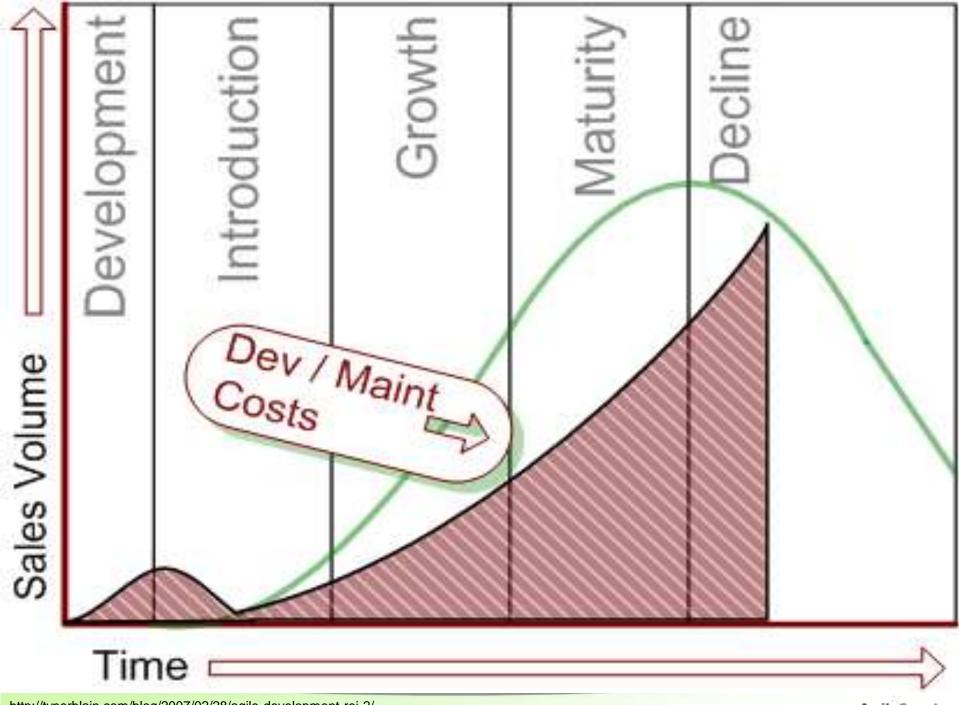
## The Secret of Flow

Renderschie (Schief) (embarchie tuis

**AgileSparks** 

The journey towards better software development management using lean/kanban flow approaches

**Yuval Yeret** 



http://tynerblain.com/blog/2007/02/28/agile-development-roi-2/

Application maintenance teams are an increasingly important contributor to **service delivery** and **user satisfaction**, but they are also a growing component of the **IT budget**.

CIOs will find that paying attention to application maintenance teams delivers good rewards through **lower costs and targeted results** 

Gartner, August 2010

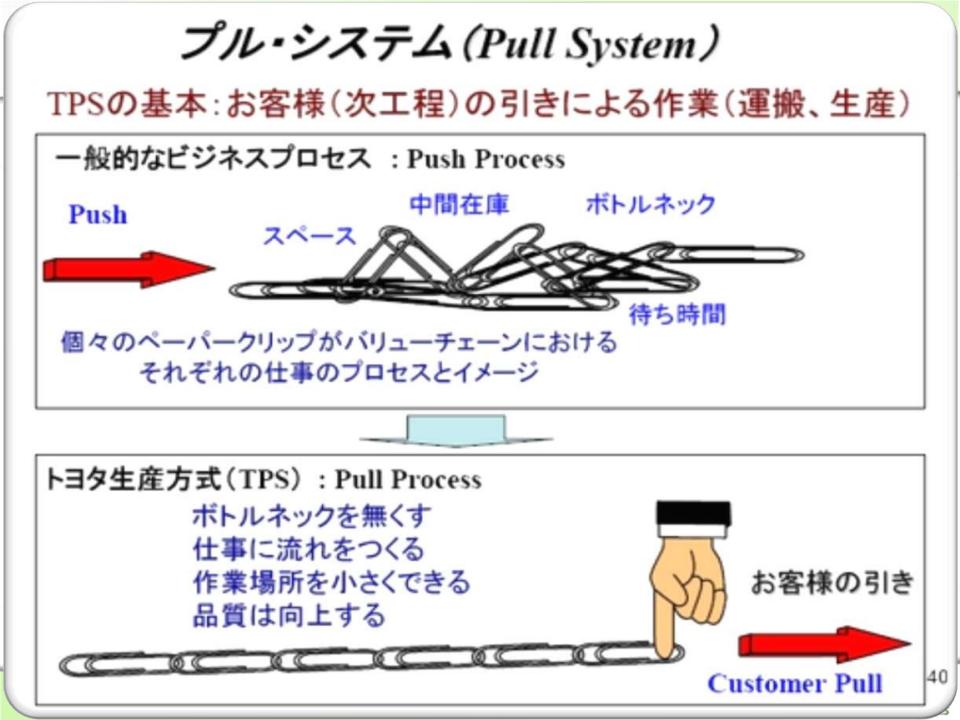
#### Maintenance == Over 90% of lifetime costs

