

# 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"

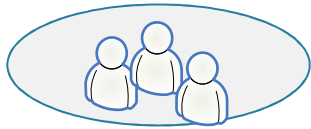
- Mattias Skarin

Dude, what's kanban?  
[www.limitedwipsociety.org](http://www.limitedwipsociety.org)  
[www.crisp.se/kanban](http://www.crisp.se/kanban)



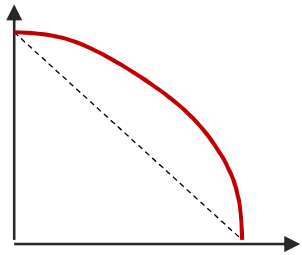
# Scrum team applying WIP limits

Context

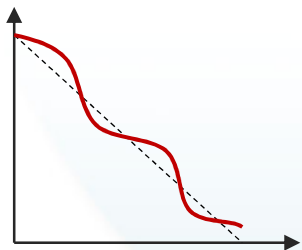


Scrum team

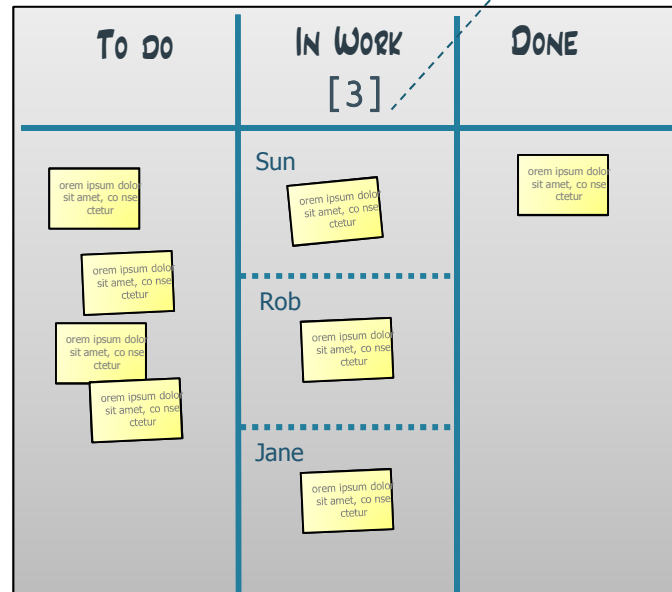
Why? To trigger a shift from a burndown like this..



To something more like:

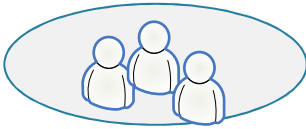


Work in progress limit



# Development team using defined process

## Context



Development team combined with specialists

Stakeholders:

