KANBAN
WORKFLOW

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Kanban Workflow

1) Assignable
2) Business Value & Severity
3) Evaluate the effort
4) The status
5) Some more rules

1 THE ASSIGNABLE
– User stories, Bugs, Features…

What is an Assignable?

Assignable = ticket

There are 4 of them on TargetProcess (TP):

- Feature

- User Story

- Task

- Bug

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What is a User Story?

- A User story has Business value

User story: add a slider on the homepage

$\Rightarrow$ *Business value: promote his products*

Not a user story: add a slider plugin in the administration

$\Rightarrow$ *No business value, it only allows you to create the slider*

- A User story is "small": you can evaluate it by itself

$\Rightarrow$ *"Create a slider" has an effort 2 (see later)*

$\Rightarrow$ *"Create the whole homepage"… it depends what you want on the homepage*

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What is a Task?

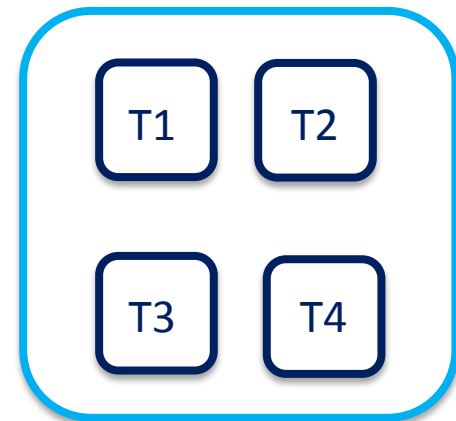= technical acts

= part of a User story

⇒ A User story contains several tasks

Example:

User story = create a slider

- *Task 1: install the plugin*
- *Task 2: create the custom post type*
- *Task 3: cut & slice*
- *Task 4: deploy to staging*

User story

T1 T2

T3 T4

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What is a Feature?

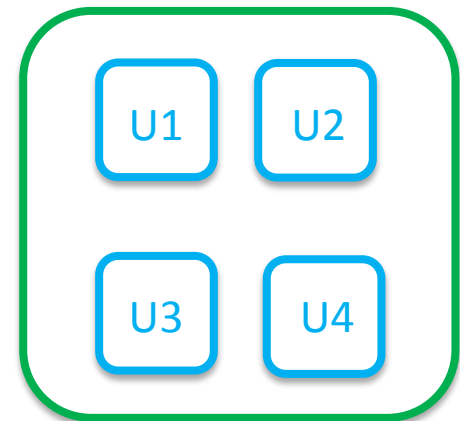= big User story

= includes several User stories

$\Rightarrow$ A User story can be part of a Feature
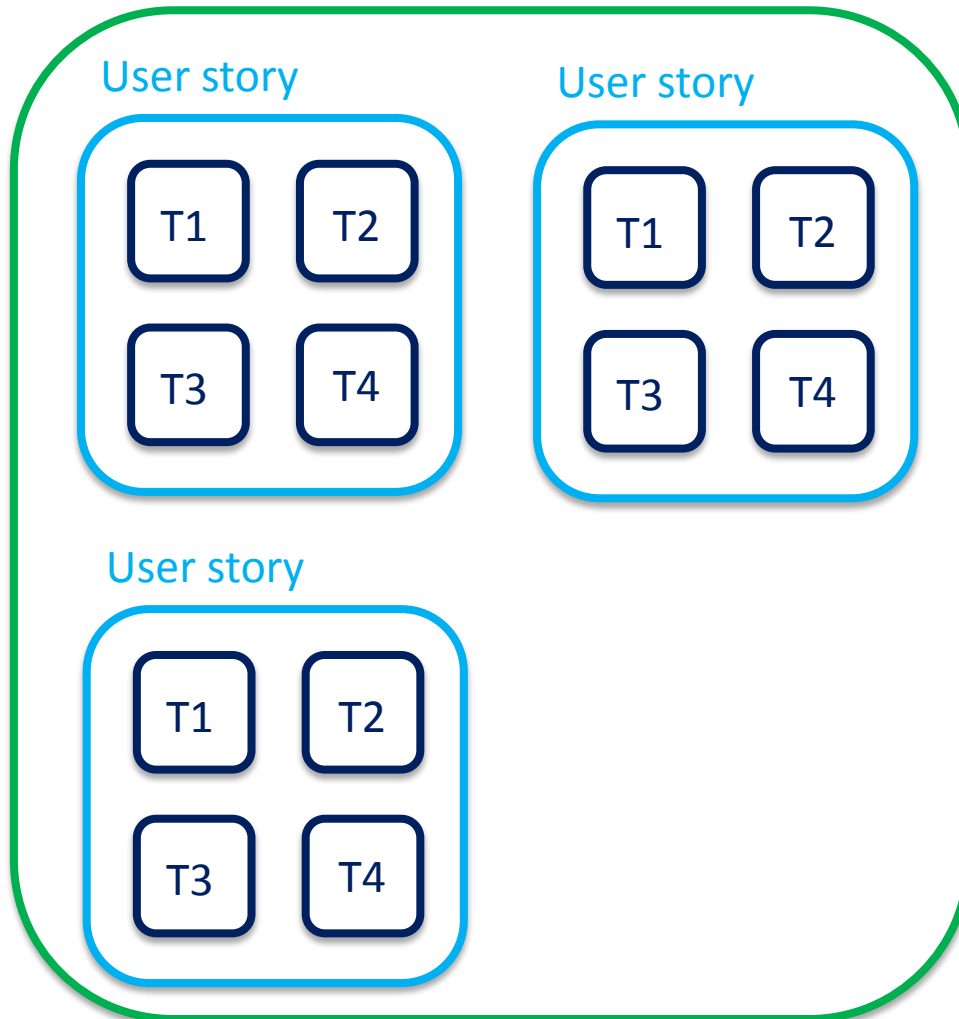
Example:

