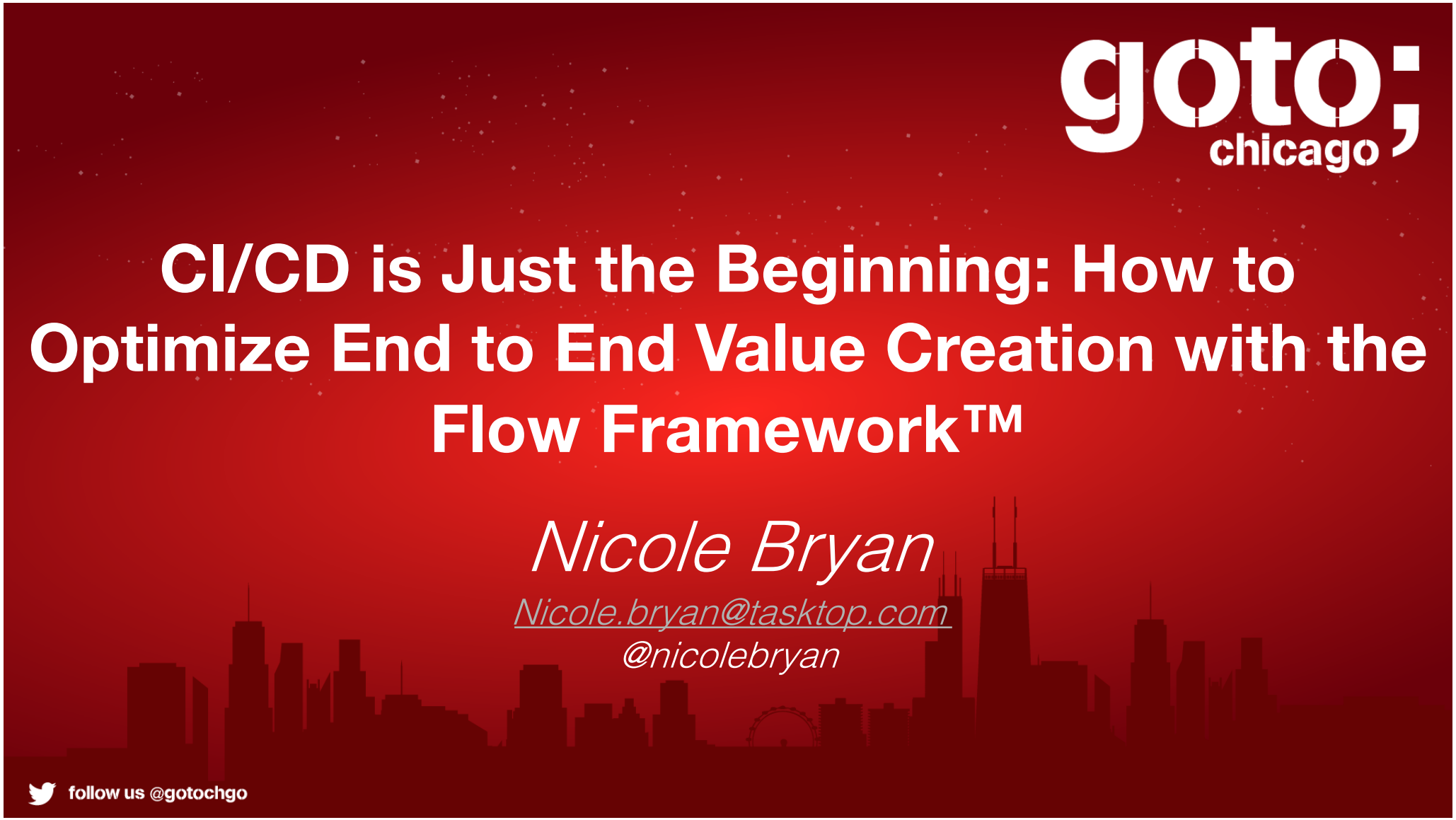
goto;
chicago
CI/CD is Just the Beginning: How to Optimize End to End Value Creation with the Flow Framework™
Nicole Bryan
Nicole.bryan@tasktop.com
@nicolebryan
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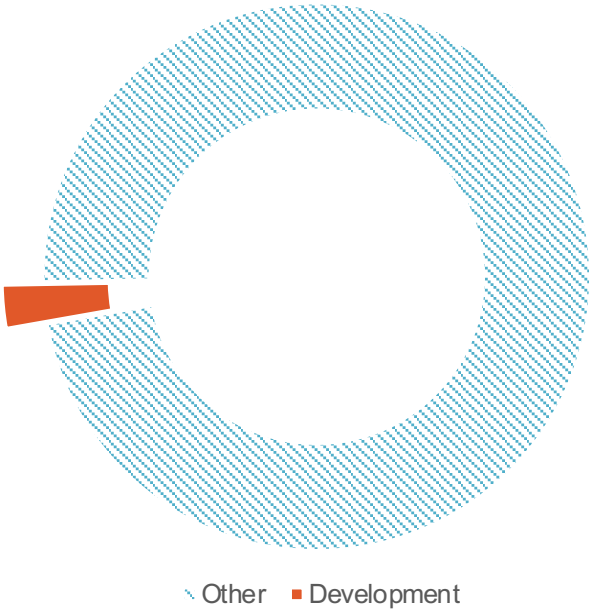
S1

120 days

To deliver a feature from an idea to customer

2.5 %

Actual development time



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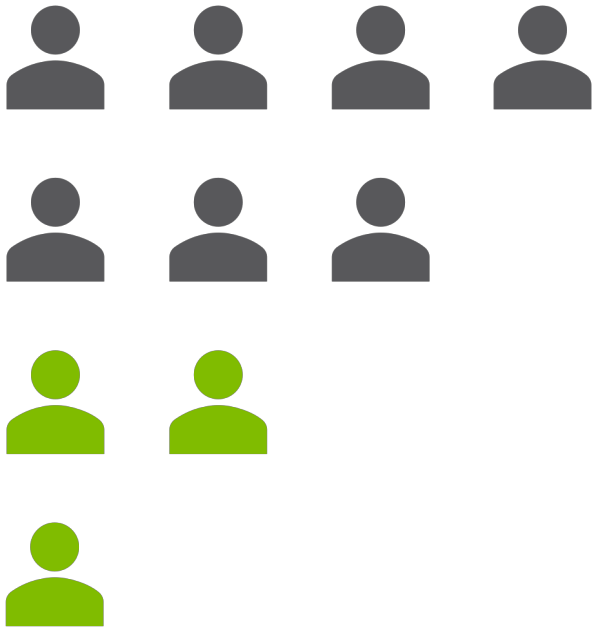
S2

70 %

Capacity for business facing features

30 %

Capacity focus on true technical architecture improvements and debt



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S3

Slowing Delivery

Everything slowing down at a steady (and rapid) rate

WHY?

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S4

Low eNPS

Successful product, low eNPS?

Struggling

Product mangers struggling to push back on sales

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S5

Faster Delivery

Could it be true?

Removal

Unnecessary approval process which saved 10% additional wait time

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But what if you had…

? A **CONSISTENT** way to discuss **all** aspects of how software is designed, built and delivered?

? A **SIMPLE** way to have these discussions? No more ”Devsplaining”!

? A **COMPLETE END TO END** approach to gathering and understanding?

? A **CLEAR INVESTIGATORY PATH** to not just understanding “something is wrong” but rather “what specifically is wrong” and “how do I fix it”?