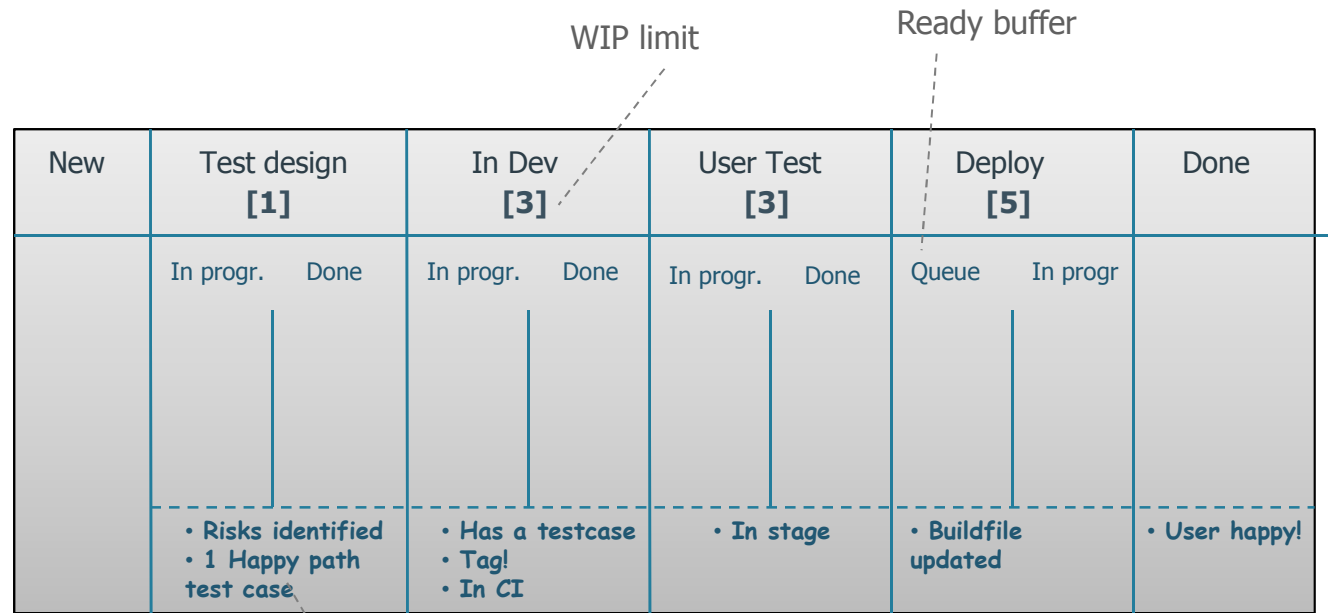
- Product owner / Project manager

### 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



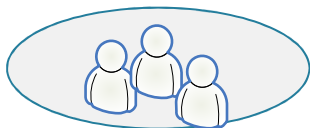
Visible policies



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

# 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)

New	Estimate		Prod issue				Done
			New		In Work		
  	In progr.	Done	Active projects				
			Test design [2]	Code [3]	Test [3]	Package [6]	

### Classes of services in use:

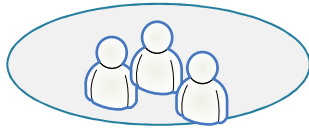
- Time constrained feature
- Ordinary feature
- Bug
- Fixing tech debt

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



# Development team with completion prediction

## Context



Development team

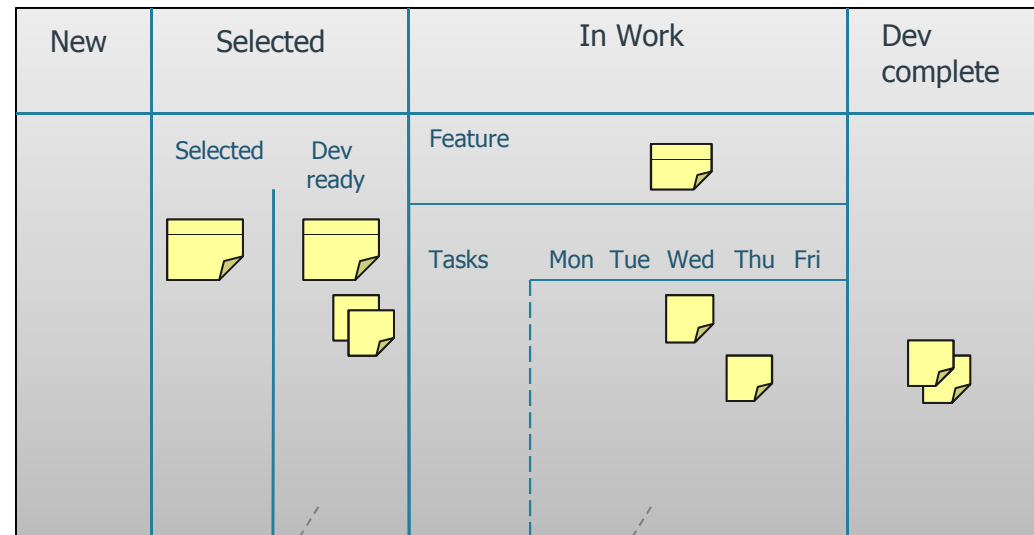
Stakeholders:

- Product owner / Project manager

## Pro:

- Completion date visible
- Learning of prediction towards cycle time

## Cons:



@ Chris Matts

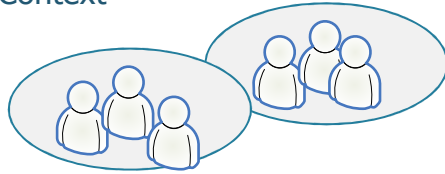
If estimated size > 5d task is broken down further

