⏶ ATLASSIAN

DISH Network's journey to driving quality with Analytics and Atlassian tools

ADAM NICHOLS | SENIOR MANAGER, PROCESS DISH WIRELESS

If it's not in Jira, it doesn't exist.
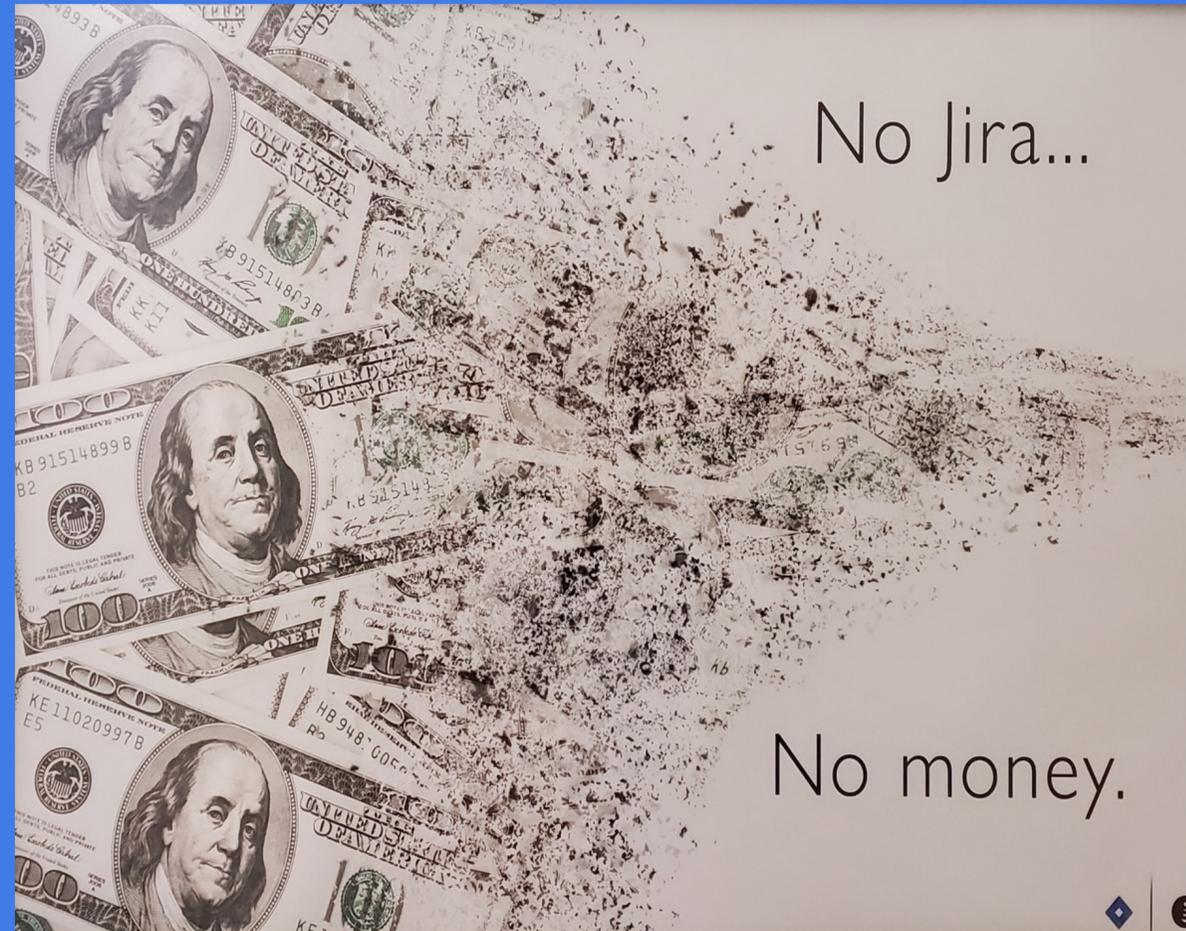
No Jira... No money.