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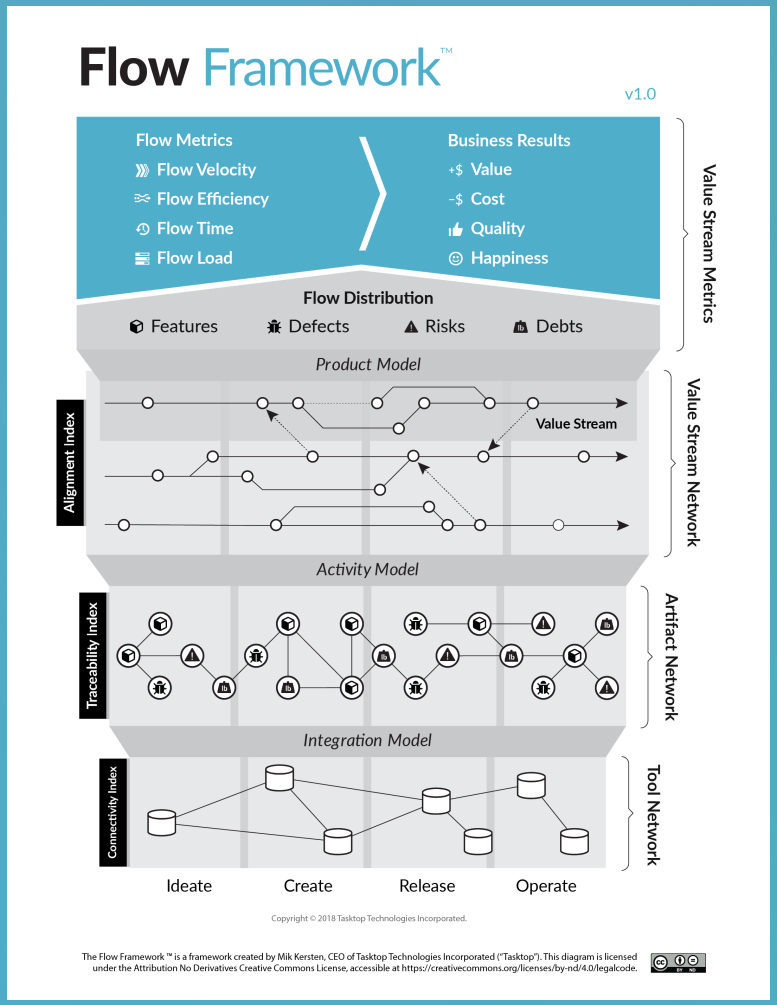
INTRODUCING

Flow Framework™

A comprehensive, wholistic, prescriptive, business savvy approach to managing any large scale software delivery organization



Missing

**An end to end,
top to bottom framework specific to software delivery that both represents flow and lays out how flow can be improved**

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Why Now?

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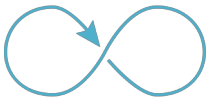
Agile



DevOps

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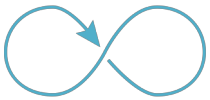
Agile

Not Enough



DevOps

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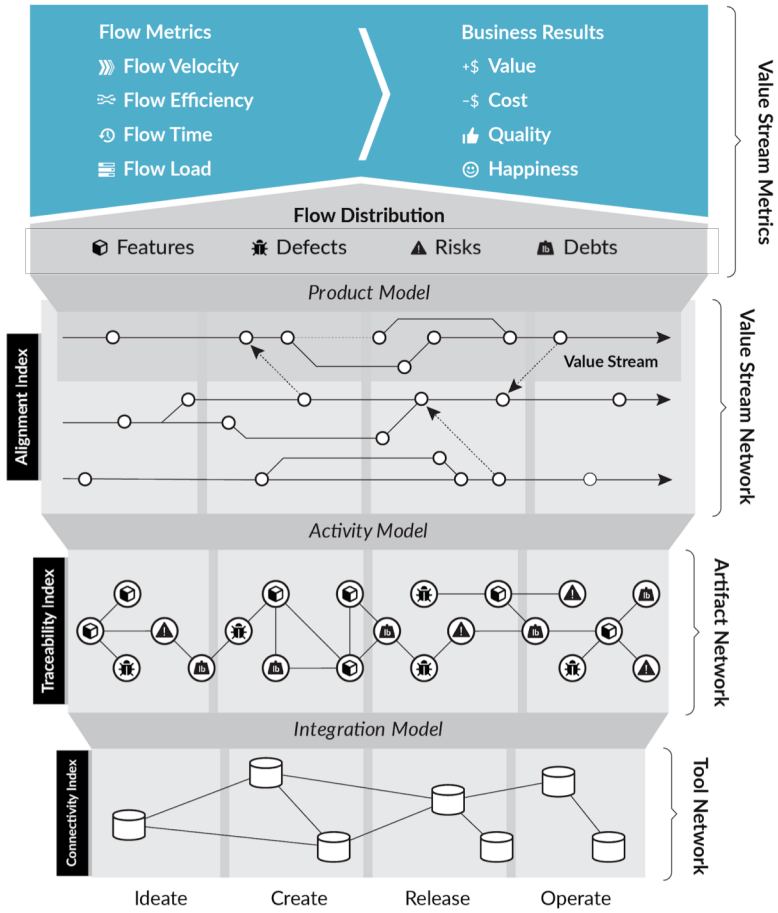
Flow Framework™

v1.0



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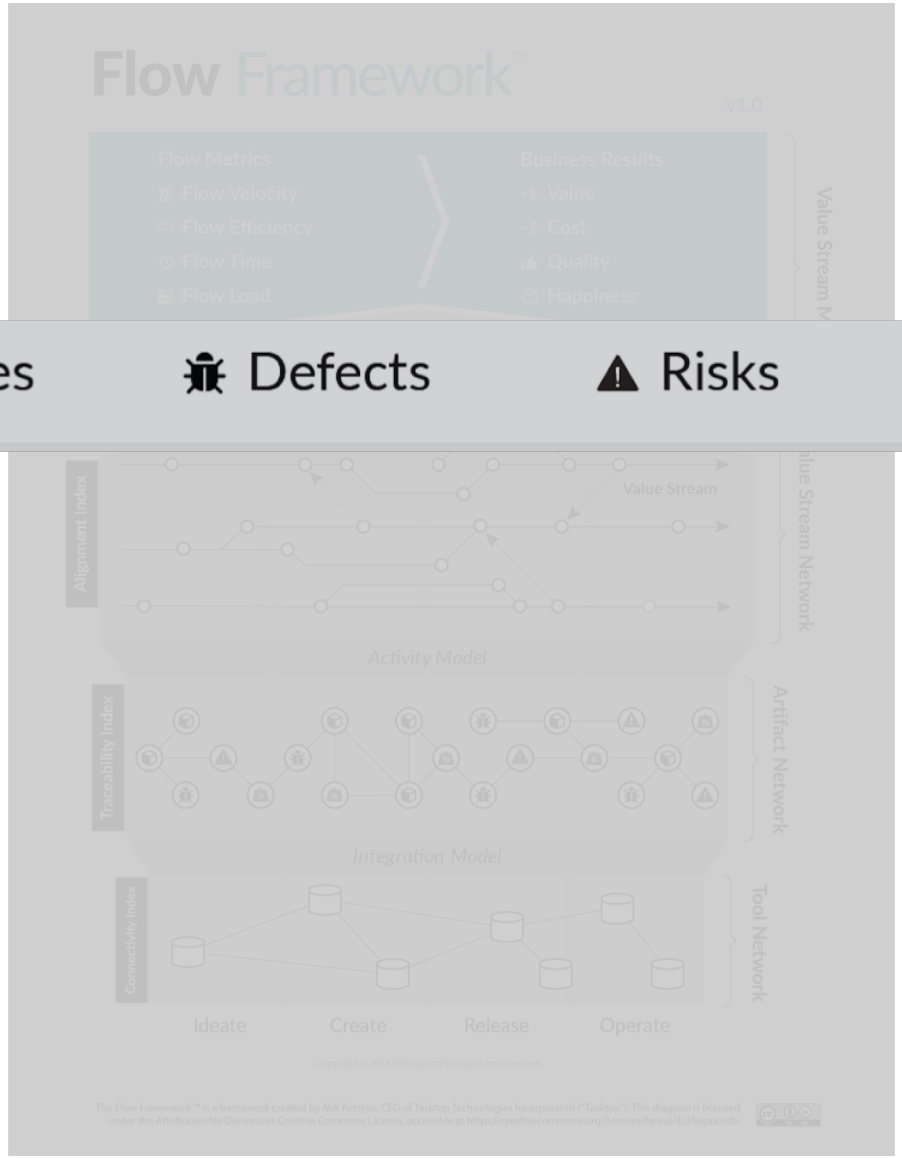

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Features

New business value, pulled by customer

Risks

Security, availability, compliance, pulled by risk officers

Defects

Quality improvements, pulled by customer

Debts

Technical debt improvements, pulled by architects

Flow Items are

Mutually Exclusive and Comprehensively Exhaustive

(MECE)

