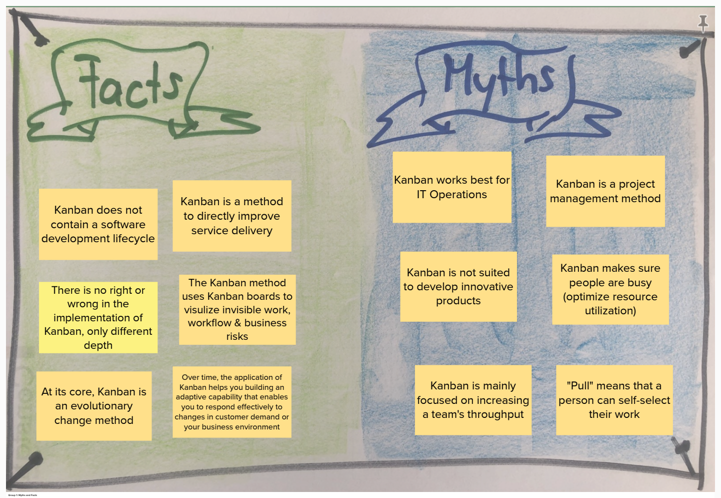


Kanban does not contain a software development lifecycle

Kanban is a method to directly improve service delivery

There is no right or wrong in the implementation of Kanban, only different depth

The Kanban method uses Kanban boards to visulize invisible work, workflow & business risks

At its core, Kanban is an evolutionary change method

Over time, the application of Kanban helps you building an adaptive capability that enables you to respond effectively to changes in customer demand or your business environment

Kanban works best for IT Operations

Kanban is a project management method

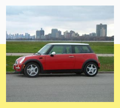
Kanban is not suited to develop innovative products

Kanban makes sure people are busy (optimize resource utilization)

Kanban is mainly focused on increasing a team's throughput

"Pull" means that a person can self-select their work

Group 1: Myths and Facts



Parking Lot

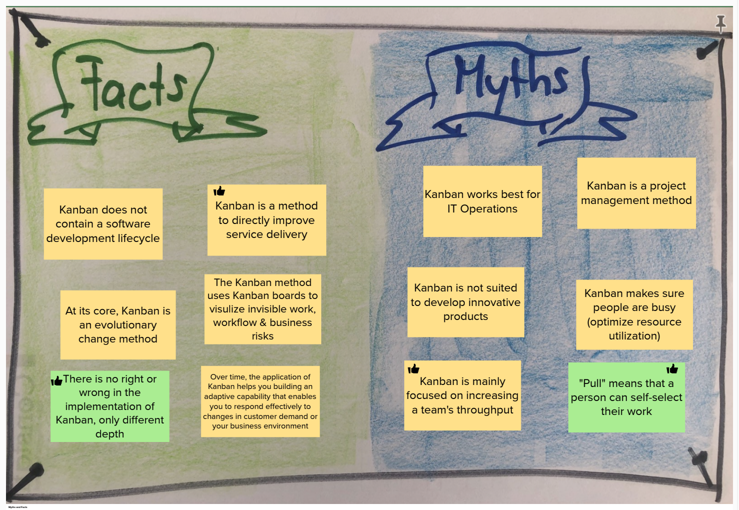
So many metrics. If I want to show teams the value of Kanban and I were to start with just one or two which should I start with? Tanya

I would like to get your opinion/ thoughts about KanbanPro tool.

Gular

Limiting work-in-progress (WIP) with Kanban **encourages higher quality and improved delivery performance** [1]. High levels of WIP can result in problems being created much before they are detected by roving or final QA, and therefore increasing the chance of defects and rework [2]. Collecting quality results as you enter move transactions in Work in Process can help you optimize WIP and improve quality [3]. Reducing inventory, which reduces the amount of work sent back for rework, improves workflow, and raises work quality, is a best practice when thinking about WIP [4].

Go for gold Dave!



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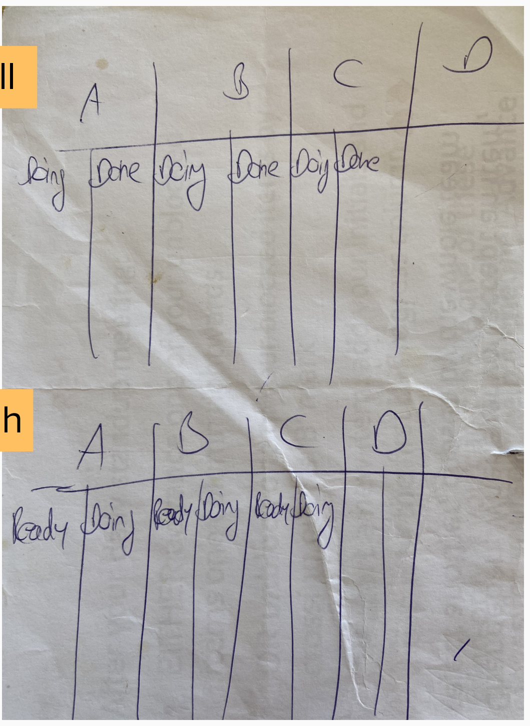
Myths and Facts

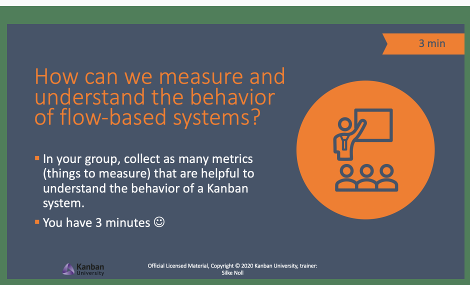
Pull



	A		B		C	D
Doing	Done	Doing	Done	Doing	Done	

Push

A		B		C		D
Ready	Doing	Ready	Doing	Ready	Doing	



3 min

How can we measure and understand the behavior of flow-based systems?

