

body { font-family: 'ArialUnicode'; font-size: 11pt; line-height: 1.55; color: #000000; } h1, h2, h3, h4 { font-weight: bold; color: #000000; } h1 { font-size: 20pt; margin-bottom: 8pt; } h2 { font-size: 15pt; margin-top: 14pt; } h3 { font-size: 12pt; margin-top: 12pt; } p { margin: 6pt 0; } ul, ol { margin: 0 0 8pt 18pt; } li { margin-bottom: 4pt; } table { width: 100%; border-collapse: collapse; margin: 8pt 0; } th, td { border: 1pt solid #000000; padding: 6pt; } th { font-weight: bold; } blockquote { border-left: 3pt solid #000000; padding-left: 8pt; margin: 8pt 0; }

# 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.

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## 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.

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

Steps 1. Staff minimal run team ( $\geq 1$  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.

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## 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  $\leq 10$  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.