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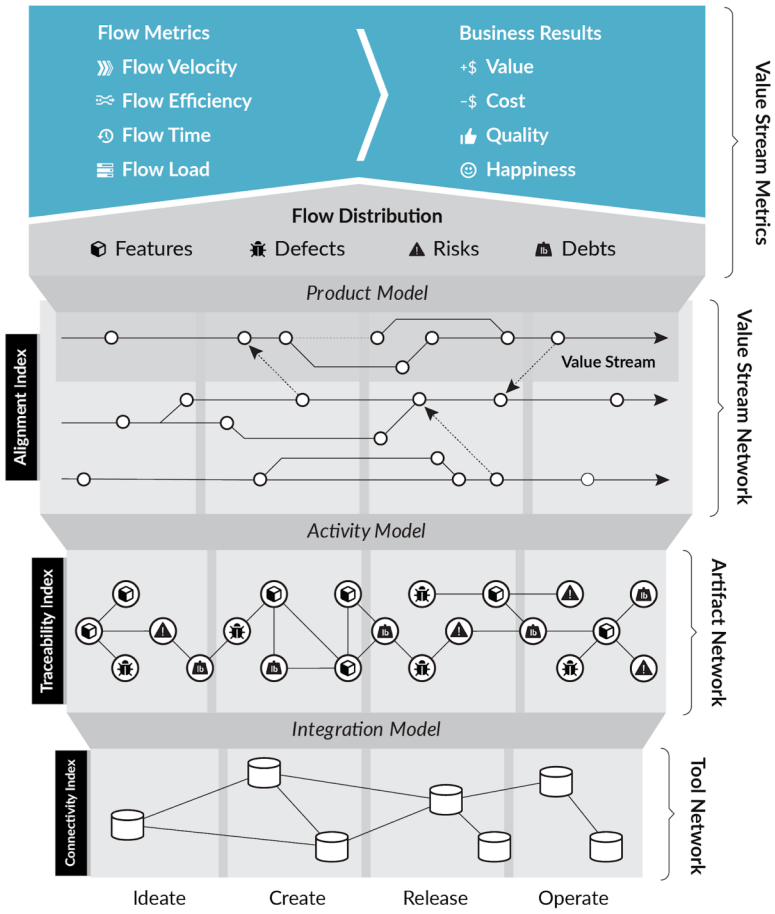

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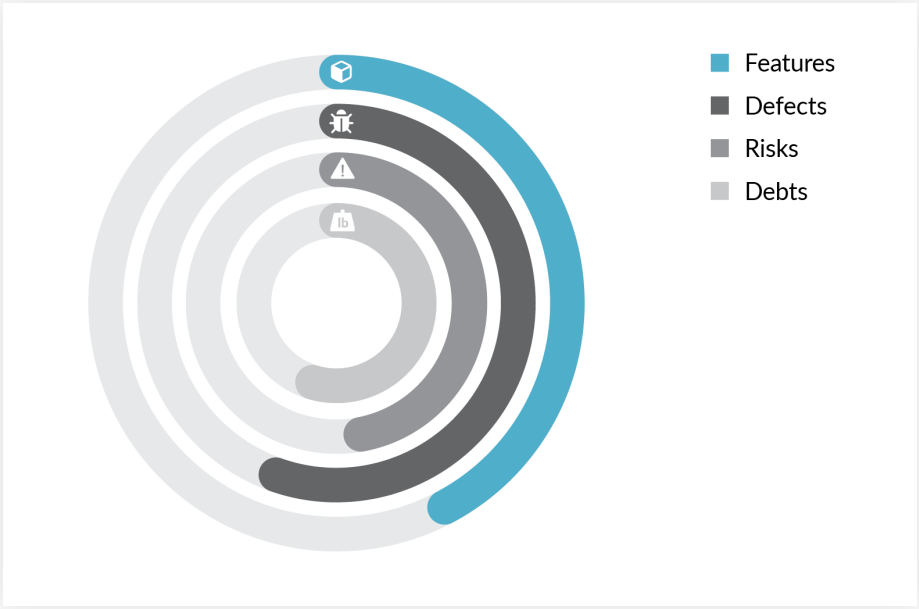
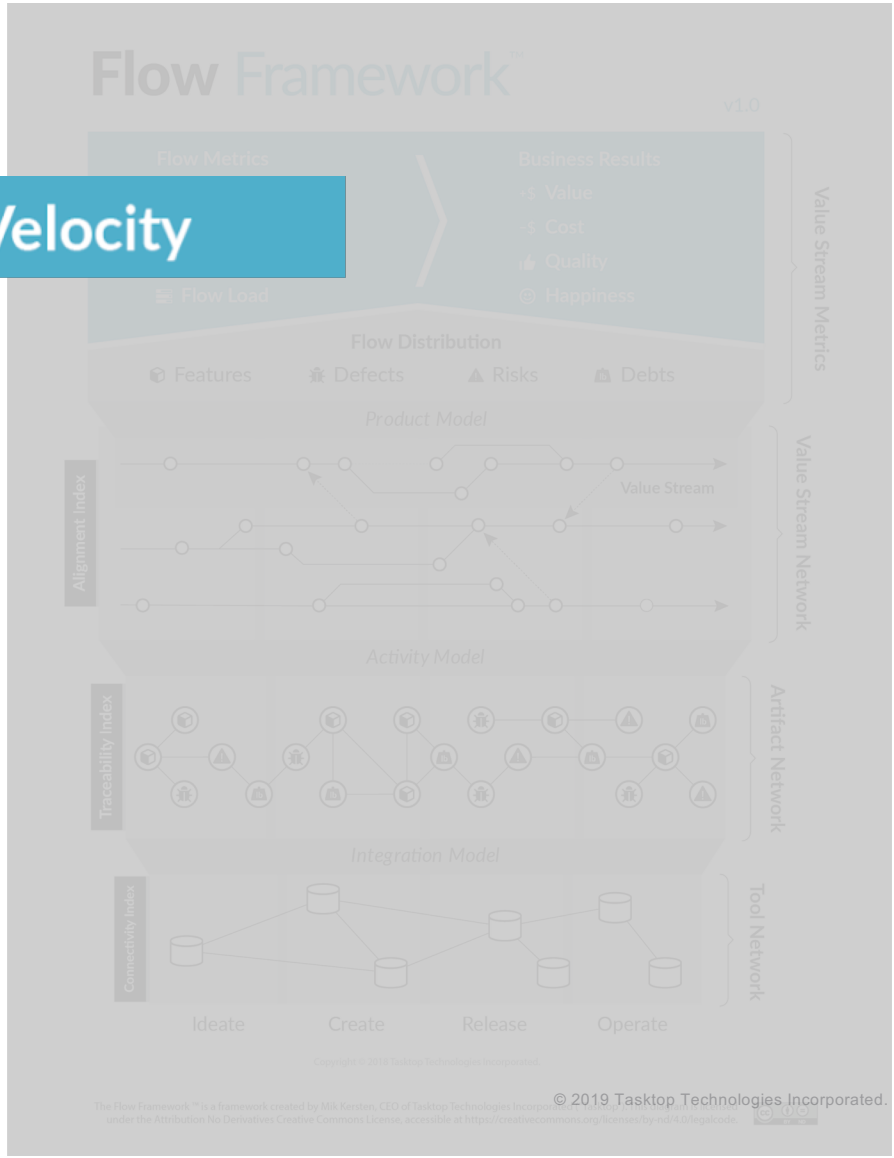
Delivery Meter

Flow Velocity





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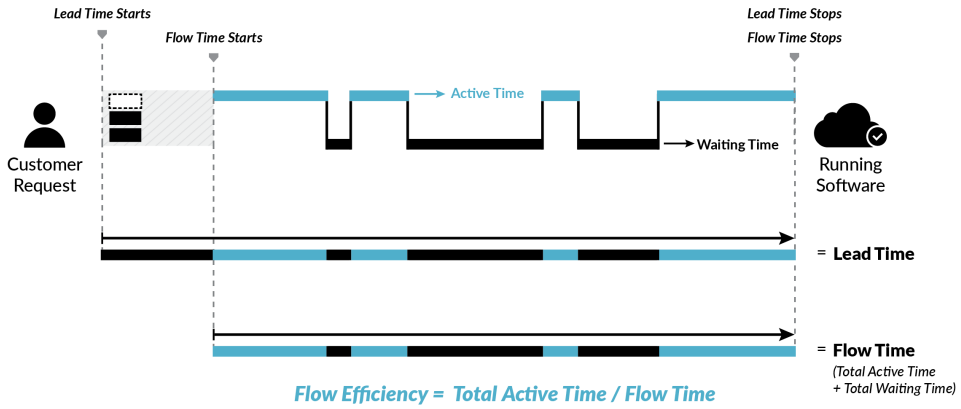
Bottleneck Finder

