List the services your customers perceive that you provide to them.
Are there shared services in the organization?
Why are they shared?
For each service, what level of Kanban do you envisage:
- Personal Kanban
- Team Kanban
- Service-oriented Kanban?
- Full Workflow Kanban pull system?

Seeing Services

10 minutes

Exercise – Seeing Services

- List the services your customers perceive that you provide to them.
- Are there shared services in the organization?
- Why are they shared?
- For each service, what level of Kanban do you envisage:
  - Personal Kanban
  - Team Kanban
  - Service-oriented Kanban?
  - Full Workflow Kanban pull system?

Kanban University

Service	Shared? Why?	Kanban Level Why?
Enquiry response		Team kanban
	Lim	full workflow
Property file		Team kanban
	Incident response	Service oriented
	Transaction	
Info inperson		Team
Info Call		Team

Exercise: Seeing Services

Do the roles of Service Delivery Manager (SDM) or Service Request Manager (SRM) exist in your organization today?
If not, what are the cultural & political implications of introducing them?
Would it be easier to stick with current roles, responsibilities & job titles?
Who would play the SDM role, who the SRM role?
What is their current title? Which responsibilities and what policy ownership do you envisage for them?

Roles

10 min

Exercise: Roles

- Do the roles of Service Delivery Manager (SDM) or Service Request Manager (SRM) exist in your organization today?
- If not, what are the cultural & political implications of introducing them? Would it be easier to stick with current roles, responsibilities & job titles?
- Who would play the SDM role, who the SRM role?
- What is their current title? Which responsibilities and what policy ownership do you envisage for them?

Kanban University

SDM exist

Hierarchy vs outcome based

No commitment policy

wastage of effort

Portfolio team plays SRM AND HOD PLAYS SDM

Policy of one triage, clarity of commitmemts

Exercise: Roles

Treasure Hunt: Scaling out across the organisation

Funnelling

Discard must not be optional

If it's prioritised it's not committed

Treasure Hunt: Scaling out across the organisttion

Upstream Kanban: What would you say about this information if a newspaper reporter wanted to quote you

Clarity is knowing when to say no and having guts to say no

Upstream Kanban