Got an issue? Here's a Jira tissue!!!
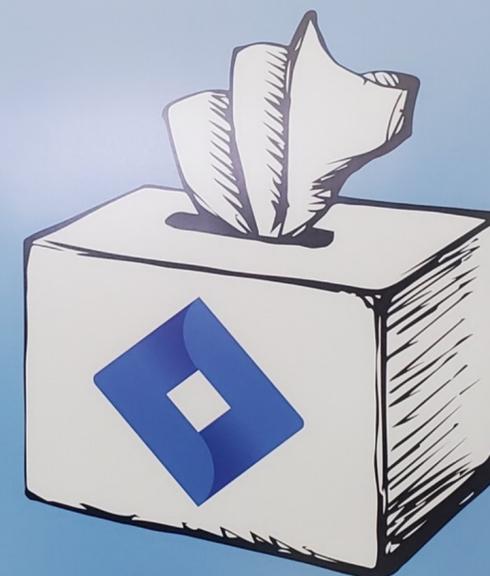
dish wireless

DISH + ATLASSIAN HAPPY HOUR
THURSDAY, MARCH 31ST FROM 5-7PM MDT
AT THE DISH OFFICE OF INNOVATION

ATLASSIAN CENTER OF EXCELLENCE
ACE

All are welcome to join for snacks, drinks, and the following opportunities:

Network with candidates from Talent Acquisition & University Relations

Get live training from Atlassian on Advanced Roadmaps (using Gantt charts, creating multi-project views, dependency tracking, and more!)