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



x Development teams  
Analysts, Testers

## Stakeholders:

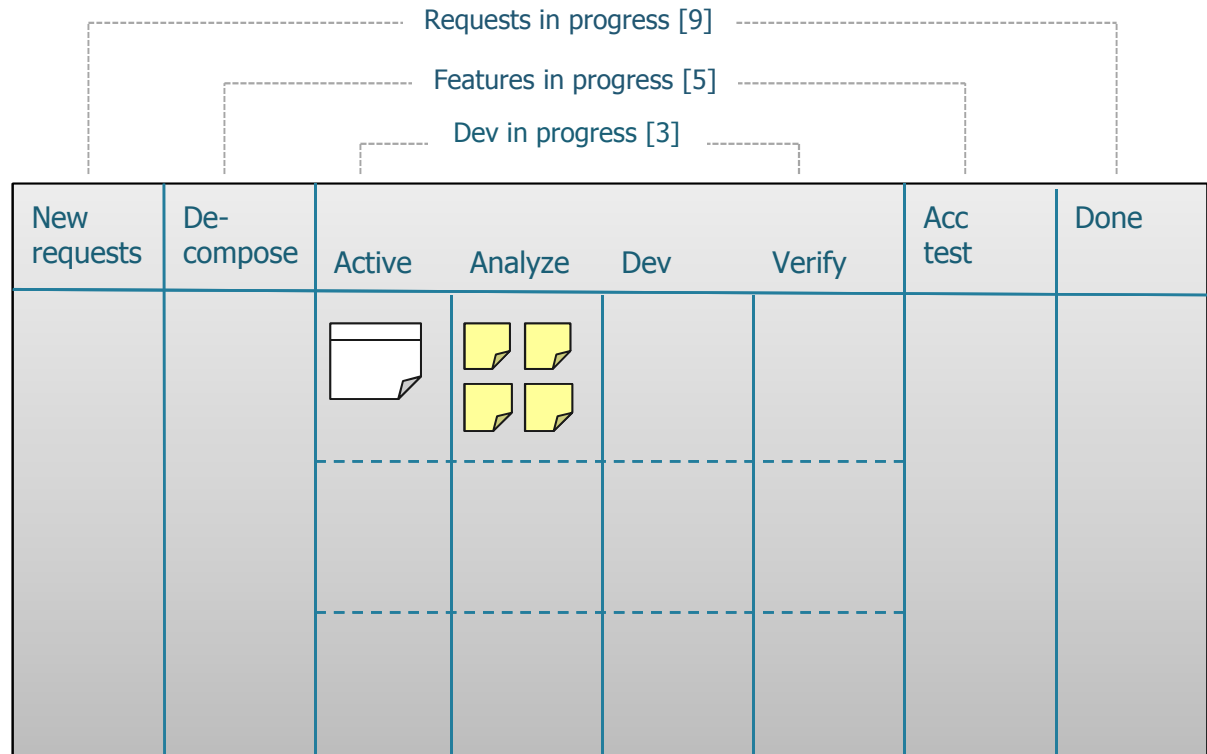
- Business units
- CTO
- Architects

## Pro:

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

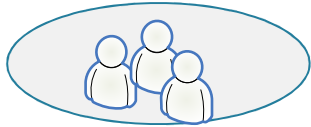
## Cons:

- You may need a big enough area in front of the board to gather around ☺



# 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 maintainance and project work

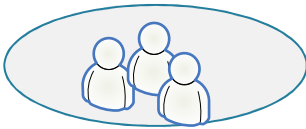
### Cons:

