


Phases of Dashboards

There are three phases to dashboards/data that support service / product management.




 **Planning what work to do in the future**
make investment decisions. eg. Projects, headcount...

 **Tracking work once it is committed**
Helps understand status and tactical allocation.

 **Measuring the impact of past work**
provide feedback on value to refine strategy

--- **Feedback** - use  insights to improve 

Current Capability

Think about your current data and dashboards. Which phases have most support? Place a  ,  ,  below

Now

Lots -

-

Some -

-

Not at all -

Common Current Capability

12 Months?

?

Now.

Lots -  Dang

Some -  Planning

 Impact

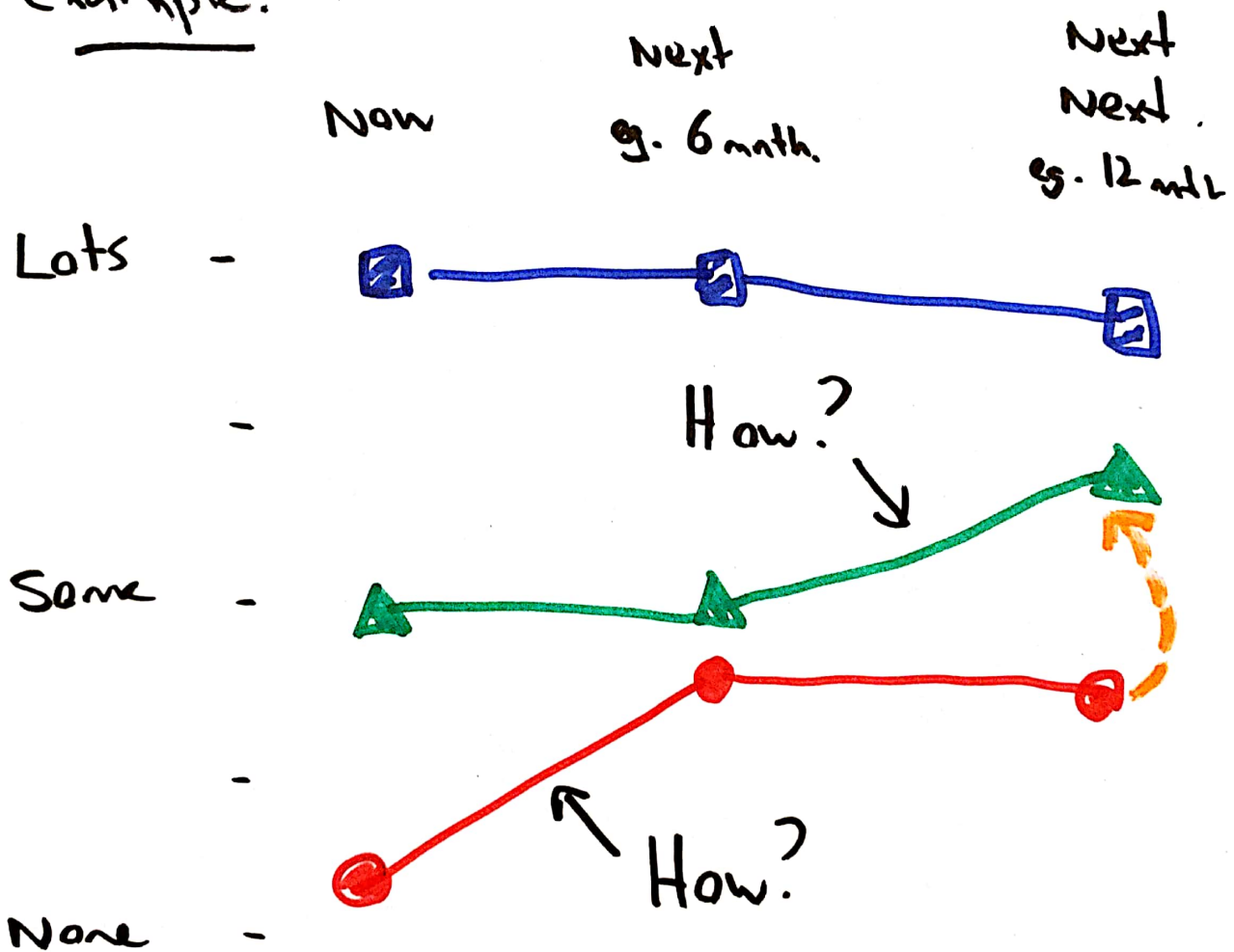
None -

Q. if we were
TWICE as good at
one of these in
12 months, what
Phase would move the
"outcome" needle the
most?






Capability Strategy Plan

Example.



To Increase...

To increase capability in phase , , or .

Outcome
we want

Decision(s)
we need

Insights
to make
decision

Measurement
to "see"
insight

To increase capability in , or

Outcome we want

Lower work in Progress (and cycle time)

Decision(s) we need

- To stop starting and start finishing unblocked in-progress work.

Insights needed to make decision

- Do oldest stuff first if possible.
- Unblock work faster

Measurement to "see" insight

- Age of WIP
- Why work is blocked.

Planned "priority" to be acted upon by teams

Start A before B because its higher Priority

- Priority/Urgency $A > B$
- Due Date approaching A...

Planned
- Priority evident to team members.
- Expected dates visible to team.