Flow Efficiency



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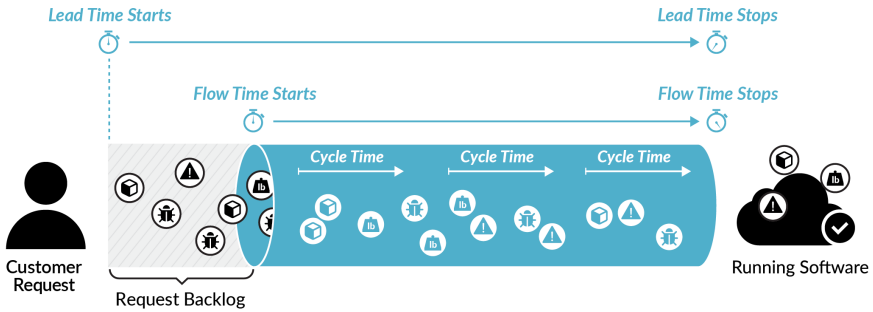
Speed to Joy Meter

Flow Time



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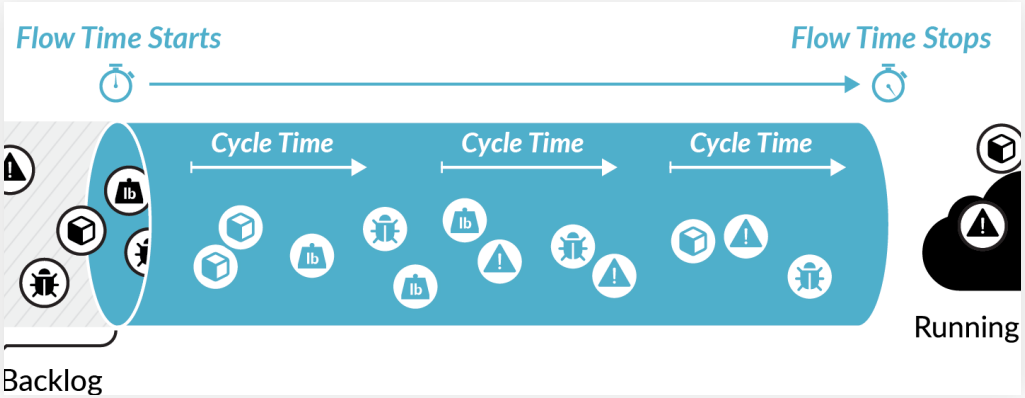
Eruption Meter

Flow Load



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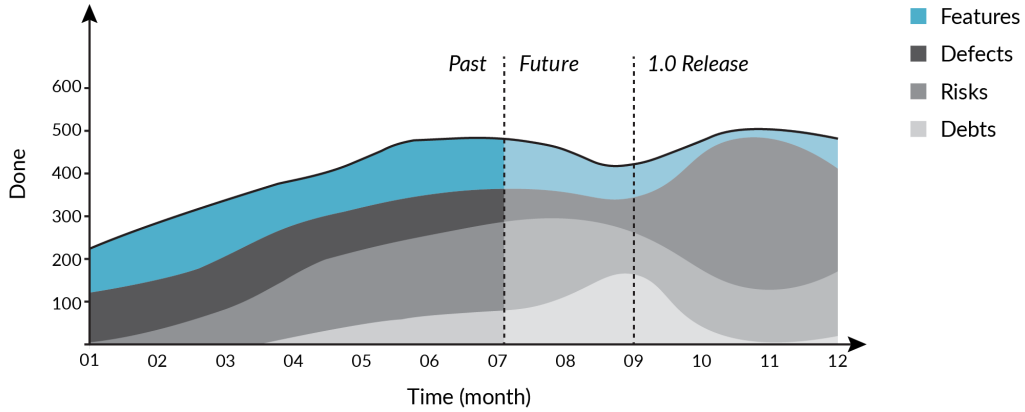
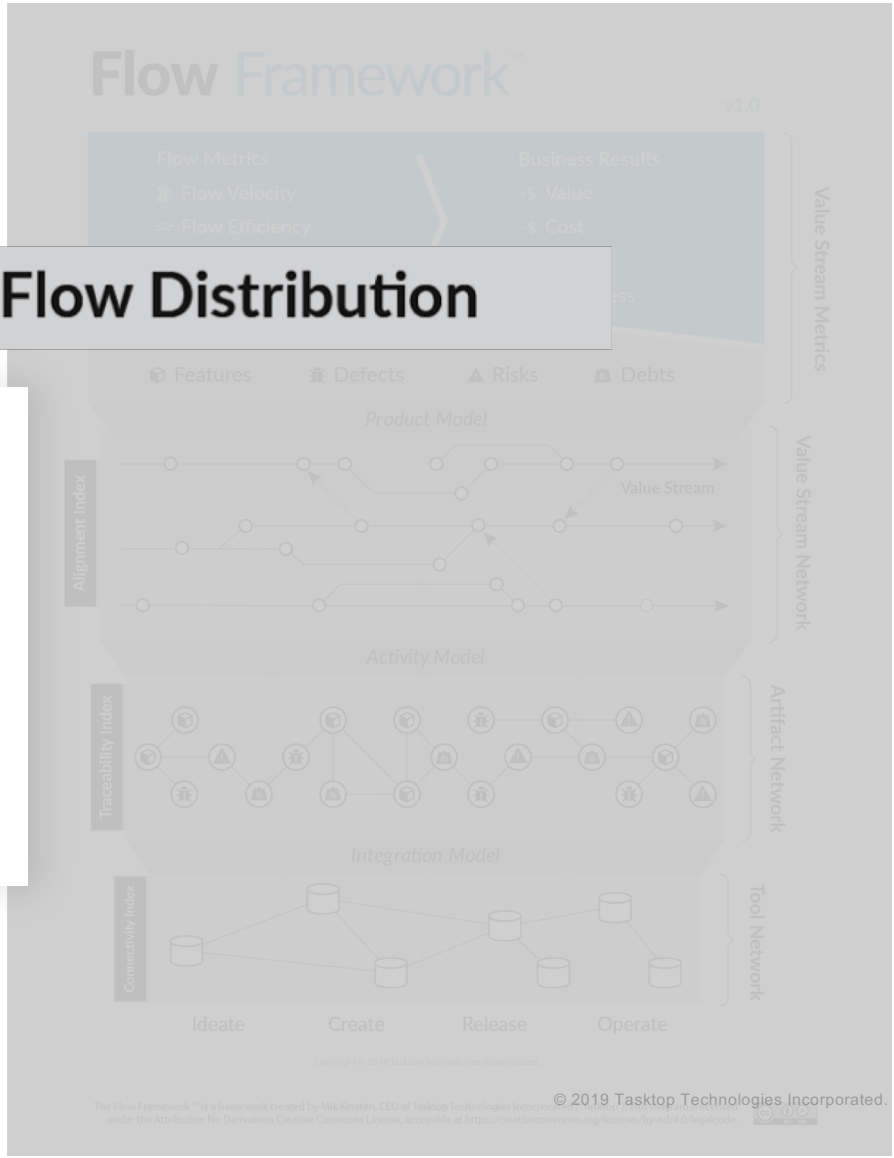
Value Balancer

