Kanban: Make your work in progress visible

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Agenda

- Counting snowflakes
- Knowledge Management at IU
- Why Kanban and what is it?
- Agile is a mindset
- Benefits
- A glance at what it looks like
- Resources
- Questions?

Snowflakes

- Teams differ in skills, experience capabilities

- Projects differ in budgets, schedules, scope, risk, etc.

- Organizations differ in value chains, target markets, business drivers, culture

- *Give yourselves permission to be flexible and experiment*

Knowledge Management at IU

- Custom solution, 25 years in the making
- 3 software developers, 1 QA, 1 BA
    - Adopted scrum 3 years ago
- 6 technical editors
    - Adopted Kanban 2 years ago
- Dynamic web content served to a KB and REST end points
- Strong culture of support

Kanban – what and why?

- 'kanban' = signal card
  - Toyota Production System
  - *'kaizen'* = continuous improvement
- Identify constraints (reveal capacity)
- Pull system
- Goal: sustainable pace of work and adaptable process change (incremental)

Kanban – what and why?

- Focus on *value* (some say quality)
- Reduce work in progress (wip)
- Deliver often
- Balance demand against throughput
- Prioritize
- Reduce variability to improve predictability

Agile is a mindset

- Stop starting and start finishing!
- Treat people like adults
- Run the experiment (make it *safe to fail!*)
- Continuous improvement - not just on the product, but the process too – *kaizen*
- Feedback loops
- Pairing and swarming
- Focus on value

Benefits are emergent

- Reduced WIP improves quality
- Improved quality improves trust
- Demand can be balanced against capacity with pull system
- Exposed bottlenecks, once addressed will create slack; reducing variability requires slack
- Slack enables improvement opportunities

67 To Do

Everything Else 121 issues

KMWORK-12
Video (Collaboration Technologies)
None

KMWORK-58
Video streaming
None

KMWORK-366 Pandemic plan...

KMWORK-385
Get CT folks set up for single-sourcing
None

KMWORK-35
Make sure XSEDE KB is correct with
None

KMWORK-113
Create/update internal documentation

17 Prioritized backlog

KMWORK-12 Video (Collabor...

KMWORK-57
Videoconferencing
None

KMWORK-366 Pandemic plan...

KMWORK-449
Post-upgrade Connect cleanup
None

KMWORK-171 Canvas/LMS/e...

KMWORK-365 E
Get all LMS/eLearning docs owned and
Price, Amy Elizabeth

KMWORK-271 Adobe docum...

KMWORK-412
Adobe CC/CS boilers
None

KMWORK-16 UISO-UIPO

26 Owner wait

KMWORK-133 M
Migration webmastr content
None

KMWORK-366 E
Pandemic planning
None

KMWORK-34
Update documentation to reflect XSEDE
None

KMWORK-78
M: Encryption tools document
None

KMWORK-113 Create/update ...

KMWORK-677
See to review of internal aovd
None

17 In progress Max 24

KMWORK-800 M
Library docs review
None

KMWORK-643 E
Oncourse retirement
Price, Amy Elizabeth

KMWORK-730
Salesforce new partner
Neely, Victoria, Price,...

KMWORK-273
M: XSEDE systems/services refresh
None

KMWORK-702
L: Geode (GPFS storage)
None

KMWORK-764

5 Wrapping up

KMWORK-586
S: Document BR2 data transfer nodes
None

KMWORK-638 E
Docs w. Oncourse but not Canvas
Oncourse retir...
Price, Amy Elizabeth

KMWORK-759 E
Removing Oncourse from the KB
Oncourse retir...
Price, Amy Elizabeth

KMWORK-790
FP 15492 / faculty guide to file storage and
None

Knowledge Management in Higher Education - a conversation

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Resources

- Read one or more of the books by David J Anderson
- Everyday Kanban
- Community – Limited WIP Society

Questions?

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CIDM Best Practices 2016