10 kanban boards and their context

Hi!

I’ve visualized a set of kanban boards from operations, development and sales to trigger ideas. But don’t forget, a kanban board is a tool to help you think for yourself, in your context. So remember to apply the work in progress limits, policies and cadencies that is right for you.

“Never copy, only improve”

- Mattias Skarin

Dude, what’s kanban?
www.limitedwipsociety.org
www.crisp.se/kanban
Scrum team applying WIP limits

Context

Scrum team

Why? To trigger a shift from a burndown like this..

To something more like:

Work in progress limit
## Development team using defined process

### Context

Development team combined with specialists

Stakeholders:
- Product owner / Project manager

### Pro:
- Polices are clear
- WIP in each step
- Ready buffer’s from which next step can pull work

### Cons:
- New column can get messy if no person maintains it

### Visible policies

- Risks identified
- 1 Happy path test case
- Has a testcase
- Tag!
- In CI
- In stage
- Buildfile updated
- User happy!

### WIP limit

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In progr.</td>
<td>Done</td>
<td>In progr.</td>
<td>Done</td>
<td>Queue</td>
</tr>
</tbody>
</table>

A buffer is a trade-off between cycle time and variance absorption

Mattias Skarin, 2010
**Development team with multiple clients**

**Context**
- Custom solutions dev team with project manager

**Stakeholders:**
- Customer A
- Customer B
- Other teams
- Platform architects

### Pro:
- Projects and features visible
- WIP in each step
- Estimations can be regular or "on need" triggered event

### Cons:
- Tempting to default features to "time constrained" (even though there really isn't any costly delay consequence)

<table>
<thead>
<tr>
<th>New</th>
<th>Estimate</th>
<th>Prod issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>In progr.</td>
<td>Done</td>
<td>New</td>
</tr>
</tbody>
</table>

**Active projects**
- Test design [2]
- Code [3]
- Test [3]
- Package [6]

**Classes of services in use:**
- Time constrained feature
- Ordinary feature
- Bug
- Fixing tech debt

To risk balance your portfolio, limit the amount of each category allowed on the board at any time.

Mattias Skarin, 2010
Development team with completion prediction

Context

Development team

Stakeholders:
- Product owner / Project manager

Pro:
- Completion date visible
- Learning of prediction towards cycle time

Cons:

If estimated size > 5d task is broken down further

When developer starts a task it is placed on the day they think it will finish. Each day, this prediction is updated.
Multi tier kanban with swimlanes

Context

• Development teams
  Analysts, Testers

Stakeholders:
- Business units
- CTO
- Architects

Pro:
• Add limits all stages of the design cycle
• Synchronises flow of cooperative work by specialists and generalists

Cons:
• You may need a big enough area in front of the board to gather around 😊

<table>
<thead>
<tr>
<th>New requests</th>
<th>Decompose</th>
<th>Active</th>
<th>Analyze</th>
<th>Dev</th>
<th>Verify</th>
<th>Acc test</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
System administration

Context
System administrator team supporting development and production

Stakeholders:
- Production site
- Development teams
- Internal projects
- Testers

Pro:
• Course grained prio visible
• WIP balanced across work types
• Visible learnings opportunities for team members in maintenance and project work

Cons:
• Newly arrived requests can get messy if no person maintains it

<table>
<thead>
<tr>
<th>Flow</th>
<th>Prod</th>
<th>Release</th>
<th>Dev Support</th>
<th>Project A</th>
<th>Project B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Done</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In work</td>
<td><img src="image_url" alt="8" /></td>
<td><img src="image_url" alt="3" /></td>
<td><img src="image_url" alt="2" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
</tr>
<tr>
<td>Break down</td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
</tr>
<tr>
<td>New</td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
<td><img src="image_url" alt="1" /></td>
</tr>
</tbody>
</table>

Mattias Skarin, 2010
Operations - business process maintenance

Context

Stakeholders:
- Production site
- Business functions
- Business planning dept.
- Development team

