CREATING SHARED CONTEXTS

@DarkAndNerdy

WHAT IS SHARED CONTEXT?

SHARED CONTEXT DEFINED

> The shared context describes all the knowledge, which communication partners in a certain situation possess, and all the information they both have access to, as well as all tools and physical surroundings they share

https://mymarshallplan.squarespace.com/s/Eichinger.pd

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MISSING CONTEXT FACTORS

What keeps us from a shared understanding

1

Capabilities

Do you have the means to execute?

2

Goals

Are you aligned on what you're trying to accomplish?

3

Opportunity Costs

Is doing X worth the cost of not doing Y

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SILOS OF CONTEXT

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BUILDING A SHARED CONTEXT

BUILDING SHARED CONTEXTS

1

Information Exchange

- Meetings
- Written conversation
- Spontaneous informal exchanges

2

Communication Tools

- Face-to-face
- Email
- Messaging/Chat
- How data is shared

3

Context Factors

- Shared Goals
- Shared Priorities

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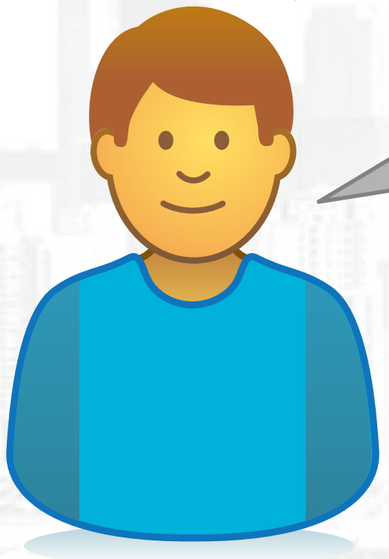
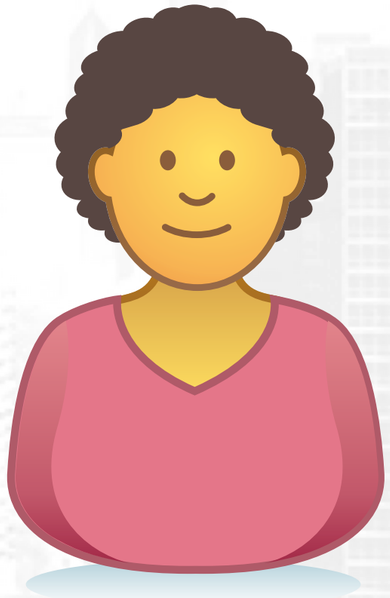
ASKING FOR CONTEXT

How long do we keep Rails server logs?



Darn. OK thanks!

About 14 days. We can load old ones, but it's cumbersome



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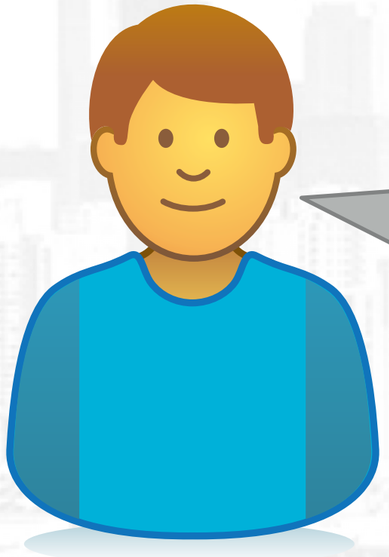
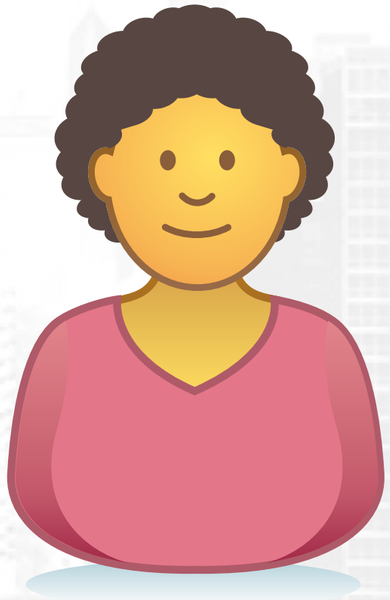
ASKING FOR CONTEXT

How long do we keep Rails server logs?

