

The Flow Doctor Will See You Now

Virtual DOES London 2020



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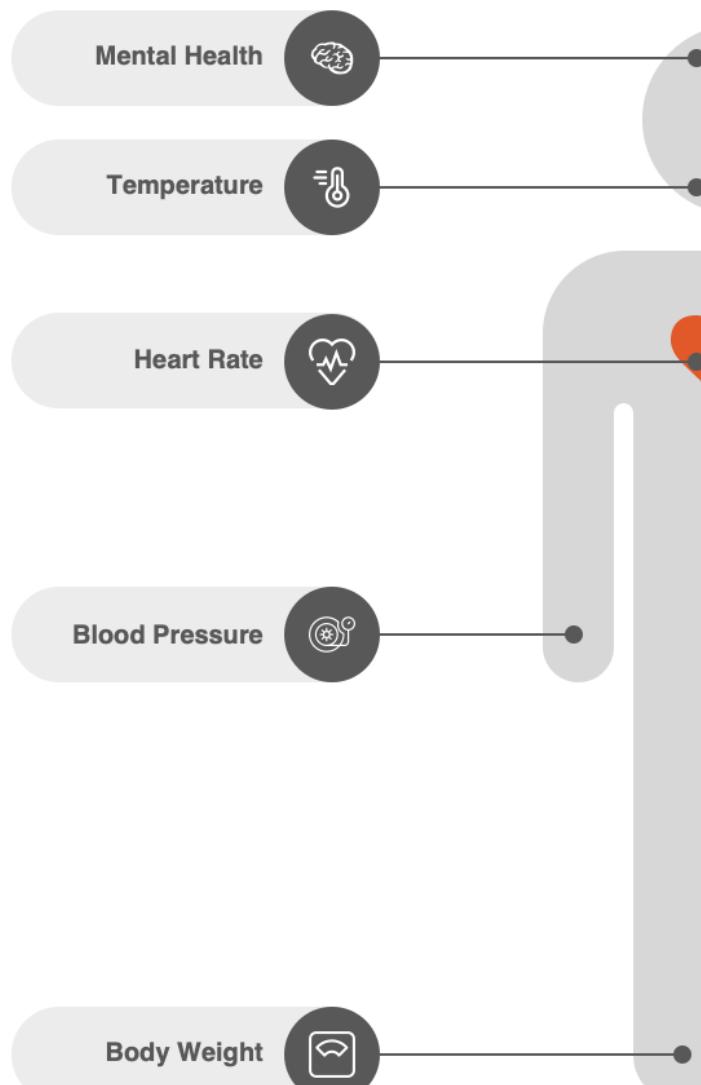
