

Resources

The following 3 slides are concise summaries of the “Are you and your team on target?” audit questions, and the “Predicting evolution” and “Preparing for evolution” discussion prompts.

Are you on target?

User Value

- Do projects, features, and changes have clear purpose?
- For any current work item, why was it chosen over others?
- Which users are meant to benefit?
- Are those users actually benefiting? How do you know?
- Can you think of something you worked on that was significantly changed based on user feedback?
- How long does it take for user feedback to be incorporated into our roadmap?
- What's the difference between "done" and "success"?
- Do you get useful feedback during reviews of your work?
- Do you get timely reviews of your work?
- Does your team ever change course after a review or re-alignment discussion?
- Could everyone on the team describe the target user for what they're working on?
- Could everyone on the team describe the user problems they are solving?
- Have you ever worked on something you suspected wouldn't succeed?
- Did you say anything?

Product Health

- Are most areas well covered by automated tests?
- Are automated tests easy to write and maintain?
- How often are automated tests run?
- How often do automated tests find important bugs?
- How often do they have false positives? False negatives?
- How quickly are failed tests investigated and diagnosed?
- Do humans ever find serious defects that automated tests missed?
- What would make automated, AI-assisted, or human testing easier?
- Better test data? Better testability? Availability of tools? Upskilling?
- How do you know if you've done "enough" testing?
- How do you decide which tests humans will focus on?
- Do humans look at every build before it ships? Should they?
- Does human testing ever feel like a bottleneck?

Are you on target?

Operational Health

- Is your system running effectively, right now? How do you know?
- What kinds of issues would you be automatically alerted about?
- Are you confident alerts would fire when needed?
- How often are alerts ignored?
- What kinds of issues could be discovered by analyzing system logs?
- If a critical issue was reported right now (or at 2am), who should take action? What would they do?
- What resources are available to help with troubleshooting?
- How could they pull in additional help?
- Who needs to be kept in the loop about the issue?
- Once a fix is identified, how long would it take to be tested and deployed?
- What AI-generated responses have recently been given in production?
- Are AI outputs meeting your evaluation criteria and guard rails?
- What happens if an AI output falls outside of acceptable range?
- Are AI-supported interactions helping your users achieve their goals in your system? How do you know?
- Are you confident that AI-related parts of your system could not be manipulated?
- Are you confident that AI-generated responses are not subject to any intrinsic biases?

Sustainability

- Are there some areas of code only some people want to touch?
- Are there areas of code no one ever wants to touch?
- How often does your team invest in maintenance?
- Does it feel like the right level of investment?
- How does your team learn about new tech and trends?
- How and when do you experiment with new tech and trends?
- Can you think of times where you missed the boat on something new?
- Can you think of times where your team may have jumped to a shiny new thing prematurely?
- Could anyone explain, in detail, code changes made recently using AI tools?
- What security and privacy best practices are used in your system?
- Do any automated security checks run during development, or in production in real-time?
- What security/privacy laws apply to our system, or to our customers?
- Are there any device or browser types that would not provide a good experience?
- Would a slow or intermittent internet connection cause issues for your users?
- Is the product usable in a variety of languages?
- Is the product usable with assistive technologies?
- Does the product adapt to users with unique needs?

Predicting Evolution

Defect Patterns

What can we learn from the most impactful defects we've seen recently?

Friction Points

What processes, tools, or relationships feel challenging right now?

Tech Landscape

What technological changes and trends are occurring in the industry?

Organizational Dynamics

What goals or structural changes are being talked about?

Preparing for Evolution

Do it now

What could we do right now to adapt or make this better?

Do it with help

What could we do in collaboration with others?

Don't do it (yet)

What are we ok with not taking action on?

Do it when

What would trigger action on this in the future?