http://users.jyu.fi/~koskinen/smcosts.htm

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# Is there an alternative?

### Enter FLOW based development also called Service Delivery





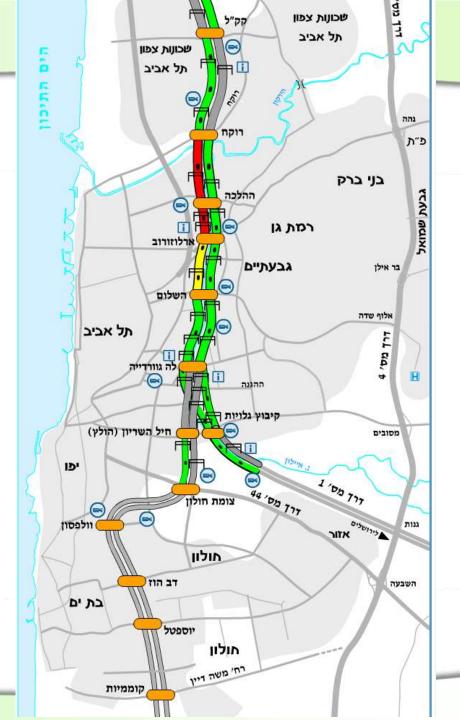
Step #1: identify and work with minimally valuable features



Can all work items be the Same Size?

