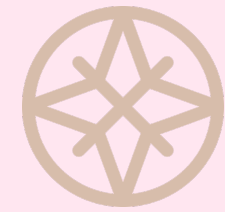


State of DesignOps

Learnings from the 2021 global report

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ESTABLISHING THE

baseline



The professional



Profiling the Design
Operations practitioner

The space



Mapping the ecosystem
& connections around
their role

The job



Understanding the
activities & tools that
enable them

The future



Setting the path to move
forward

baseline

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PROFILING THE

professional



Emotional Intelligence

“almost half of the respondents
identify as women”

“47% of the participants are 35 to
44 years old”

“only 31% of the participants
pursued a design degree”

Deep design understanding

the professional

“the biggest majorities come from
the craft & management side”

“participants described their role as a
Manager, Sr/Director, or Lead”

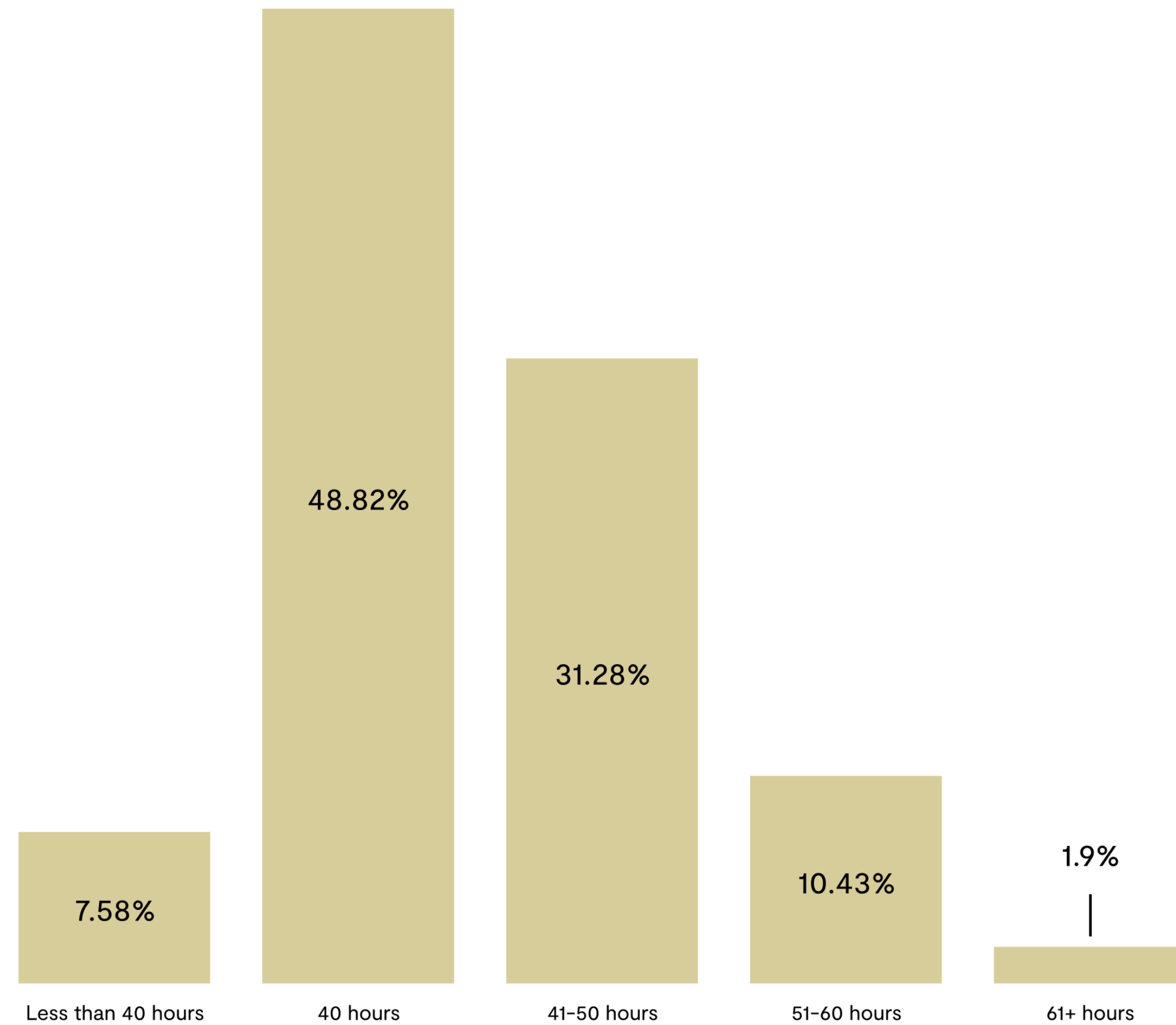
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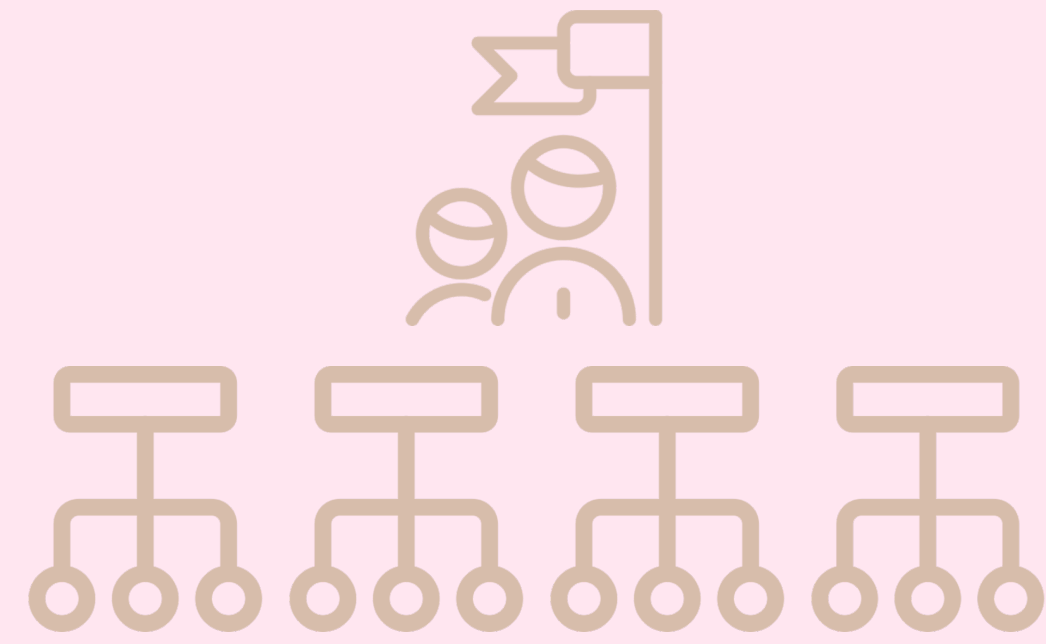
Domains & competences of EI

