

FROM INCEPTION TO PRODUCTION

A CONTINUOUS DELIVERY STORY

- IAN RANDALL

FEARLESSLY*, CONTINUOUSLY
DELIVERING VALUE

* BUT NOT IRRESPONSIBLY

PUSHPAY



Pushpay's ACMR growth



<https://www.nzx.com/companies/PPH/announcements/299761>

TOOLS

PEOPLE & PRACTICES

JUST CULTURE & BLAMELESS POSTMORTEMS

OUR JOURNEY BEGINS...



WHY?

SHARED VISION OVER THE VALUE TO
THE BUSINESS

WHO?

PRODUCT

QA

DEV

YOU CAN'T TEST THE QUALITY
IN AT THE END

BUILDING A FEATURE

DEV

“HOW WILL I BUILD THIS THING?”

QA

“HOW WILL I BREAK THIS THING?”

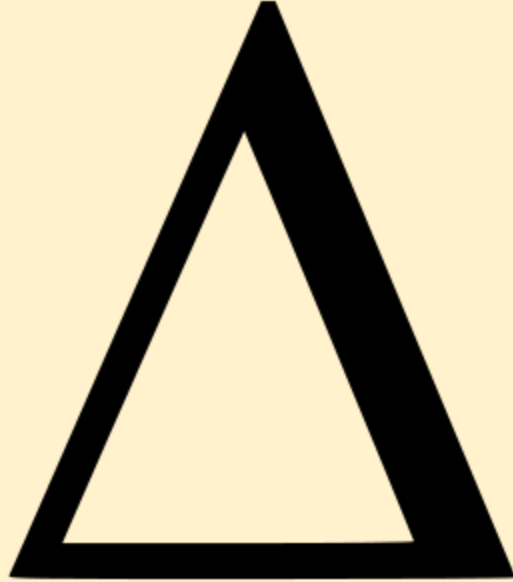
BUILDING A LARGER FEATURE

LONG-LIVED FEATURE

FEATURE SWITCHES

BRANCHES

THE DELTA



BUILDING A LARGER FEATURE

LONG-LIVED FEATURE

BRANCHES

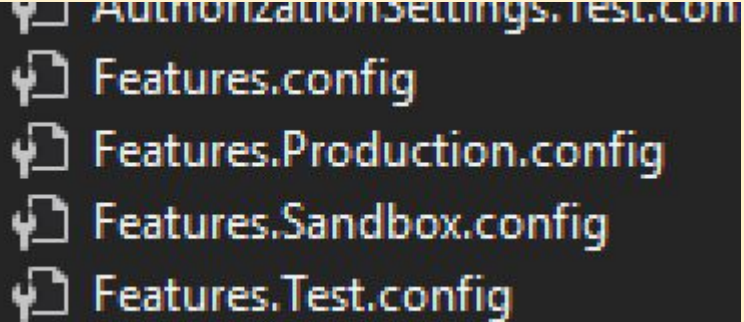
- DELTA GETS TOO BIG
- NO FEEDBACK
- DRY CODE

FEATURE SWITCHES

- SMALL DELTAS
- REGULAR FEEDBACK
- TECHNICAL DEBT

FEATURE SWITCHES

CONFIGURATION PER ENVIRONMENT



A screenshot of a file explorer interface with a dark background. It shows a list of files and folders. The first item is a folder named 'AuthorizationSettings.Test.com'. Below it are four files, each with a document icon: 'Features.config', 'Features.Production.config', 'Features.Sandbox.config', and 'Features.Test.config'.