dish wireless   ATLASSIAN

AGILE CENTER OF EXCELLENCE

AGILE
WORK MORE EFFECTIVELY AND EFFICIENTLY

Adam Nichols
Enterprise AGILE Coach

JUNE 11, 2019
12:00PM-1:00PM
MT. ELBERT

OUR VISION

TO CHANGE THE WAY THE WORLD COMMUNICATES
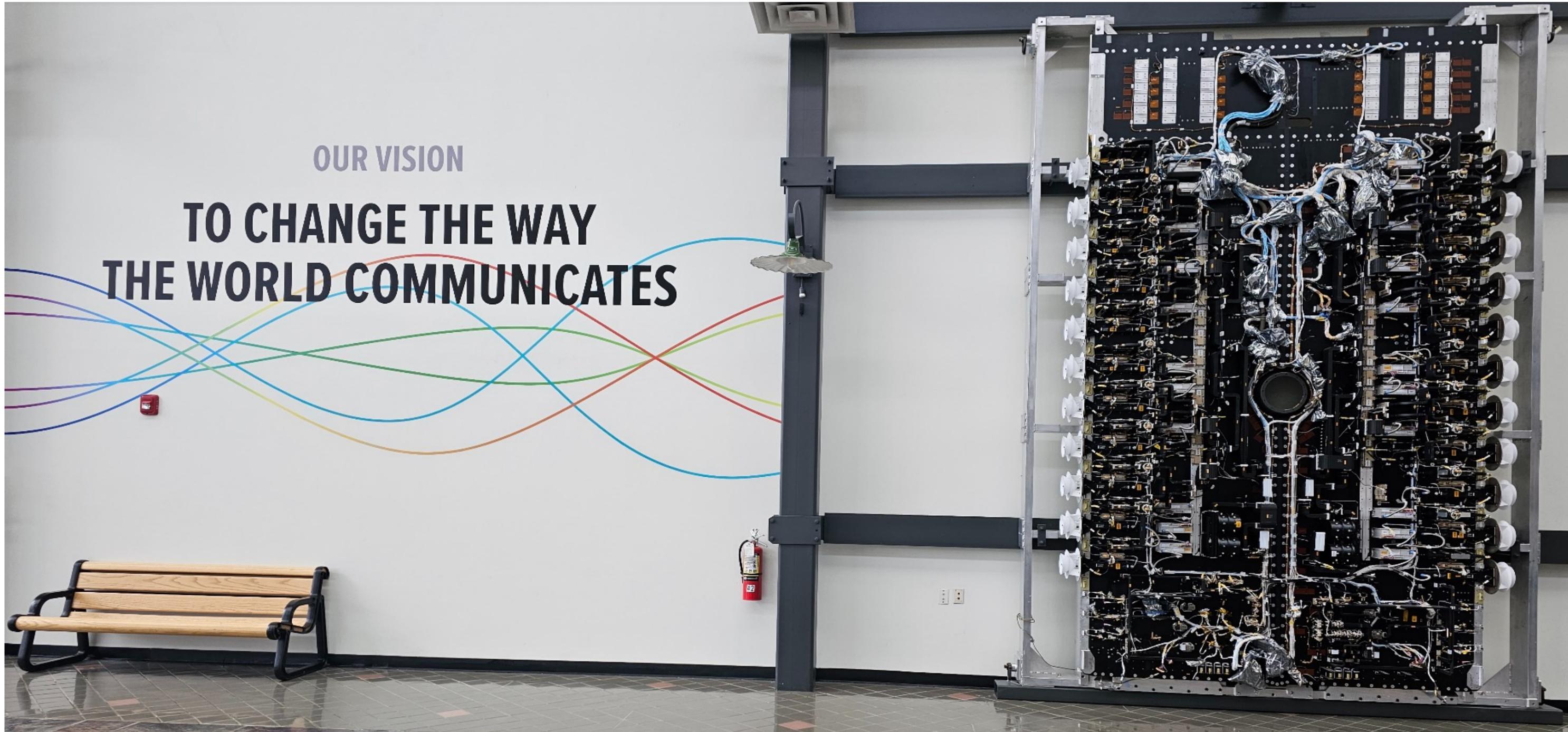
DISH WIRELESS HQ VISION

"

TRANSFORMING THE WAY TEAMS COMMUNICATE THROUGH TRANSPARENCY, COLLABORATION, AND OPTIMIZATION

DISH WIRELESS, TEAM MISSION STATEMENT

SPONSOR

- **Execs/ Decision Makers**
- **Launching new Division/Initiative**
- **Need reliable real-time decision making data**
- **Concerned about cost**

BUILDER

- System Admins/ Coaches
- Status Quo not working
- Need an Integrated single source of truth
- Concerned about resources

PRODUCER

- Program Managers/ Scrum Masters/ Engineers
- Lack clear requirements
- Need user-friendly system
- Concerned about redundant work

Build an **enterprise-scale collaboration platform** to be the **single source of truth** across DISH Wireless and our partners for tracking requirements, development, testing, defects, and deployments
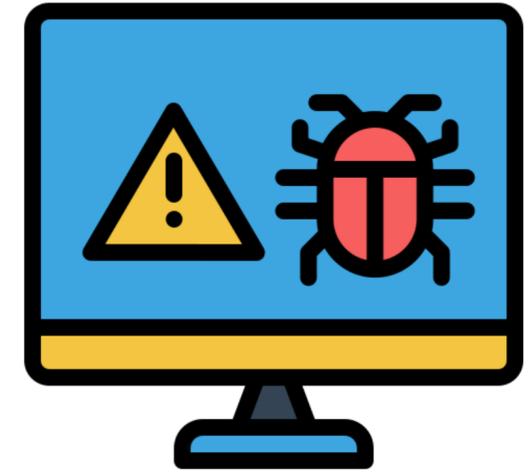
Collaboration

Atlas Triage

Stakeholders

Documentation Meetings Vendor

Optimization Script

Chart Test

Kanban

Trello Delivery Intake Waterfall

Execution Wireless Team Re-Test

DISH Agile Owner

Defect

Scrum Code Rejected

Criteria Acceptance Testing

Access Communication Product

Project Transparency Case

Engineer

Plan Hardware

Confluence

Development
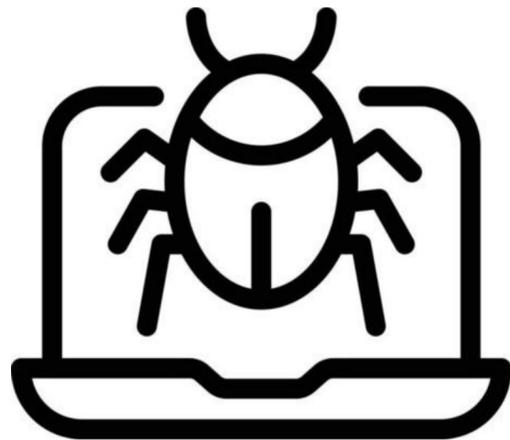
Defect Workflow 4.2

(08/30/2021)

Rejected

Definition:
- Request Rejected

Responsible:
- Program Manager
- Tester
- Assignee

Required Fields:
- Rejection Denied Reason

Definition:
- Request to not fix Issue/Not Valid Issue

Responsible:
- Program Manager
- Tester
- Assignee
- Reporter

Required Fields:
- Rejection Requested Reason

Definition:
- Fix Available for Retest

Responsible:
- Assignee
- Program Manager

Required Fields:
- Defect Resolved in Version
- Test Available in Library
- Fix Description

Definition:
- Request Approved

Responsible:
- Program Manager

Rejection Request Approved

Rejection Request Denied

Rejection Requested

Rejection Requested

Investigating

Correcting

Retesting

Closed

Issue Found

Root Cause Known

Fix Available

Test Passed

Test Failed

Definition:
- Test Case Failed/Issue Found
- Root Cause Unknown

Responsible:
- Reporter (eg. PgM, Tester)

