@JEMBEN

# HOW FORGOTTEN KNOWLEDGE WILL HELP YOU AVOID REGRETTABLE DECISION

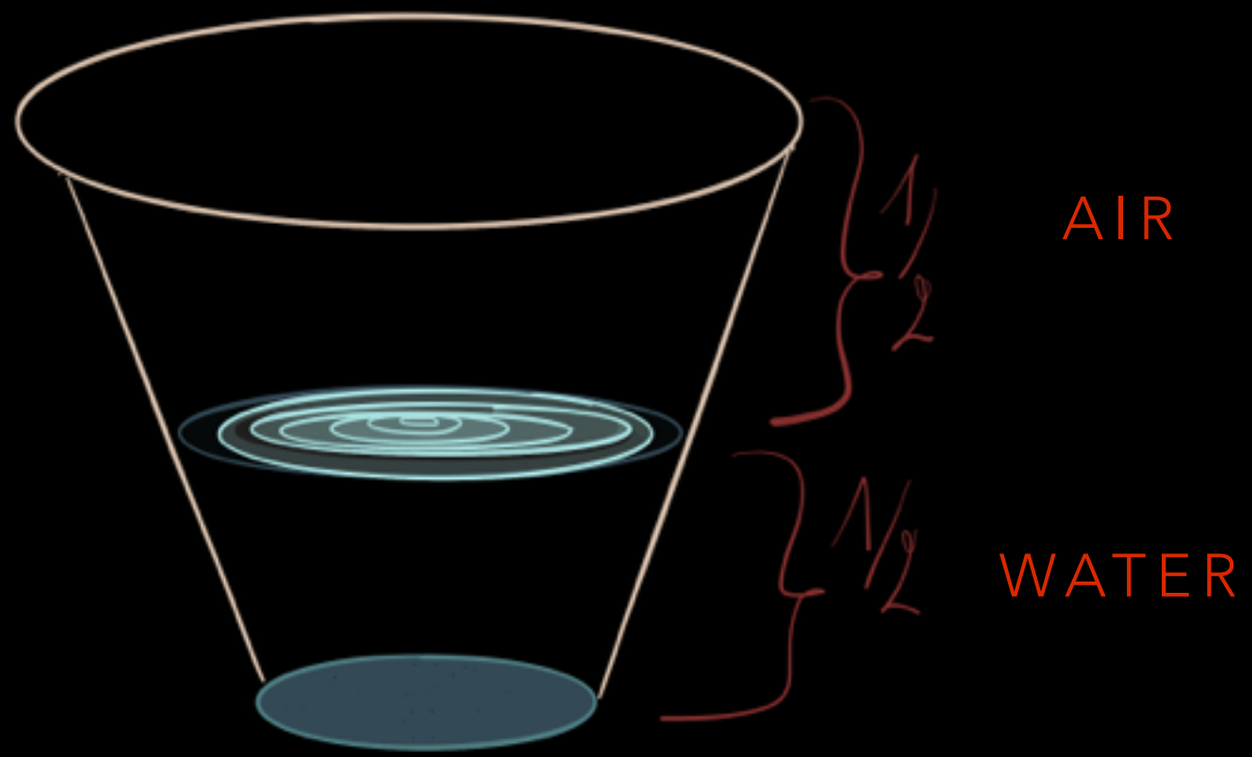
Regret a decision !

Or

Scared to be wrong?

# Optimistic biased decision!

"OUR LIKELIHOOD ESTIMATION ?...
IT WILL TURN OUT FINE"




TECHNICALLY THE GLASS IS ALWAYS FULL

"Remarriage is the triumph of Hope over Experience"

– SAMUEL JOHNSON

# OPTIMISM BIAS FACTORS

Desired end State

Me versus the others

Cognitive mechanism

Overall mood

"The intuitive mind is a sacred gift
and the rational mind is a faithful servant.

We have created a society that honors the
servant
and has forgotten the gift."

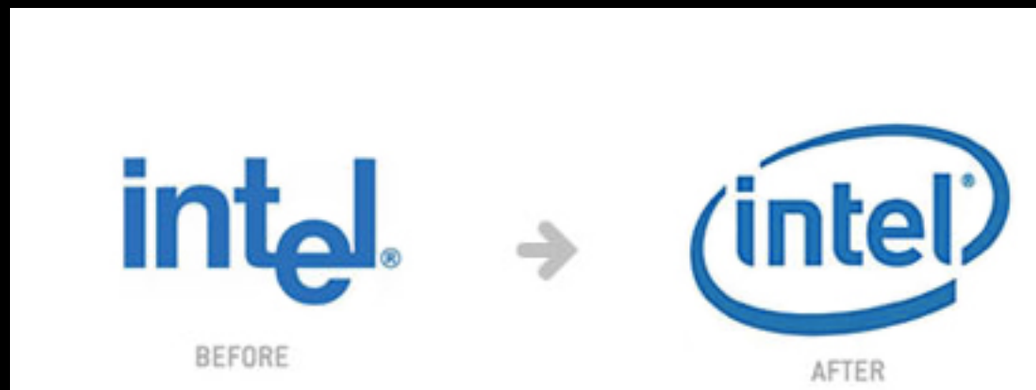
- ALBERT EINSTEIN

“Which technology is the best to invest now?”

"THE NUMBER OF TRANSISTORS ON INTEGRATED CIRCUITS DOUBLES APPROXIMATELY EVERY TWO YEARS"

