



# Product Backlog Descaling

Robert Batůšek



# Situation



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Tools

project = [redacted] AND resolution = Unresolved AND issuetype not in (Sub-Task, Epic) ORDER BY key ASC



Basic

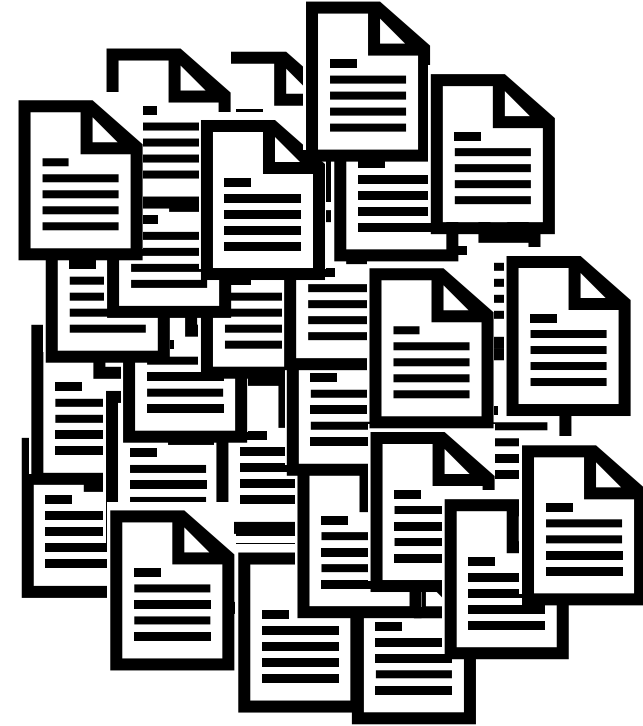


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Columns

T	P	Key ↑	Summary	Fix Version/s	Regression Bug	Sprint	Status	Links	Assignee	Created
		[redacted]-11	AlertingService - Improved supportability for detection of the long running conditions				OPEN		Unassigned	23/Feb/15

# Why Is It a Problem?



# Other Problems



Cooperation

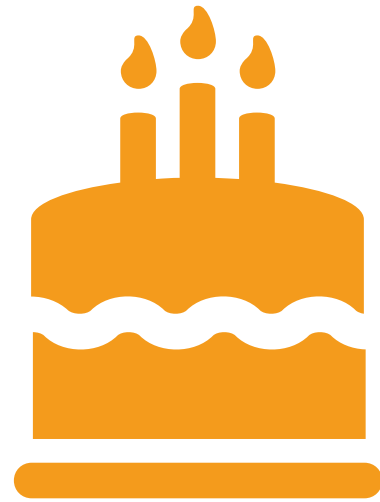


Context switching



Customer value

# Isn't It a Good Thing?



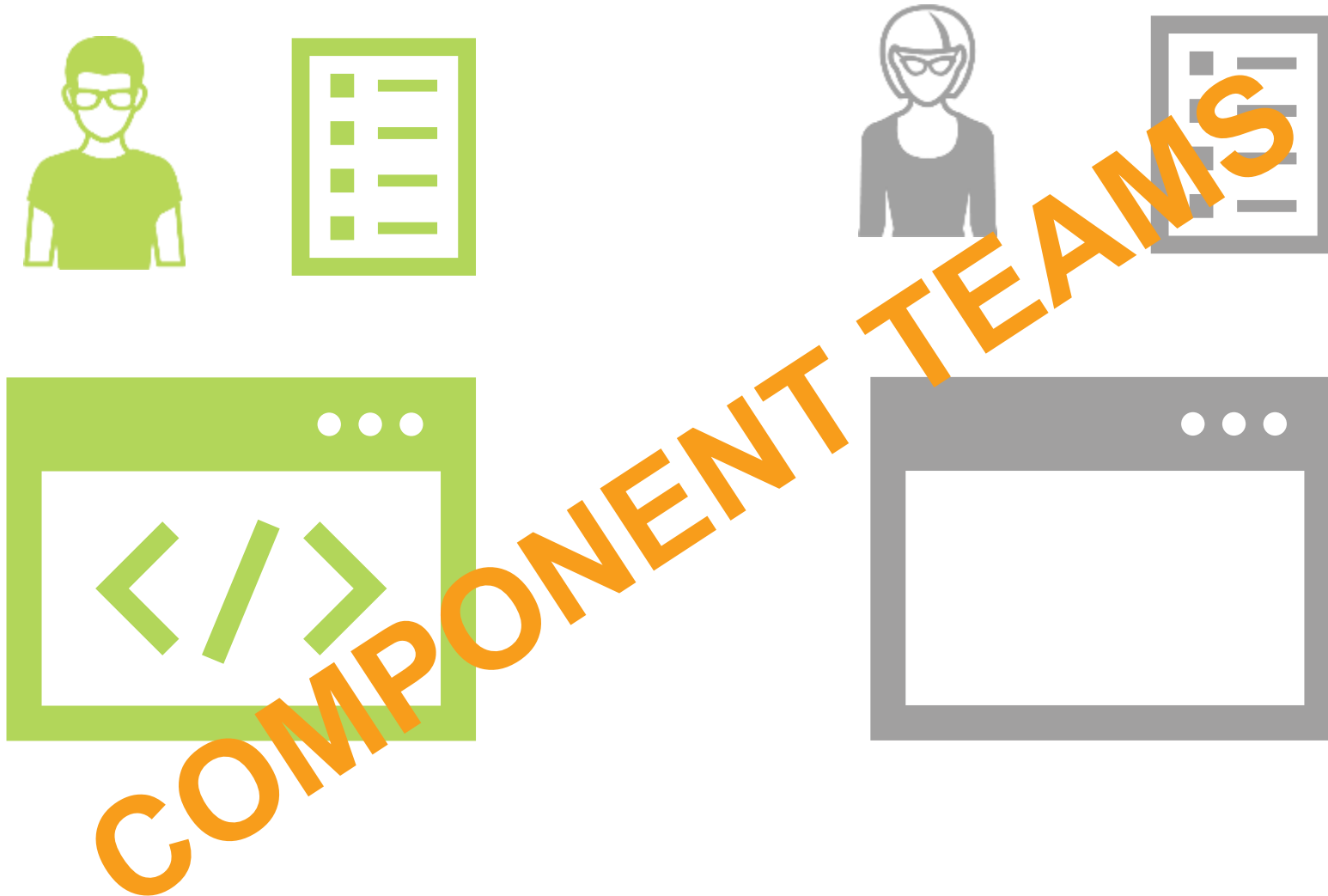
VS.



