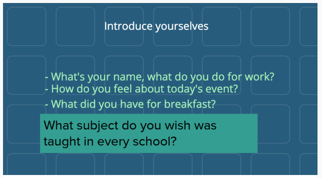
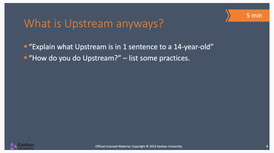


Introduce yourselves

- What's your name, what do you do for work?
- How do you feel about today's event?
- What did you have for breakfast?

What subject do you wish was taught in every school?

Introduce yourselves



What is Upstream anyways?

5 min

- "Explain what Upstream is in 1 sentence to a 14-year-old"
- "How do you do Upstream?" – list some practices.

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What is your purpose for being here in this class? What are your objectives?

Upstream exists for many process and Squads, how can it be used effectively across different flight levels

Be able to explain real options and upstream to c-suite

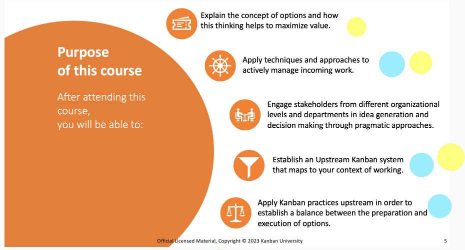
Dani - Learn more about upstream/ scale Kanban

Deepen my understanding of upstream

Learn how to use Kanban to help the team when work requests comes in continuously. - Sally

I want to maximise the efficiency the way our team uses our Kanban board at the moment. - Sally

Purpose for the class



Purpose of this course

After attending this course,
you will be able to:

- Explain the concept of options and how this thinking helps to maximize value.
- Apply techniques and approaches to actively manage incoming work.
- Engage stakeholders from different organizational levels and departments in idea generation and decision making through pragmatic approaches.
- Establish an Upstream Kanban system that maps to your context of working.
- Apply Kanban practices upstream in order to establish a balance between the preparation and execution of options.

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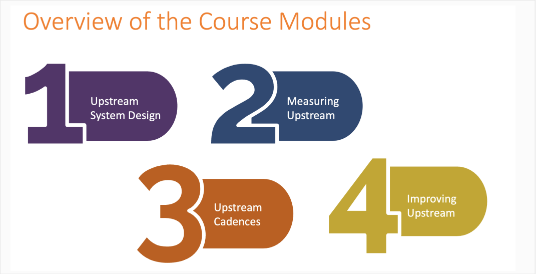


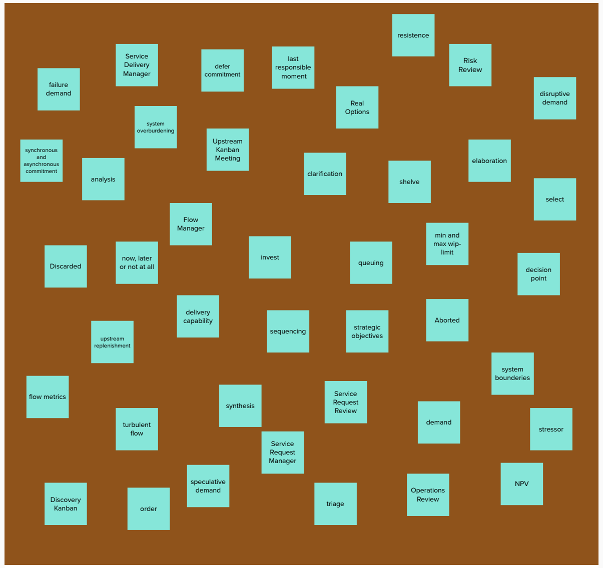
Overview of the Course Modules

1 Upstream System Design

2 Measuring Upstream

3 Upstream Cadences

4 Improving Upstream



resistence

Service Delivery Manager

defer commitment

last responsible moment

Risk Review

failure demand

Real Options

disruptive demand

system overburdening

Upstream Kanban Meeting

synchronous and asynchronous commitment

analysis

clarification

shelve

elaboration

select

Flow Manager

min and max wip-limit

Discarded

now, later or not at all

invest

queuing

decision point

delivery capability

sequencing

strategic objectives

Aborted

upstream replenishment

system bounderies

flow metrics

synthesis

Service Request Review

turbulent flow

demand

stressor

Service Request Manager

speculative demand

NPV

Discovery Kanban

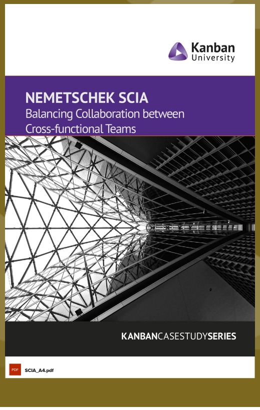
order

triage

Operations Review

Bingo

SCIA case study



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NEMETSCHEK SCIA

Balancing Collaboration between Cross-functional Teams

KANBANCASESTUDYSERIES

SCIA_A4.pdf

Remember

Optimizely Case (Upstream, 45mins)

Open link

Real Options Post

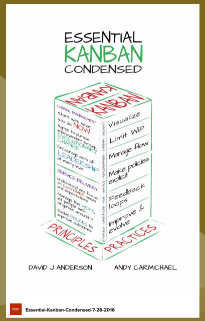
Open link

Link mentioned in one of the slides during the class

Real Options Enhance Agility post

Open link

Essential Kanban Condensed



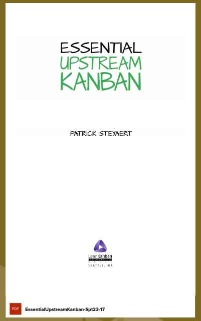
ESSENTIAL KANBAN CONDENSED

KANBAN
KANBAN
CHANGE MANAGEMENT
Start with what you do NOW
Agree to pursue improvement through EVOLUTIONARY CHANGE
Encourage acts of LEADERSHIP at every level
SERVICE DELIVERY
Understand and focus on CUSTOMER needs and expectations
Manage the WORK, let people self-organize around it
Evolve POLICIES to improve outcomes
STRATEGY · OPERATIONS · RISK · SERVICE · REPLENISHMENT · KANBAN · DELIVERY
Visualize
Limit WiP
Manage flow
Make policies explicit
Feedback loops
Improve & evolve
PRINCIPLES
PRACTICES

DAVID J ANDERSON ANDY CARMICHAEL

Essential-Kanban-Condensed-7-28-2016

Essential Upstream Kanban



ESSENTIAL UPSTREAM KANBAN

PATRICK STEYAERT

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EssentialUpstreamKanban-Spt23-17

Preparation links