Self-Awareness	Self-Management	Social-Awareness	Relationship Management
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach & mentor
	Achievement orientation	Organisational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

Weekly hours spent at work

Work-life balance is also a trend this has been identified within the companies where a majority of our participants come from, since over half of them work for 40 hours or less.





MAPPING THE

space

Inside the org

“DesignOps is implemented within design teams as small as 1 person & as large as 5,000 designers”

“following enterprise, post series-C startups are beginning to focus on DesignOps”

“most responders work within a product organization”

Established relationships

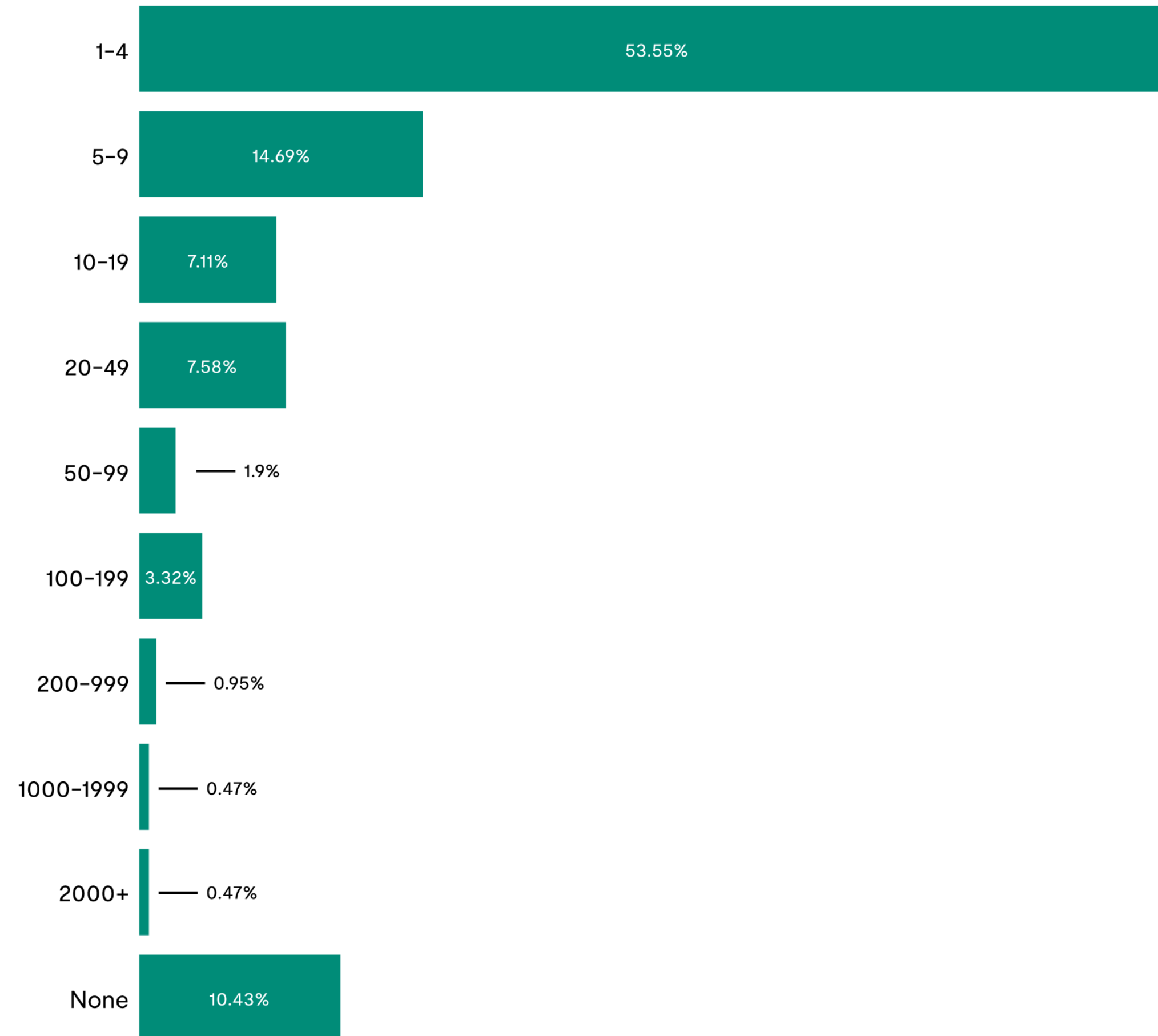
“DesignOps reports to senior leadership, or to DesignOps leadership”

“DesignOps heavily supports product orgs, while the other functions hold a significant share as well”

“ResearchOps, ProductOps, and TeamOps seem to share a working relationship with DesignOps”

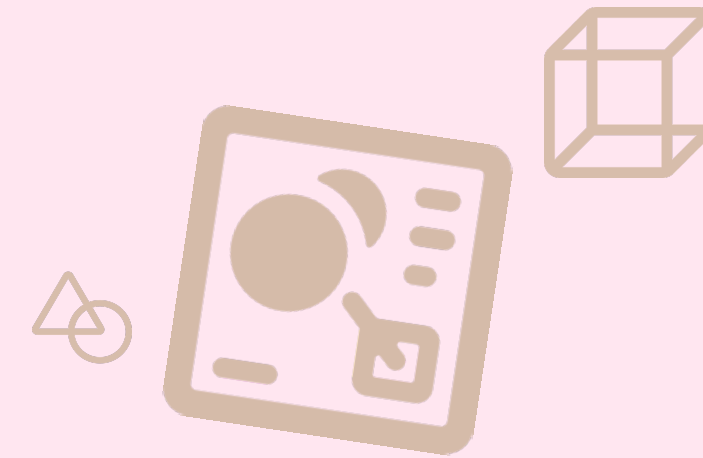
DesignOps team size

DesignOps teams tend to be relatively small among the respondents with about 67% of them being between 1 to 9 people.