- In your group, collect as many metrics (things to measure) that are helpful to understand the behavior of a Kanban system.
- You have 3 minutes ☺

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OKRs

KPIs

Velocity

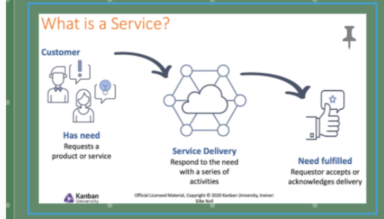
ENPS

BurnDown Rate

Story Points

Lead Time
Cycle Time
Well-being/team engagement
Throughput
Velocity
CFD
Tracking Policy Violations

What services could you think of?



What is a Service?

Customer
Has need
Requests a product or service
Service Delivery
Respond to the need with a series of activities
Need fulfilled
Requestor accepts or acknowledges delivery

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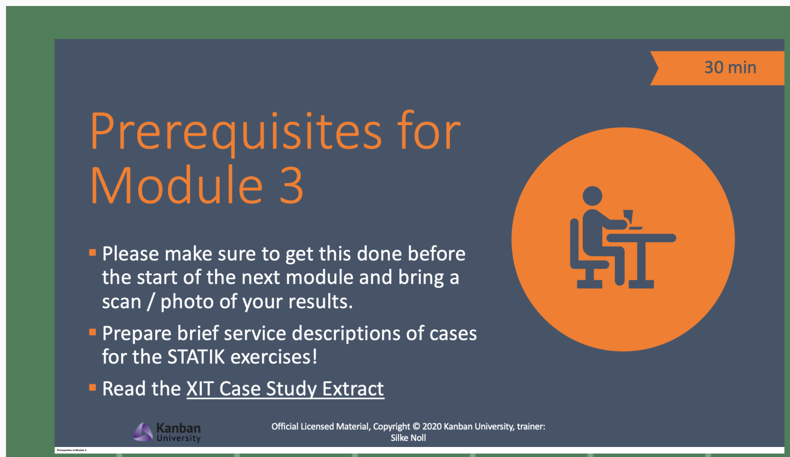

30 min

Prerequisites for Module 3

- Please make sure to get this done before the start of the next module and bring a scan / photo of your results.
- Prepare brief service descriptions of cases for the STATIK exercises!
- Read the XIT Case Study Extract

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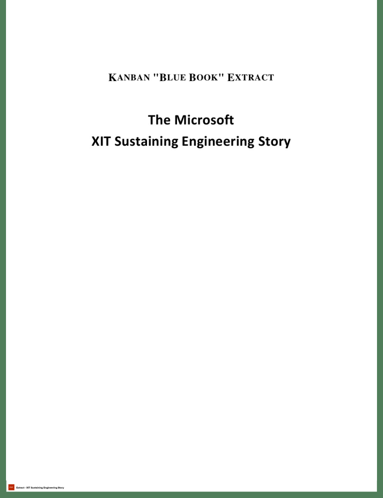
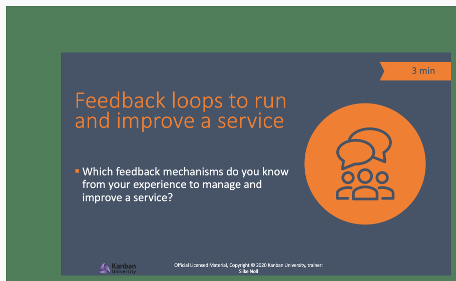


KANBAN "BLUE BOOK" EXTRACT

The Microsoft
XIT Sustaining Engineering Story

Prerequisites for Module 3



3 min

Feedback loops to run and improve a service

- Which feedback mechanisms do you know from your experience to manage and improve a service?

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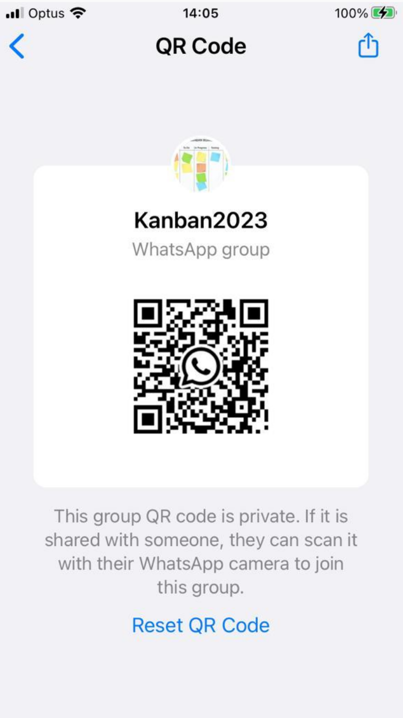
Planning

Customer Data Analytics

Blameless Postmortem

Service/help desk data

Retrospectives
Standups
Review
Planning/Replenishment
PIR/AAR
Demo
Flow Review
Workflow Kanban Meeting



Kanban2023

WhatsApp group

This group QR code is private. If it is shared with someone, they can scan it with their WhatsApp camera to join this group.