I need to build an audit trail for 180 days worth of data



About 14 days. Can you give me some context on what you need?



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Why?

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THE X/Y PROBLEM

The XY problem is asking about your attempted *solution* rather than your actual *problem*. This leads to enormous amounts of wasted time and energy, both on the part of people asking for help, and on the part of those providing help.

xyproblem.info

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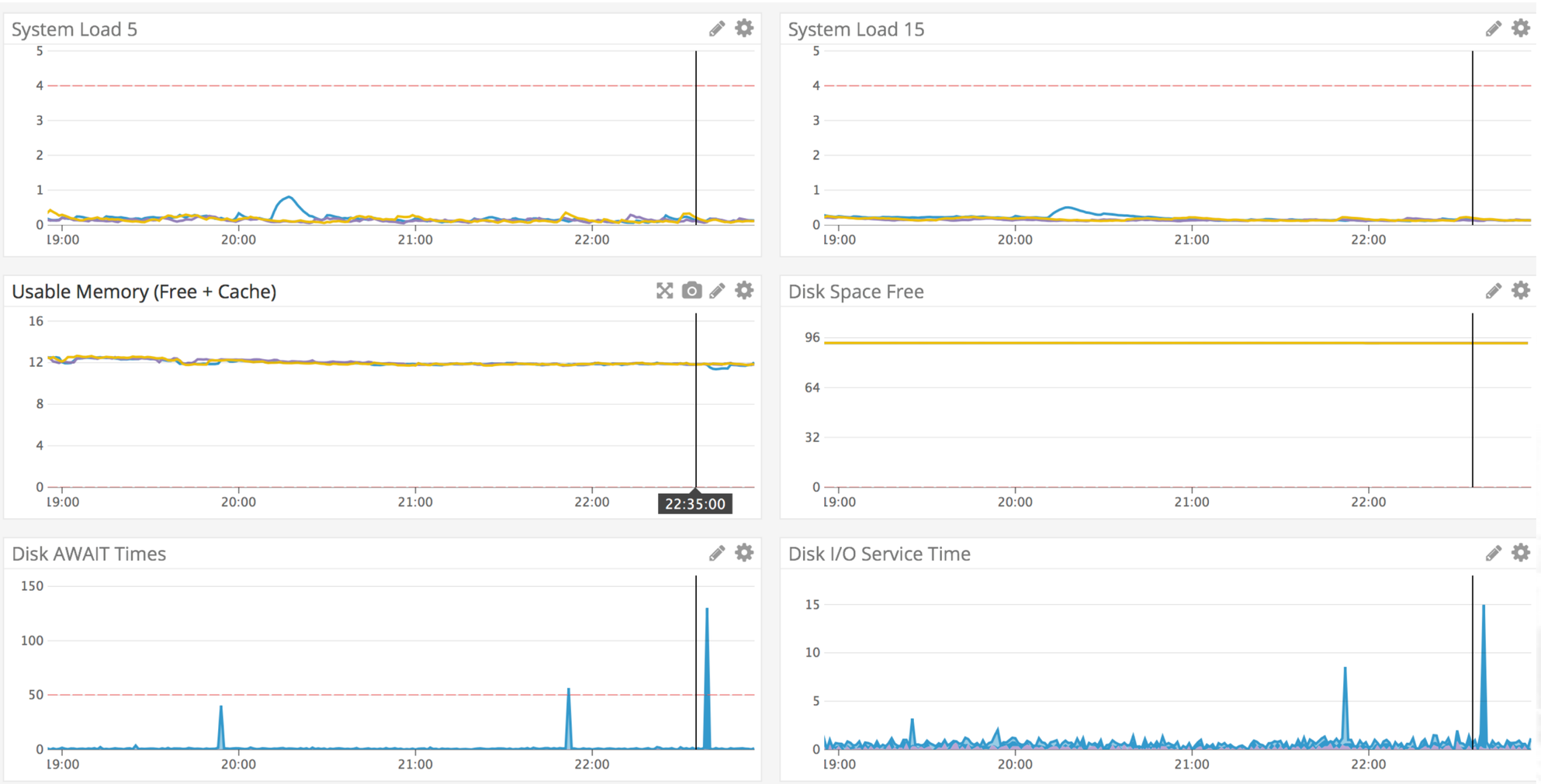
DATA CAN BRIDGE PERSPECTIVE