n

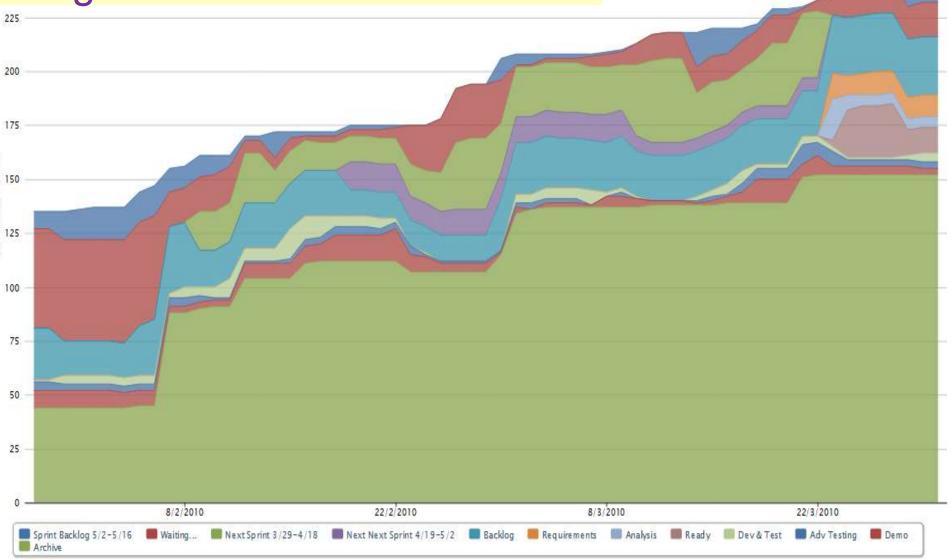
### Step #2: Visualize



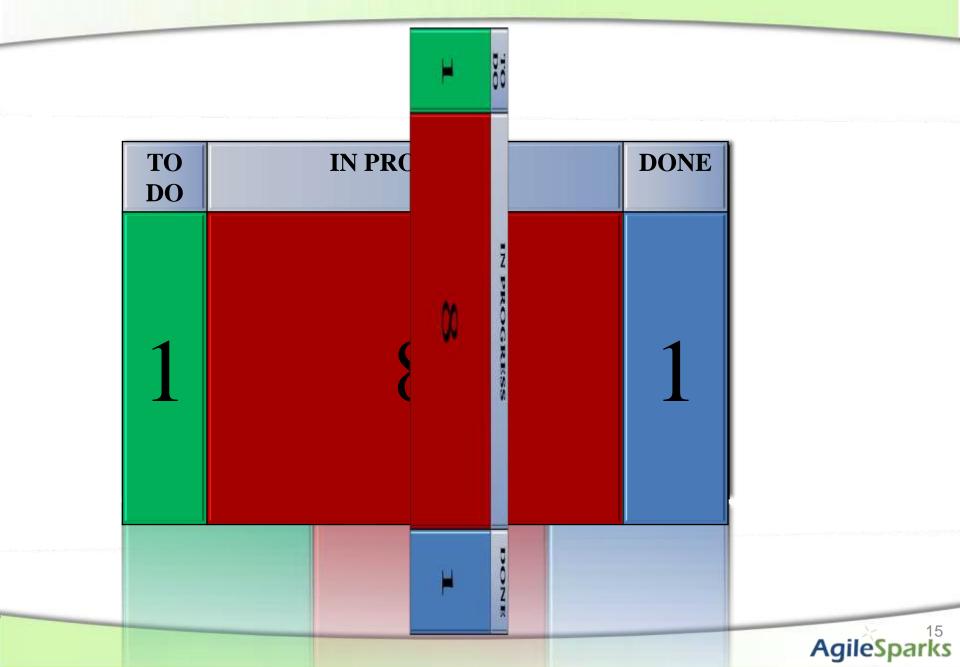
Cumulative Flow 29/1/2010 - 30/3/2010



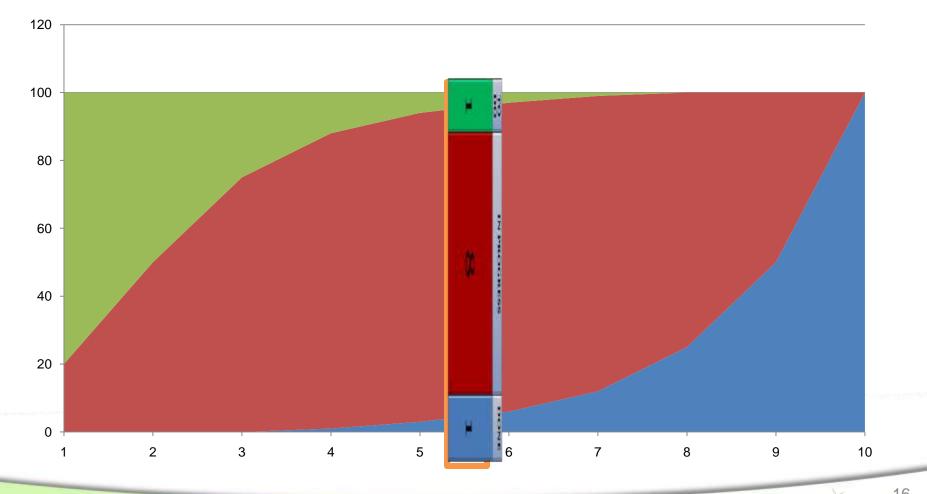
## Tool: The Cumulative Flow



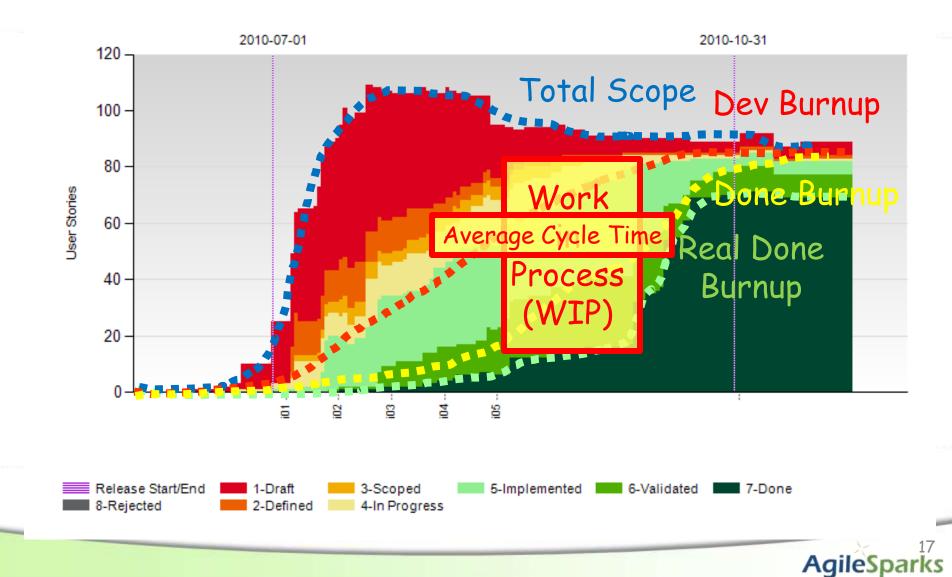
#### How to do a CFD

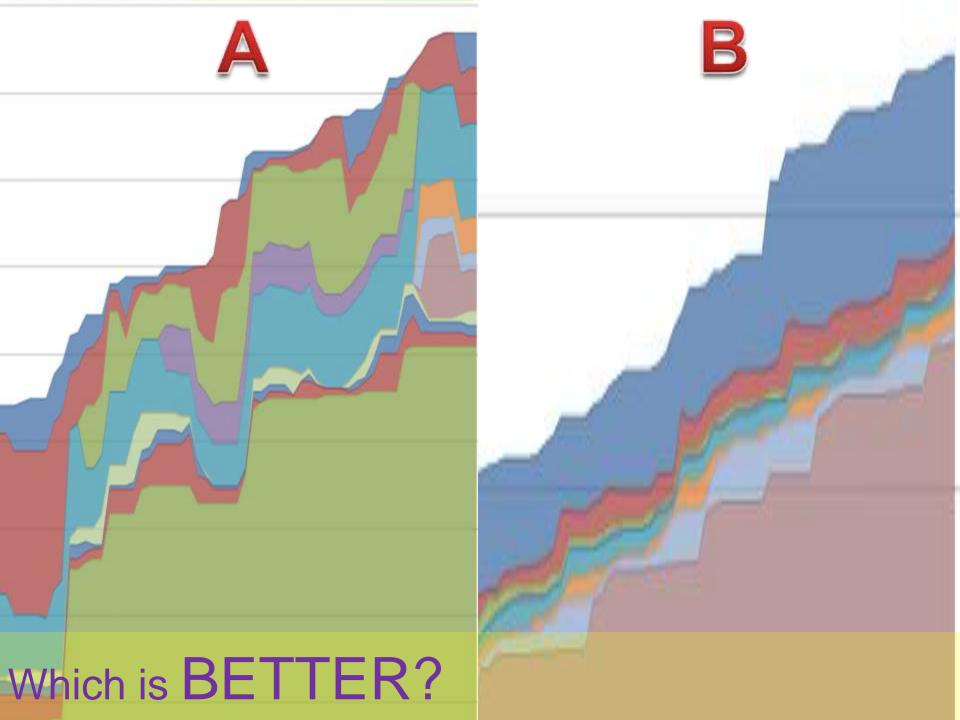