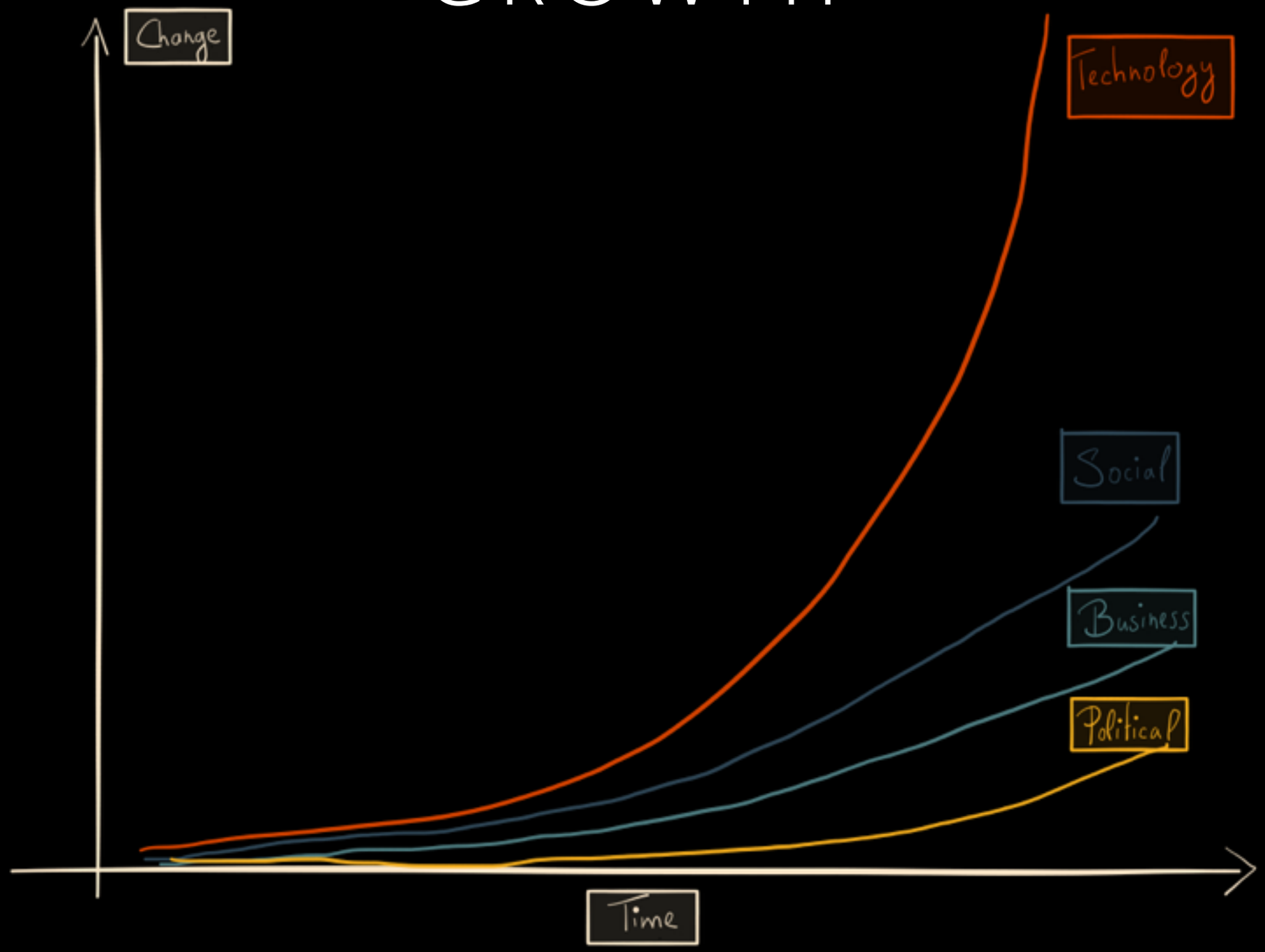
1975 - INTEL CORP

# MOORE'S LAW



LAW OF DISRUPTION

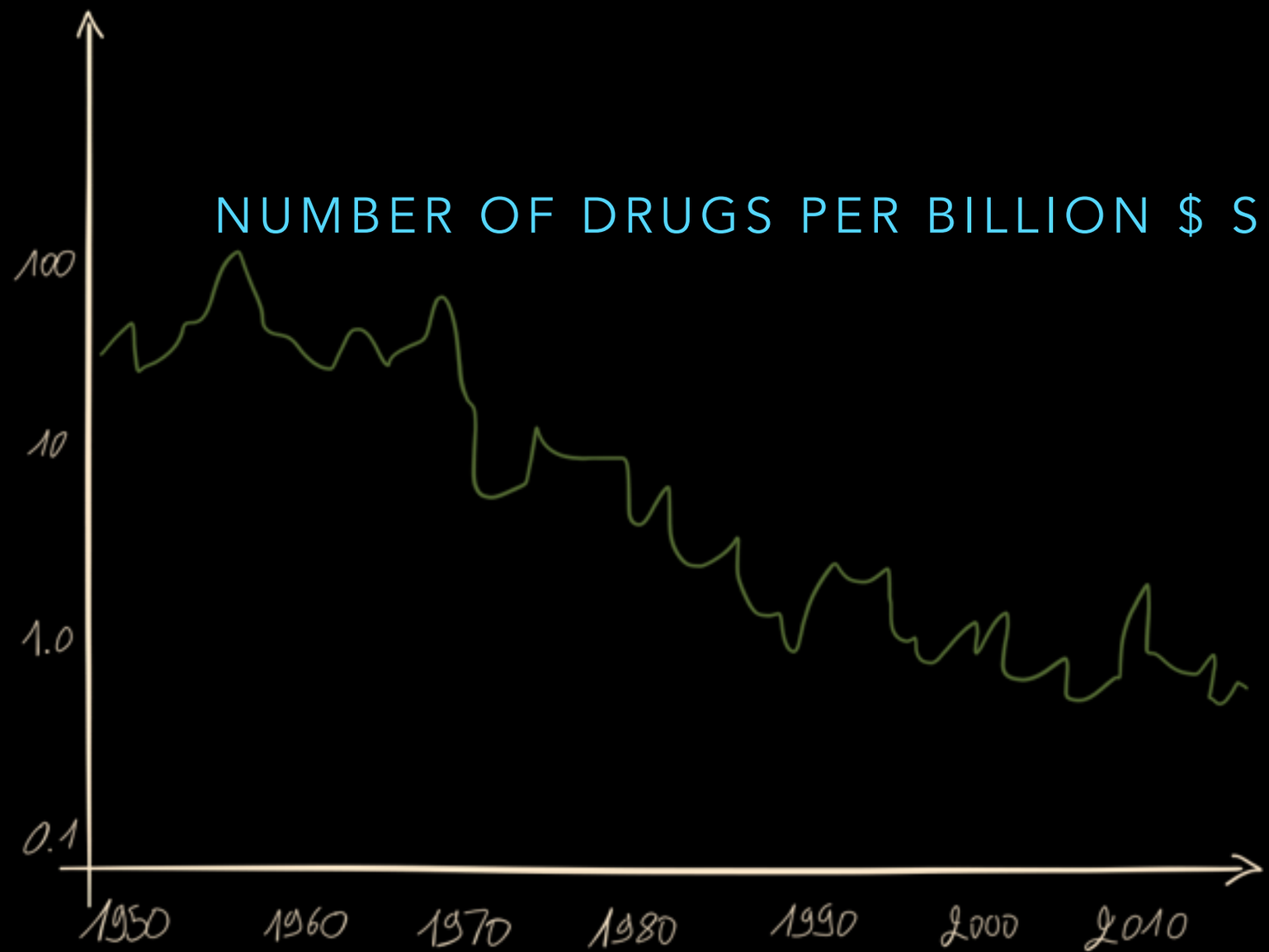
# EXPONENTIAL VS NATURAL GROWTH



TECHNOLOGY CAPACITY VS INTEGRATION COMPLEXITY

# EROOM'S LAW

# MOORE'S LAW



"Which technology is the best to invest now?"

"INFORMATION SYSTEMS DOUBLES CAPACITY FOR THE SAME PRICE EVERY TWO YEARS"

"How long do we want to maintain the product using this technology? "

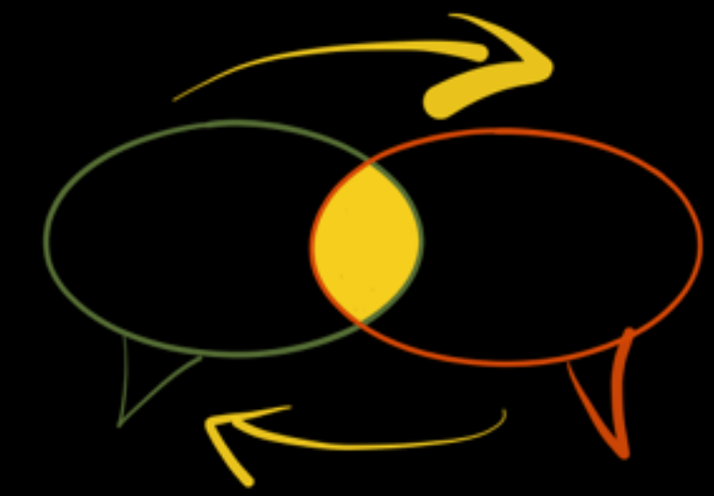
“How much Could I Outsource?”

THE COMMUNICATION
EFFICIENCY DECREASE
EXPONENTIALLY
WITH THE PHYSICAL DISTANCE
BETWEEN THE PERSONS.

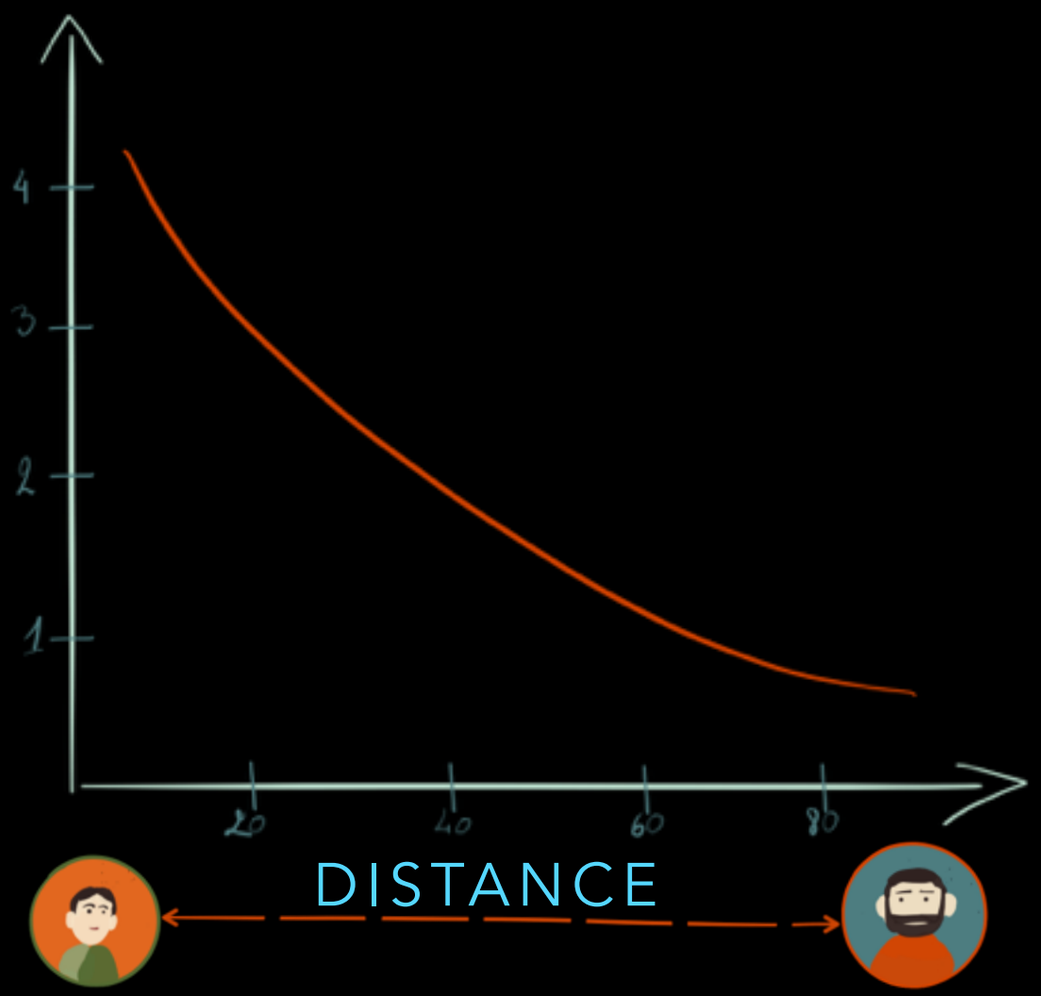
1977 - OPEN SPACE

# ALLEN'S CURVE

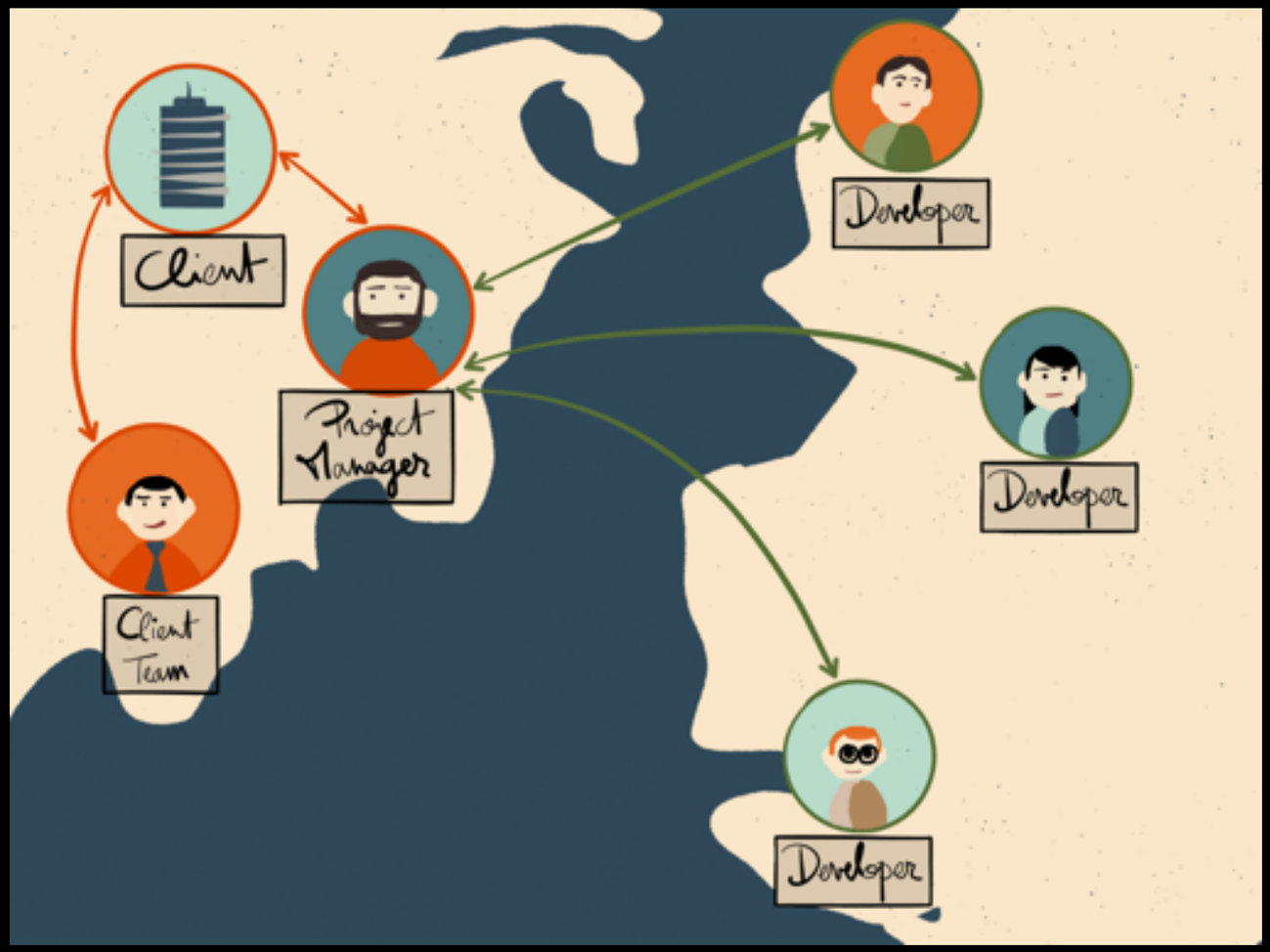
# COMMUNICATION EFFICIENCY VS PERCEIVED DISTANCE



WEEKLY INTERACTION



# THE DISTRIBUTION TRADE-OFF




OFFSHORE DEVELOPMENT
USING IN HOUSE MANAGEMENT

"How much Could I Outsource?"