UNDERSTANDING THE

job



Impactful work aspects

the job

“DesignOps is involved in internal & leadership communications, as well as status & team updates”

“design system management & processes are heavily relied upon job tasks”

“DesignOps is involved with knowledge sharing, onboarding, & training & skill building”

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Necessary tools

“Figma is the primary tool for design work for most participants’ design teams”

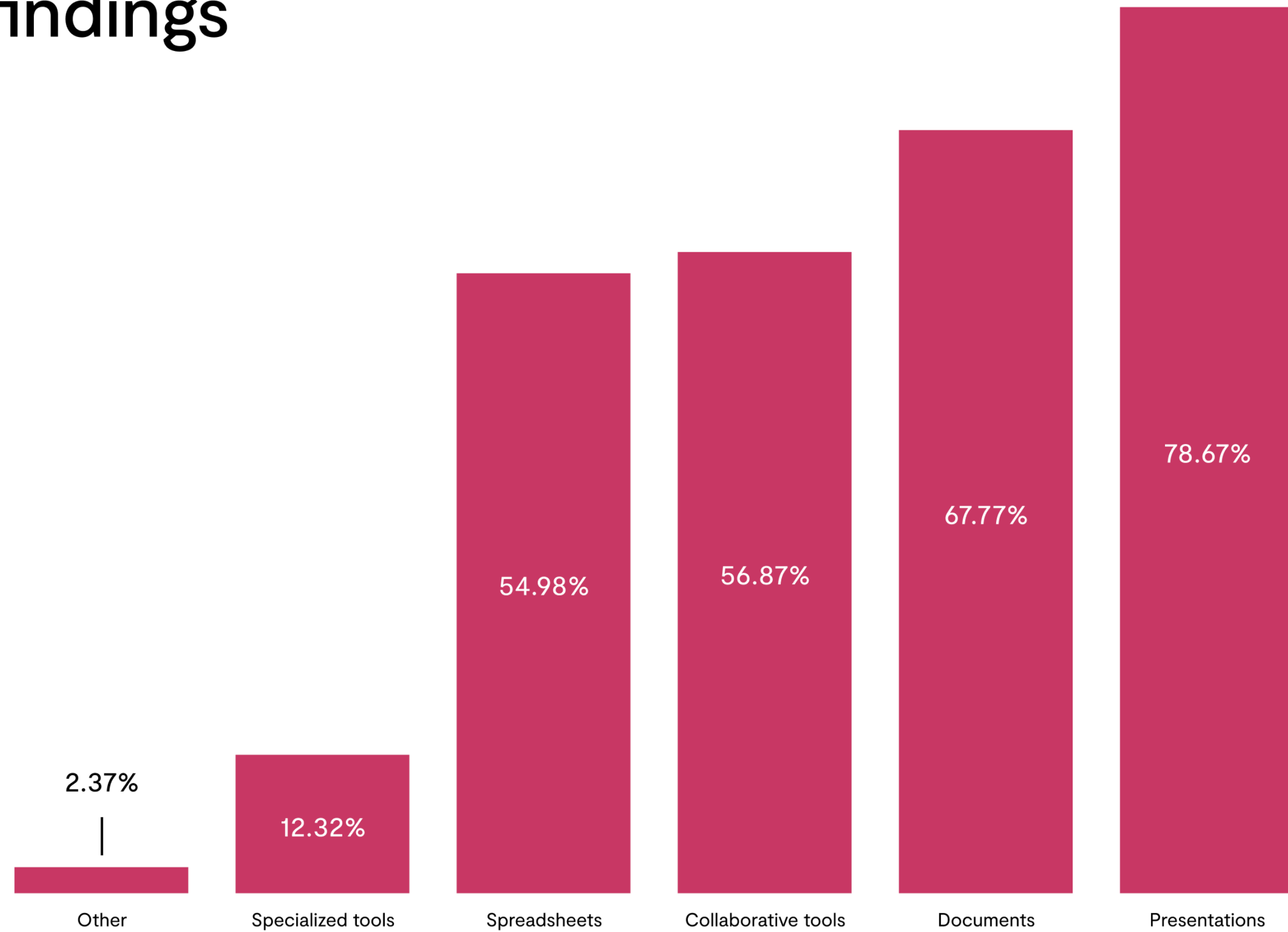
“62% of the participants report that they use Miro for collaboration”

“The Atlassian tools take the lead when it comes to documentation”

Tools for cataloguing findings

Most of the participants use a variety of tools to document their findings for their companies and teams. Mostly reported are presentations, documents, collaborative tools and spreadsheets.

In this question the “other” option was high with respondents reporting the following tools: Coda, Monday, Notion, Airtable.





TRAILBLAZING THE

the future

Still evolving...