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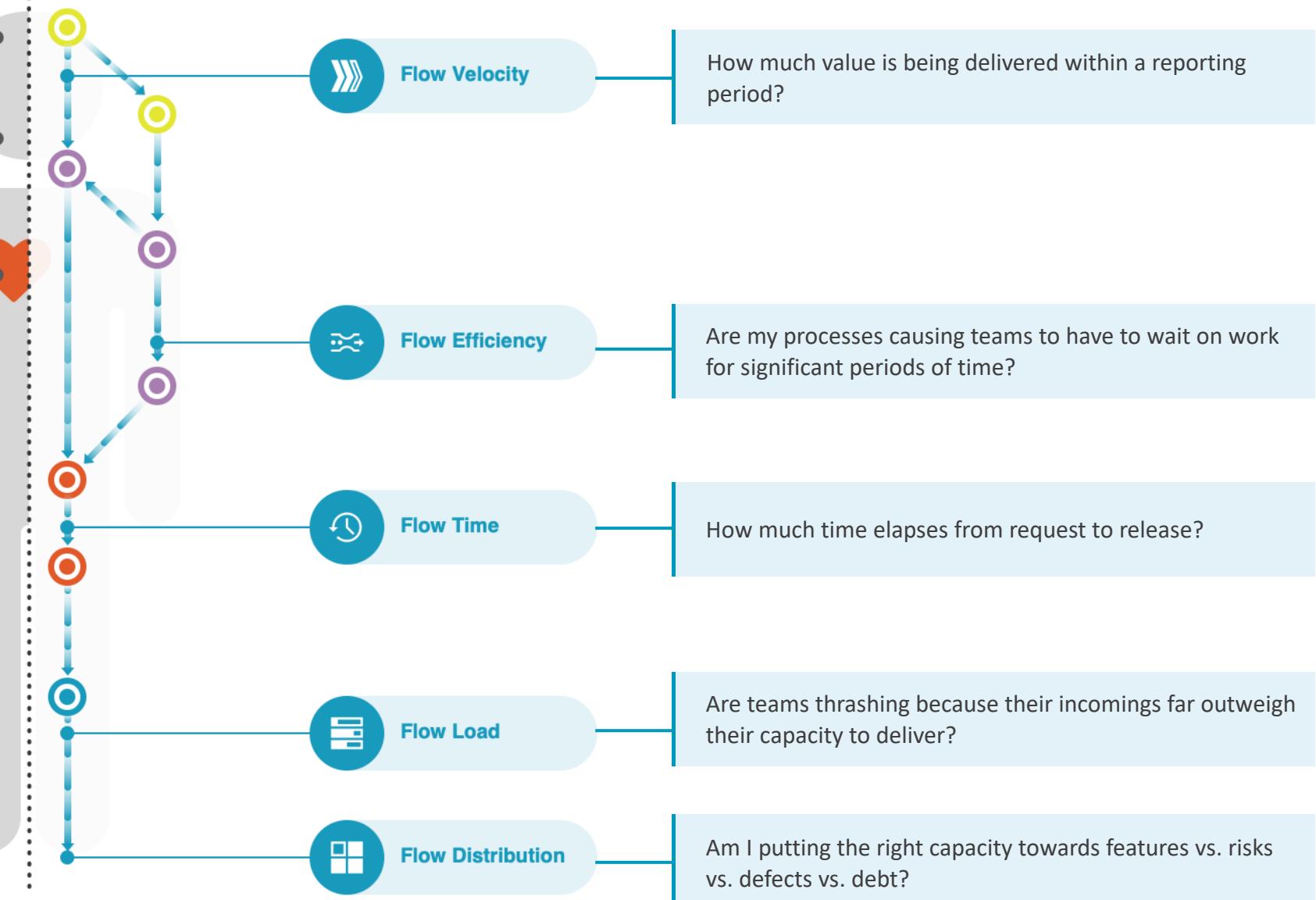
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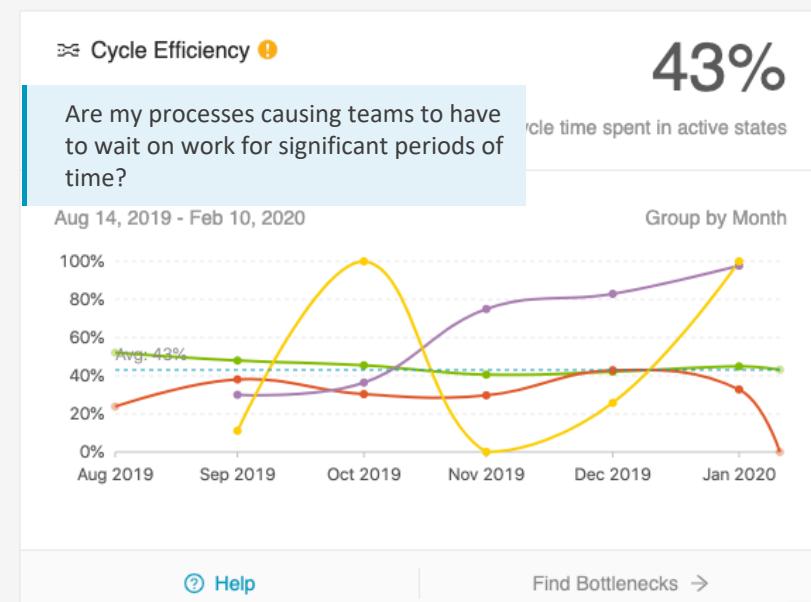
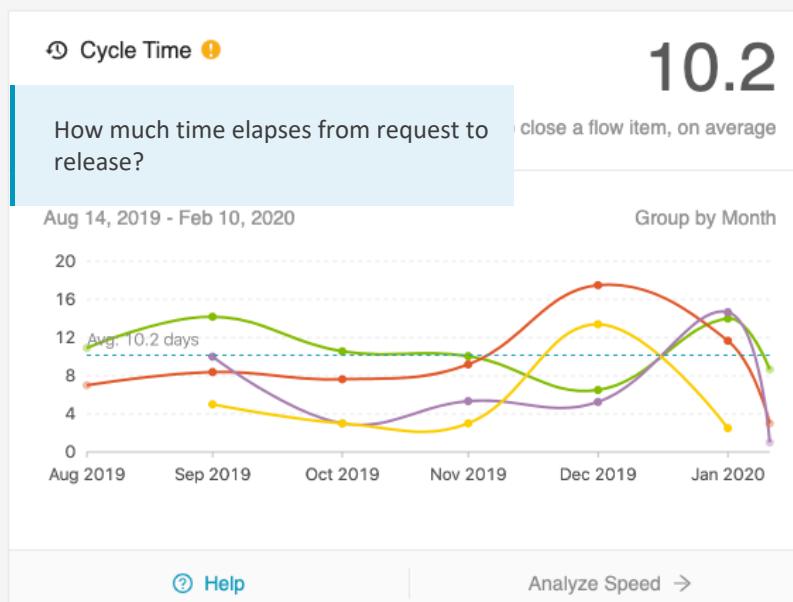