- Newly arrived requests can get messy if no person maintains it



# Operations - business process maintenance

## Context



### Stakeholders:

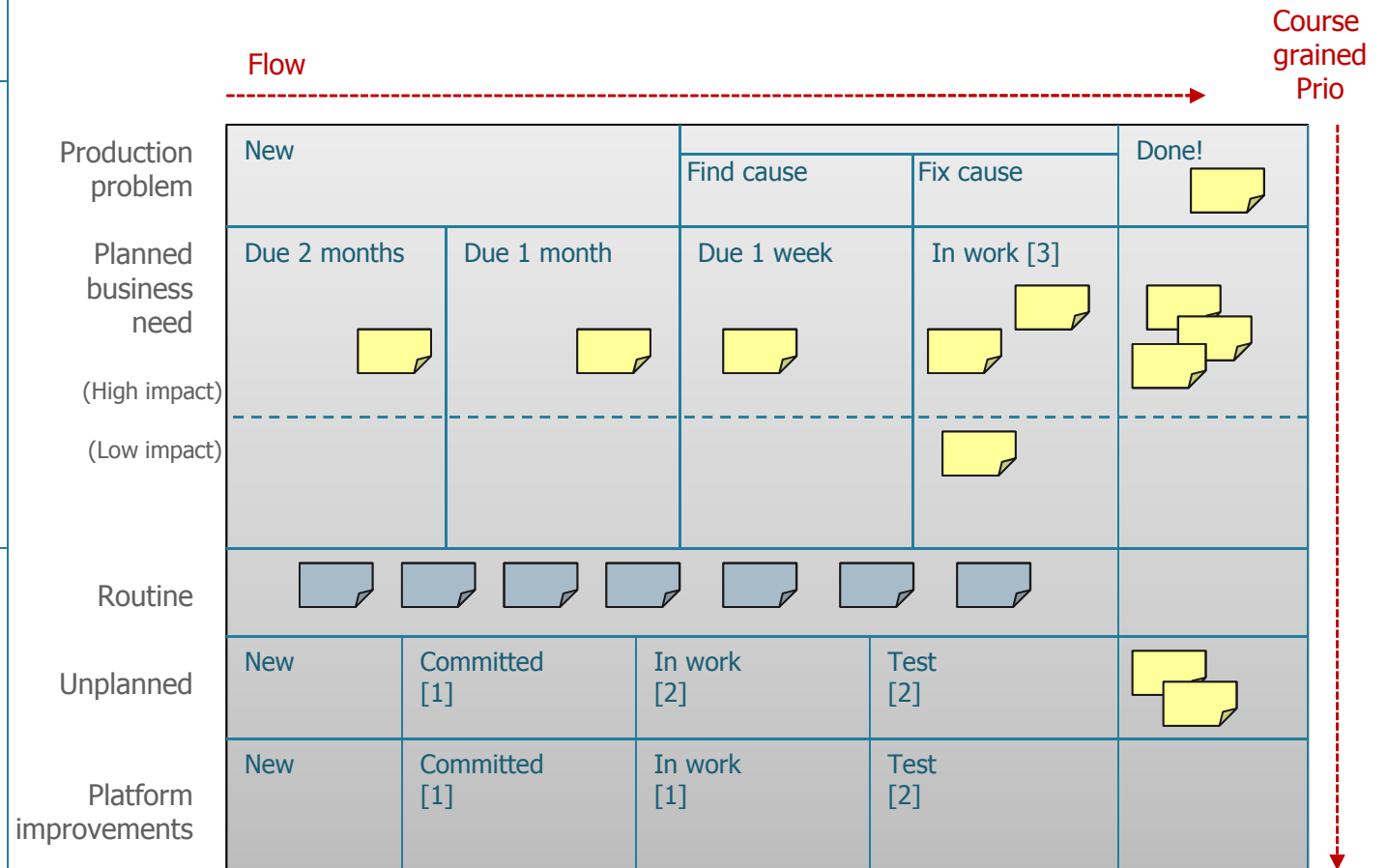
- Production site
- Business functions
- Business planning dept.
- Development team