Feature = create homepage

- *US1: create slider*
- *US2: show last news*
- *US3: show one random testimonial*

Feature

U1	U2
U3	U4

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Summary for US, Features & Tasks

Feature

User story

| T1 | T2 |
| T3 | T4 |

User story

| T1 | T2 |
| T3 | T4 |

User story

| T1 | T2 |
| T3 | T4 |

1 feature = several US

1 US = several tasks

1 task is usually part of 1 US

1 US isn't always part of 1 feature

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What is a Bug?

= an item already developed but not acting normally

⇒ No business value

⇒ Not billed to the client

Bug: nothing happens when I click on the button

⇒ *The button is there and should already work*

Not a bug: I would like to add a button as a shortcut to the contact page

⇒ *It has a value: it's a call-to-action to help users*

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2 BUSINESS VALUE
– And Severity

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Business Value (US)

- Defines User Stories
- First step toward priority

What is the second step?

⇒ Evaluation

Example:

-US1: BV "Good", 13 points

-US2: BV "Average", 1 point

⇒ *Perhaps interesting to do US2 first*

Business Value (US)

- Must Have

- Great

- Good

- Average

- Nice to have

Notes:

- Defining BV & Priority is the PM job

- But it's good for you to know how important the US you are working on is

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Business Value & Severity (bugs)

Bug = item already developed but not acting normally

$\Rightarrow$ It makes us look unprofessional

$\Rightarrow$ It should be solved

Business Value for bugs:

- Fix ASAP

- Fix if Time

$\Rightarrow$ Depends on the importance of the Project

Business Value & Severity (bugs)

Severity:

- Blocking: nothing is working on prod! You stop to work on your US to solve the bug

- Critical: something big stopped working on prod: better to also stop working on your US to solve the bug

- Normal: you work on it as soon as you're done with your current US

- Small: PM will give priority along with US

- Enhancement: PM will give priority along with US

3 EVALUATE THE EFFORT

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How to evaluate the effort?

Not in hours => in points

Only for User Stories. The features effort is all its US efforts put together.

What does the evaluation depends on?

- Relative effort

- Time

Example:

-Login system on WP: easy but lots of Tasks

-SSO from e-shop to ERP: complex

How to evaluate effort?

Example of the tennis ball

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How to evaluate effort?

Example of the tennis ball

How to evaluate effort?

Example of the tennis ball

How to evaluate effort?

Example of the tennis ball

$\Rightarrow$ Relative effort

What are the level of effort?

1, 2, 3, 5, 8, 13, 20, 40, 100, YMBK (= You Must Be Kidding)

If it feels like 4 => 5

If it feels like 9 => 13

YMBK case for a User Story

$\Rightarrow$ It should be a feature

$\Rightarrow$ Ask the PM to change it to feature and to create several User Stories for it

What if information is missing?