Flow Distribution





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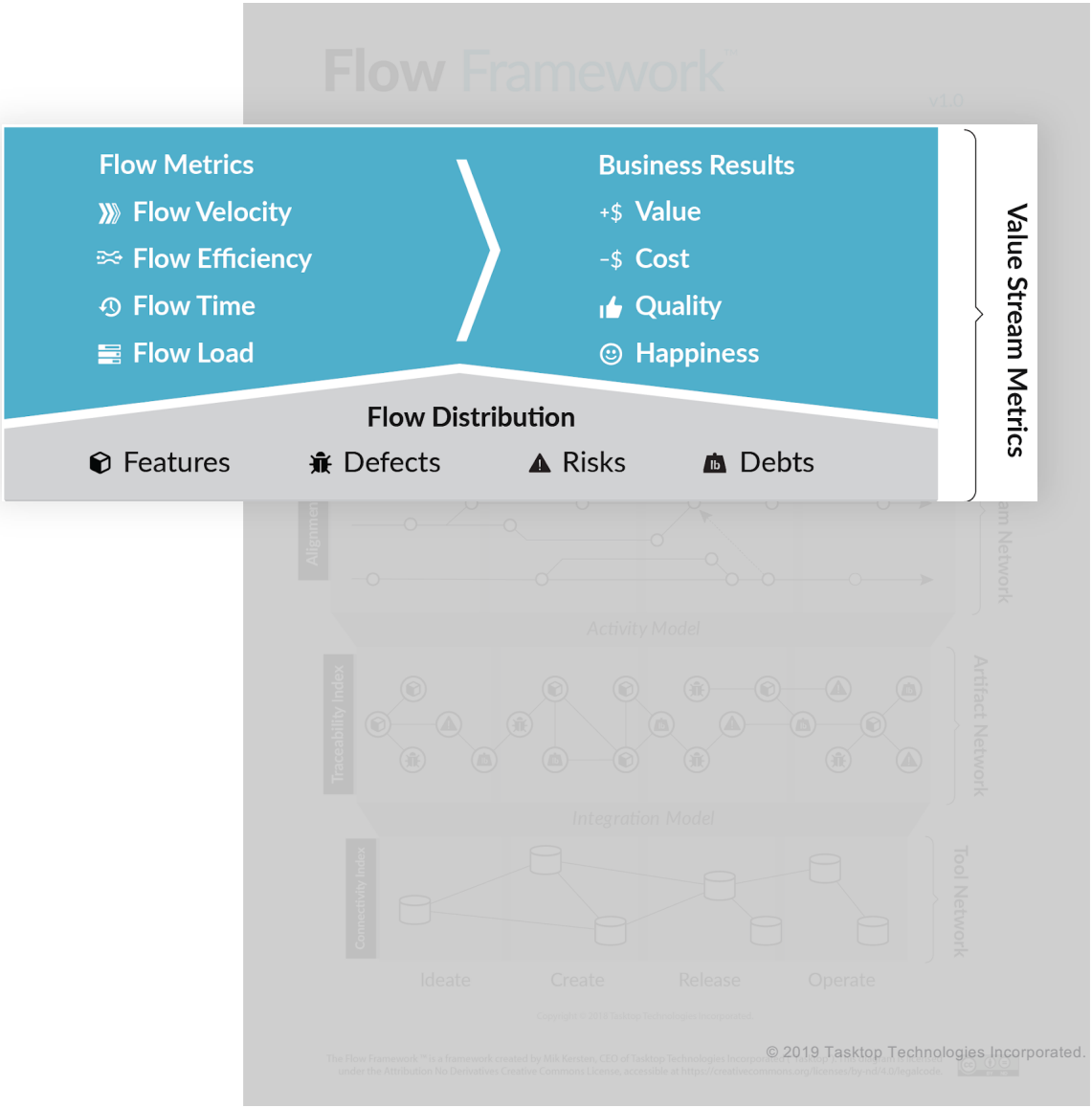
Getting Metrics



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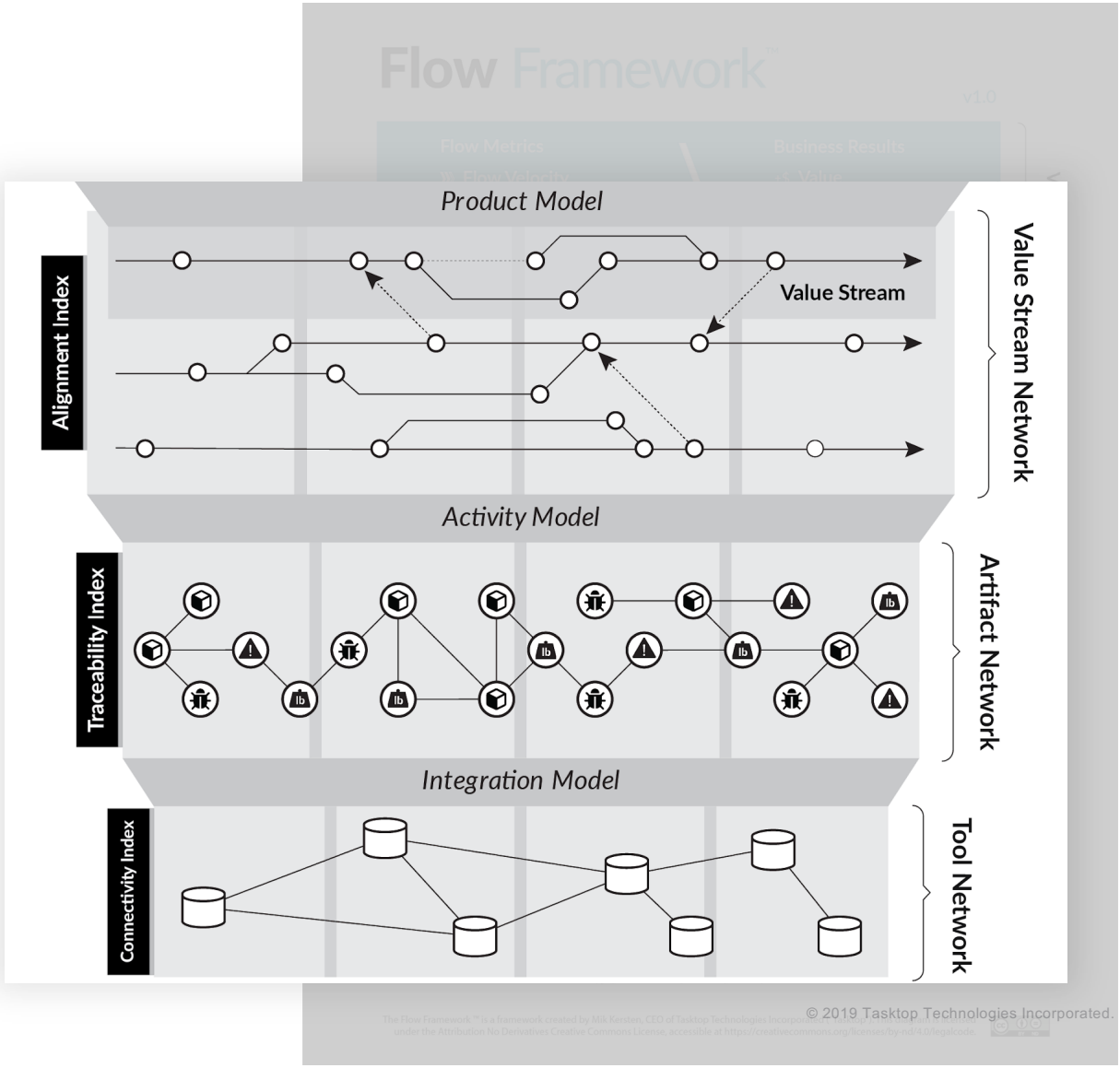
Is 100% dependent on the three core flow framework networks



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To get *Flow Metrics* that are *meaningful* and *represent reality*

- ? Which artifacts and artifact types represent the work being done for a specific product?
- ? For each artifact type that matters, how do I know if that artifact is new, being worked on, waiting, or done?
- ? For each artifact type that matters, how do I know if that is a feature, a defect, a risk, a debt, or to be ignored?
- ? What flow is required to ensure all activity can actually be followed end to end?