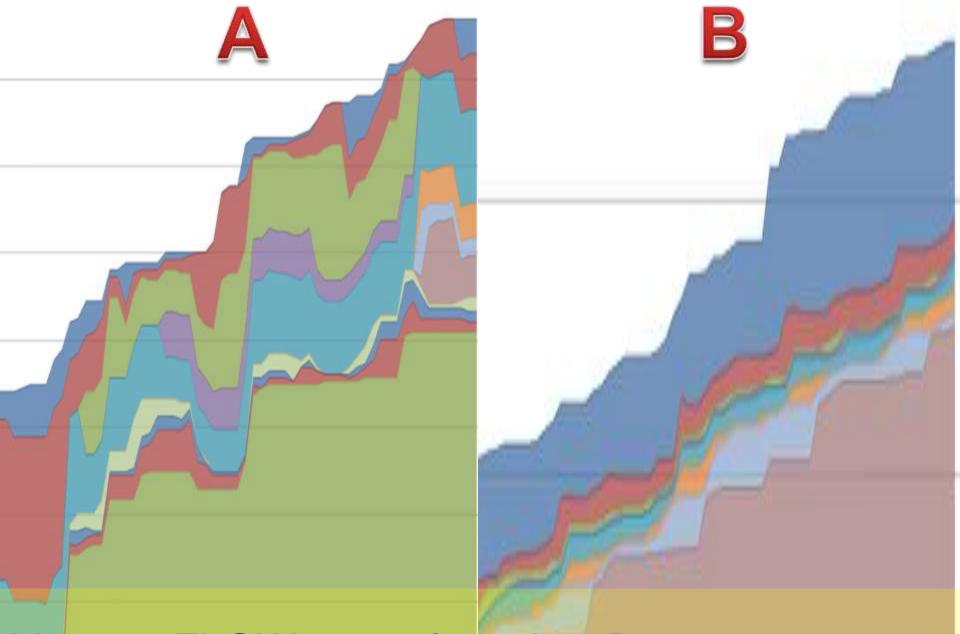
#### How to do a CFD



#### What can teams learn from Cumulative Flow?







#### Manage FLOW to get from A to B

#### Question: What are those Steps?

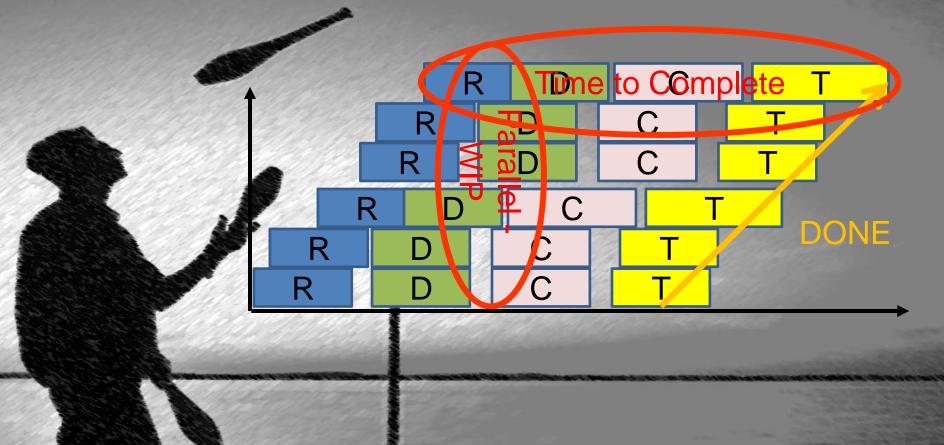
quick **roundtime** for short trips – no waits

n in Mari MAKes economic More efficient But longer time and queues