# Why It Happens

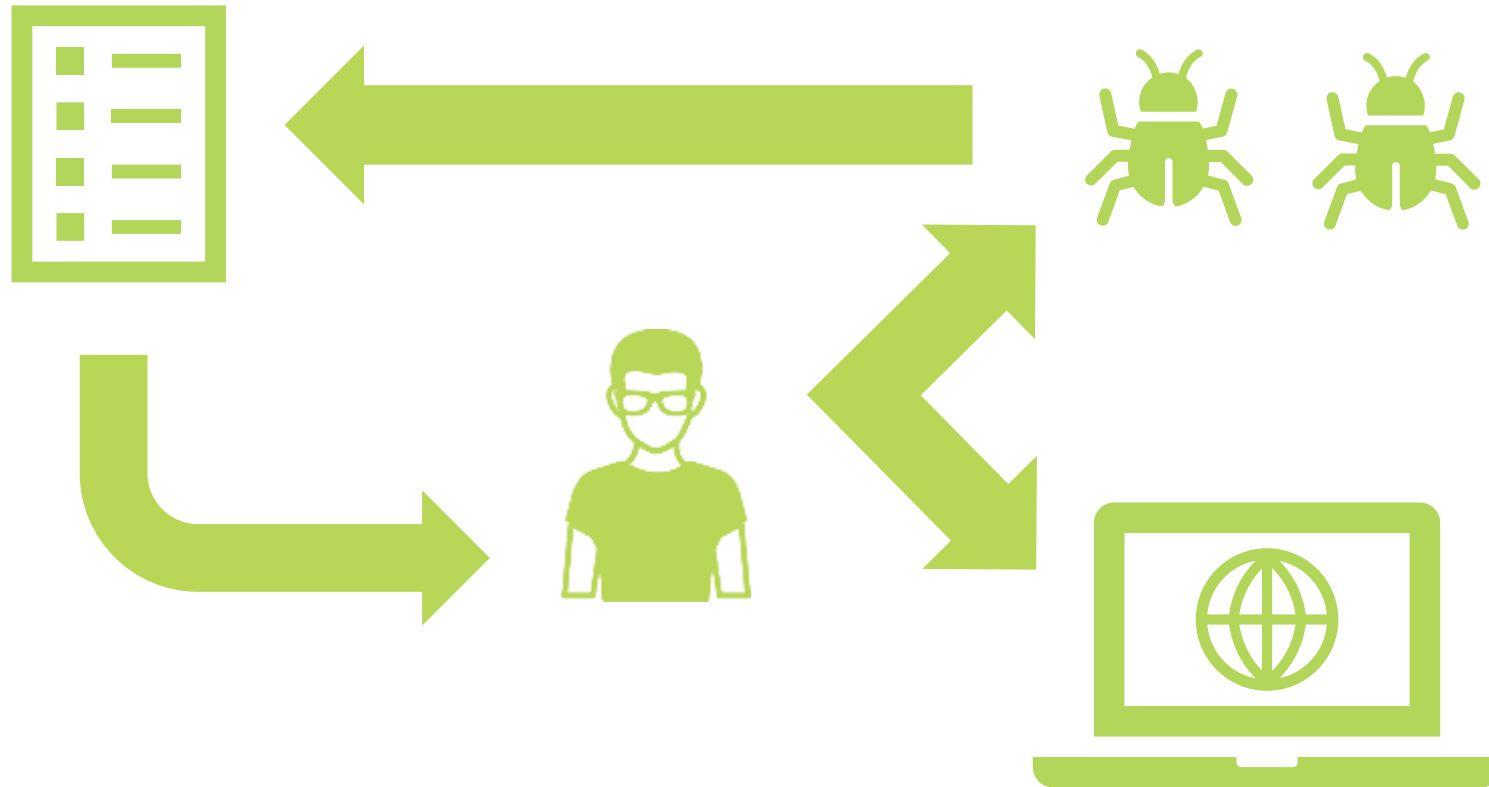


# Why It Happens

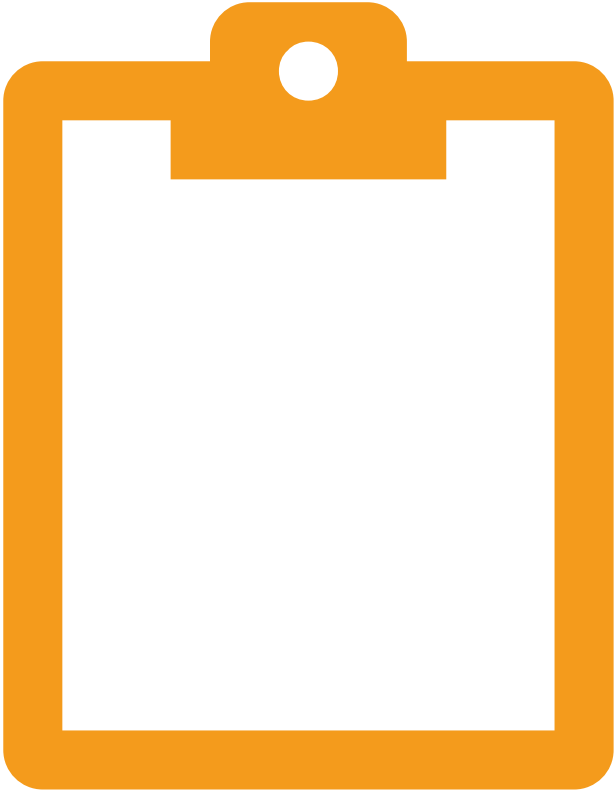




# Why It Happens



# Why It Happens



# Why It Happens



# What Can We Do?



# How to Descalate the Backlog



Don't let it grow

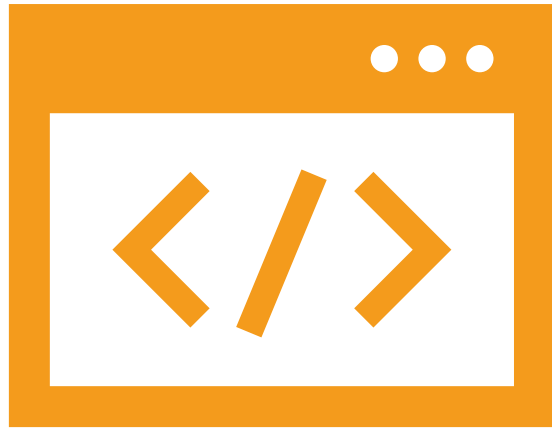
Grow average item size