Everyone needs access to metrics



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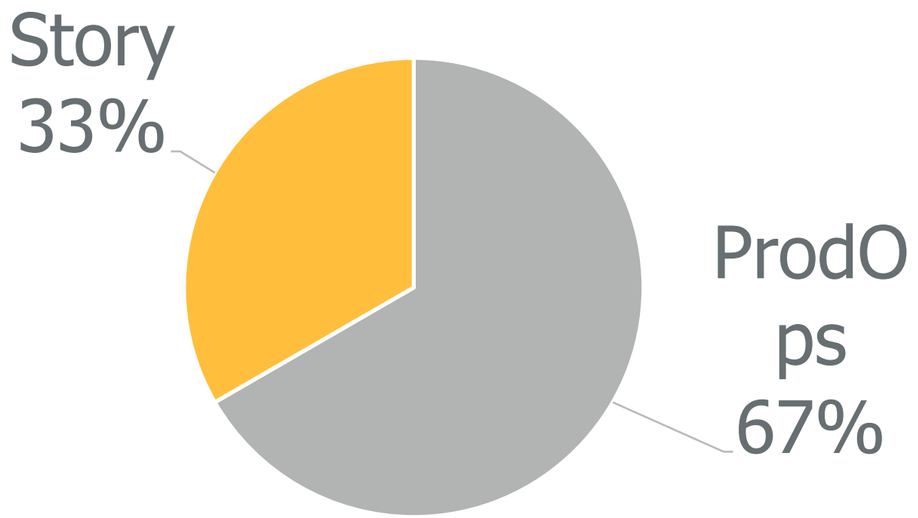
SHARED PRESENTATION OF DATA

Issue Type	Issue key	Issue id	Summary	Assignee	Created
Story	POS-3306	119500	Rotate centro user ssh key	max.lahaye	7/12/18 13:25
ProdOps Task	POS-3303	119453	A user's email needs to be updated	jeff.smith	7/11/18 14:44
ProdOps Task	POS-3296	119346	Run script for zero conversion jobs	jeff.smith	7/10/18 13:26
ProdOps Task	POS-3295	119343	Install PDI - MySQL connector	mike.brannigan	7/10/18 12:57
Story	POS-3292	119322	Create VPCs in us-east-2	mike.brannigan	7/10/18 9:58
ProdOps Task	POS-3291	119293	Terminate John Connors Effective EOD 7/10/2018	jeff.smith	7/9/18 15:52