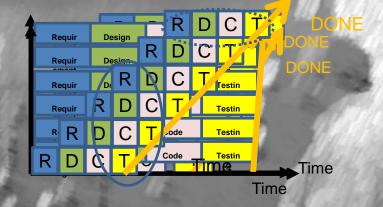
#### Smaller Features - is this Pull/Flow?



#### Moving to Smaller units of work is







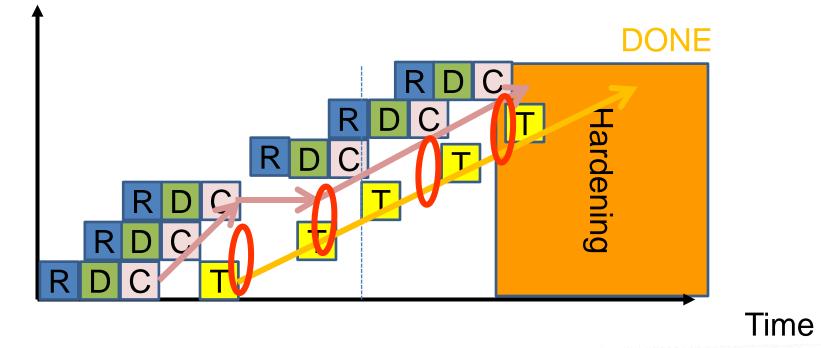
#### RECIPE: Limit WIP When PLANNING

101.11

TIP: Versatility enables lower Work in process limits and minimizes price of surprises