### Pro:

- Time and scope visibility

### Cons:

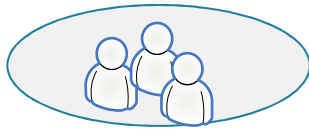
- WIP limits can be difficult to review





# First line support

## Context



### Stakeholders:

- Customer developers
- Customer users
- Sales
- Architects

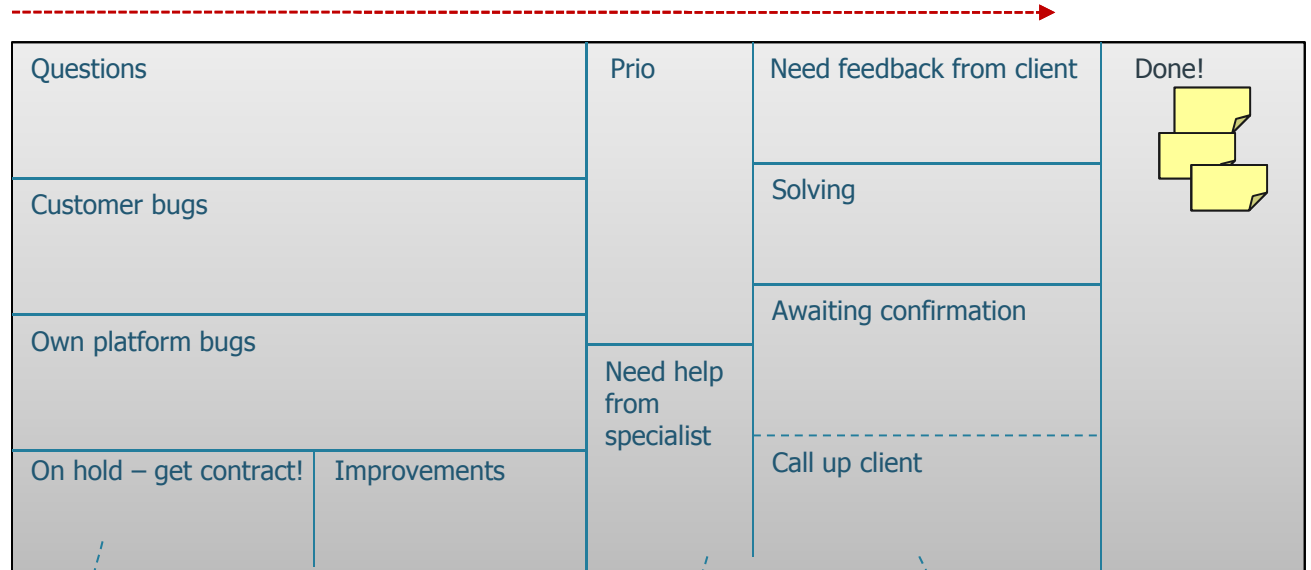
### Pro:

- Time and scope visibility

### Cons:

- WIP limits can be difficult to review

## Flow



Signal to get or confirm client support contract (sales)

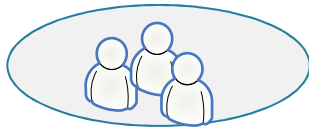
Signal to pull specialist skill in (architects)

Signal to call client up for confirmation (manager)



# Second line support

## Context



### 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

No of new incidents not addressed (yesterday)

Address root cause, (one at a time)

Backlog	New	Investigate [3]	Follow up [6]	Painkiller [1]	Overflow	Done
High prio "The rest"	{ 0 }			Done		
				In work [1]		
				Backlog		

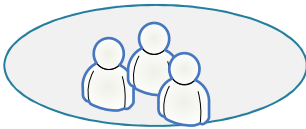
Wip Overflow section  
– Policy: Notify source

"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."