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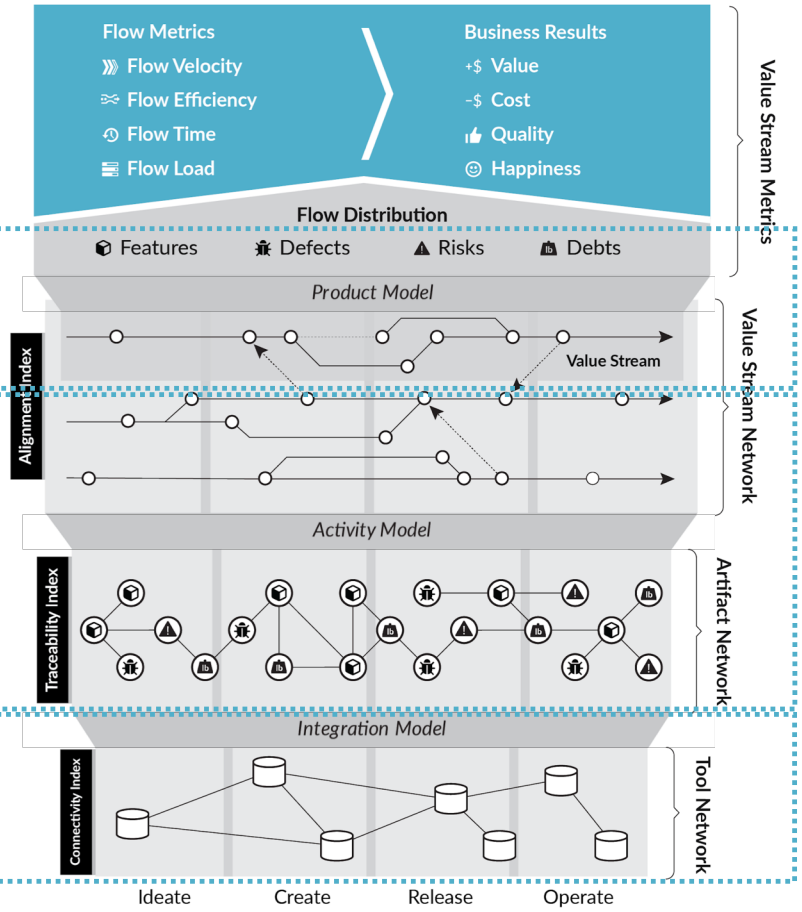

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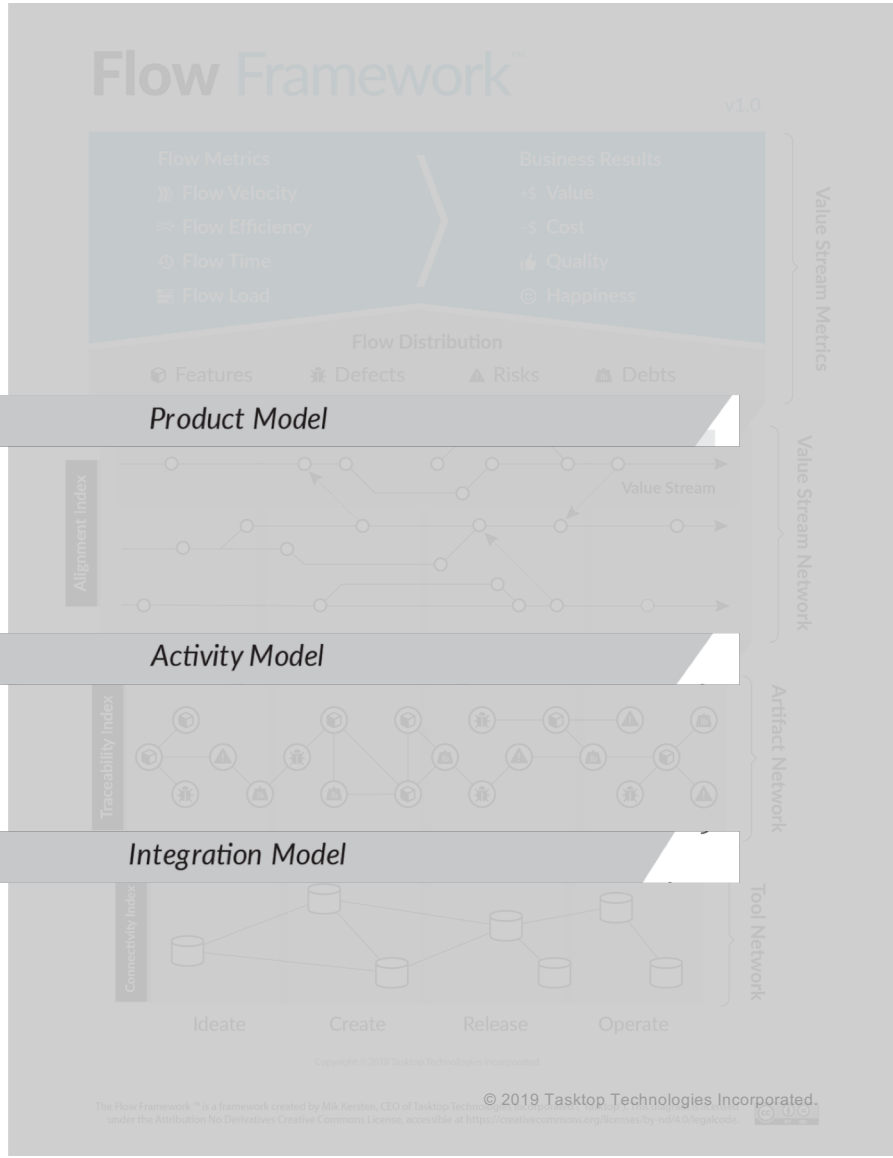
MODELING

allow your complex, messy reality to exist while simultaneously evolving, improving and measuring that reality



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PRODUCT MODELING

Product Model

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Business

IT

1 PRODUCT

7 ARTIFACT TYPES

6 TOOLS

10 PROJECTS

8 TEAMS

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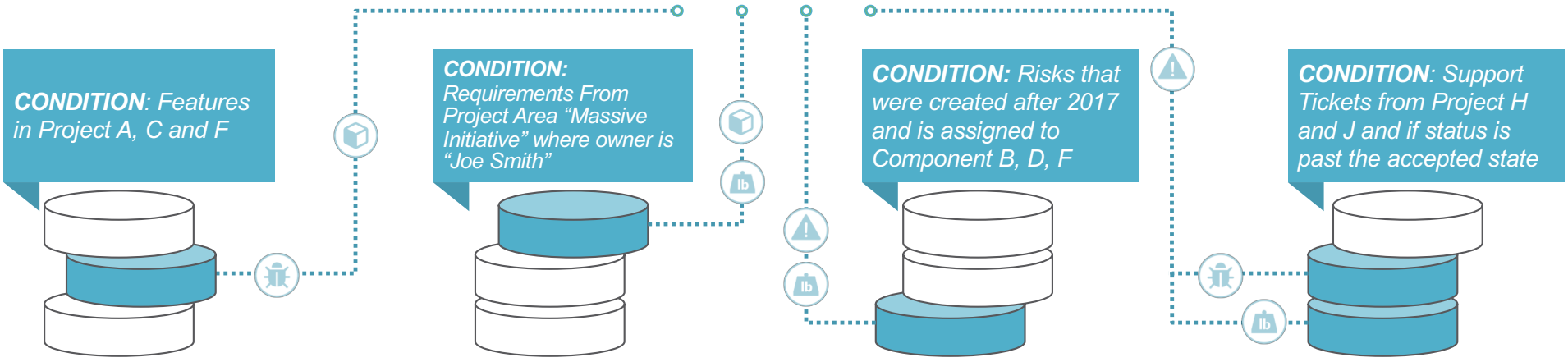
Product Model



Jama

Atlassian Jira

Micro Focus ALM

ServiceNow

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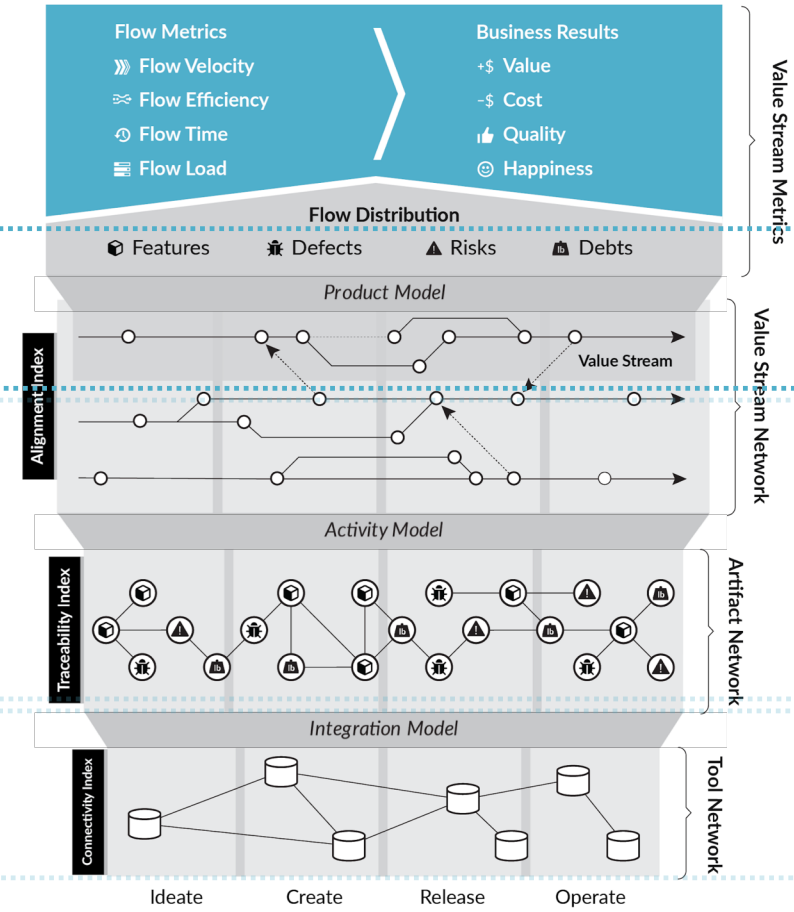