Required Fields:
- Summary
- Assignee
- ISV
- Description
- Expected Result
- Actual Result
- Steps to Re-Create
- Lead Program Manager
- Severity
- Defect Reported in Version

Definition:
- Issue Technical Root Cause Known

Responsible:
- Assignee
- Reporter
- Program Manager

Required Fields:
- Technical Root Cause

Definition:
- Test Fails

Responsible:
- Program Manager
- Tester

Required Fields:
- Retest Failure Result
- Steps to Re-Create (Retest Failure)

Definition:
- Test Passes

Responsible:
- Program Manager
- Tester
- Reporter

Atlassian Help Center

Thank you for visiting the Atlassian Help Center! Please note all requests must be approved before they are added to the team's backlog. All new requests are prioritized based on impact, level of effort, and the order in which they are submitted.

If you are requesting for **New User Access** : Please raise a request using this link

If your request needs to be escalated, please email Atlassian.Admin@dish.com with the ticket number and reason for escalation.

What can we help you with?

Work Request
The form is used to request new teams, new work requests, and to modify or remove access from existing users.

Report an Atlassian Incident
Use this form for an event that causes disruption to or a reduction in the quality of a service which requires an emergency response

Ask a Question
You have questions, we have answers!

New Intake Form Request
This is the form needed to request a new JSM portal.

New Jira Integration Request

Atlassian Marketplace Application Install Request
This is the form to request an Atlassian Marketplace Application

New Confluence Space Request
Use this for creating a new Confluence space

Request a Meeting
Request a meeting with the Atlassian team

Request an Atlassian Play
This form is used to request an Atlassian Play to improve and aid team's ways of working.

Jira Software - Flow metrics 🔗

Work Items Completed per Month

8,886

Work Items in Progress per Month

5,590

Lead time

26.0 days

Total time from work item created to completion

Cycle time

20.1 days

Total time once work is started to its completion taken time

Flow efficiency

21%

Proportion of time that work items are active against their

### Throughput
Work items completed

■ Jira Issues

Completion date	
Nov-22	6.52k
Dec-22	8.42k
Jan-23	11.7k
Feb-23	7.89k
Mar-23	800

Work profile

■ Action Item ■ Defect ■ Development ■ Intake ■ Test
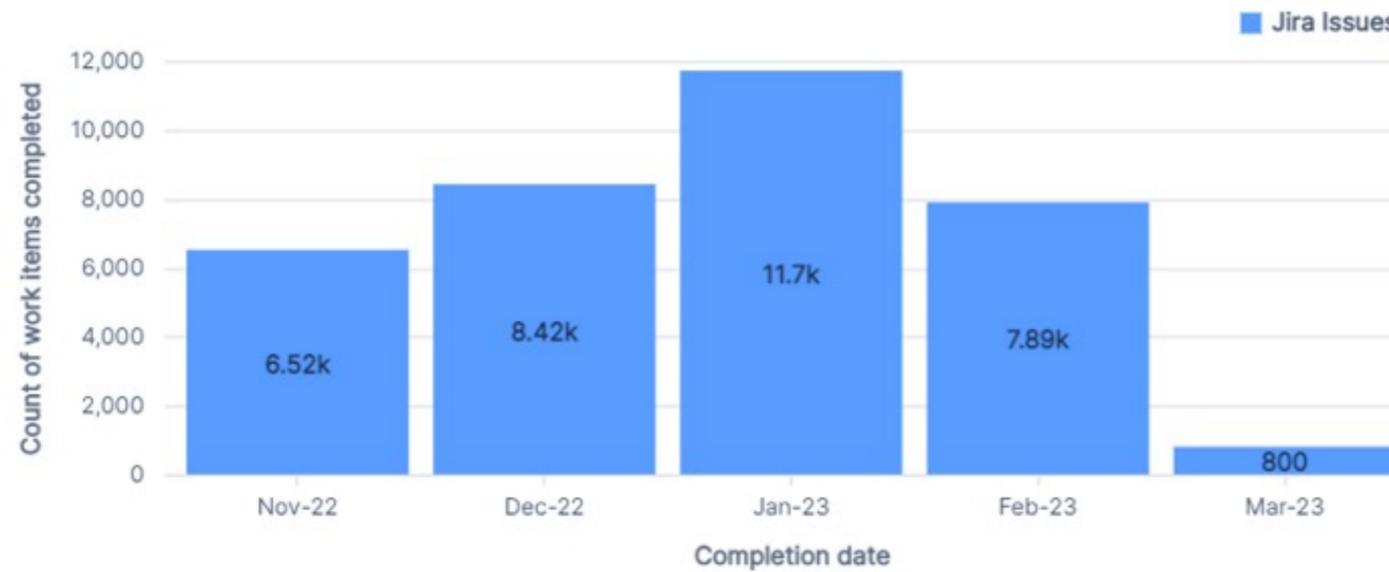
Intake Heat Map 🔗