- AuthorizationSettings.Test.com
- Features.config
- Features.Production.config
- Features.Sandbox.config
- Features.Test.config

FEATURE SWITCHES

URL MANIPULATION TO TOGGLE SWITCHES ON/OFF IN
QA (DO NOT DO THIS IN PRODUCTION)

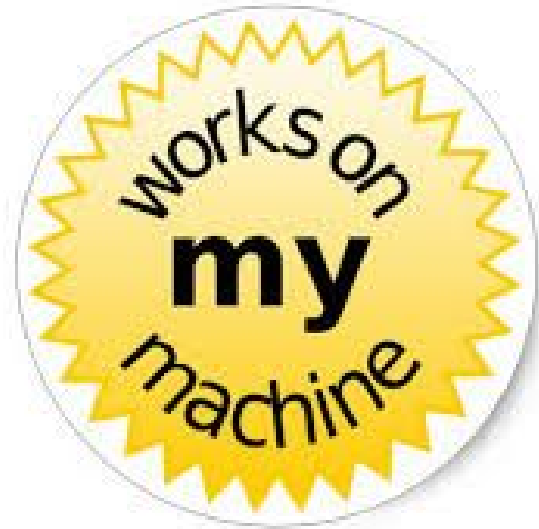


[https://qa\[REDACTED\]10016?Features.UserFeedback=true](https://qa[REDACTED]10016?Features.UserFeedback=true)

FEATURE SWITCHES

- DELIVER DAILY INCREMENTS OF (NON-RUNNING) CODE
- LIGHT UP A SLICE OF FEATURE
- MEASURE
- RE-THINK ROAD-MAP TO COMPLETE FEATURE

WOMM



CODE REVIEW

- EVERY LINE OF CODE GETS REVIEWED
- CODE **MUST** BE REVIEWED AND WOMMED BEFORE MERGING.
- “ROLL FORWARDS TO VICTORY”

CODE REVIEW

DO

VALIDATE APPROACH

PERFORMANCE, SECURITY, OPERABILITY

COHESION, COUPLING AND CONNASCENCE

BE HONEST AND POSITIVE.

DON'T

BE RUDE.

SERIOUSLY, DON'T BE RUDE.

SWEAT THE SMALL STUFF, LIKE

BRACING, SPACES

CROSS-POLLINATION

- SOMEONE ELSE DOES IT ALL AGAIN!
- POLLINATOR IS NOT (NECESSARILY) INVOLVED WITH
FEATURE

JUST CULTURE

<http://sidneydekker.com/just-culture/>

just

/dʒʌst/ 

adjective

1. based on or behaving according to what is morally right and fair.

"a just and democratic society"

synonyms: fair, fair-minded, equitable, even-handed, impartial, unbiased, objective, neutral, disinterested, unprejudiced, open-minded, non-partisan, non-discriminatory; More

adverb

1. exactly.

"that's just what I need"

synonyms: exactly, precisely, absolutely, completely, totally, entirely, perfectly, utterly, wholly, thoroughly, altogether, in every way, in every respect, in all respects, quite; More

2. very recently; in the immediate past

"I've just seen the local paper"

synonyms: a moment ago, a second ago, now

"I just saw him"

This one

justly, not long ago, lately, only



Translations, word origin, and more definitions

JUST CULTURE

RETRIBUTIVE - CLARITY AROUND ACCEPTABLE VS
UNACCEPTABLE BEHAVIOUR

RESTORATIVE - "SAFE-TO-FAIL"

FEAR OF BREAKING THINGS WILL
PARALYZE YOUR ORGANIZATION.

TOYOTA'S FIVE WHYS



BLAMELESS POSTMORTEMS

<https://codeascraft.com/2012/05/22/blameless-postmortems/>

WHEN?

- OPPORTUNITY TO LEARN
- SOMETHING THAT IMPACTED PRODUCTION
- NEAR-MISS

HOW?

- ASYNCHRONOUSLY IN A WIKI
- COORDINATED IN SLACK CHANNEL #MORGUE
- CO-ORDINATED BY PERSON(S) CLOSEST TO THE INCIDENT

WHAT?

- SCENARIO AND IMPACT
- TIMELINE
- DISCUSSION
- MITIGATIONS

FEARLESSLY*, CONTINUOUSLY
DELIVERING VALUE

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THIS SHIT BE HARD, YO.

- IAN RANDALL, 2017

@KIWIPOM