#### Limiting WIP – pull according to the bottleneck



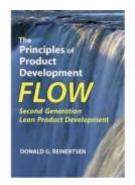




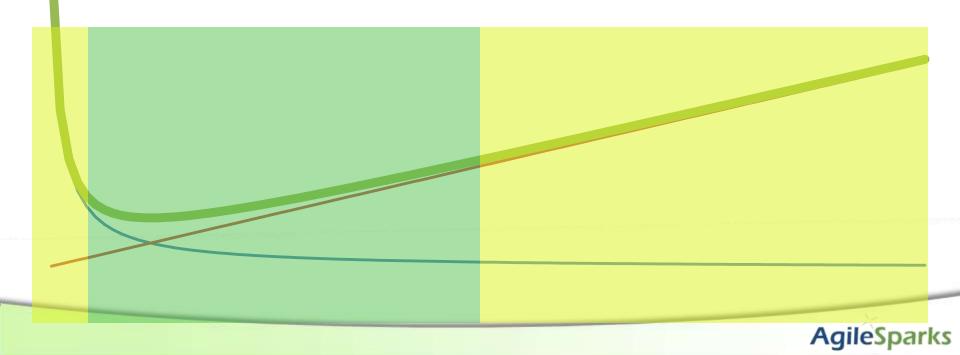
to BAD project-level Multi-Tasking Tip: Freeze 50% of projects/activities Focus/Swarm on the remaining ones

## Accurate WIP Limit / Freeze amount is not that important...

## <sup>1</sup>/<sub>2</sub> the WIP, <sup>1</sup>/<sub>2</sub> the batch size, can be a good start...



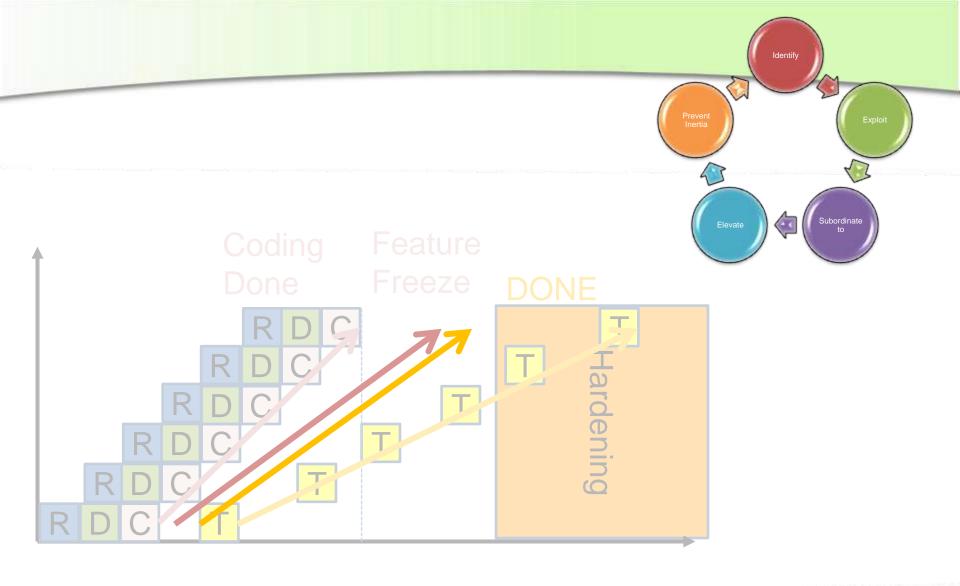
Based on Reinertsen Product Development Flow



