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

Service

Provide cloud application as service

Provide them the IT and digital tools e.g PC's

Shared? Why?

HR

Payroll

Agile

Security

Documentation

Facilities

Kanban Level Why?

Service-oriented for most Shared Services

10 minutes

Exercise – Seeing Services

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Kanban University

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

SDM and SRM both done by Product Owner for small app. For large app SRM is Product Manager and SDM is scrum lead

SDM - Project Manager or Scrum Master

SRM - Product Owner or Portfolio Manager

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

Exercise: Roles

Treasure Hunt: Scaling out across the organisation

Treasure Hunt: Scaling out across the organisstion

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

Twice the value in half the time

Twice the work in half the time

How to stop drinking from the fire hose

How to throw away your own crap rather than letting the developers do it

Reduce the need to spend later, now!

Optimization must happen at every level and upstream is no exception

Slowly waking up from your upstream dreams.

Upstream Kanban