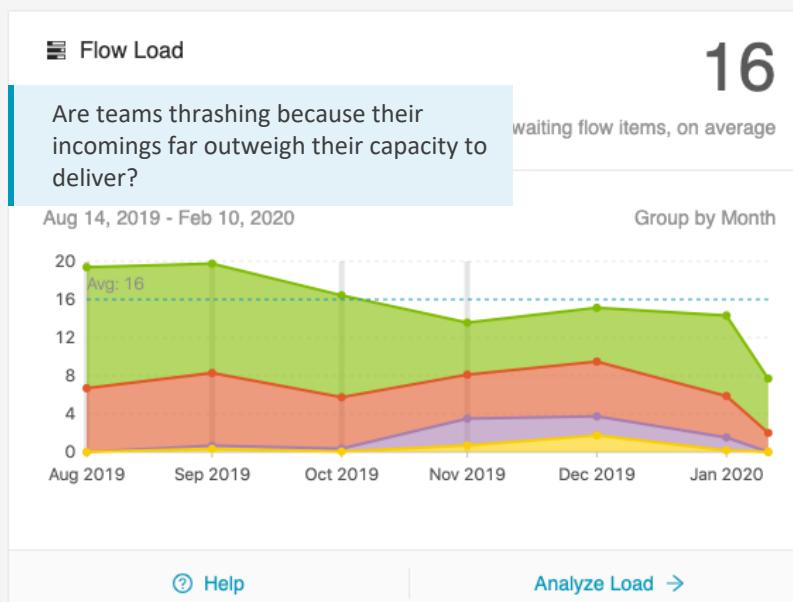
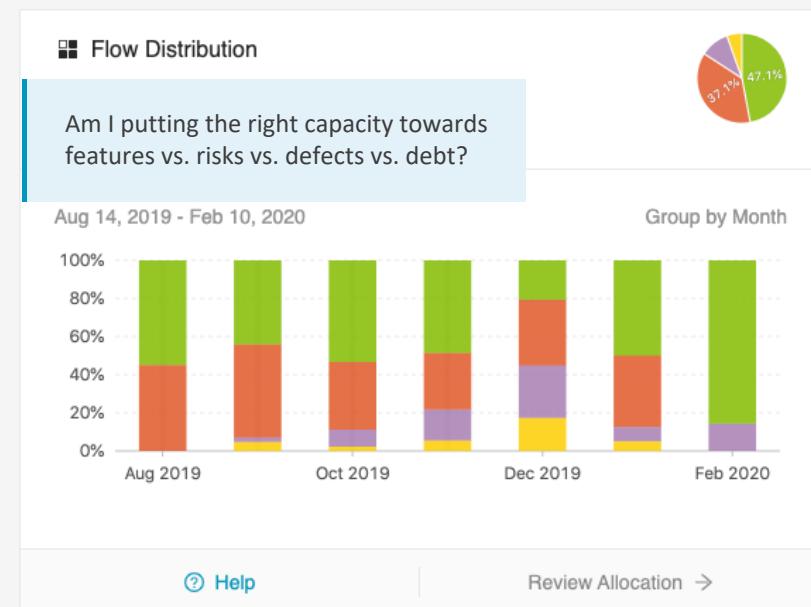
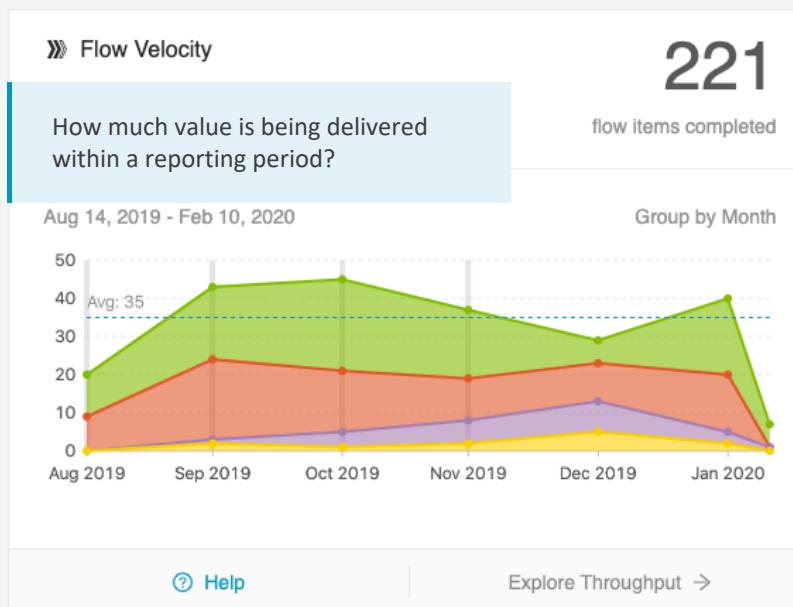
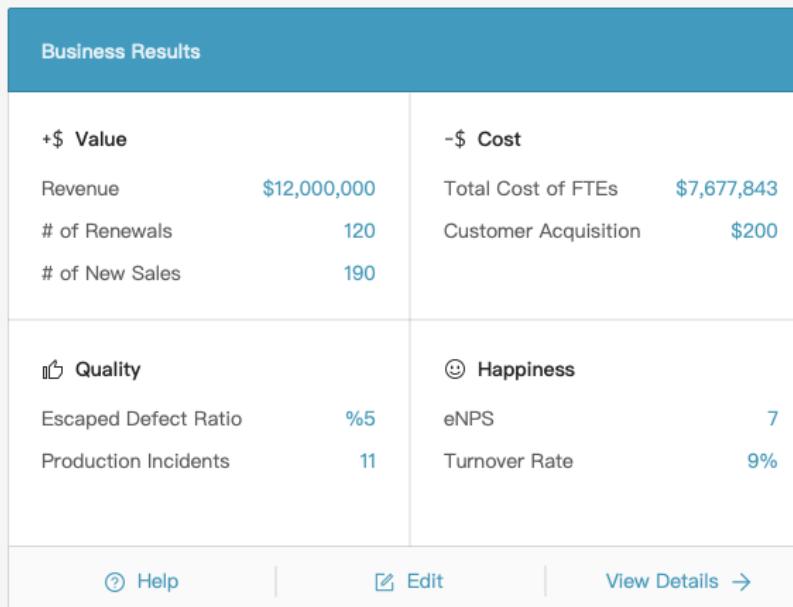