Reduce # of items

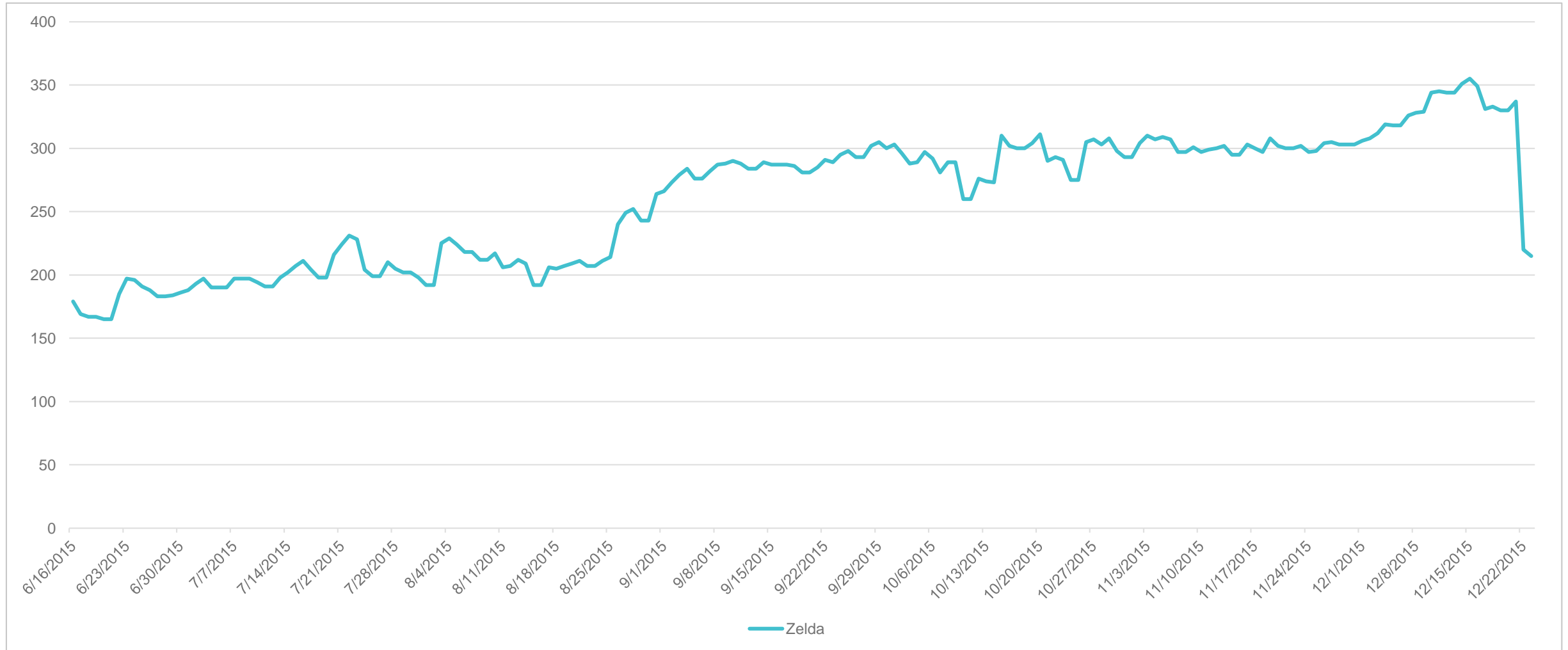
# Don't Let It Grow



# Don't Let It Grow

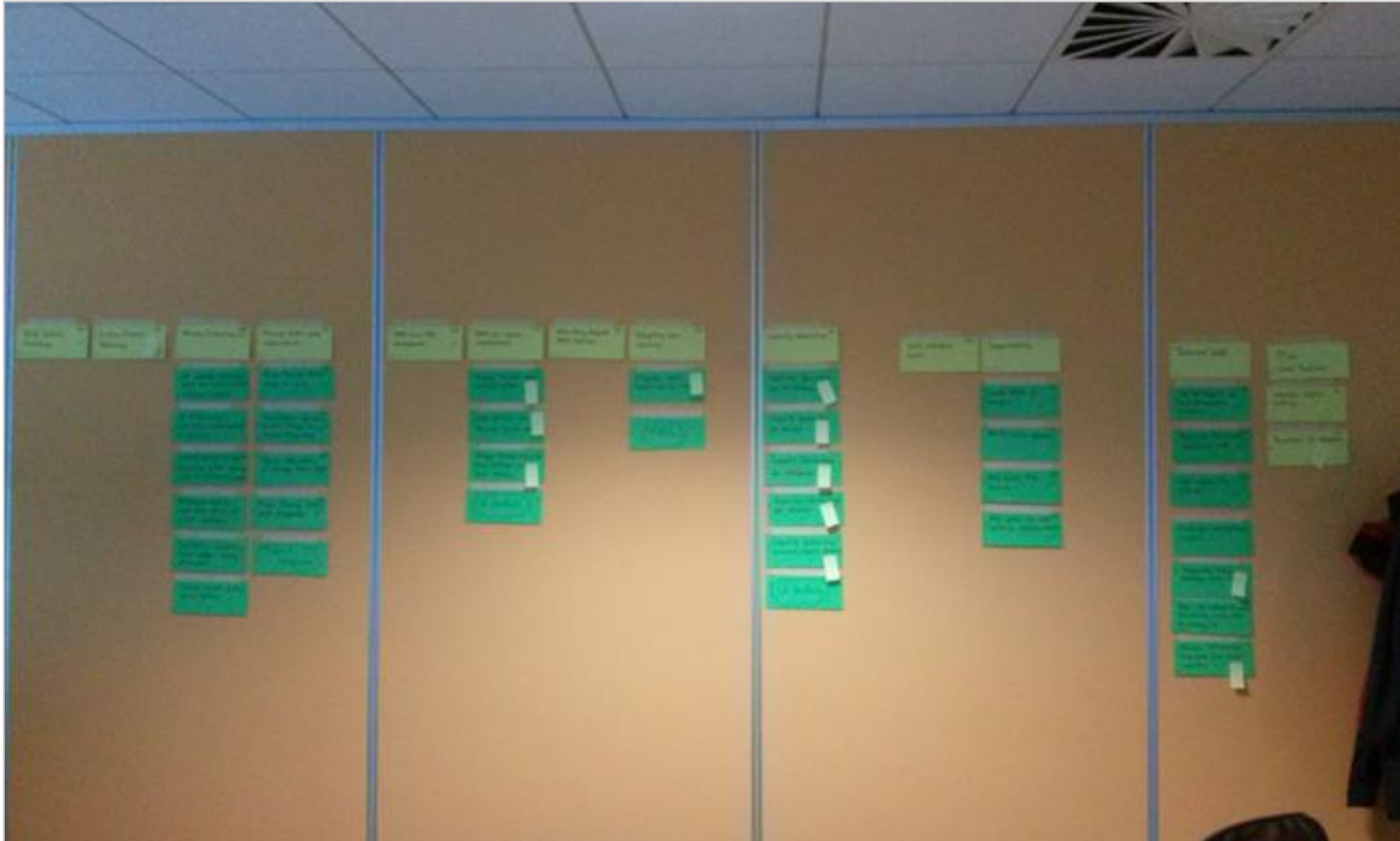


# Don't Let It Grow

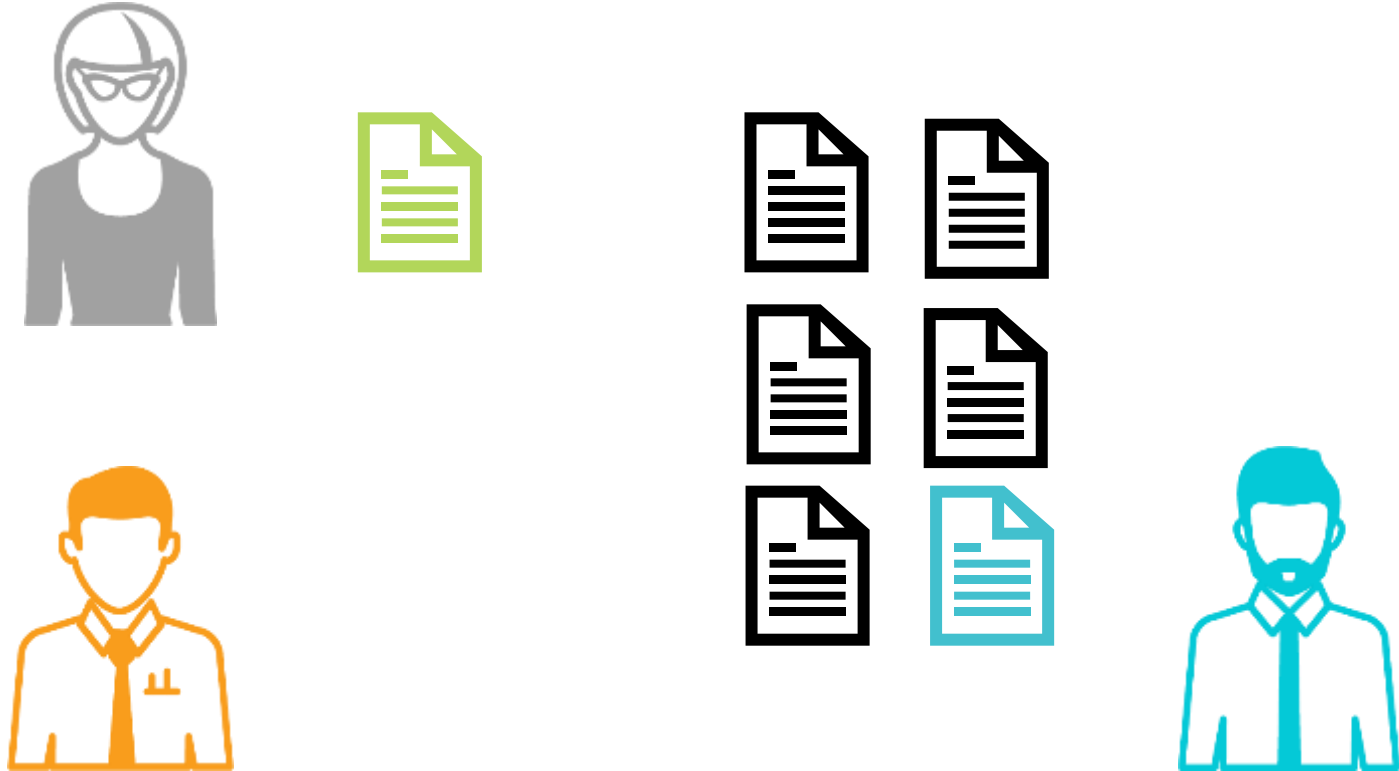




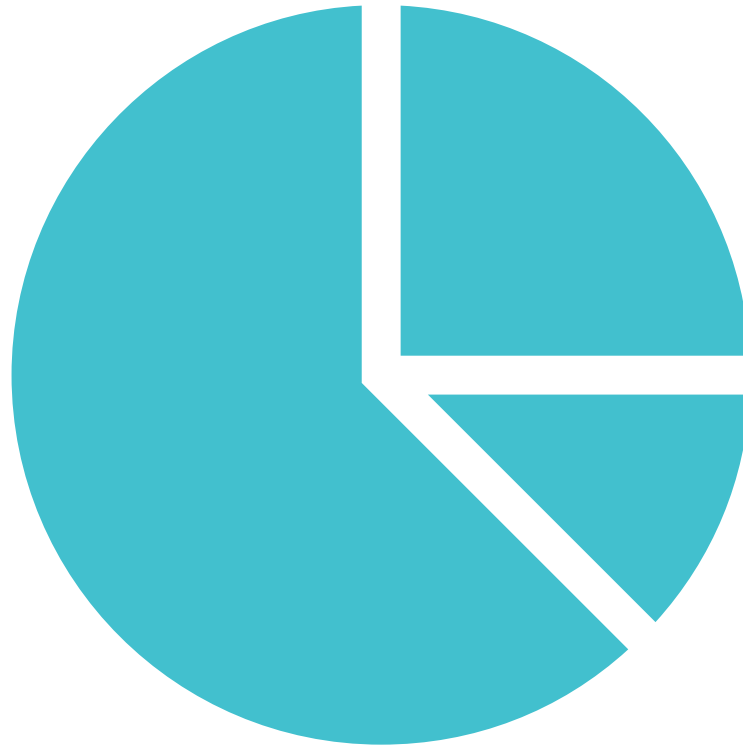
# Don't Let It Grow



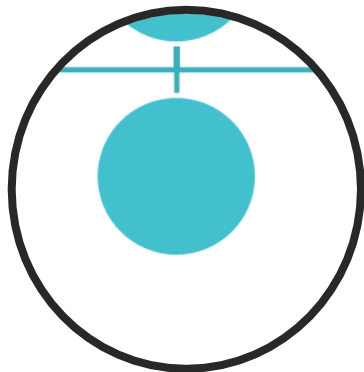