## Sales team - respond to RFP

### Context



### Stakeholders:

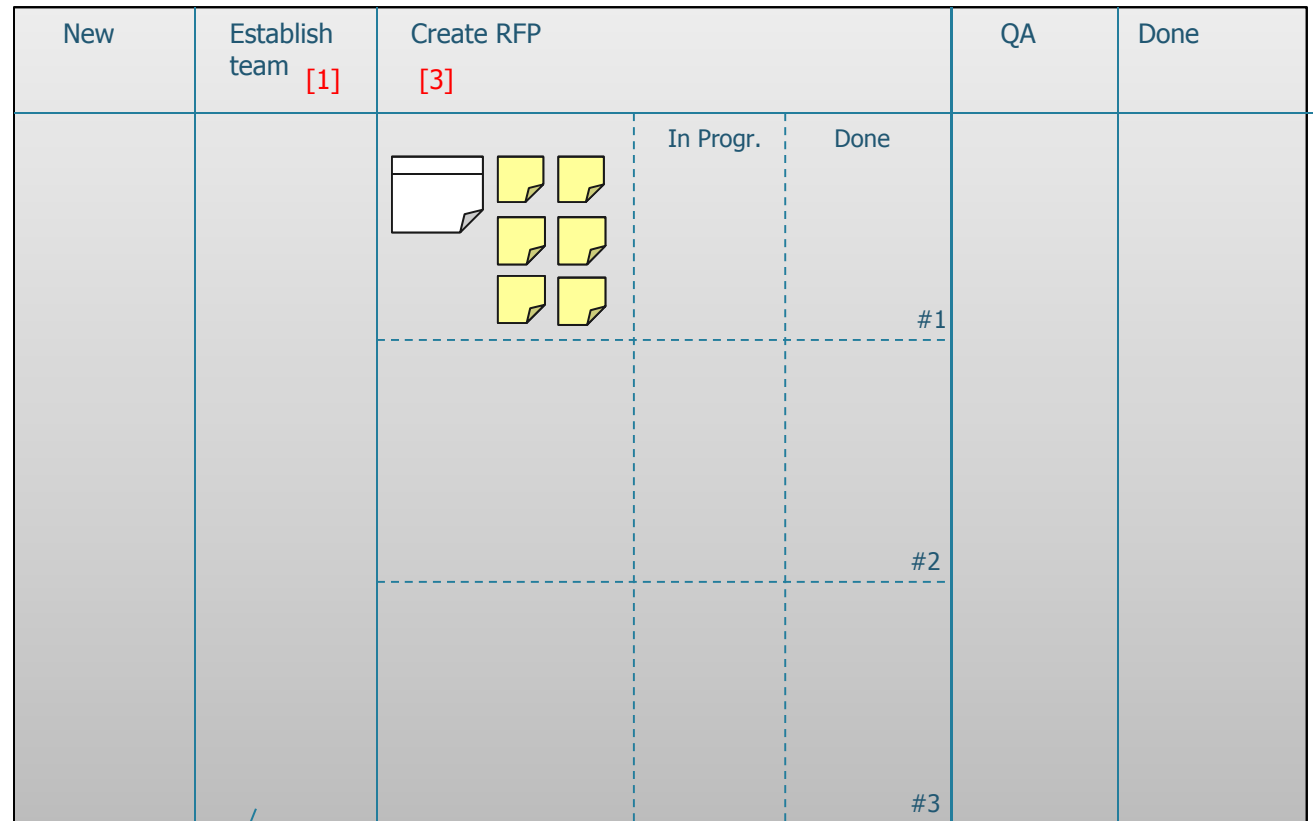
- Sales
- Tech leads
- CEO

### Pro:

- Visibility to sales people, often multitasking

### Cons:

- WIP limits can be difficult to review

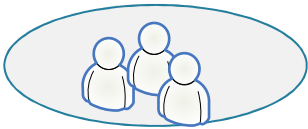


Also works as "ready" buffer for Create RFP



## Sales team - from lead to purchase

### Context



Sales team

### 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

	Lead	Proposal Written	Under Negotiation	Won (verbal ok)	Purchase order received
John		Hot ----- Cold			
Alice		Hot ----- Cold			
Tintin		Hot ----- Cold			

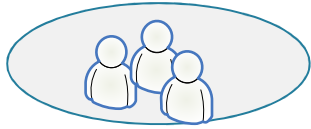


"Key stuff is to make sure won transforms fast into purchase order received"  
- CEO



# Marketing team

## Context



Small marketing team  
PR, web, graphics, blog

## Stakeholders:

- CEO
- Sales

## Pro:

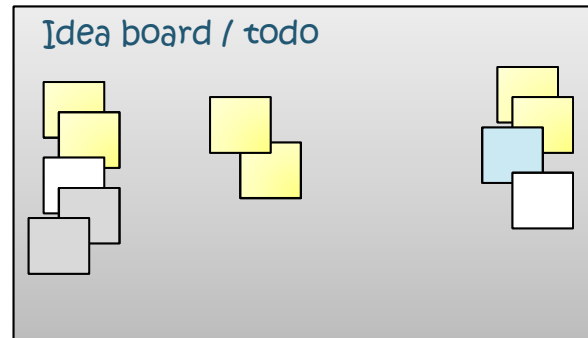
- Ideas reprioritization and aging visible
- Visual progress of combined work

## Cons:

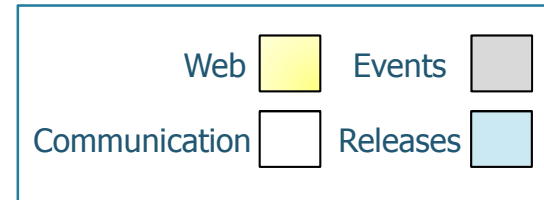
- Over administration?

Ice (popcicles)

Hot (dogs)



## Classes of services



## Marketing kanban

In progress	@ Third party	Under Validation	(well) Done



Now, go practice! 😊



<http://blog.crisp.se/mattiasskarin>