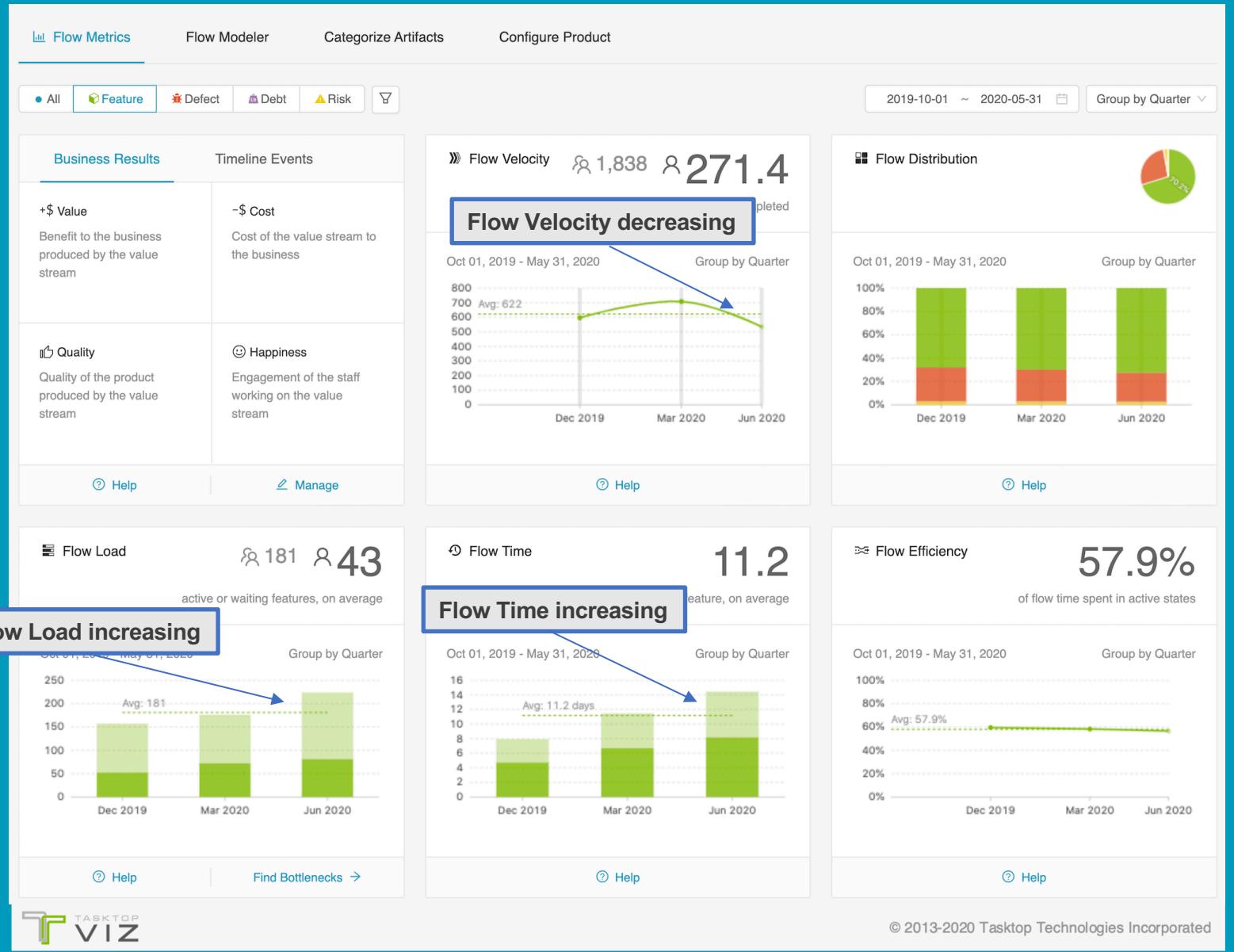
HUMAN BODY • VITAL SIGNS



VALUE STREAM • FLOW METRICS







Common Ailment

Ever Increasing Treadmill-itis

(Otherwise known as “Too Much WIP”)