THE COMMUNICATION EFFICIENCY DECREASE EXPONENTIALLY WITH THE PHYSICAL DISTANCE BETWEEN THE PERSONS.

"How much effort
are you ready to dedicate
to make outsourcing work?"

“How long do you need to get this done?”

"WORK EXPANDS
SO AS TO FILL THE TIME AVAILABLE
FOR ITS COMPLETION"

1958 - THE PURSUIT OF PROGRESS

# PARKINSON'S LAW

VOID AS A SEPARABLE DISTANCE

# Horror Vacui

This is important,
but you have a month to finish it

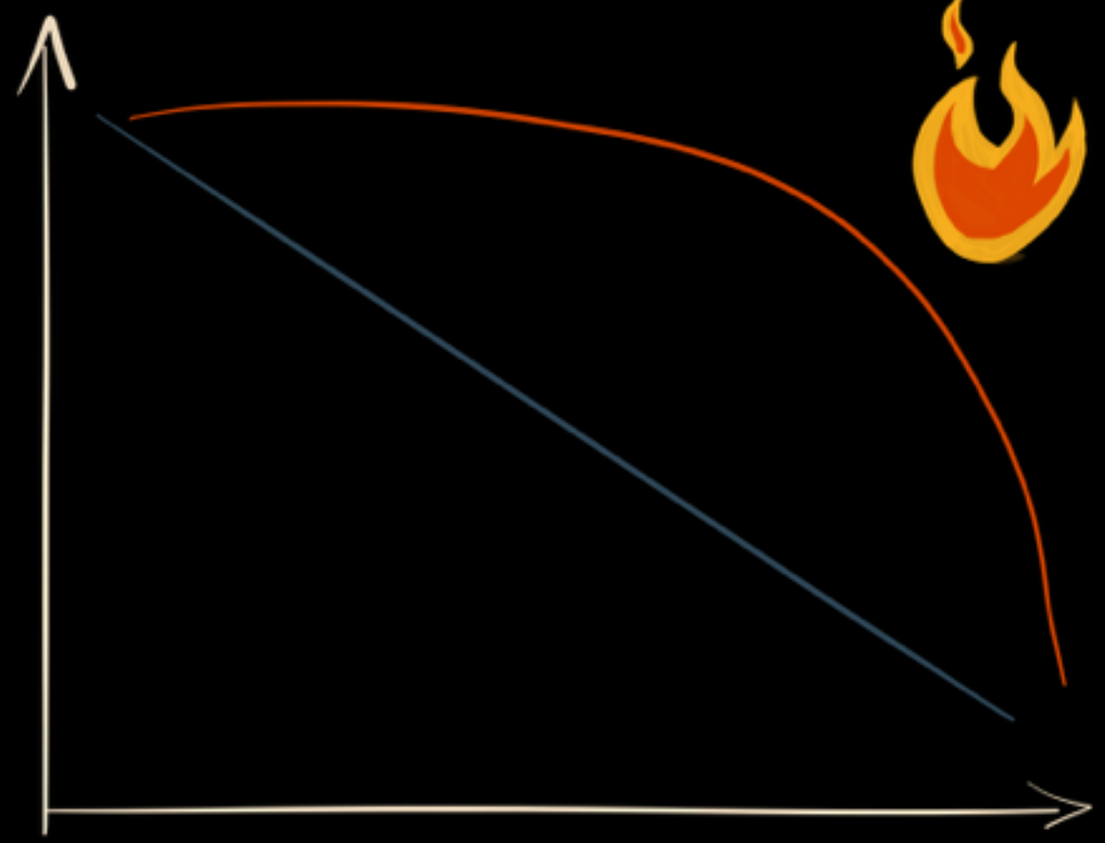
I will start right away

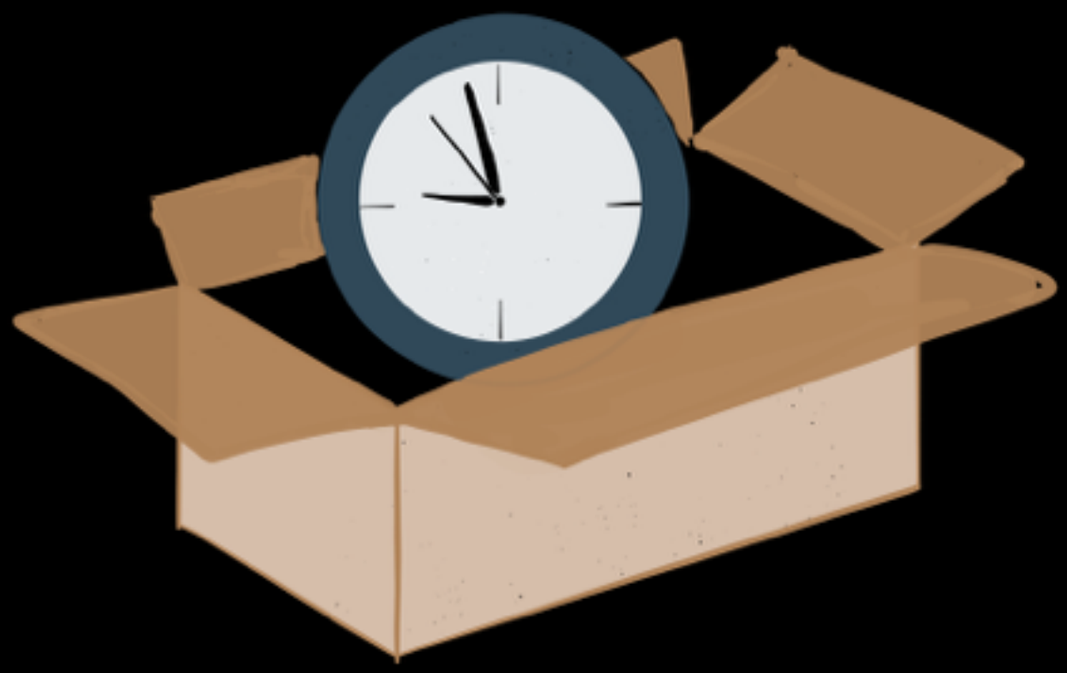
TIME MANAGEMENT BIASES

# STUDENT SYNDROME

Smarter to wait
until the last minute!
Just make a big show
of how hard you are working
to meet the unreasonable
deadline.

# THE TIME-BOX EFFECT





"How long do you need to get this done?"

"WORK EXPANDS SO AS TO FILL THE TIME AVAILABLE FOR ITS COMPLETION"

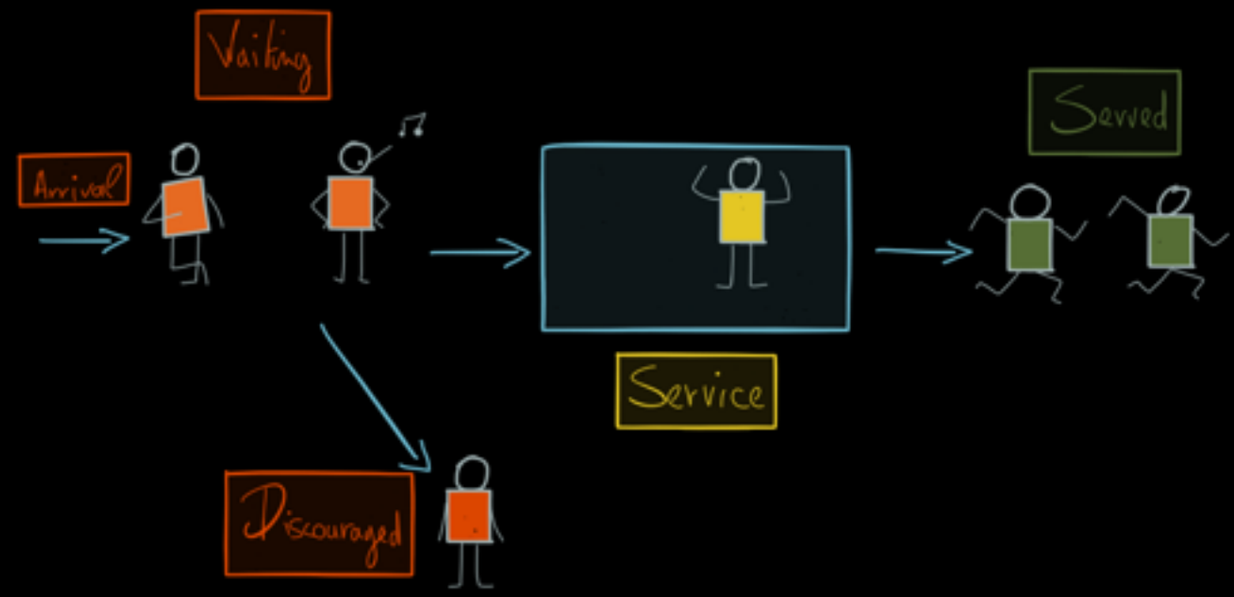
"Do you have any time constrain? What is your deadline?"