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- [x] Which artifacts and artifact types represent the work being done for a specific product?
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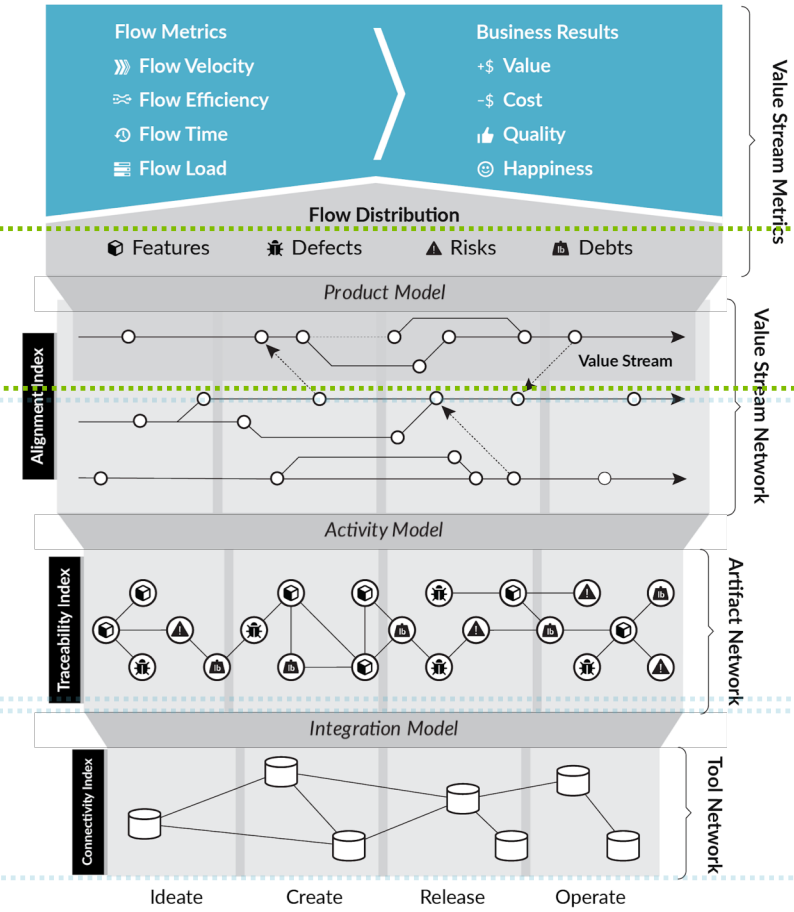

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ACTIVITY MODELING
Flow Item Modeling & Flow State Modeling

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What is Flow Item Modeling?

All invisible knowledge work represented in artifacts can be mapped to one of four MECE flow item types

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Features

New business value, pulled by customer

Risks

Security, availability, compliance, pulled by risk officers

Defects

Quality improvements, pulled by customer

Debts

Technical debt improvements, pulled by architects

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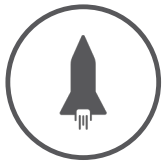
Epic

Issue

Feature



Release

Request

Security

Task

Design

Bug

Changeset

Requirement

Test

Build

Story

Ticket

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Features

New business value, pulled by customer

Request | Epic | Story | Requirement | …

Risks

Security, availability, compliance, pulled by risk officers

Risk | Security | Vulnerability | …

Defects

Quality improvements, pulled by customer

Defect | Bug | Issue | …

Debts

Technical debt improvements, pulled by architects

Tech Debt | …

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What is Flow State Modeling?

All states can be mapped to one of four core states. Once you've modeled your states, you can then accurately calculate flow metrics.

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What is Flow State Modeling?

All states can be mapped to one of four core states. Once you've modeled your states, you can then accurately calculate flow metrics.

New

When the flow item is created/initiated

Active

States representing active work happening on a flow item

Waiting

States when a flow item is sitting dormant

Done

When the flow item is finished or considered completed

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Defect – Actual States

To Triage	Estimation	To Do	Accepted	In Progress
Verification	Ready for QA	Done	Deferred	

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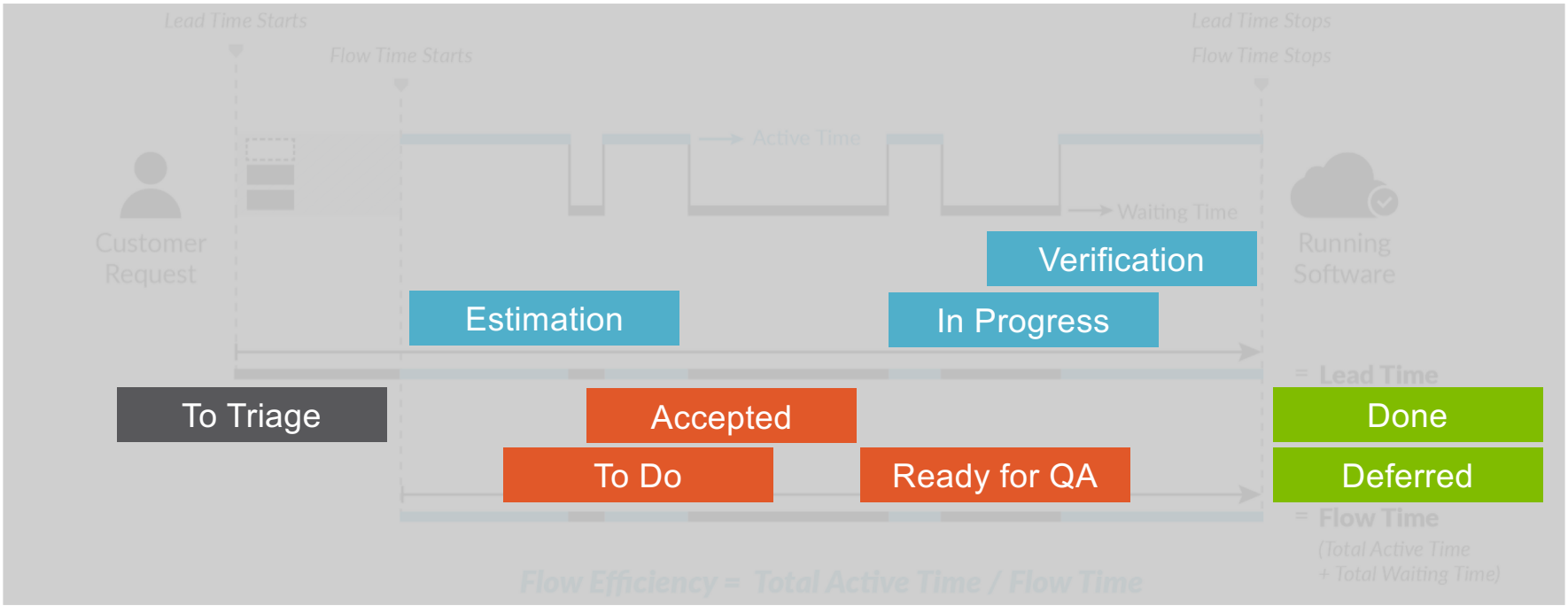
Defect – Actual States



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Defect – States

New	*Active*	*Waiting*	*Done*
To Triage	Estimation	Accepted	Done
	In Progress	To Do	Deferred
	Verification	Ready for QA	