Analyze Load

Include artifacts where Flow State is New

Sep 01, 2019 - Dec 31, 2019

Address the Bottlenecks

Current Artifact Count

State Duration Index

1-50 of 319 items < 1 2 3 4 5 6 7 >

Artifact State	Artifact Type	Tool	Project	Artifact Count (Current)	Artifact Count (Max)	State Duration Index
Dev Test Complete	User Story	JIRA	Core Backend Services	73	70	8.6
Dev Test Complete	User Story	JIRA	[REDACTED]	26	18	2.2
On Hold	Bug	JIRA	[REDACTED]	20	14	2.2
Ready for Dev	User Story	JIRA	[REDACTED]	18	18	1.2
Ready for Dev	Bug	JIRA	[REDACTED]	16	22	1.0
IN DEVELOPMENT	User Story	JIRA	[REDACTED]	15	16	1.7
Release Certification	User Story	JIRA	[REDACTED]	14	13	1.8

Flow Metrics

All Feature Defect Debt ▾

Business Results

+\$ Value -\$ Cost

Revenue \$5.5M Cost of the value to the business

Renewals 32%

Timeline Events

质量问题 Escaped Defect Ratio 3% Engagement of the team working on the value stream

Help **Manage**

Flow Load 7 active or waiting defects, 0

Apr 01, 2019 - Jul 31, 2019

Avg: 7

Apr 07 May 05 Jun 02 Jun 30

Help **Find Bottlenecks**

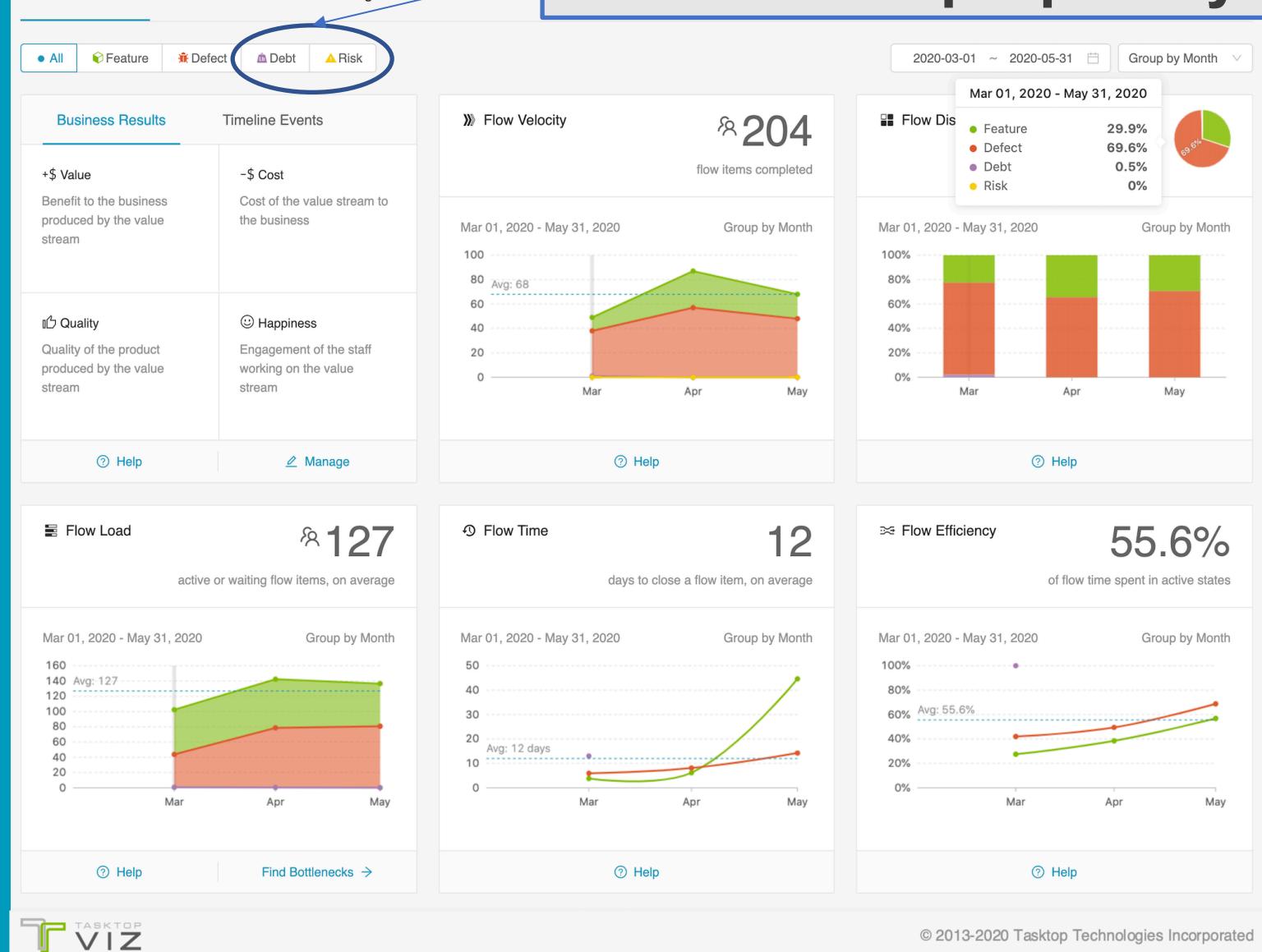
TABKTOP VIZ

Chronic Condition

If I Just Stop Looking, Is it Gone Syndrome