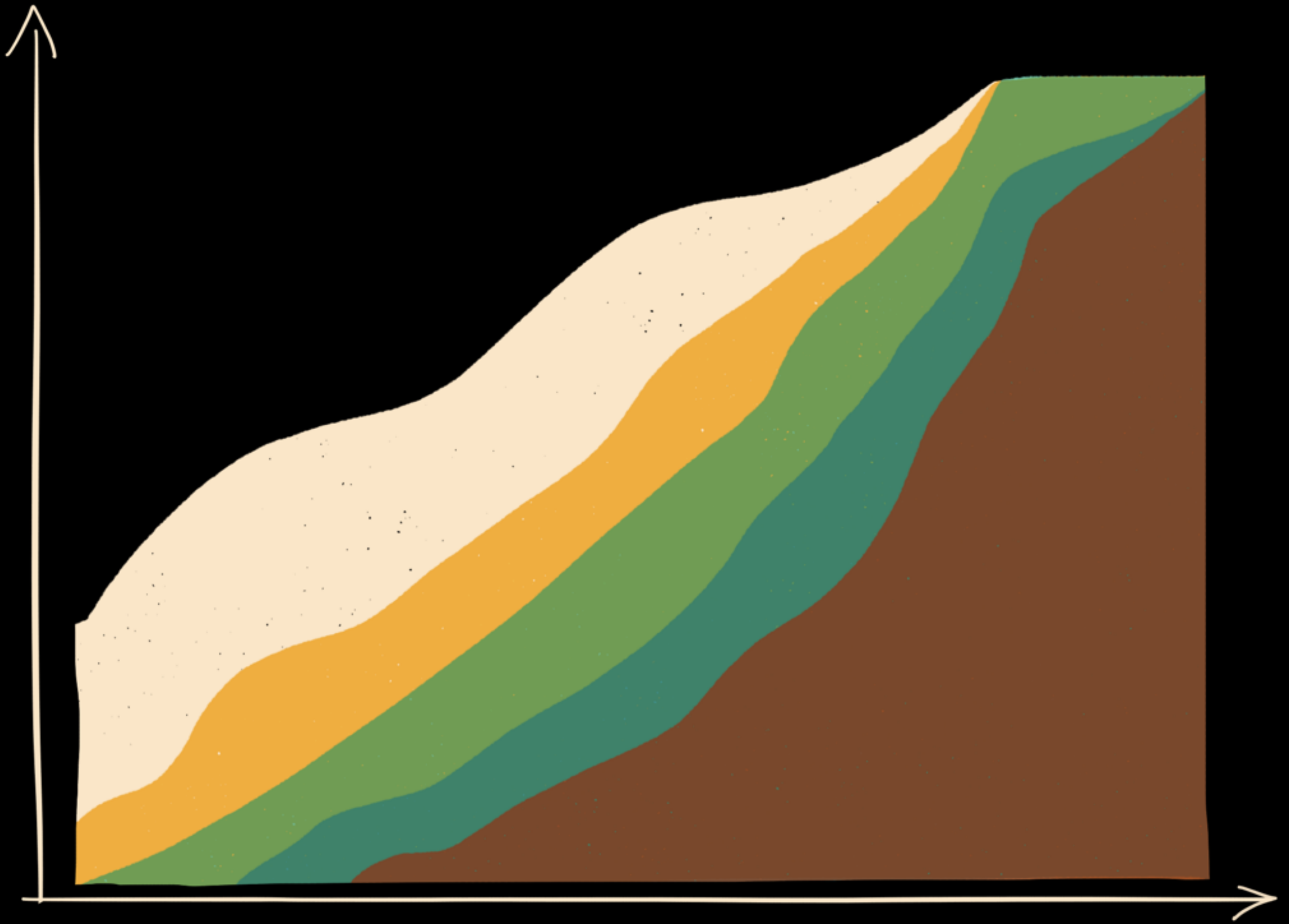
"Tell me when I could expect to get this done **as well**?"

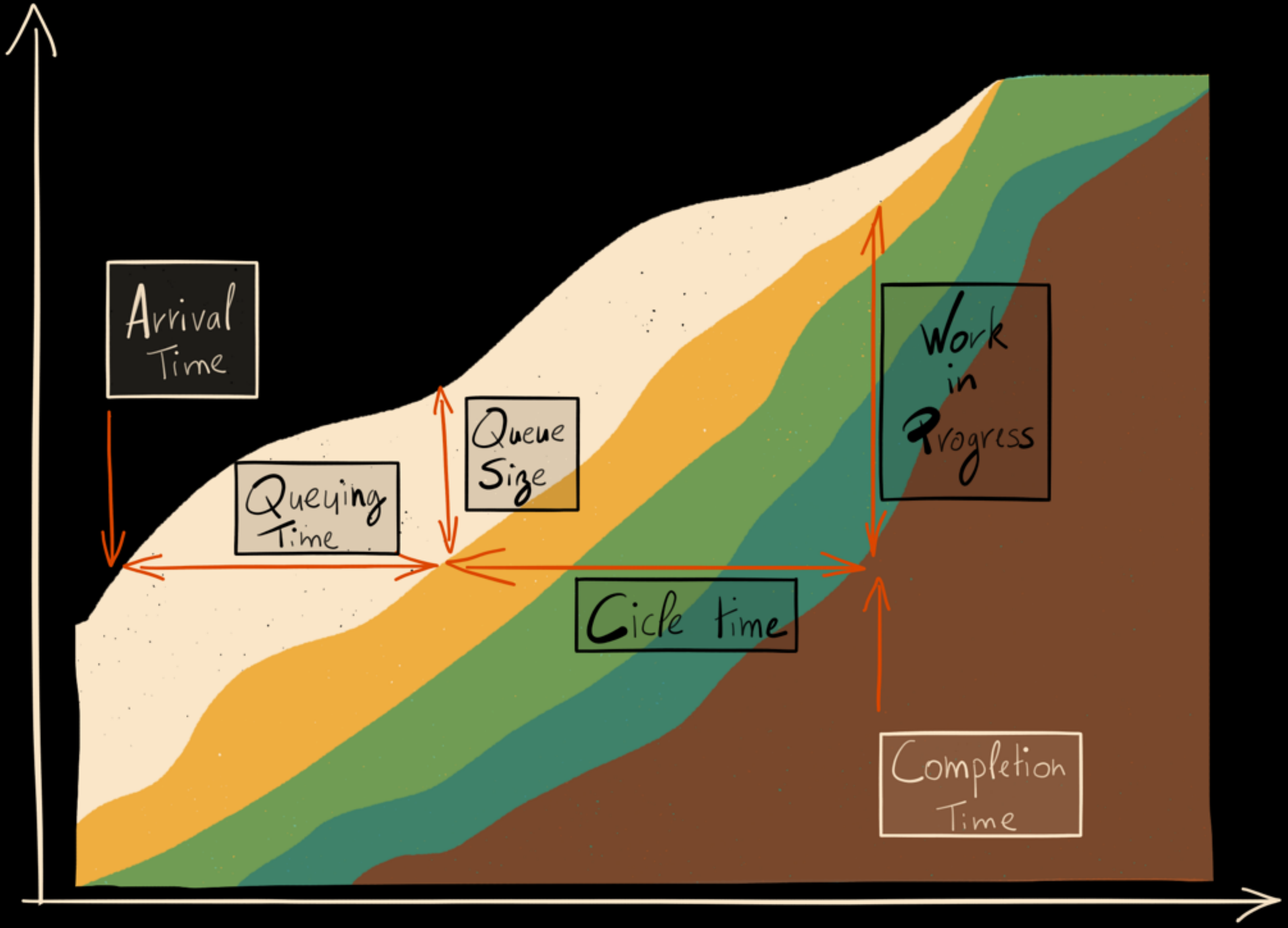
"THE LEAD TIME IS
PROPORTIONAL
TO THE NUMBER OF ITEMS IN
THE SYSTEM
AND THEIR TIME IN THE
SYSTEM."

1961 - QUEUING THEORY

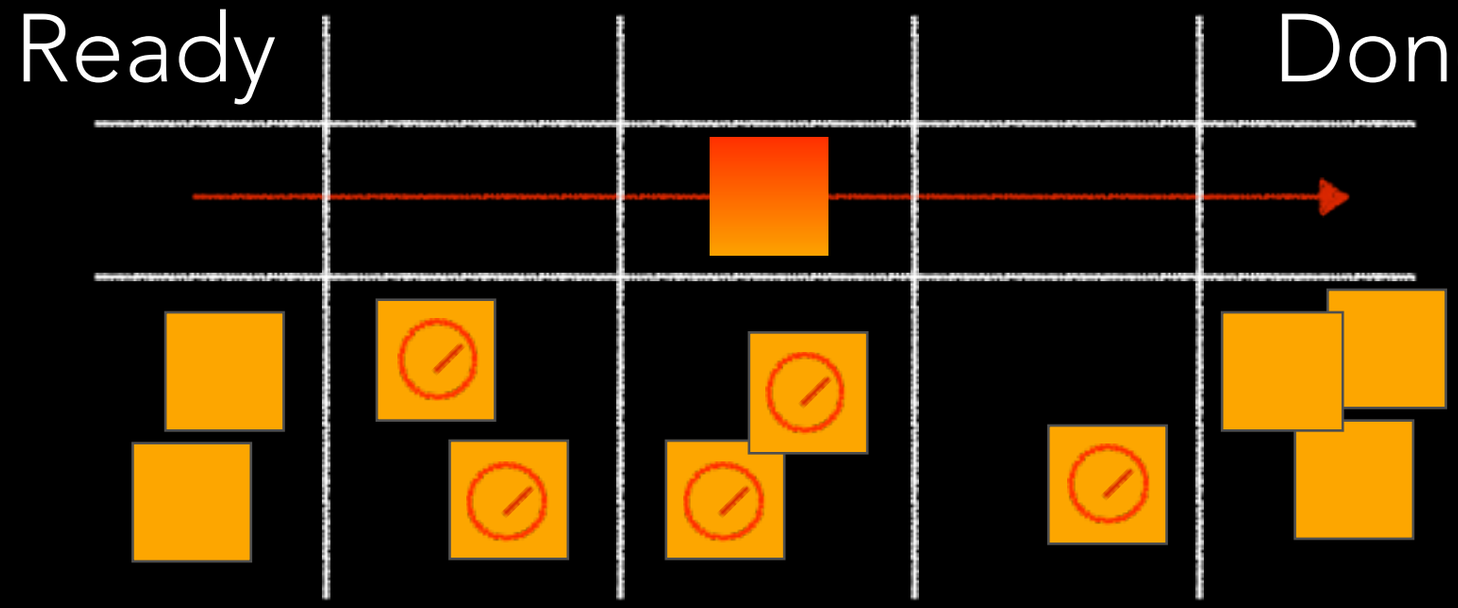
# LITTLE'S LAW






Arrival Time
Queuing Time
Queue Size
Work in Progress
Cicle time
Completion Time

# EXPEDITE COST


Expedite Cost = Delay + cycle time

"Tell me when I could expect to get this done **as well**?"

"THE LEAD TIME IS PROPORTIONAL TO THE NUMBER OF ITEMS IN THE SYSTEM AND THEIR TIME IN THE SYSTEM."

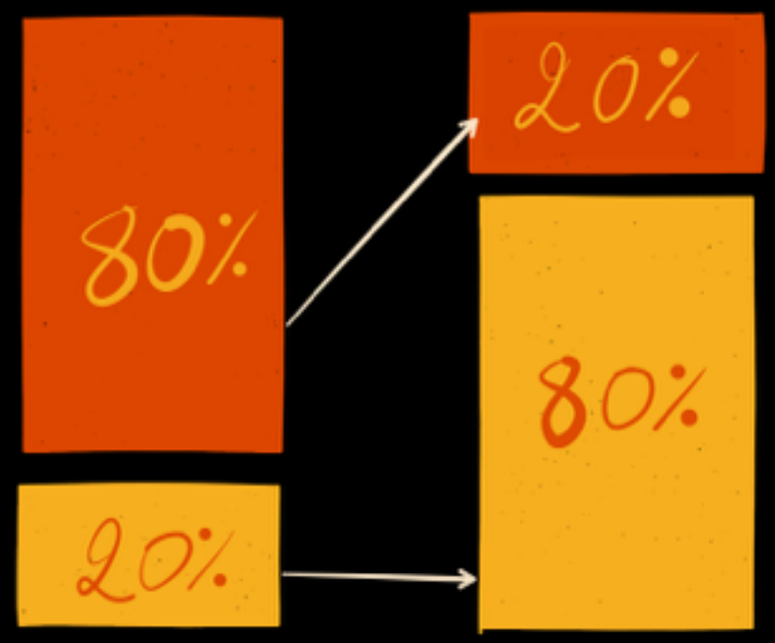
"How urgent is it compare to what is currently in progress?"