# Don't Let It Grow



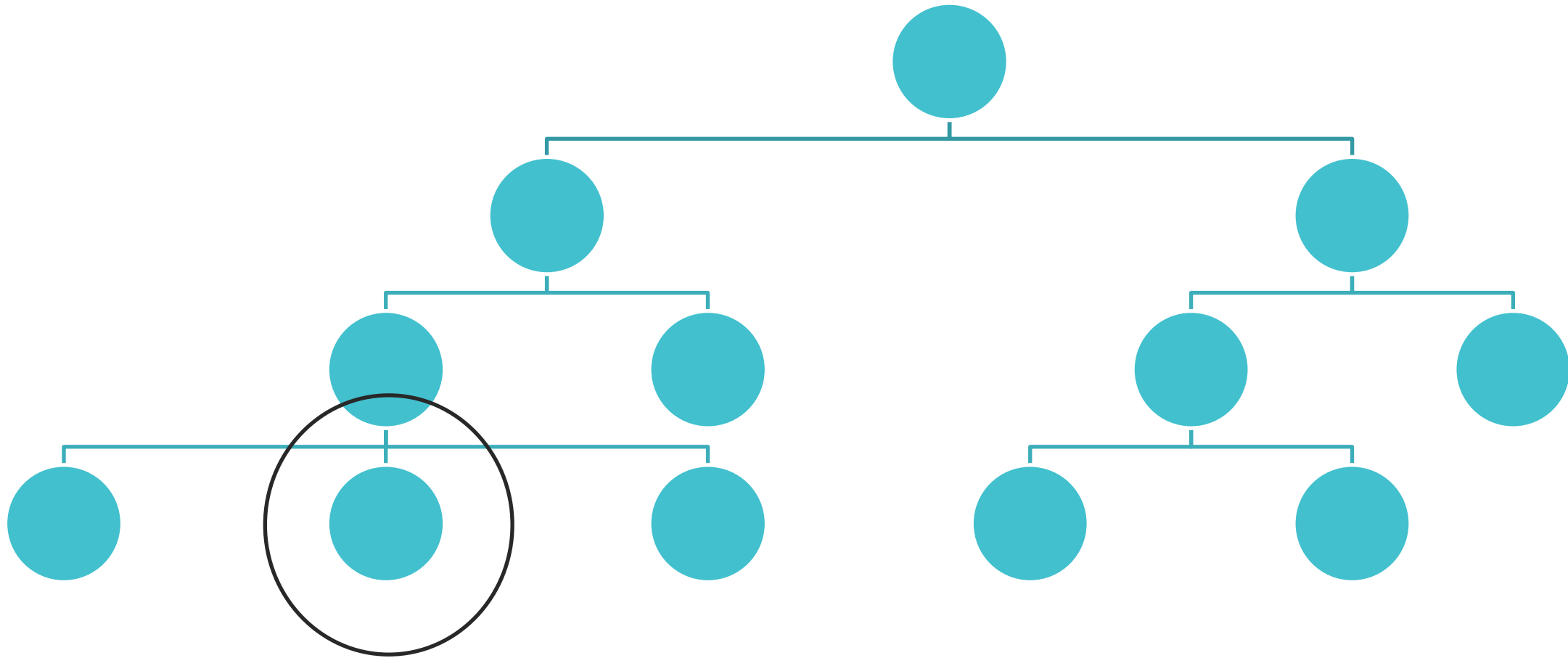
# Grow Average Item Size



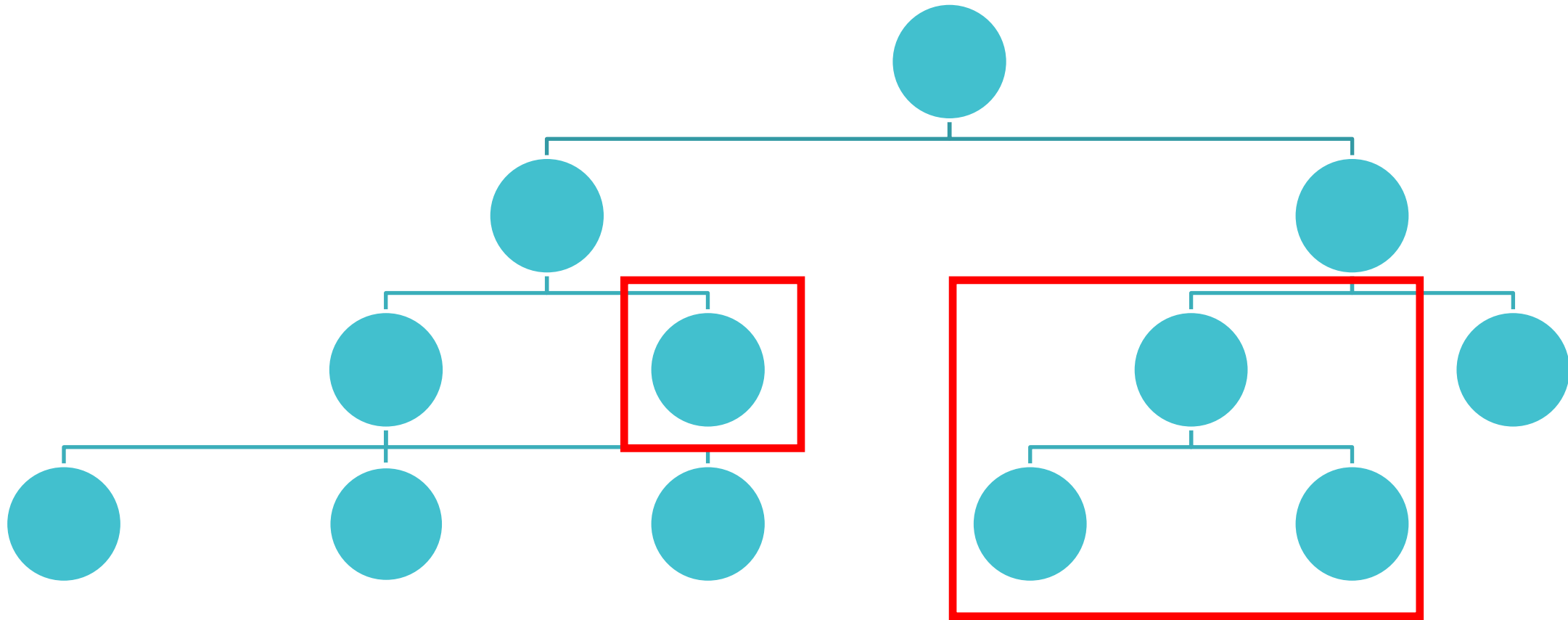
# Expand



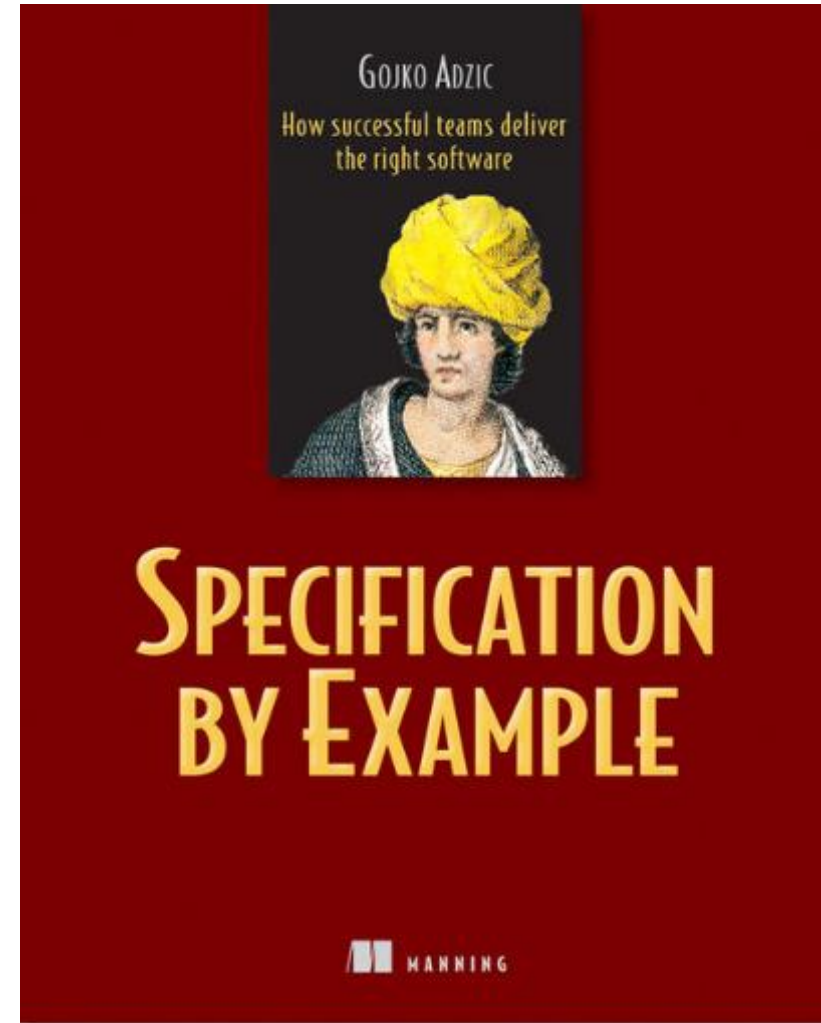
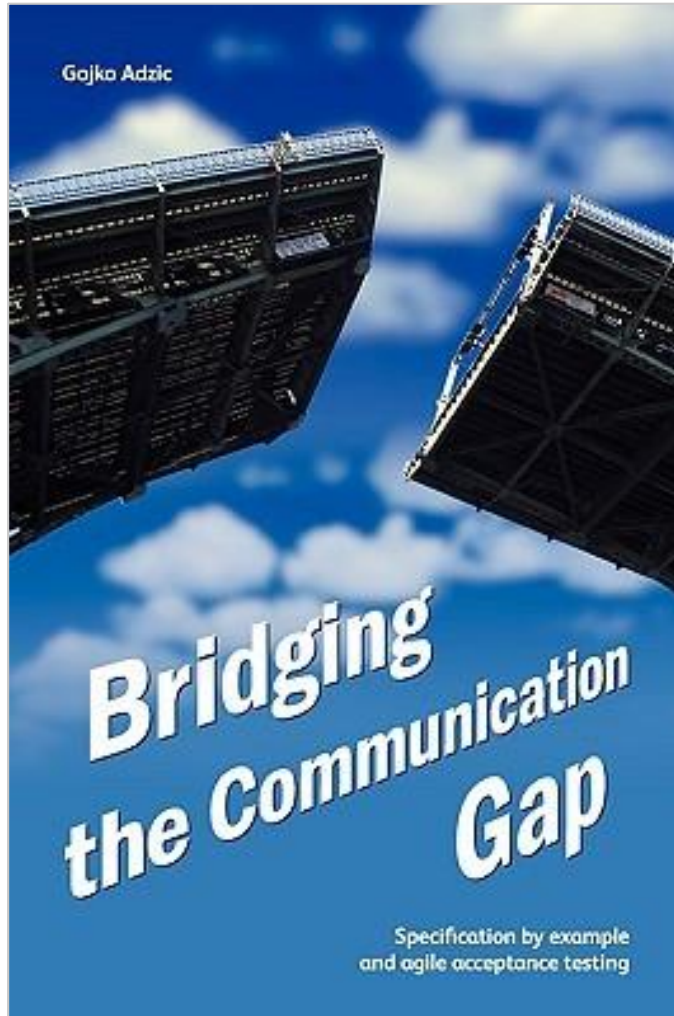
# Expand



# Restrict



# Specification by Example



# Specification by Example



- Title: Aggregation of historical data not working when Detail retention set to 1
- Description:
  - Set Detail retention to 1
  - Run maintenance
  - See error in maintenance log:  
ERROR MaintenanceEngine - Error in thread: SqlException (0x80131904):  
Retention settings in dbm\_ProcessingConfig table are wrong! ...  
Aggregation aborted! ...



# Specification by Example



Detailed	Daily	Retention	Detailed	Daily
7	0	1	1	6
1	0	1	1	0
7	0	7	7	0
10	0	7	7	3
3	0	7	3	0
10	2	7	7	5
...	...	...	...	...

# Specification by Example



Detailed	Daily	Retention	Detailed	Daily
7	0	1	1	6
1	0	1	1	0
7	0	7	7	0
10	0	7	7	3
3	0	7	3	0
10	2	7	7	5
...	...	...	...	...

# Expanding Questions



- Who needs this (team, role)? Then find the next one in the chain and repeat
- What was he doing when he entered the backlog item? What are other activities he can do?
- Are there any similar items logged in our ticketing system?

