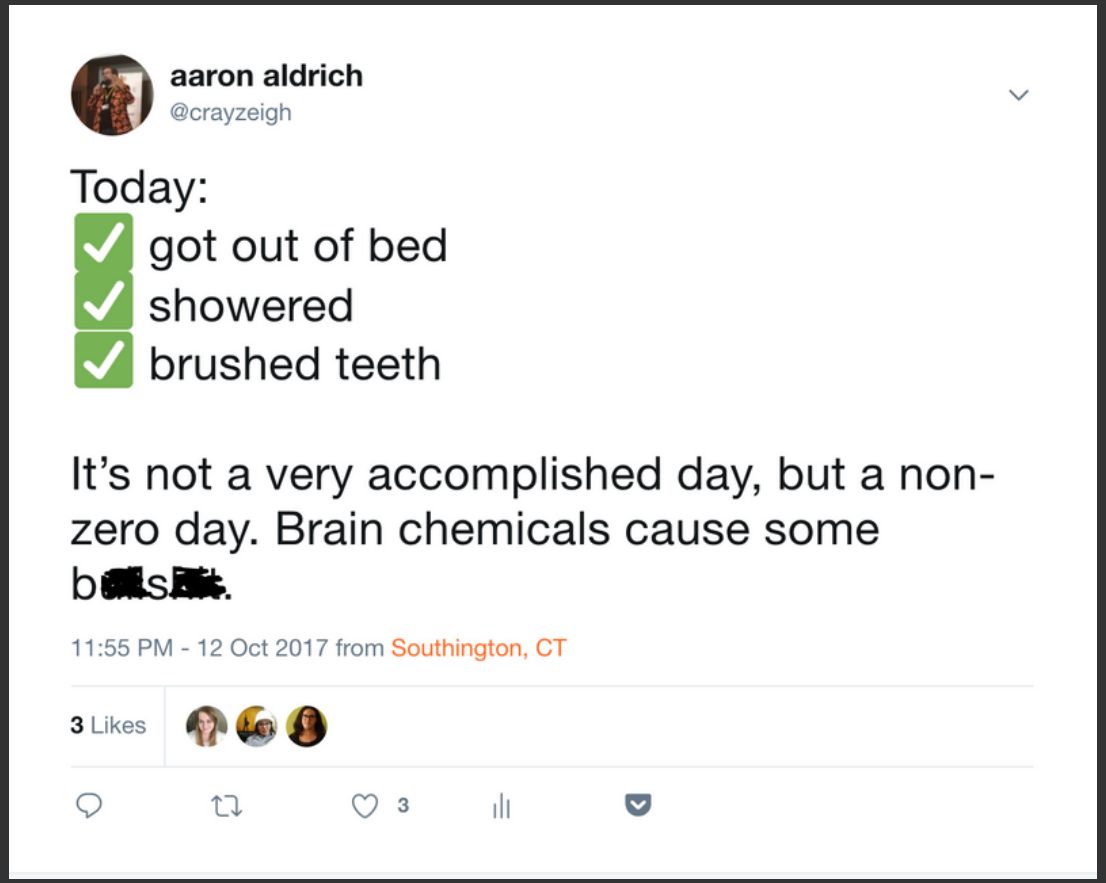
ERROR BUDGETS



BLAME-AWARE RETROSPECTIVES

YOUR PERFORMANCE IS NOT YOUR VALUE

MANAGE WIP


aaron aldrich
@crayzeigh
Today:
✅ got out of bed
✅ showered
✅ brushed teeth
It's not a very accomplished day, but a non-zero day. Brain chemicals cause some b[redacted].
11:55 PM - 12 Oct 2017 from Southington, CT
3 Likes
3

RECAP

- **COMPLEX SYSTEMS**
  There's a lot going on below the surface
- **GET YOU SOME OBSERVABILITY**
  w/ “SASHET” Check-Ins and others
- **ERROR BUDGETS**
  Trends not moments
- **GIVE GRACE**
  Failure is about learning, not finding fault
- **MANAGE WIP**
  Sometimes your work is getting out of bed
- **OSMI FOR MORE**
  osmihelp.org
- **EMOTIONAL API (JOHN SAWERS)**
  emotionalapi.com
- **LET'S KEEP TALKING**
  Make it OK to share, here in an Open Space and everywhere we go