“How complete are you?
How far along are you?”

"THERE IS NEVER ENOUGH
TIME TO DO IT RIGHT,
BUT THERE IS ALWAYS ENOUGH
TIME TO DO IT OVER. "

PARETO PRINCIPLE

# MESKIMEN'S LAW



Many Trivial tasks

80%

20%

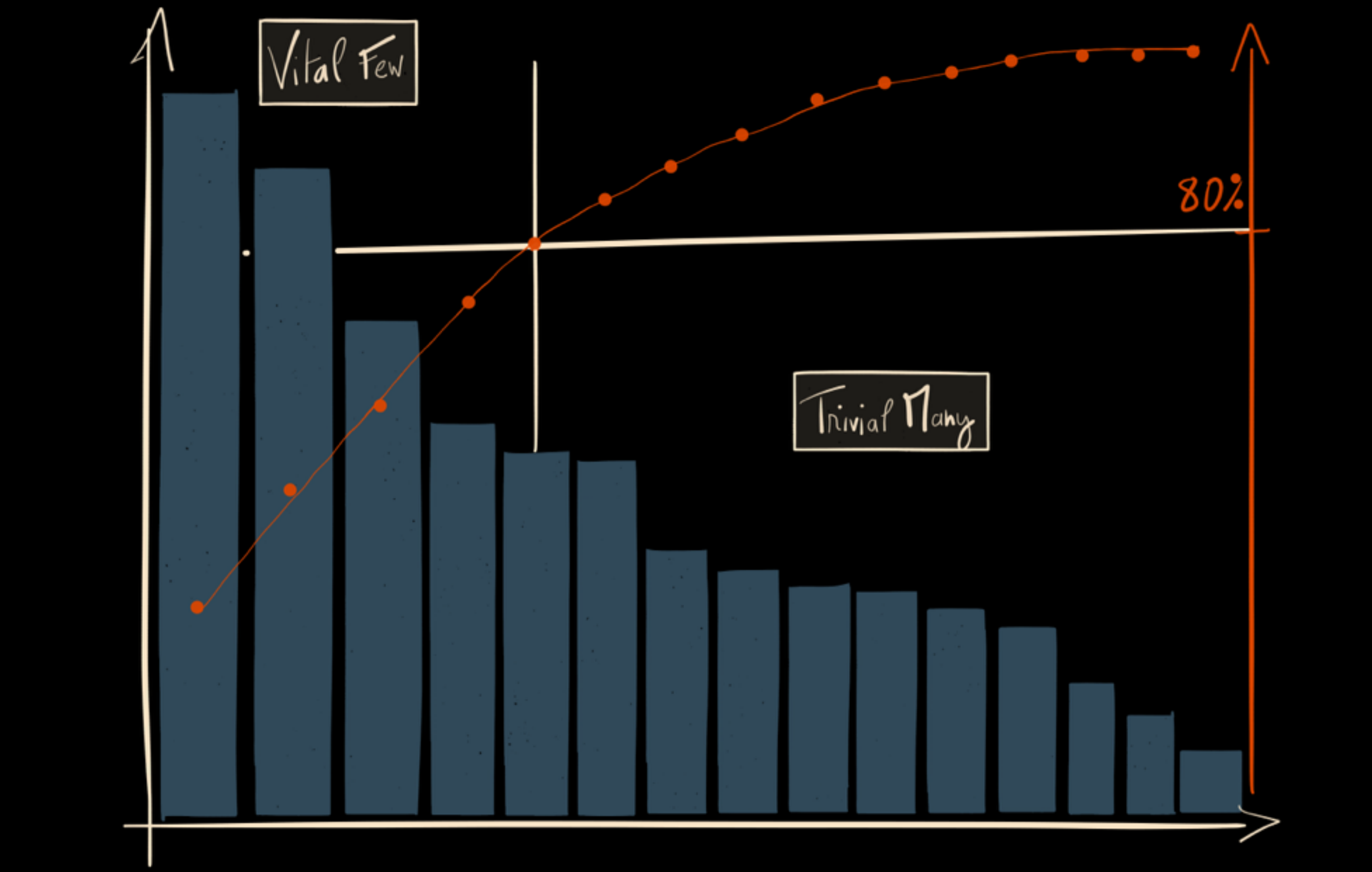
20%

80%

Few Vital tasks

TIME

RESULTS

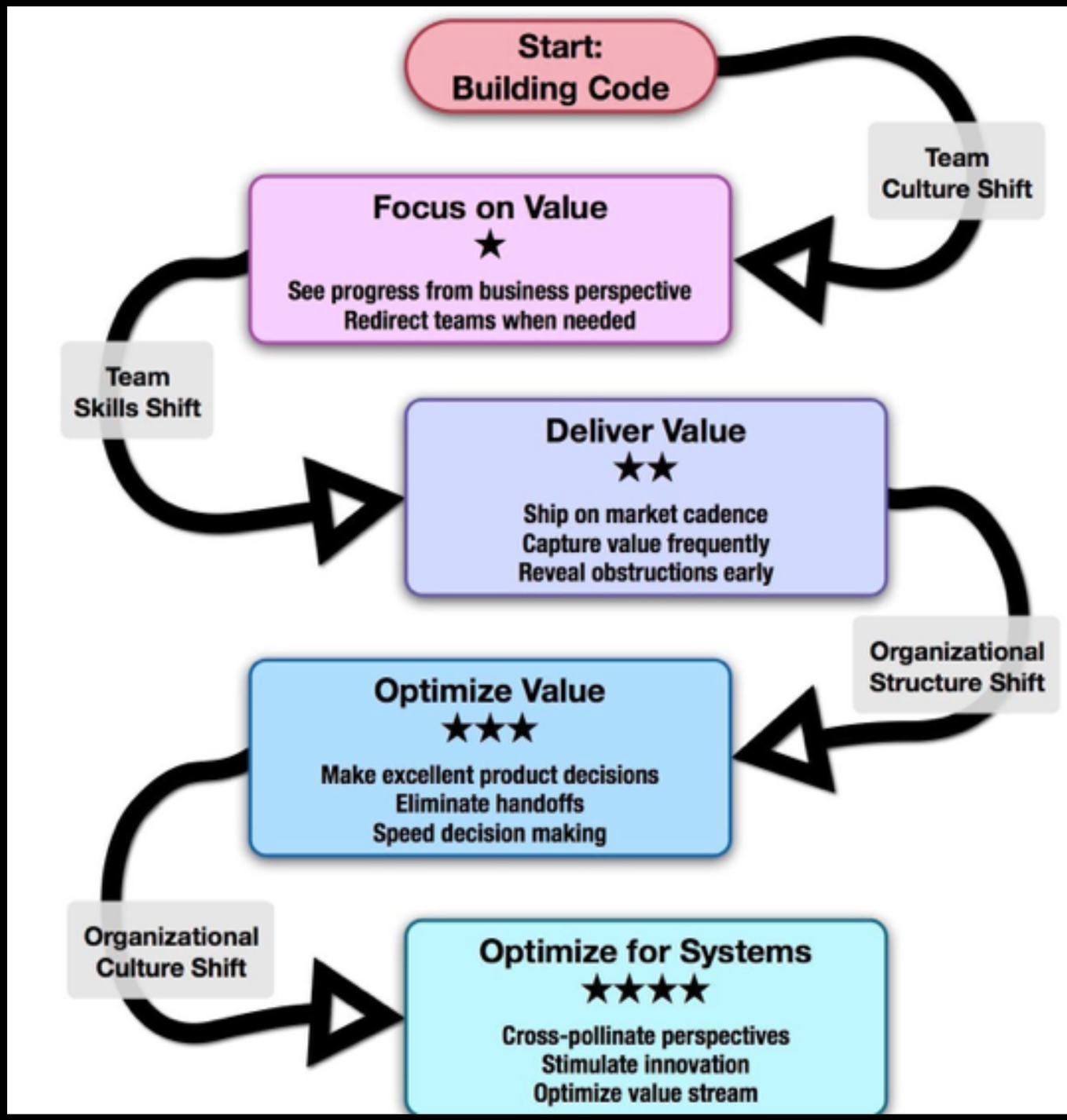

COMPLAINTS PER PRODUCT
CUMULATIVE %
Vital Few
80%
Trivial Many

"Perfect is the enemy of good"


- FRANCOIS VOLTAIRE

AGILE FLUENCY

# FOCUS ON VALUE



"How complete are you?
How far along are you?"

"THERE IS NEVER ENOUGH TIME TO DO IT RIGHT,
BUT THERE IS ALWAYS ENOUGH TIME TO DO IT OVER. "

"Could you help me clarify what
we consider complete?"

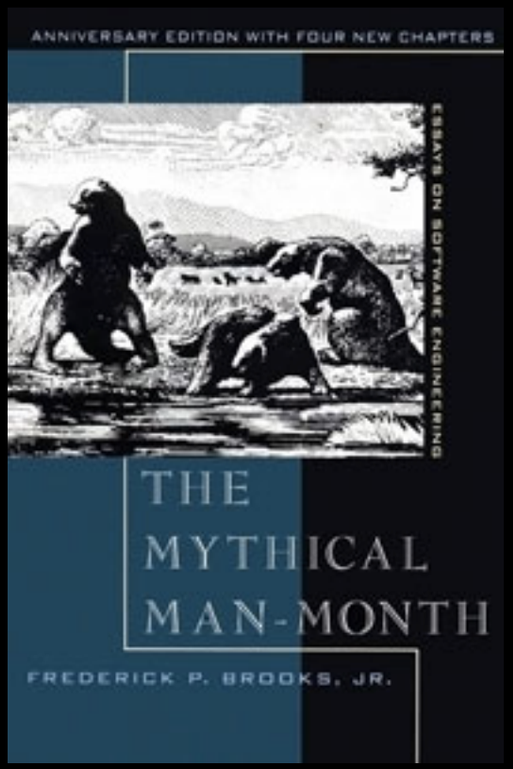
“How many people do you need to get this Done?”

