Workflow Playbook – Continuous Delivery Installation

Goal: Stand up a safe, minimal continuous-delivery engine (people + tooling + environments) so execution can start without installation risk.

1. Quick Reference

- Trigger: Product, technical, and design packages validated + roadmap available.
- Exit: Kanban live, backlog actionable, capacity installed, environments ready.
- Owner: Project / Product Lead (PPL).
- Target Duration: ≤ 10 business days from Ready-to-Start to Run Activation.

2. Input Gate Checklist

- [ ] Product documentation validated.
- [ ] Technical documentation validated.
- [ ] Design package validated (prototype + design system).
- [ ] Product roadmap prioritized (≥ 3 months horizon).
- [ ] Delivery Team definition approved (incl. PM + backup).
- [ ] Access/security decisions documented.

If any unchecked → pause.

3. Roles & RACI

Activity	PPL	Tech Lead	Staffing Manager	Head of Ops	Delivery Owner
Validate inputs	A/R	C	C	I	I
Delivery design (backlog + rules)	A/R	C	C	I	I
Staffing authorization	C	I	R	A	I
Capacity installation	C	C	A/R	I	I
Environments/tooling	C	A/R	I	I	I
Run activation	A/R	C	C	I	C

4. Phase Playbook

State 0 – Ready to Start (Owner: PPL, SLA 1 day)

Checklist - [ ] Review each input doc for completeness + last updated date. - [ ] Confirm PM backup + escalation tree. - [ ] Log blocking ambiguities with deadline/owner.

Artifacts: Input validation memo (Notion), risk log entries.

State 1 – Delivery Design (Owner: PPL, SLA 3 days)

Deliverables 1. Global backlog (Notion/Jira): prioritized, tagged by theme, dependencies flagged. 2. Execution rulebook: Kanban columns, WIP limits, cadences, Definition of Ready/Done, QA gates. 3. Staffing go: Staffing Manager prepares sourcing plan; Head of Ops signs.

Checklist - [ ] Backlog covers entire roadmap (use import template). - [ ] Execution rulebook reviewed with Tech Lead + QA. - [ ] Staffing authorization email filed.

State 2 – Capacity Installation (Owner: Staffing Manager, SLA 4 days)

Steps 1. Staff minimal run team (≥1 dev) via Allocate Delivery Resources workflow. 2. Onboard team: PPL runs product walkthrough; Tech Lead demos architecture + tooling; document in onboarding tracker. 3. Tooling & envs: Tech Lead confirms repositories, CI/CD, monitoring, staging/prod parity.

Exit criteria - [ ] Named developers active in tooling. - [ ] Smoke tests pass on staging + prod. - [ ] Access matrix signed off.

State 3 – Run Activation (Owner: PPL, SLA 2 days)

Steps 1. Kanban go-live – move top backlog items into "Ready"; schedule standups/reviews; communicate cadence. 2. Responsibility map – publish R&R grid (PM, TL, QA, Ops, Escalations). 3. Activation note – send to stakeholders with board links, SLA, first sprint goals.

Exit: Kanban contains committed work; team acknowledges kickoff; no open installation task remains.

5. Governance Controls

- KPIs:
- Installation lead time ≤ 10 business days.
- % of inputs re-opened post-run < 5%.
- Health Checks: Weekly for first month (backlog health, env stability, staffing churn).
- Stop Rules: Missing documentation, no PM backup, or failed environment smoke tests.

6. Templates & Links

- Input validation memo template.
- Delivery Operating Model template (pulled from Governance/System Guide).
- Staffing authorization email template.
- Run activation announcement template.

7. Post-Completion Actions

- Capture retrospective within 2 weeks to update standards.
- Feed environment learnings into Infrastructure repository.
- Ensure backlog grooming cadence scheduled for next 4 weeks.