Pro:
- Time and scope visibility

Cons:
- WIP limits can be difficult to review

Flow

<table>
<thead>
<tr>
<th>Production problem</th>
<th>Planned business need</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Find cause</td>
</tr>
<tr>
<td>Due 2 months</td>
<td>Due 1 month</td>
</tr>
<tr>
<td>(High impact)</td>
<td>Due 1 week</td>
</tr>
<tr>
<td>(Low impact)</td>
<td>In work [3]</td>
</tr>
<tr>
<td>Done!</td>
<td></td>
</tr>
</tbody>
</table>

Routine

New

Test [2]

Committed [1]

In work [1]

Test [2]

Committed [1]

In work [1]

Test [2]

Platform improvements

New

Test [2]

Committed [1]

In work [1]

Test [2]

Committed [1]

In work [1]

Test [2]

Mattias Skarin, 2010
First line support

Stakeholders:
- Customer developers
- Customer users
- Sales
- Architects

Pro:
• Time and scope visibility

Cons:
• WIP limits can be difficult to review

<table>
<thead>
<tr>
<th>Flow</th>
<th>Questions</th>
<th>Prio</th>
<th>Need feedback from client</th>
<th>Done!</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Customer bugs</td>
<td></td>
<td>Solving</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Own platform bugs</td>
<td></td>
<td>Awaiting confirmation</td>
<td></td>
</tr>
<tr>
<td>On hold – get contract!</td>
<td>Improvements</td>
<td>Need help from specialist</td>
<td>Call up client</td>
<td></td>
</tr>
</tbody>
</table>
## Second line support

### Context

- **First line support**
- **Development teams**
- **Operations managers**

### Stakeholders:

- **First line support**
- **Development teams**
- **Operations managers**

### Pro:
- Wip limits on follow up work
- Focus on one root cause at a time, stay with it until fixed

### Cons:
- Not all incidents can go on the board
- Requires size limitation or similar for tasks on the board to avoid overadministration

### Table:

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Done</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High pri</td>
<td></td>
<td></td>
<td></td>
<td>In work [1]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“The rest”</td>
<td></td>
<td></td>
<td></td>
<td>Backlog</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No of new incidents not addressed (yesterday)

Address root cause, (one at a time)

Wip Overflow section
- Policy: Notify source
  - “We haven’t dropped it, But won’t be doing anything about this for a while. You are best off giving it a go yourself.”
### Context

**Stakeholders:**
- Sales
- Tech leads
- CEO

### Pro:
- Visibility to sales people, often multitasking

### Cons:
- WIP limits can be difficult to review

---

### Table: Task Flow

<table>
<thead>
<tr>
<th>New</th>
<th>Establish team</th>
<th>Create RFP</th>
<th>QA</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>In Progr.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Done</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Also works as “ready” buffer for Create RFP
Sales team - from lead to purchase

Context

Stakeholders:
- Sales
- Tech leads
- CEO

Pro:
- Can help focusing sales effort while opportunity window permits

Cons:
- Many opportunities to manage
- Physical board requires co-location

<table>
<thead>
<tr>
<th></th>
<th>Lead</th>
<th>Proposal Written</th>
<th>Under Negotiation</th>
<th>Won (verbal ok)</th>
<th>Purchase order received</th>
</tr>
</thead>
<tbody>
<tr>
<td>John</td>
<td>Cold</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alice</td>
<td>Cold</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tintin</td>
<td>Cold</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

"Key stuff is to make sure won transforms fast into purchase order received" - CEO

Mattias Skarin, 2010
**Marketing team**

**Context**
- Small marketing team
- PR, web, graphics, blog

**Stakeholders:**
- CEO
- Sales

**Pro:**
- Ideas reprioritization and aging visible
- Visual progress of combined work

**Cons:**
- Over administration?

**Classes of services**
- Web
- Events
- Communication
- Releases

**Marketing kanban**

<table>
<thead>
<tr>
<th>In progress</th>
<th>@ Third party</th>
<th>Under Validation</th>
<th>(well) Done</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Idea board / todo**

**Hot (dogs)**

**Cold (popcicles)**

**Pro:**
- Ideas reprioritization and aging visible
- Visual progress of combined work

**Cons:**
- Over administration?
Now, go practice! 😊