Top performing teams are balanced teams

- High team performance
- High organizational performance
- High job satisfaction
- Low burnout

Focus on the user

- Teams that focus on the user have 40% higher organizational performance
- Focusing on the user leads to 20% higher job satisfaction

Focus on the user

- Our biggest findings this year:
  - Organizations can improve performance by developing a user-centric approach to building applications and services. This involves understanding user needs and iteratively adjusting and incorporating their feedback.

Top 5 key findings from the Accelerate State of DevOps Report 2023

1. Artificial intelligence (AI)
   - There is a lot of enthusiasm about the potential of AI development tools, but it will take some time for them to be widely adopted.
   - More than half of respondents are already using AI for some technical tasks today, showing moderate improvements to employee well-being.

2. Culture
   - Culture is foundational to building technical capabilities.
   - Teams with generative cultures have 30% higher organizational performance.
   - High levels of job security predict a 61% reduction in burnout.

3. Documentation
   - Documentation is like sunshine—it’s presence amplifies technical capabilities. This means that quality documentation not only helps establish technical capabilities, but helps them matter.
   - High-quality documentation leads to 25% higher team performance.

4. Flexible infrastructure with cloud
   - Flexible infrastructure with cloud predicts success.
   - Public cloud leads to a 22% increase in infrastructure flexibility.
   - Flexible infrastructures lead to 30% higher organizational performance.

5. Distribute work fairly
   - People who identify as underrepresented and women experience more burnout, likely due to systemic factors such as repetitive work.
   - Underrepresented respondents report 24% more burnout.
   - Underrepresented respondents do 29% more repetitive work.

Software Delivery Performance

<table>
<thead>
<tr>
<th>Top performers</th>
<th>On demand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead time for changes</td>
<td>less than 1 day</td>
</tr>
<tr>
<td>Change failure rate</td>
<td>5%</td>
</tr>
<tr>
<td>Failed deployment recovery time</td>
<td>less than 1 hour</td>
</tr>
</tbody>
</table>

For over nine years, DORA has assembled data from over 36,000 professionals worldwide—making it the largest and longest-running research of its kind.