“How many people do you need to get this Done?
**Faster!”**

"ADDING MANPOWER TO A LATE SOFTWARE PROJECT MAKES IT LATER"

1975 - THE MYTHICAL MAN MONTH

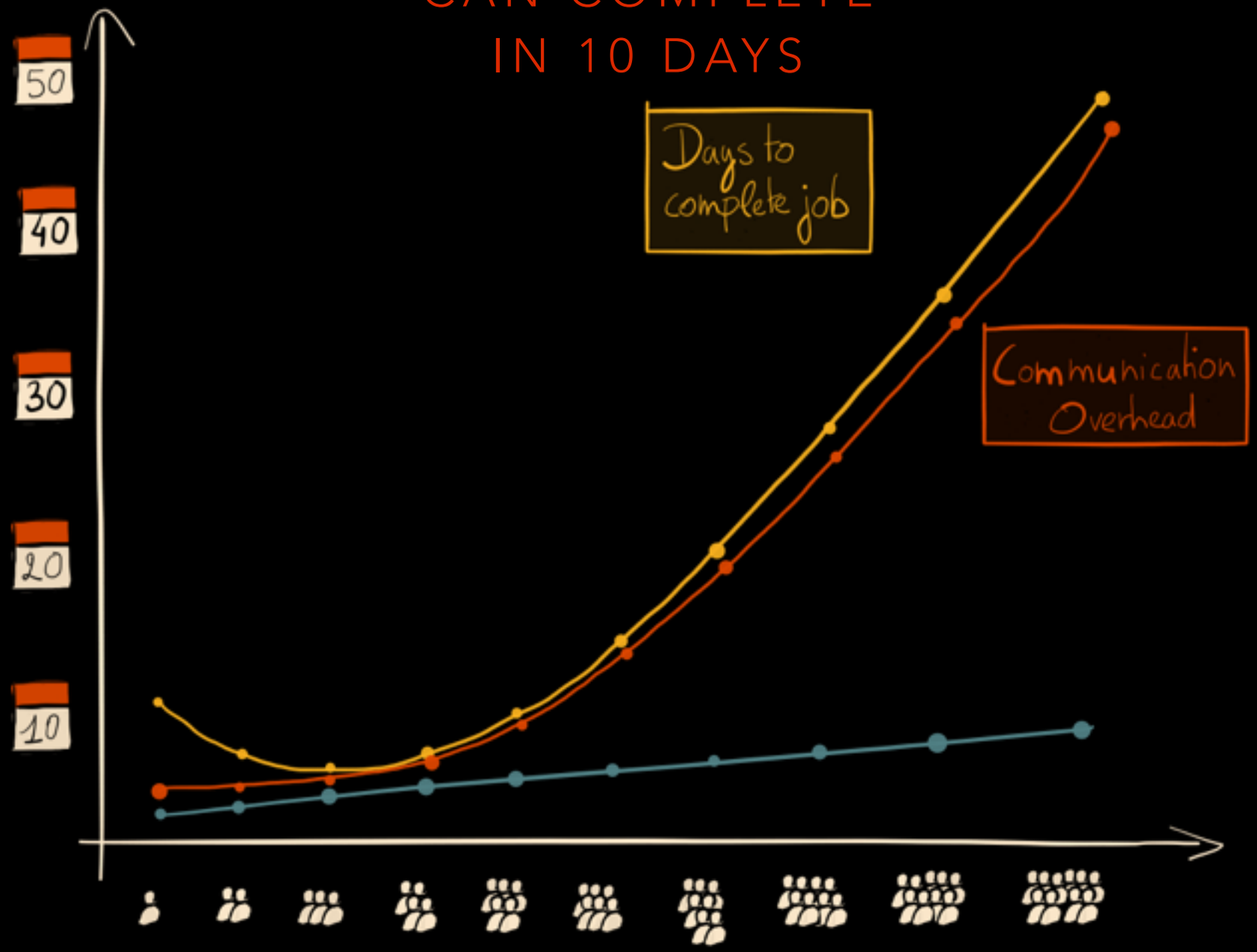
# BROOK'S LAW



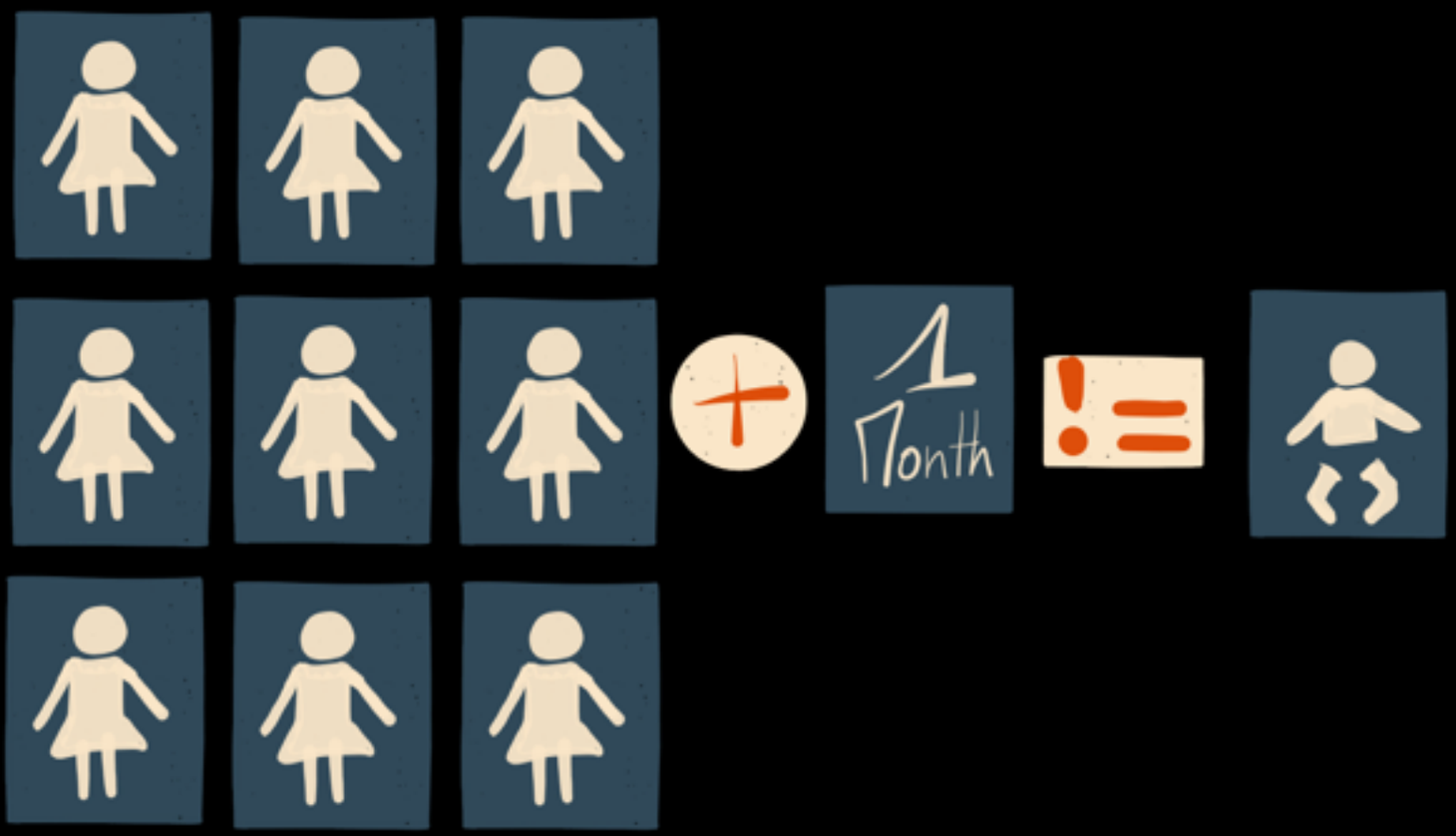
KNOWLEDGE WORKER

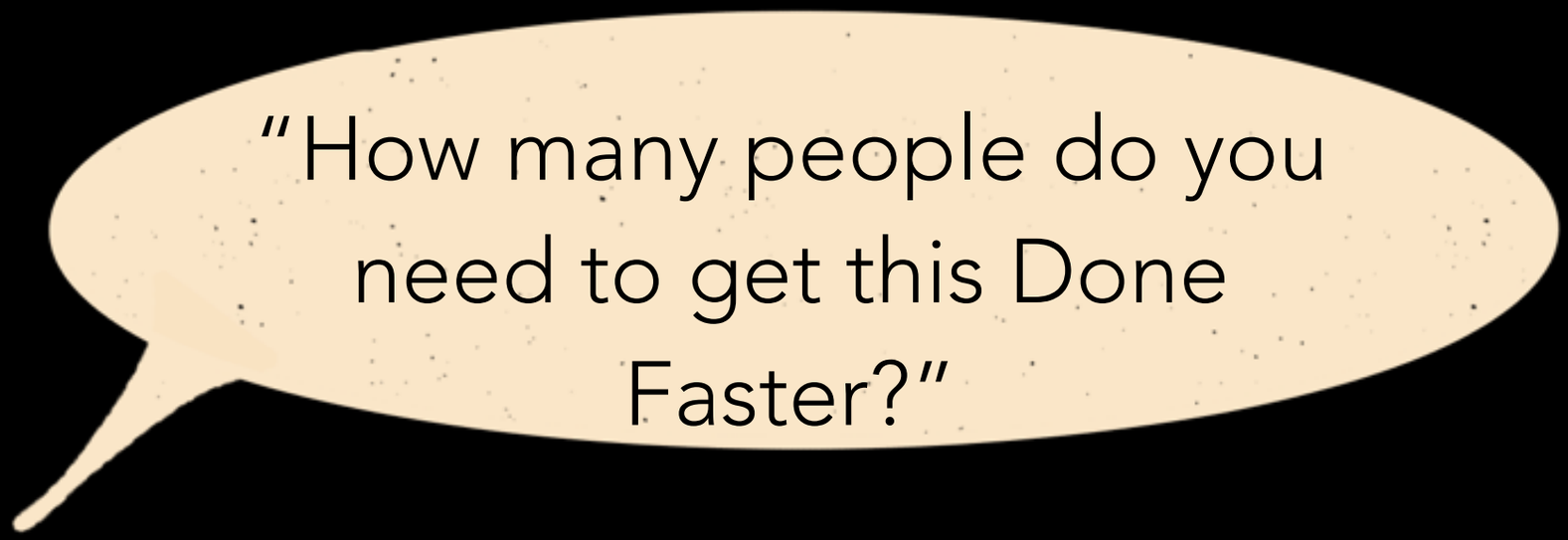
# THE HUMAN VARIATION AND COLLABORATION COMPLEXITY