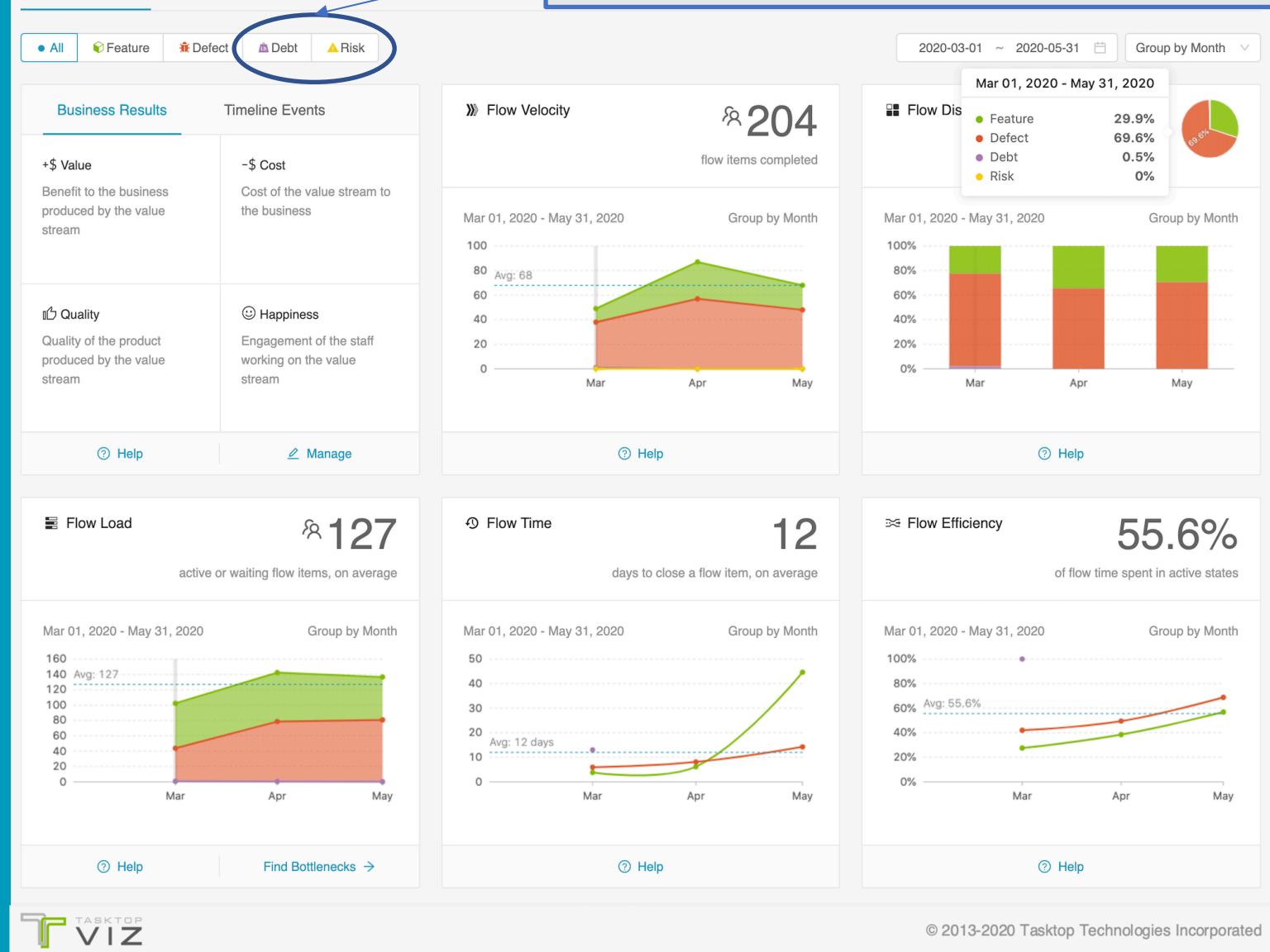


Where is the purple & yellow?



Fatal Disease
Death by 1000 Debts & Risks

Where is the purple & yellow?



Be Aware

Referred Pain

Pattern Recognition

- Referred Pain (Business Results & Events)
- Pattern Recognition & Hotspot Identification (Show FM with hotspots)

IGNORE AFTER THIS

Leadership View

Flow Metrics Categorize Artifacts Configure Product

All Feature Defect Debt Risk

Optimize Flow for Business Results

Value
Benefit to the business produced by the value stream

Cost
Cost of the value stream to the business

Quality
Quality of the product produced by the value stream

Happiness
Engagement of the staff working on the value stream

Flow Load **24**
active or waiting flow items, on average

Dec 01, 2019 - Feb 29, 2020 Group by Month

Avg: 24

Find Bottlenecks →

Flow Velocity **148**
flow items completed

Dec 01, 2019 - Feb 29, 2020 Group by Month

Avg: 49

Flow Time **11.3**
days to close a flow item, on average

Dec 01, 2019 - Feb 29, 2020 Group by Month

Avg: 11.3 days

Flow Efficiency **80.8%**
of cycle time spent in active states

Dec 01, 2019 - Feb 29, 2020 Group by Month

Avg: 80.8%

?