Clarity of Data is Extremely Important

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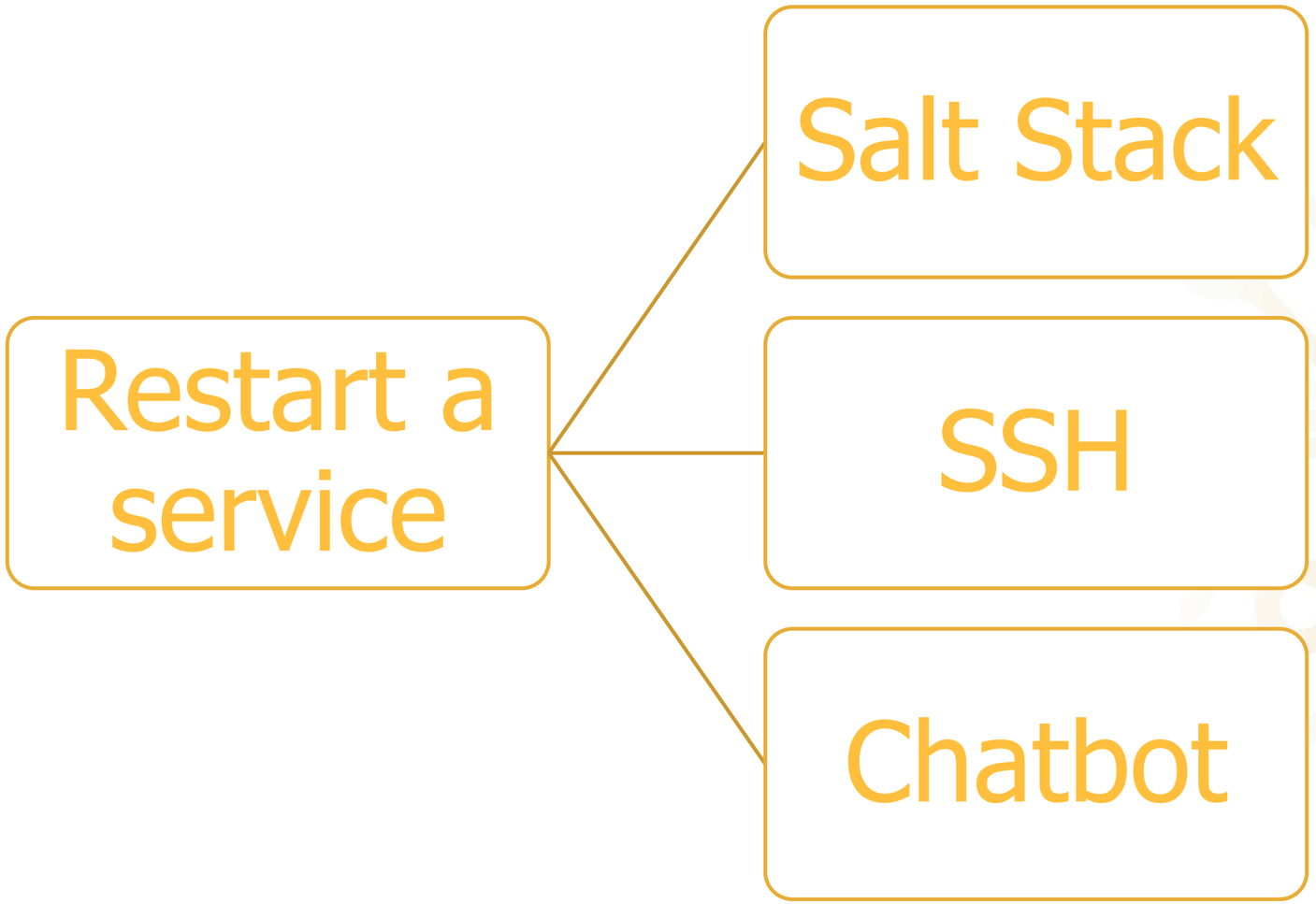
SHARED EXECUTION METHODS