“the majority of the participants have jobs that pay between \$100K & \$200K per year”

“More than half of the participants seem to be fairly new at their job”

The zeitgeist

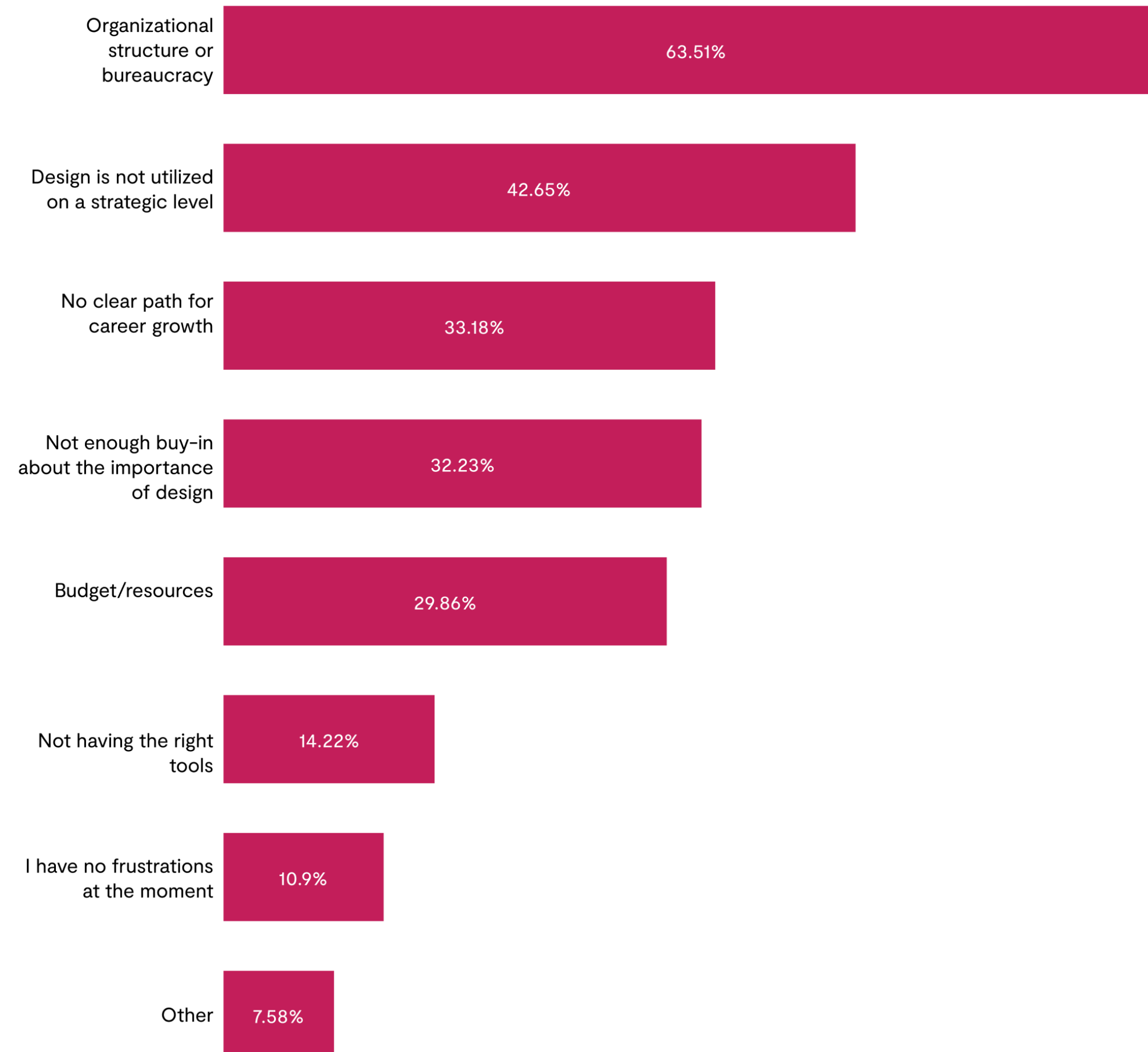
“teams making tangible efforts to recruit diverse employees in all levels”

“hiring and benefits stayed largely steady throughout the pandemic”

“A whopping 90.5% of the respondents replied that they have been working exclusively remote!”

Top (3) frustrations at work?

When asked about their top 3 frustrations participants report that organizational structure or bureaucracy is the biggest issue (for 63% of respondents), while design not being utilized on a strategic level and inadequate career paths being the runner-ups.



epilogue



précis

Maturity within the role

Small team, big impact

Communications, systems & knowledge are key

The future is remote, the role is most relevant



Thank you!



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The report: <https://designops.report>