Chart data updated a minute ago

Number Of Teams

11

Teams Tracking Intake Requests In Jira
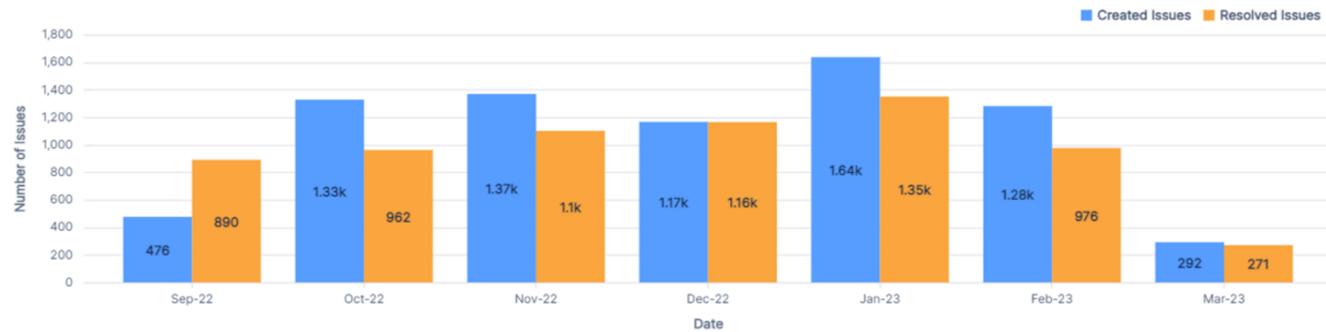
Acceptance Rate

77%

Percentage of Issues Not Cancelled

Issues Created Vs Resolved

■ Created Issues ■ Resolved Issues

Date	Created	Resolved
Sep-22	476	890
Oct-22	1.33k	962
Nov-22	1.37k	1.1k
Dec-22	1.17k	1.16k
Jan-23	1.64k	1.35k
Feb-23	1.28k	976
Mar-23	292	271

Lead Time Vs Cycle time
Time Taken From Created Vs In Progress To Resolved

— Lead Time — Cycle Time

Cycle time (days): 500pm, 2.32, 6.72, 18.9, 25.5, 36.5, 60.7, 106, 30.3

Dates: Sep 4, Sep 18, Oct 2, Oct 16, Oct 30, Nov 13, Nov 27, Dec 11, Dec 25, Jan 8, Jan 22

Work Items In Progress
Number Of Items In Progress By Month

■ Number of Issues

Date	Count
Sep-22	1.48k
Oct-22	1.77k
Nov-22	1.94k
Dec-22	1.63k
Jan-23	1.84k
Feb-23	1.4k

Defects Health 🔗

Chart data updated a few seconds ago

▼ Severity (All selected)   ▼ ISV (All selected)

DEFECTS

Defects Created (2022)
6,440 ▲ 141.56%
Year/Year Change

Defects Resolved (2022)
6,174 ▲ 185.83%
Year/Year Change

Defects Average Age (2022)
32 ▼ -34.69%
Year/Year Change

Defects Created Vs Resolved

■ Created Issues ■ Resolved Issues

Month	Created	Resolved
Apr	662	593
May	468	507
Jun	453	378
Jul	404	403
Aug	342	241
Sep	372	396
Oct	335	410
Nov	318	355
Dec	488	349
Jan 2023	513	573
Feb	450	400
Mar		
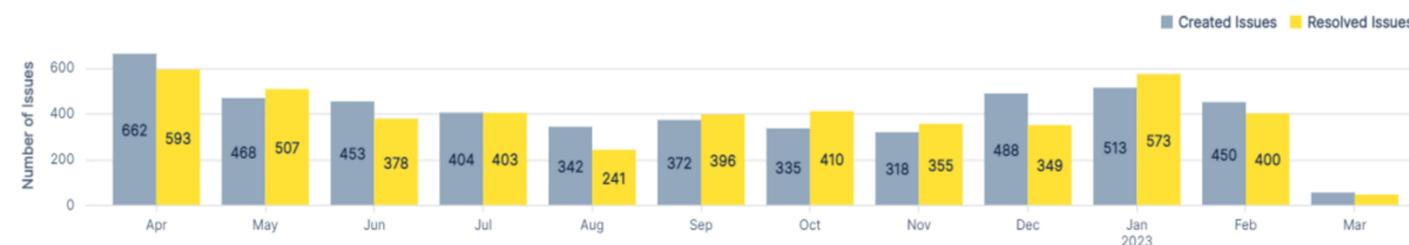
Defects Average Days to Resolution