A JOB THAT ONE PERSON
CAN COMPLETE
IN 10 DAYS

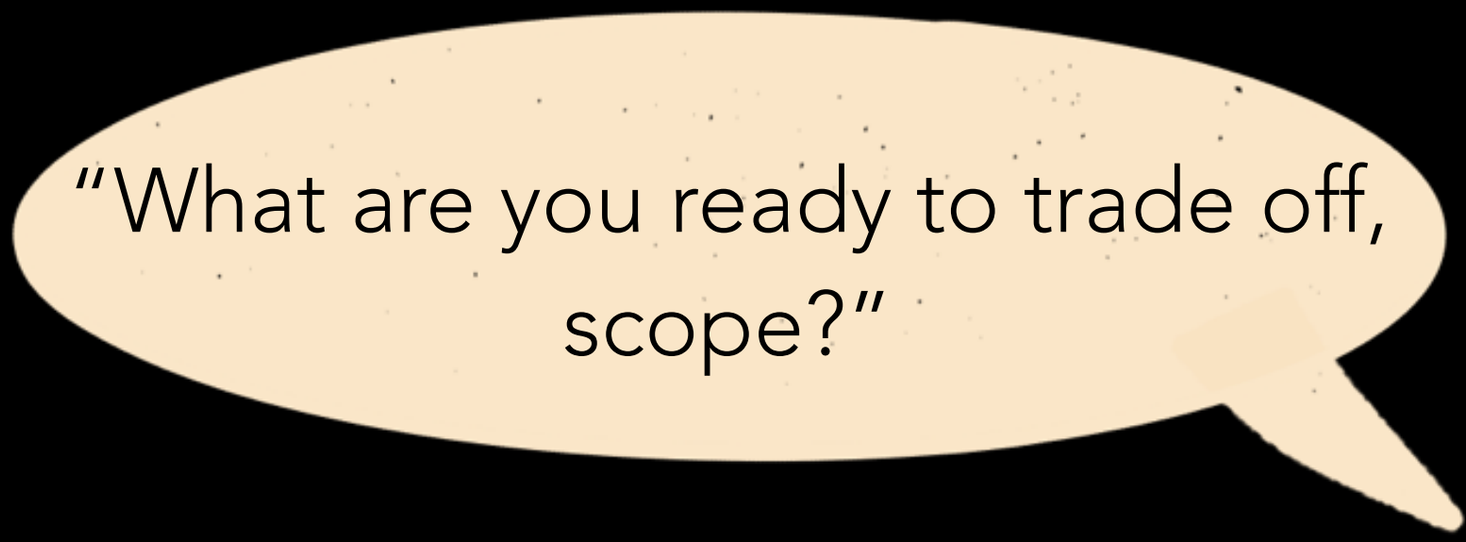


Does our intuition fail us?






"ADDING MANPOWER TO A LATE SOFTWARE PROJECT MAKES IT LATER"

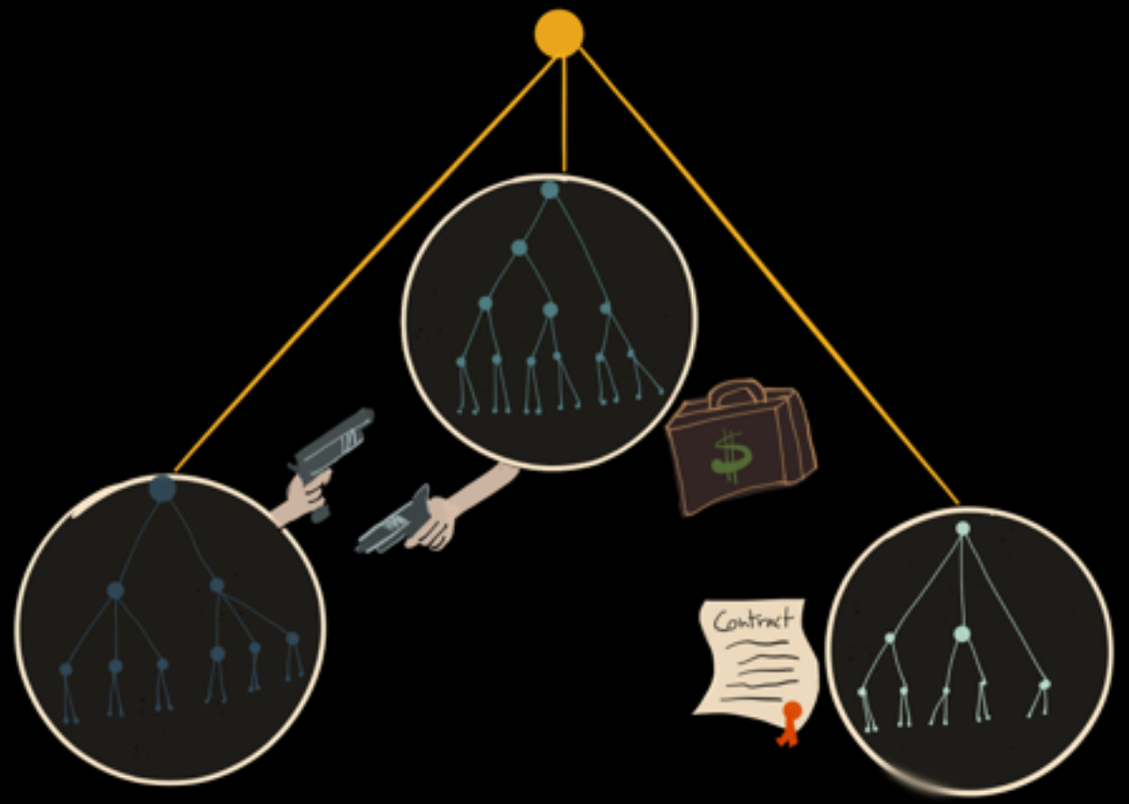


"How could you improve our customer experience ?"

"ORGANISATIONS ARE
CONSTRAINED TO PRODUCE
DESIGNS
WHICH ARE COPIES OF THEIR
COMMUNICATION
STRUCTURES"