$\Rightarrow$ The ticket is not Planned

$\Rightarrow$ It should be in Backlog

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Why should the team estimate?

- PM has no idea of how the US will be implemented
- Everybody in the team doesn't know how to do it either (juniors or just you never had to do that before)
- People can't cheat (it's very hard!) if everyone is looking
- Seniors can't tell to juniors "it's easy!" if the junior thinks it's complicated

$\Rightarrow$ Task estimated > 5 points : not for juniors

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4 THE STATUS

– Backlog, Ready, In Testing, Done

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For Features, Tasks & Bugs

The flow is limited

⇒ Features depend on US

⇒ Tasks can't be deployed and tested, only US can

⇒ Bugs should be fixed directly where the problem is

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For User Stories

- Backlog

- Planned

- Ready

- In Progress

- In Review

- In Testing

- Ready for QA

- In QA

- Done

Note: details on http://intranet.voxteneo.com/wiki/Scrum_and_Kanban_at_Vox_Teneo

Backlog

"The PM created the ticket to define the story/bug but the ticket is not complete yet"

$\Rightarrow$ It's a draft

Normally, when a project begins, all US should be in the Backlog so you can see the full project since the beginning.

To get out of Backlog, a ticket should have:

- A description with all needed details to evaluate
- A Business Value (if US) or a Severity (if Bug)
- Test cases

Planned

If a ticket is "Planned", it should have:

- A description with all needed details to evaluate
- A Business Value (US) or a Severity (Bug)
- Test cases

⇒ It must be understood in the same way by Dev and PM!

If something is missing, it can't be Planned!

⇒ Move on to next ticket or contact the PM to ask him for information

If nothing is missing, the team should evaluate the effort

Ready

= You can start working on the ticket

= the PMs defined the priorities: ticket on top first

In Vox Teneo: usually, 1-week plan, the tickets stays in "Planned" even if evaluated for following weeks

/!\ If the PM puts the ticket directly to Ready

⇒ Check if the ticket is OK for Planned

⇒ Evaluate the task

⇒ If you have too much for one week: talk with the PM

In Progress

= You are working on the ticket

Two important points:

- ONLY ONE at the time (or you have two computers)
- ALWAYS ONE (or you're not doing anything)

This means:

- You should finish a US before starting another
   Exception: bugs
- You should always be doing something
   Exception: holidays

In Review

= Another Developer is Reviewing your code / your work

This status was added at the devs' request

If a ticket is "In Review", don't forget to assign it to a Reviewer

In Testing

= the ticket is ready to be tested

- All Tasks are "Done"
- The scope of the US is reached
- The PM has access to a test platform (staging, etc.)
- You have timesheeted

If the PM can't test it, it's not In Testing, it's still In Progress

⇒ You can't start another US (only one In Progress)

⇒ Only possible if the US is the right size (no need to test each task one by one, not too big to be a US)

Note: if it's not In Testing, the PM won't test it!

Ready for QA

= the ticket has been tested and validated. It can now be tested by the customer

- If there's a bug later, the dev and the tester should have seen it
- The ticket should be deployed in QA

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In QA / Done

In QA = the ticket can be tested by the customer

Done = the ticket has been validated by PM and/or customer

If bugs or additional request appears

⇒ New ticket

⇒ The ticket shouldn't go back in the flow!

5 SOME MORE RULES

I don't have a ticket!

Then you don't do the work.

Seriously.

⇒ Ask the PM for a ticket!

Why?

- You don't have the information or could forget
- The other PMs don't know what you're working on

I don't have a ticket!

Special case, the ticket is on Redmine:

⇒ If the PM is busy, you can move the ticket to TP yourself

⇒ Put the link to new TP ticket on the old Redmine ticket

Special case 2, I help another dev:

⇒ Assign the ticket to the both of you, in TP, it's possible!

Interruptions

- **US estimated <= 5 points**: no interruption possible, excepted by blocking bug

- **US estimated > 5 points**: interruption only after the current intermediate task is completed

Impediments

Examples:

1) Priorities keep changing

2) There's noise in the office because of the construction

3) My PC isn't working

4) I don't have access to server

5) I don't understand the US

$\Rightarrow$ Do something about it

$\Rightarrow$ Ask the PM

The PM task is also to make your life easier

And he should know if he can help

THANK YOU
FOR
LISTENING

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