Flow Velocity is recovering after addressing last Q issues

2019-12-01 ~ 2020-02-29 Group by Month

Flow Distribution

Dec 01, 2019 - Feb 29, 2020 Group by Month

Group by Month

Positive Trend on the amount of feature work vs non-feature work

Wait states not well defined for bugs/features

Too much Work in Progress (WIP), currently being addressed

Larger amount of difficult to fix bugs require "parking" of features

Wait states defined inconsistently for tech debt and risk

The screenshot displays a leadership view dashboard with several key metrics:

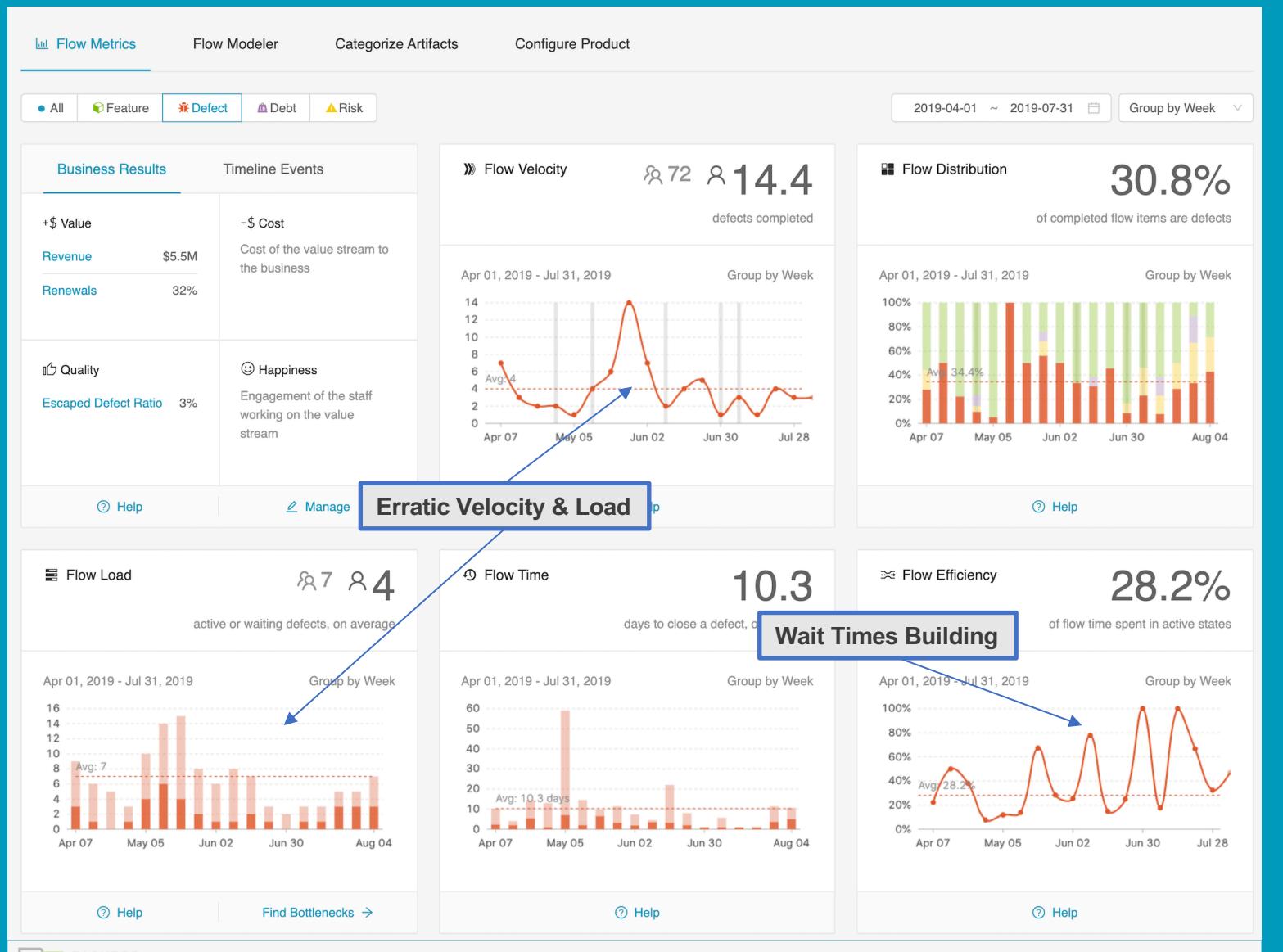
- Flow Velocity:** 148 flow items completed, showing a positive trend after addressing last quarter's issues.
- Flow Load:** 24 active or waiting flow items on average, with a red box highlighting "Too much Work in Progress (WIP), currently being addressed".
- Flow Time:** 11.3 days to close a flow item on average.
- Flow Efficiency:** 80.8% of cycle time spent in active states.
- Flow Distribution:** A pie chart showing the distribution of work between feature and non-feature work, with a green box noting a "Positive Trend on the amount of feature work vs non-feature work".

