

Run

and improve through measuring and learning

ongoing

We measure metrics that matter, continually capture customer feedback and proactively identify new opportunities to improve the product experience

➔ Input

- Service analytics
- Customer feedback analytics
- Operational analytics
- Customer service insight

Output ➔

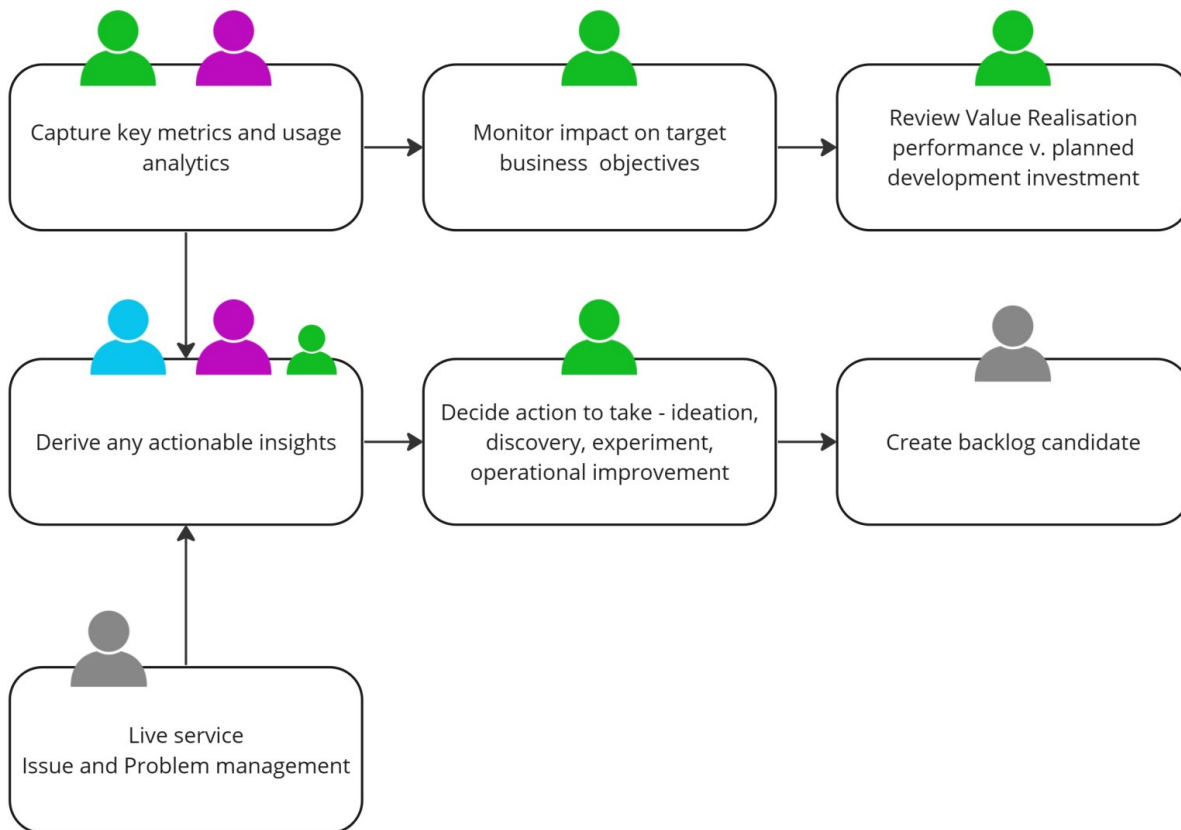
- Idea candidates for discovery
- Defects backlog
- Operational improvements
- Candidates for experiments

□□ Golden Thread Practices

- [Proactive monitoring](#)
- [Service Operations - I...](#)
- [Continuous Discovery](#)

□□ Golden Thread Techniques

- [Cohort Analysis](#)
- [Logging and Monitoring](#)



Key capabilities



Revision #3

Created 22 September 2023 13:49:09 by James Hall

Updated 22 September 2023 15:59:12 by James Hall