

STAMP at Akamai, 2020 Edition



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(based on joint work with Kep Peterson and others)



Looking back, what I am I happy to have learned?

Techniques

Materials

Behaviors

Scaffolding

....?

Focus on People

Translate.

Jargon can exclude.

Include and dignify.

Change language to avoid reopening old wounds + indignities.

Manage hesitations.

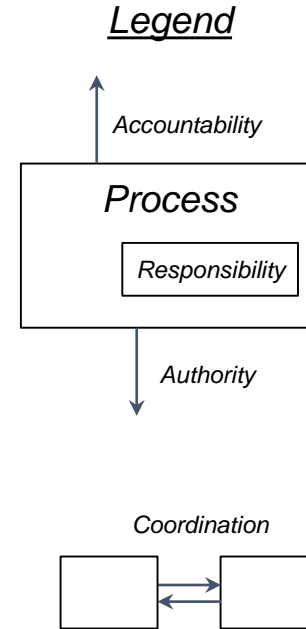
Many people have them. Reassure and accompany them.

Transcend ambiguity

STAMP for management.
Clarify ambiguous ownership.

STECA/ABP.
“STAMP for slides”.

STPA/CAST-Coordination.
“Debug organizational interactions”.



Scaffold

Provide scaffolding: low floor, no ceiling.

[https://github.com/akamai/stamp-materials.](https://github.com/akamai/stamp-materials)

Curate prior work.

Stories grow with each retelling.

“Marketing collateral” matters too.

We live in an attention economy.

Takeaways

STAMP has been helpful as a framework for inquiry and communication.

Better questions → better answers.

STAMP is useful at speed, even at “incident tempo”.

Ask me about: Heartbleed.

Change happens one day at a time.

This is a marathon.

Wrapping up...

STAMP adoption is a human, social process.

STAMP is useful for organizing knowledge.

STAMP is useful for learning from other people's experiences.

Thanks!

(We're also happy to chat whenever so if you'd like to discuss further, please come find us later in the week or offline!)