# Expanding Questions



- Title: Create new diagnostic test to check SQL server resources usage
- Description:
  - As a support rep, I would like to check SQL Server resources usage to quickly verify if the customer problem is performance-related

# Expanding Questions



- Who needs this (team, role)?
  - Developer developing the feature
- Who is next in the chain?
  - Support rep

# Expanding Questions



- What was he doing when he entered the backlog item? What are other activities he can do?
  - Implementing a new feature – support for a new SQL Server type

# Expanding Questions



- Are there any similar items logged in our ticketing system?
  - Create new diagnostic test to check SQL Server event log for errors

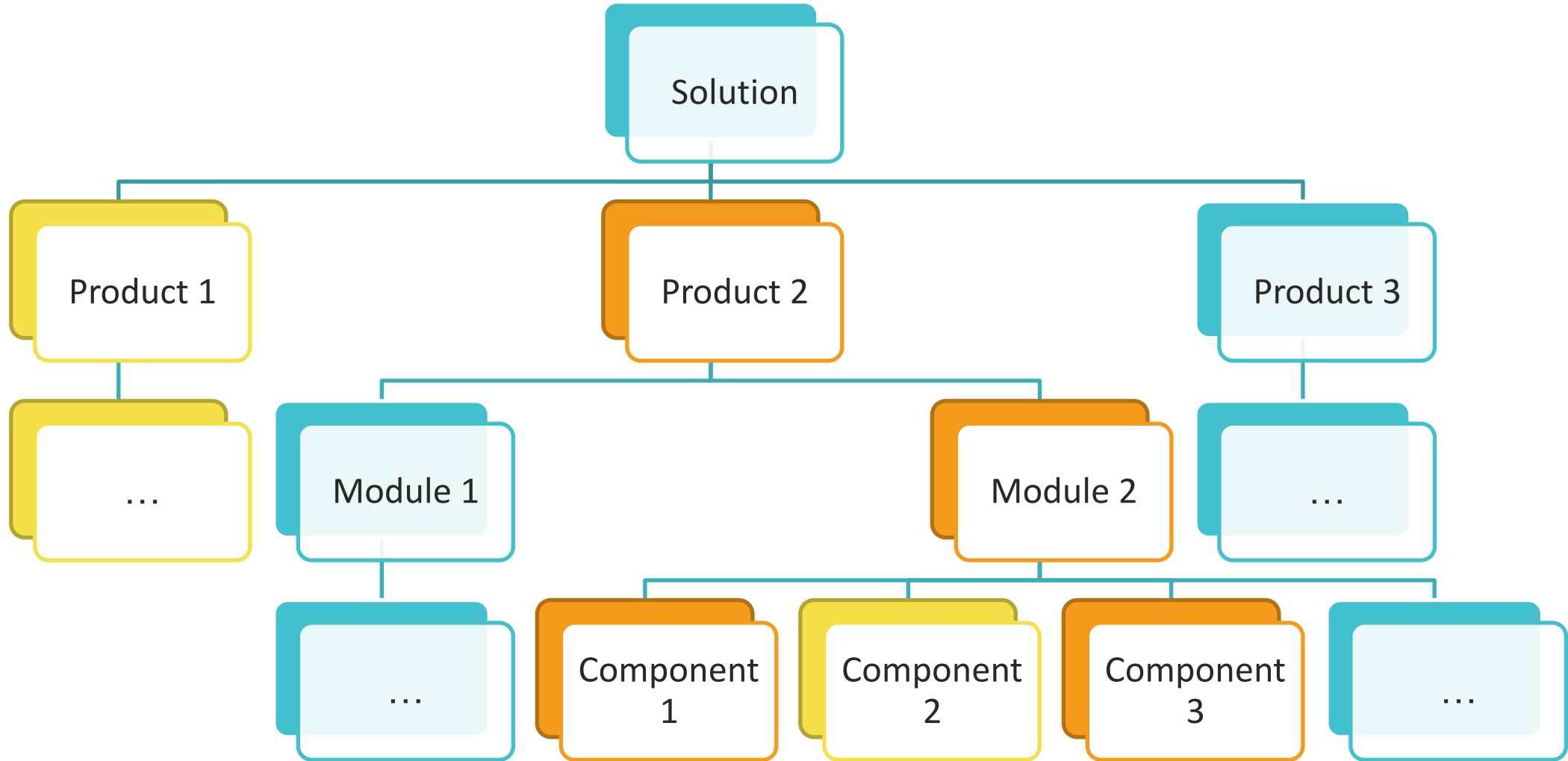
# Expanding Questions



- ~~Create new diagnostic test to check SQL server resources usage~~
- As a support rep, I want diagnostics to support a quick investigation of customer issues
  - Check SQL Server resources usage
  - Check event log for errors
  - Check database connection stats
  - Check server firewall rules
  - ...



# Technical Debt Map



<https://co-learning.be/blog/learn-how-to-manage-technical-debt-from-a-business-perspective/28022013>

# Reduce # of Items





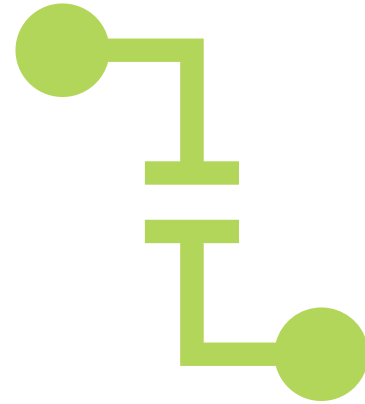
**BANKRUPTCY**



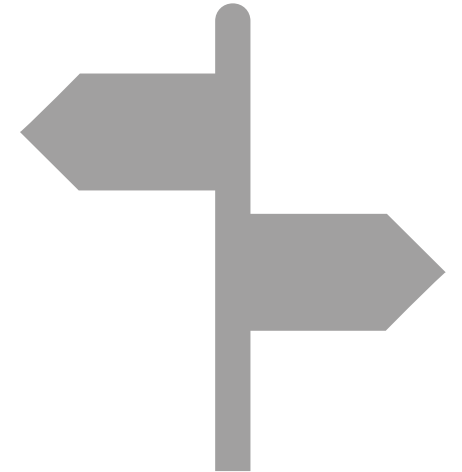
Icebox



Delimiters



Start and End



Separation

# Conclusion



Don't let it grow

Grow average item size

(Reduce # of items)

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# THANK YOU!





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