## Imiting WIP / freezing → SLACK TIME ???

No coaches were idle due to the preparation of this presentation









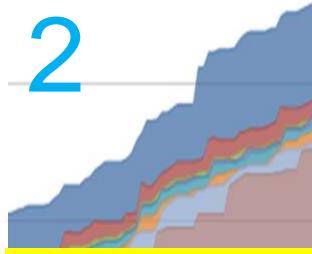


#### Work with minimally valuable features





#### Focus on bottlenecks



#### Visualize flow using CFD

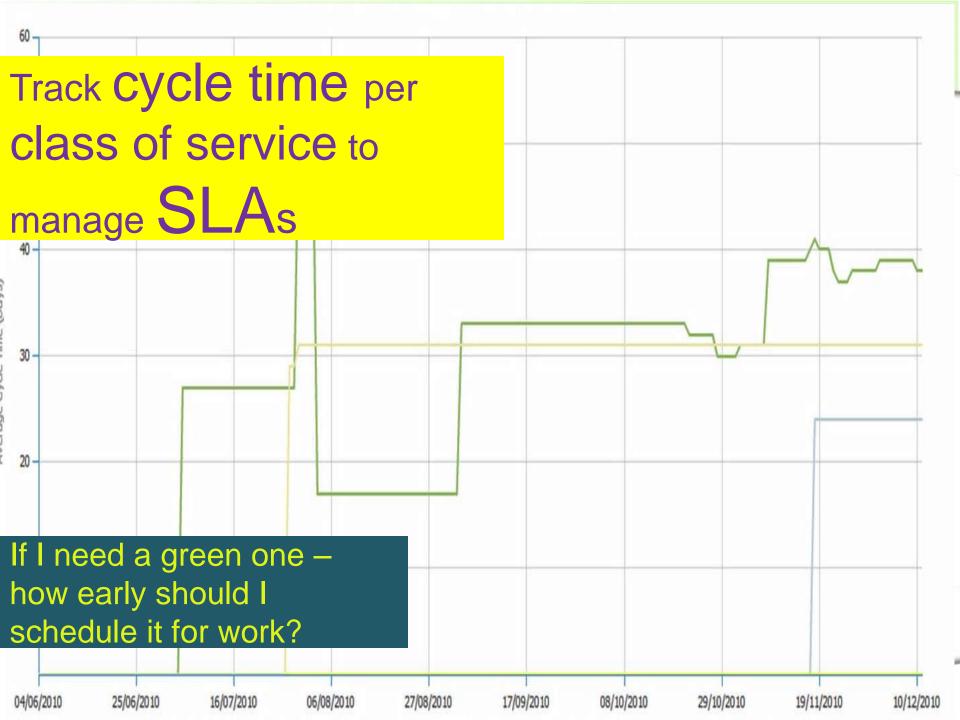


#### Improve versatility





Mike Burrows http://positiveincline.com/?p=769 time



## Now lets complicate life a little...



# Enter the Shared Resource...

### Test lab?

0

The Shared Experts Winston Wolf. I solve problems.

DBA

### Platform/INFRA

### **UX/UI DESIGN**

Security







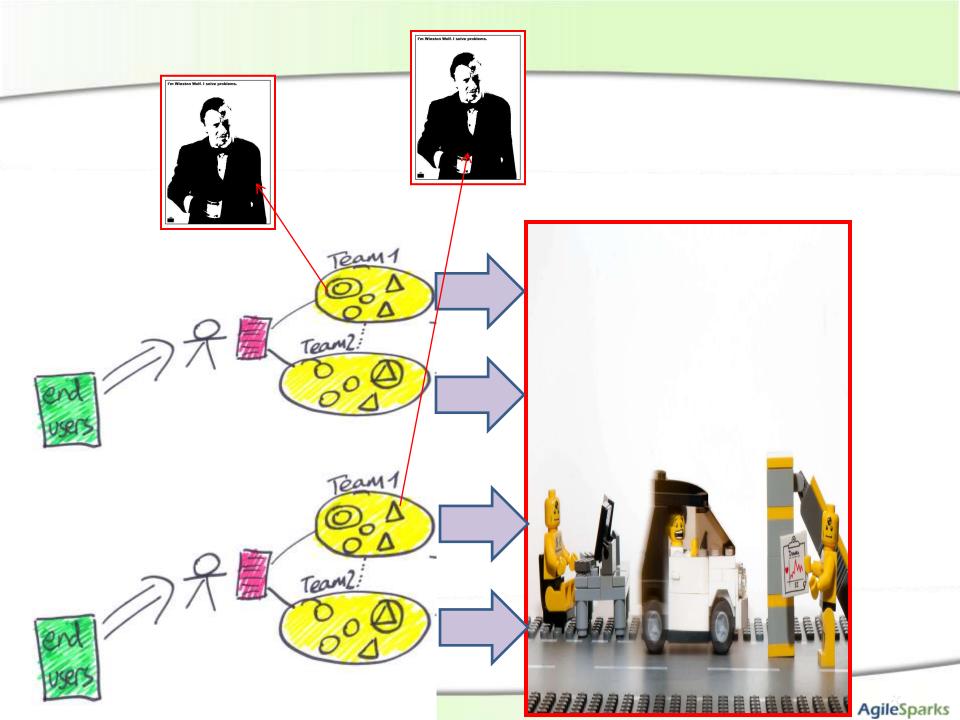
# Will visualizing and managing flow in each of those roads be enough?