Month	Days
Apr	33
May	40
Jun	36
Jul	34
Aug	46
Sep	34
Oct	36
Nov	28
Dec	23
Jan 2023	13
Feb	7
Mar	

Daily Defect Standup New 🔗

Chart data updated a minute ago

📅 Feb 27, 2023 – Mar 6, 2023   ▼ Status   ▼ Severity (All selected)   ▼ ISV (All selected)

Today

Arrivals	Closed
7	11

Totals

Arrival	Closed
70	48

Active Defects by Status

■ Sev 1 - Critical ■ Sev 2 - Major ■ Sev 3 - Minor

Status	Sev 2 - Major	Sev 1 - Critical
Investigating	27	27
Correcting	3	
Retest		

Average Time in Status

■ Sev 1 - Critical ■ Sev 2 - Major ■ Sev 3 - Minor

Status	Sev 1	Sev 2	Sev 3
Rejected	4.31	4.86	5.88
Retest	7	6.1	6.49
Correcting	9.15	9.12	10.5
Investigating	21.2	27.6	28.5

Time to Close

■ Sev 1 - Critical ■ Sev 2 - Major ■ Sev 3 - Minor

Severity	Value
Sev 1 - Critical	36.4
Sev 2 - Major	41.5
Sev 3 - Minor	39.5
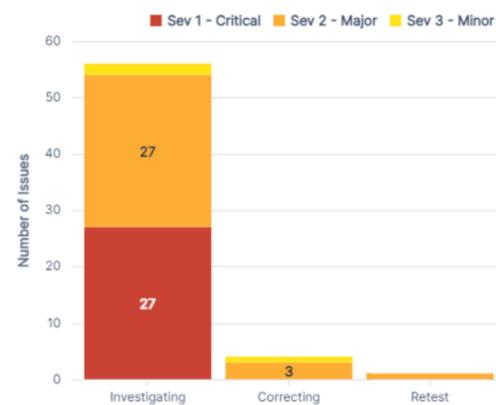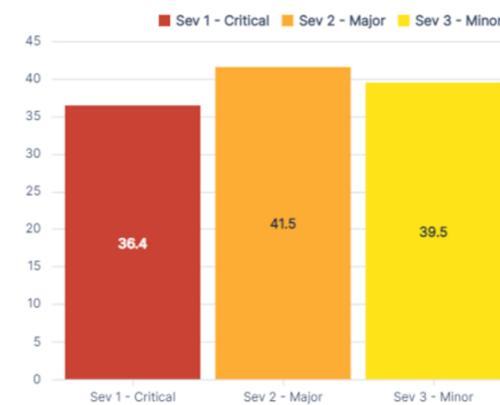
KEY TAKEAWAYS

INTAKE

•Request types
•Data requirements
•Approval/ prioritization process
•Automation
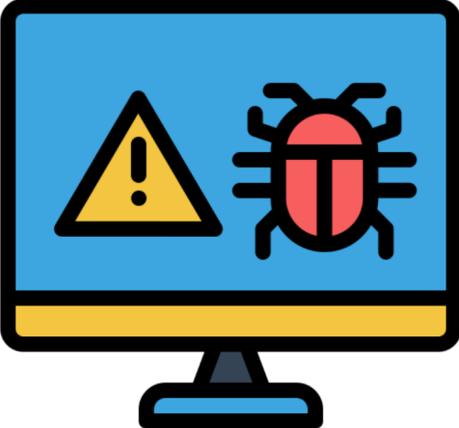
DEFECTS

•Data requirements
•Triage/resolution/ validation process
•Role-specific abilities
•AI/ML

REPORTING

•Goals/objectives
•Data requirements
•Data capture
•Data visualization

Q&A

PEOPLE

PROCESS

TOOLS