Annotations provide additional context:

- A red box highlights "Wait states not well defined for bugs/features" near the Flow Time chart.
- A red box highlights "Wait states defined inconsistently for tech debt and risk" near the Flow Efficiency chart.
- A green box highlights "Larger amount of difficult to fix bugs require 'parking' of features" near the Flow Time chart.

Intro talking about the journey of large organizations learning to use value stream management with the Flow Metrics

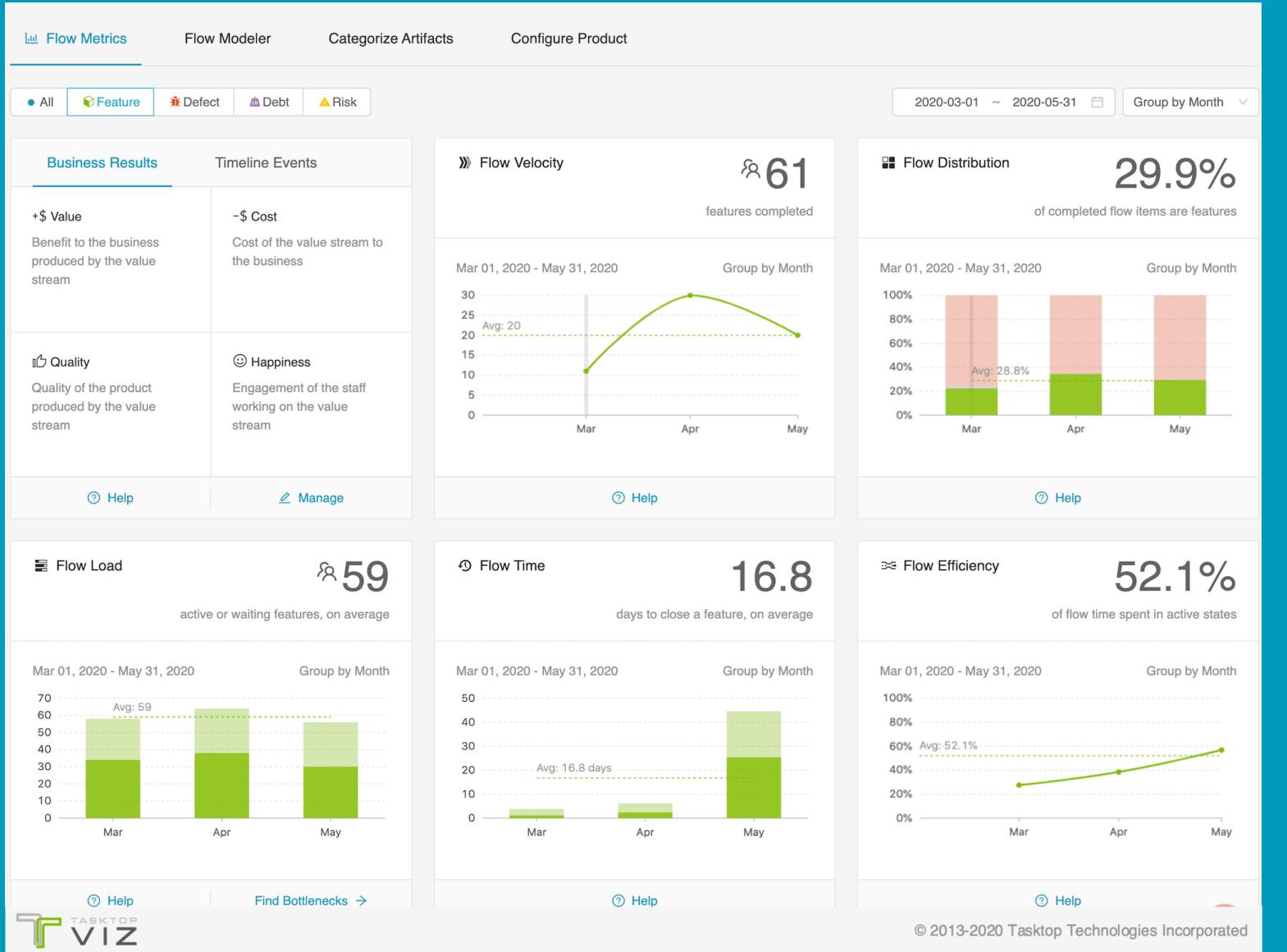
Why do you need a “Flow Practice” with Flow Doctors



Chronic Condition

If I Just Stop
Looking, Is it Gone
Syndrome

Screenshot of the



Fatal Disease

Debt Spiral

- Little Investment in Debt
- Flow Times Increasing
- Flow Velocity Decreasing

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You Now