Need to visualize and manage the global end to end flow across shared resources

# When dealing with shared resources... we need to apply the flow techniques at the level at which they are shared





Use Kanban boards to Visualize and manage end to end flow

# How can I take this to **My** context?

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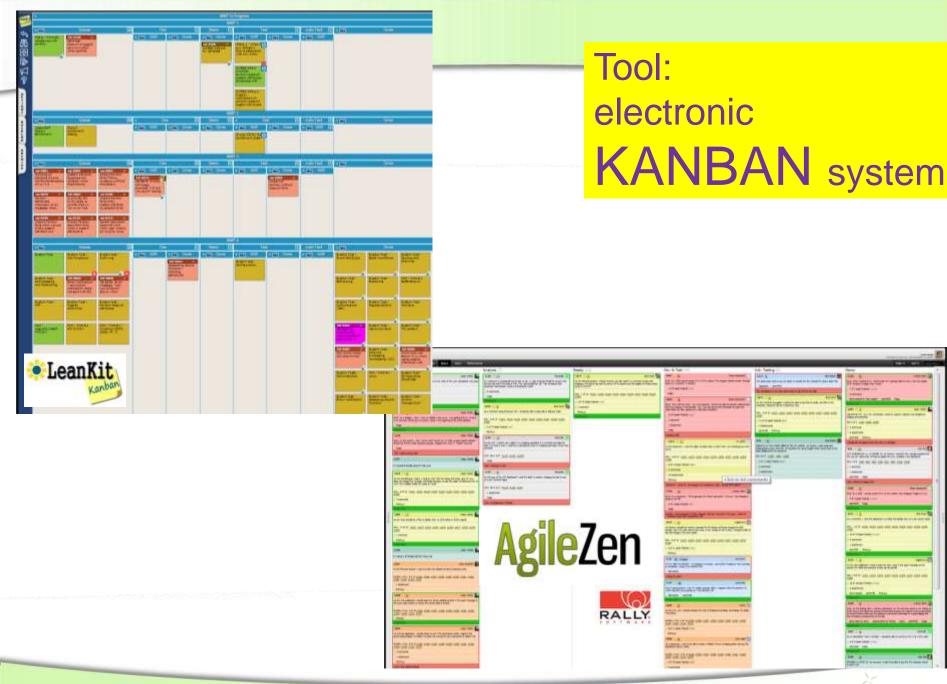
Search Auto-complete

#### Something like...

- HP QualityCenter
- Microsoft TFS
- IBM Lotus Notes
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- - B JRA-19537 Thumbhall of center Analysis Internet Stand adults ERROR In Inf
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Add flow charts to your existing work tracking system

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#### **AgileSparks**

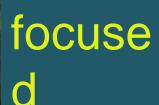
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I set to be up to the the the

### Why **FLOW**

### Tuned for Service Delivery (80% of software development in the world is V>1.0)

Pragmatic approach to V>1.0) change

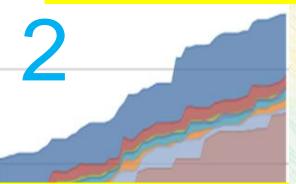




#### Use Kanban Boards



#### Focus on bottlenecks



Visualize flow using CFD

Work with minimally valuable features



#### Improve versatility



Limit Work in progress



### Scale to shared resources



#### Classify by COST OF DELAY

## The Principles of Product Development

Second Generation Lean Product Development

DONALD G. REINERTSEN

# KANBAN

Successful Evolutionary Change for Your Technology Business



#### David J. Anderson

oreword by Donald G. Reinertsen

# **Agile Sparks**

Challenging your comfort zone





Advanced Topics in Kanban



Kanban for Managers/ Leaders

### Kanban for Scrummers

Kanban Primer





Kanban for IT/SUPPORT Operations

### Limited WIP Society

## Limit work in process: Stop starting, start finishing

#### Agile Sparks yuval@agilesparks.com

Challenging your comfort zone

<u>@yuvalyeret</u> twitte

Get the slides at ¥ http://www.slideshare.net/yyeret

#### e Kanban Boards

Focus on bottle neck http://yuvalyeret.com

#### Visualize flow using CFD

0

Work with minimally valuable features

Limit Work in progress

Classify by COST OF DELAY

0. Ignore

3. Deadline-

2. Increasingly Urgent 4. Expedited

Diminishing Benefit

CoD

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