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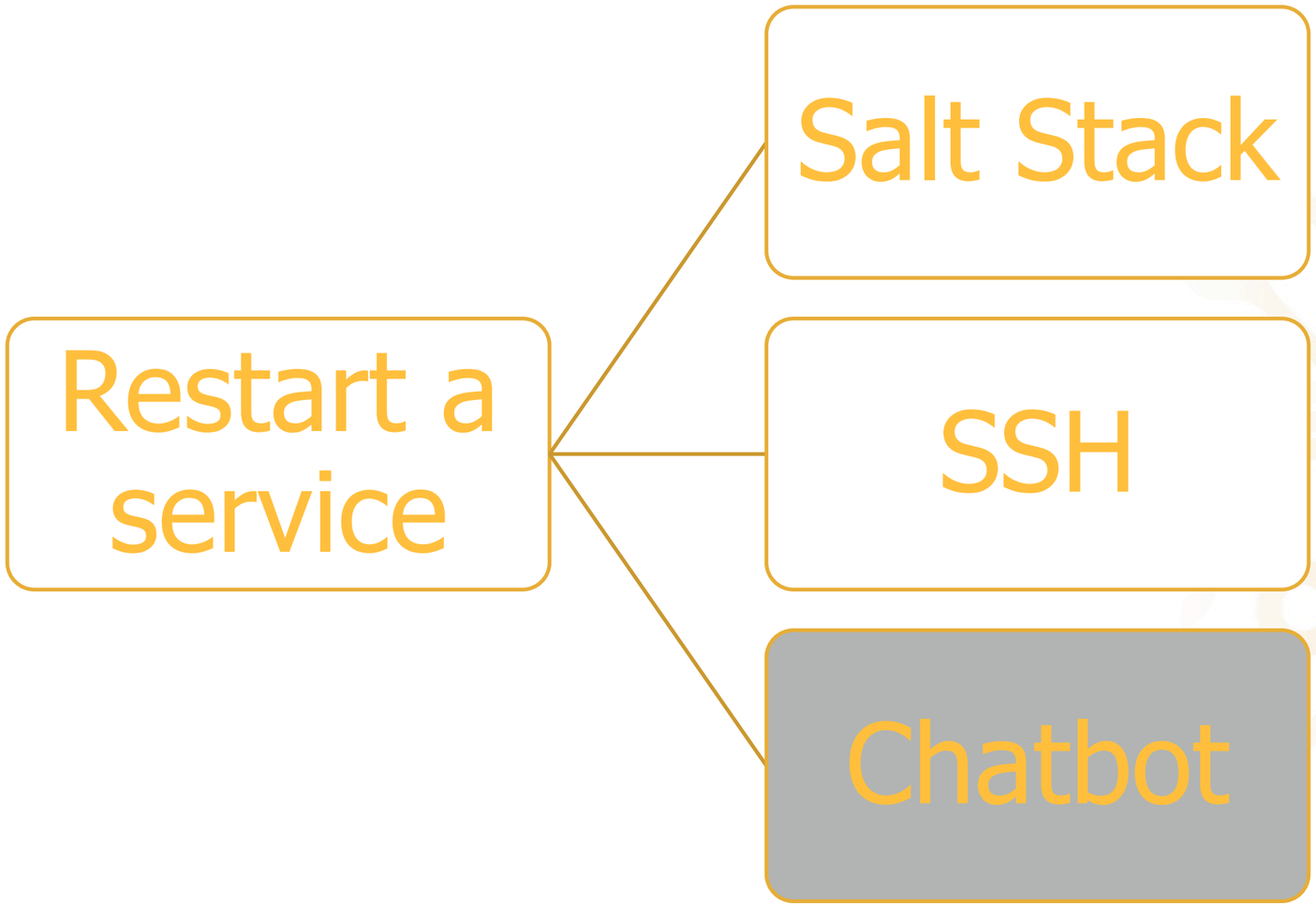
SHARED EXECUTION METHODS



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CONTEXT FACTORS

1

Shared Goals

- Are we working towards the same thing?

2

Shared Constraints

- What is limiting our options?

3

Shared Priorities

- Why is this important?

https://mymarshallplan.squarespace.com/s/Eichinger.pdf

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Peter Wong 2:21 PM

Is it possible to keep an integration env awake?

Context: We're building a third party integration, and have asked this third party to verify connecting various accounts using one of our integration environments

Context part deux: The person we're working with works pretty late, and don't want them to get hit with the sandman

Jeff Smith 2:22 PM

yes, what's the name of the environment?

Peter Wong 2:22 PM

advantage2

Jeff Smith 2:23 PM

done

Peter Wong 2:23 PM

Thanks!

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RECAP

WHAT DID WE TALK ABOUT?

Shared context is about knowledge in a certain situation

Information Exchange, Communication Tools and Context Factors

Shared goals, Shared Priorities, and Shared Constraints are the key goals

Keep asking for Context. Eventually people will get accustomed to it

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