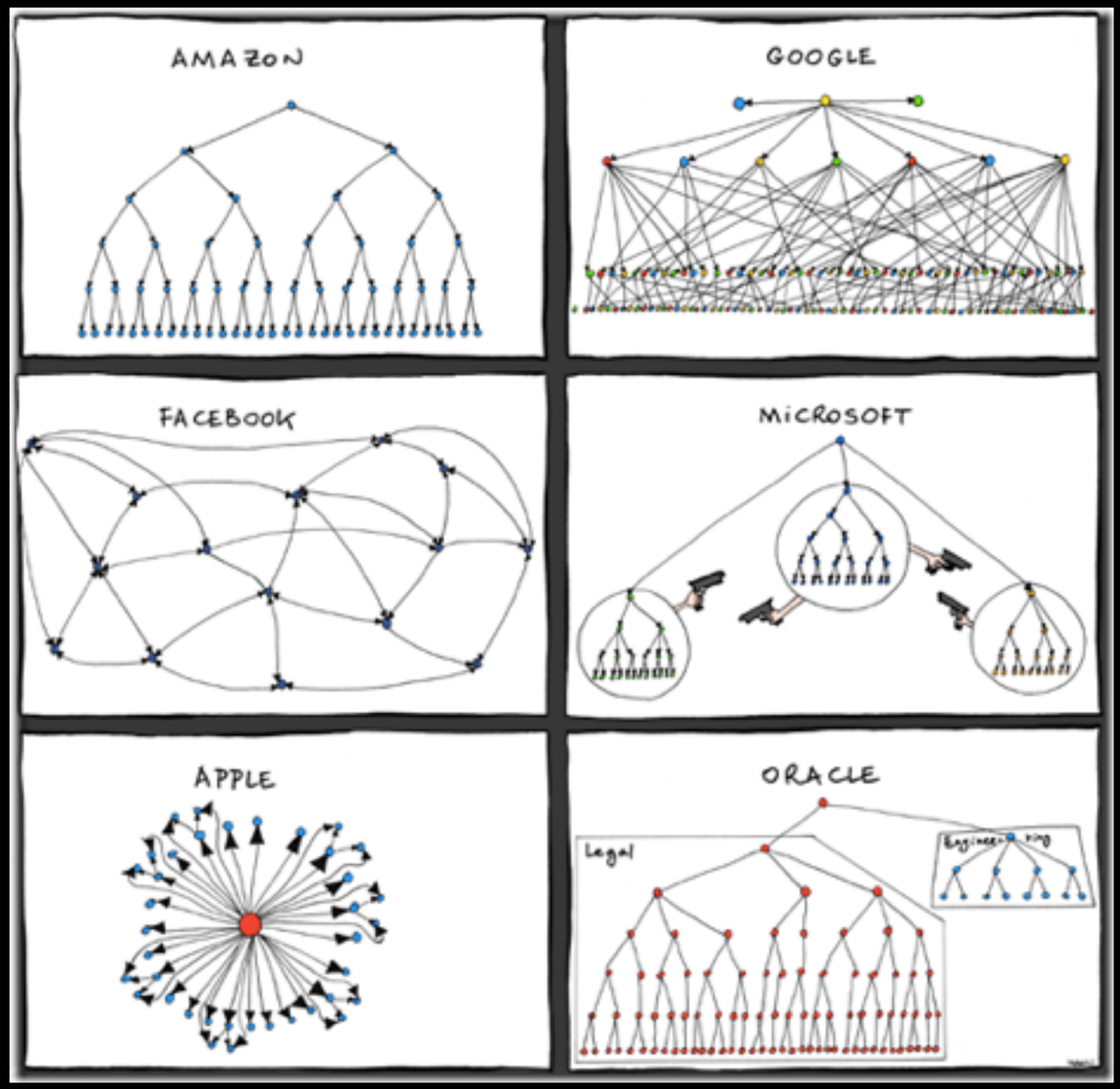
1968 - MODULAR PROGRAMMING

# CONWAY'S LAW



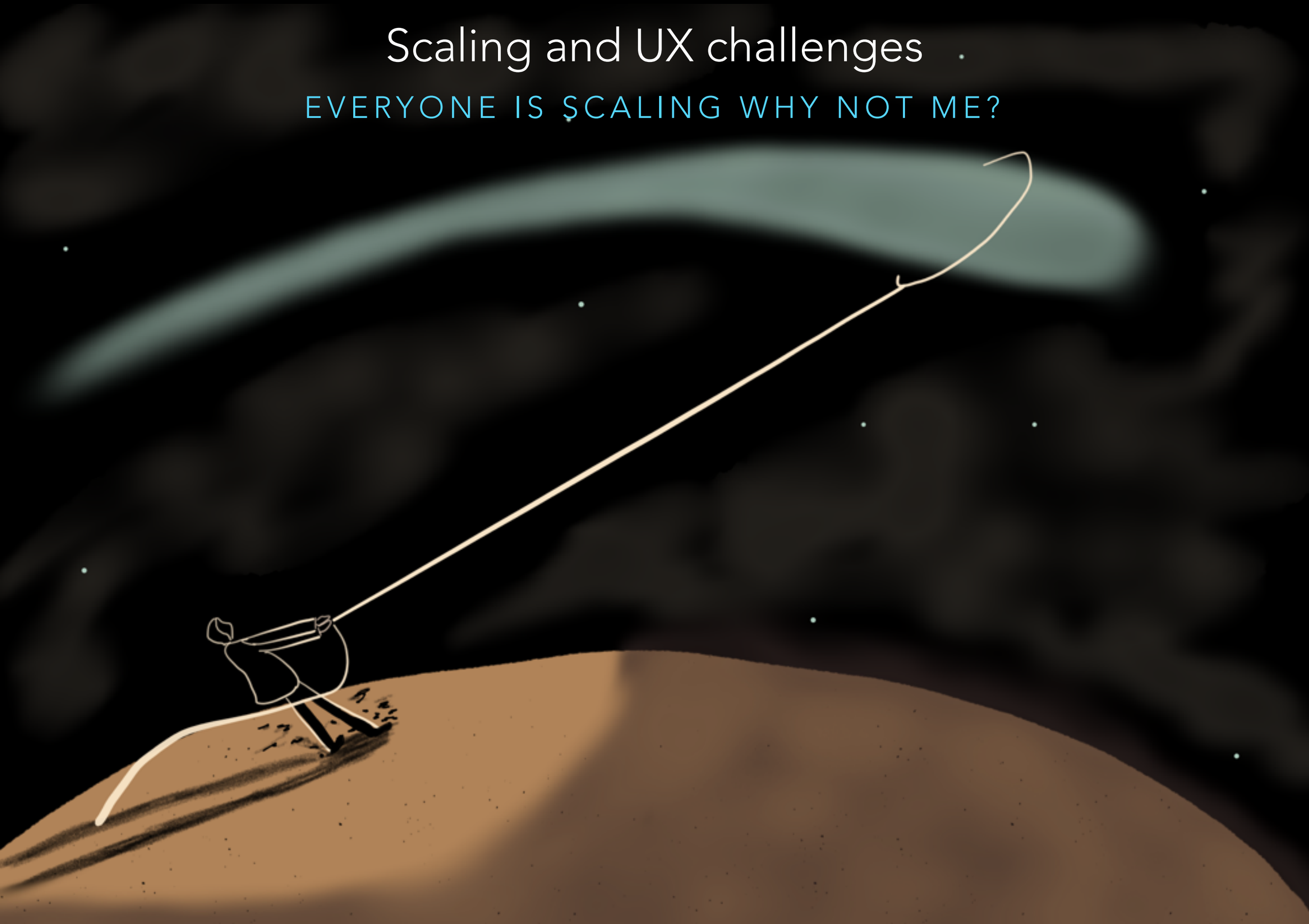
SOCIAL ORGANISATION

# COMMUNICATION STRUCTURES



# Scaling and UX challenges

## EVERYONE IS $CALING WHY NOT ME?



"How could you improve our customer experience ?"

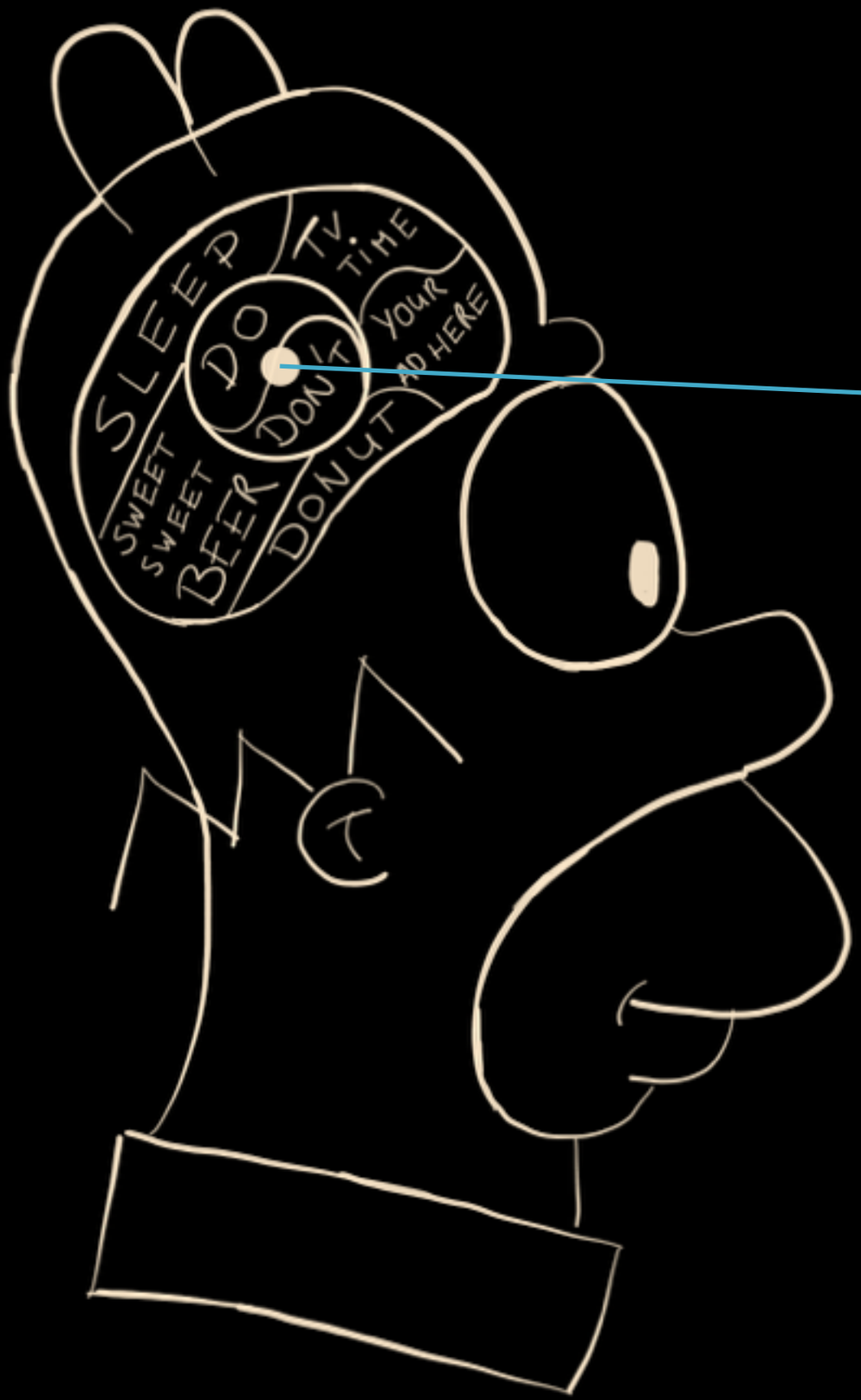
"ORGANISATIONS ARE CONSTRAINED TO PRODUCE DESIGNS WHICH ARE COPIES OF THEIR COMMUNICATION STRUCTURES"

"How could we remove some Organisation silos to work better together?"

WHEN YOU MAKE A DECISION
MAKE SURE YOU ARE GROUNDED

# GRAVITY

"It's not only a good idea. It's a Law"



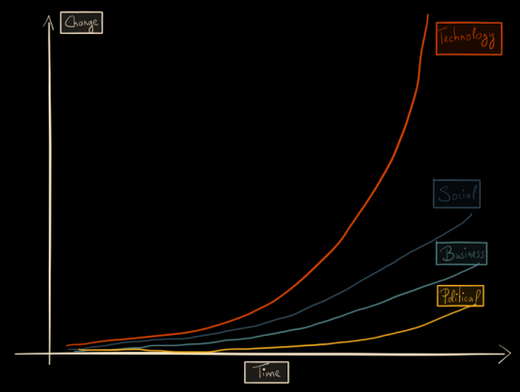

SELECTIVE LEARNING

# WHAT APPLIES TO ME FIRST!

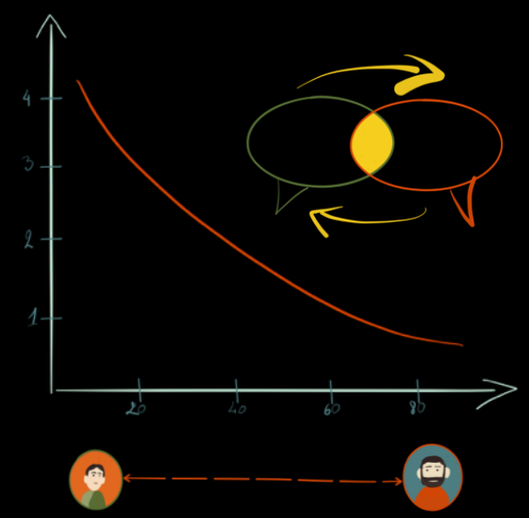
“if i have seen further it is by standing on the shoulders of giants”

-ISAAC NEWTON

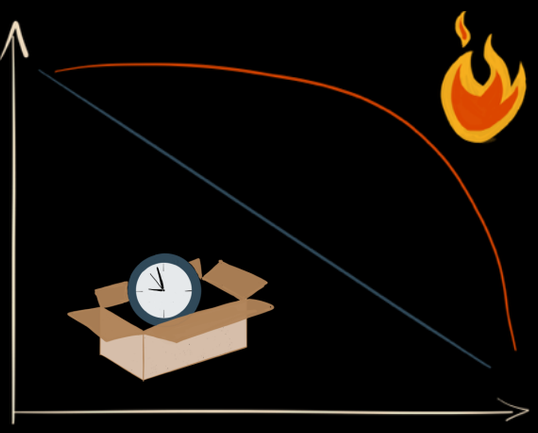
## MOORE'S LAW




## ALLEN'S CURVE




## PARKINSON'S LAW



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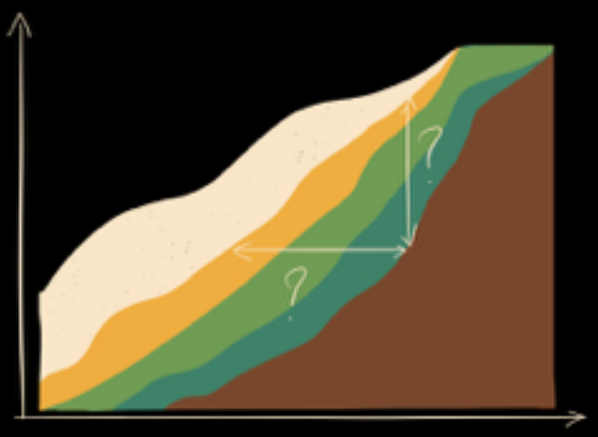


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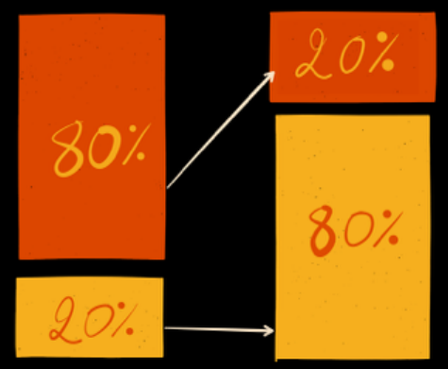
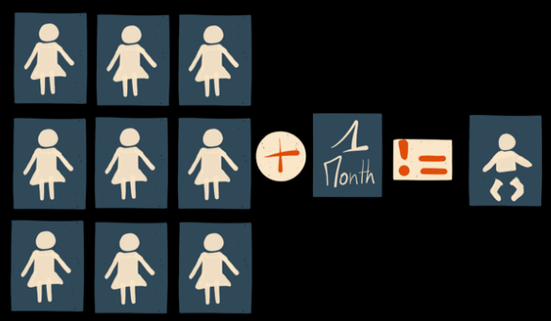



## BROOK'S LAW




## CONWAY'S LAW