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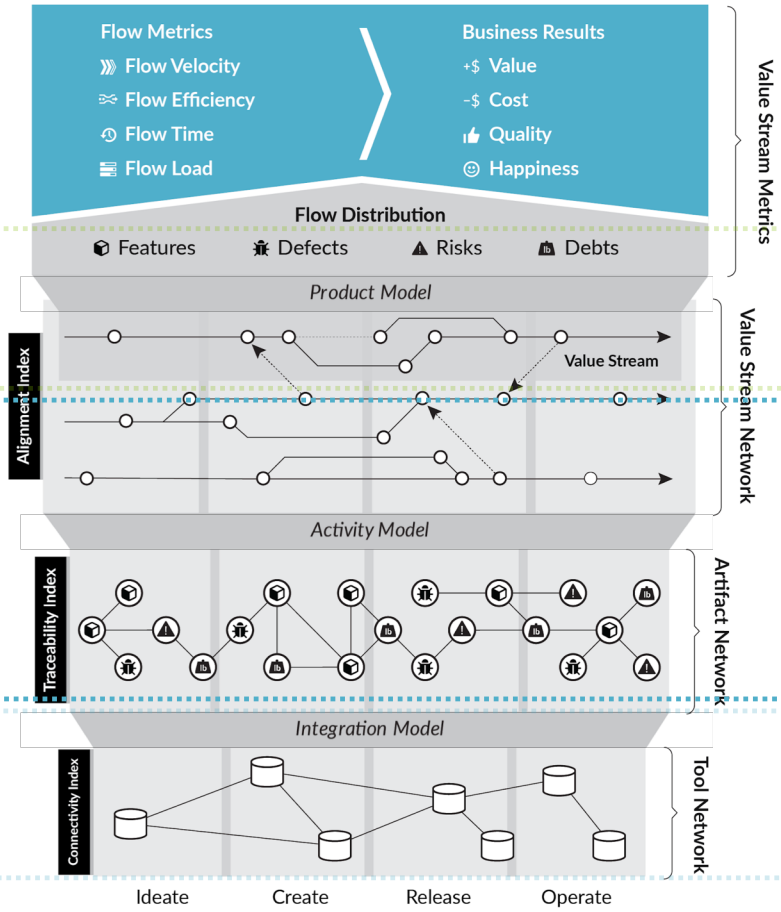

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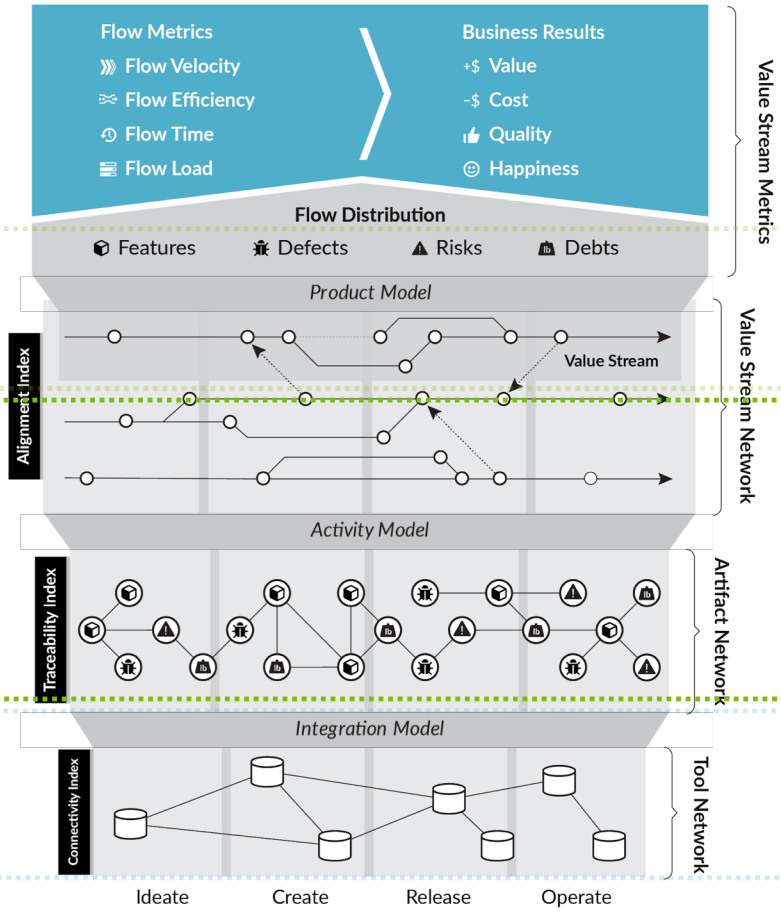

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INTEGRATION MODELING

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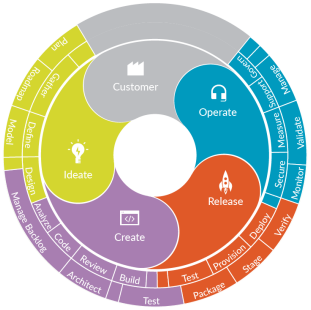
Request



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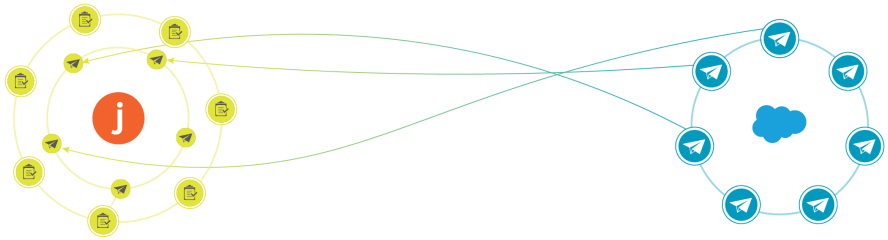
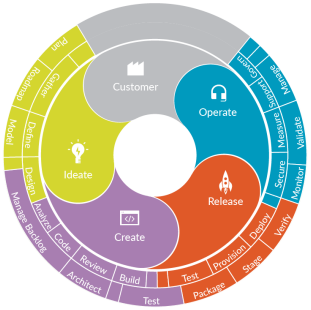


Request

→ Requirement



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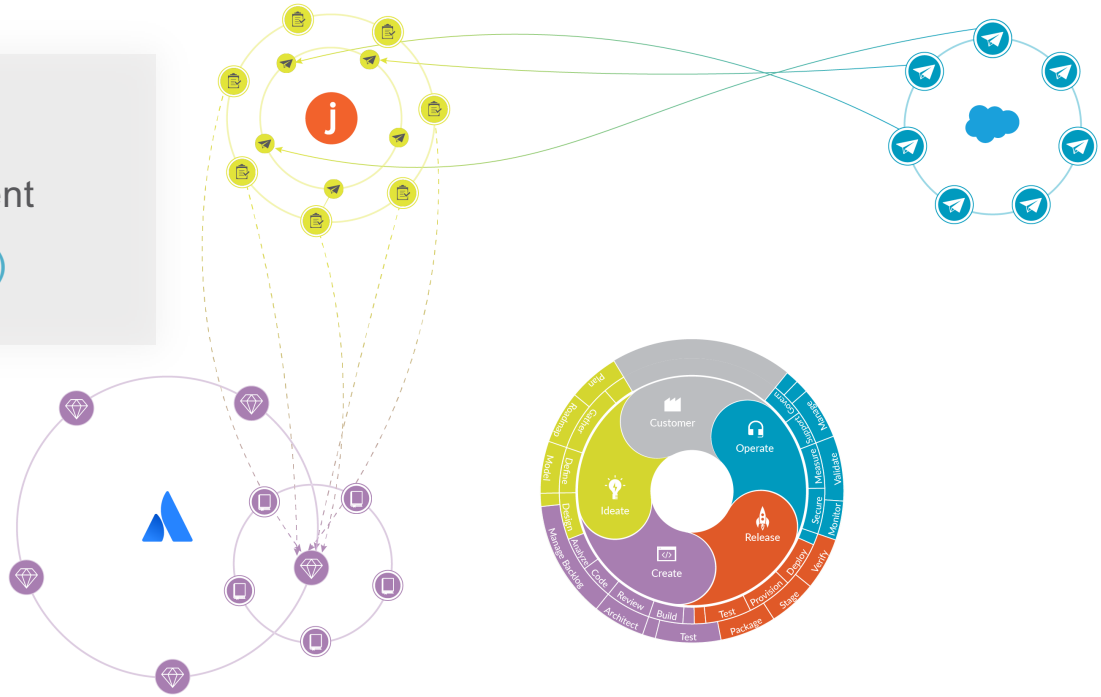
Request

→ Requirement

→ Epics (Jira)



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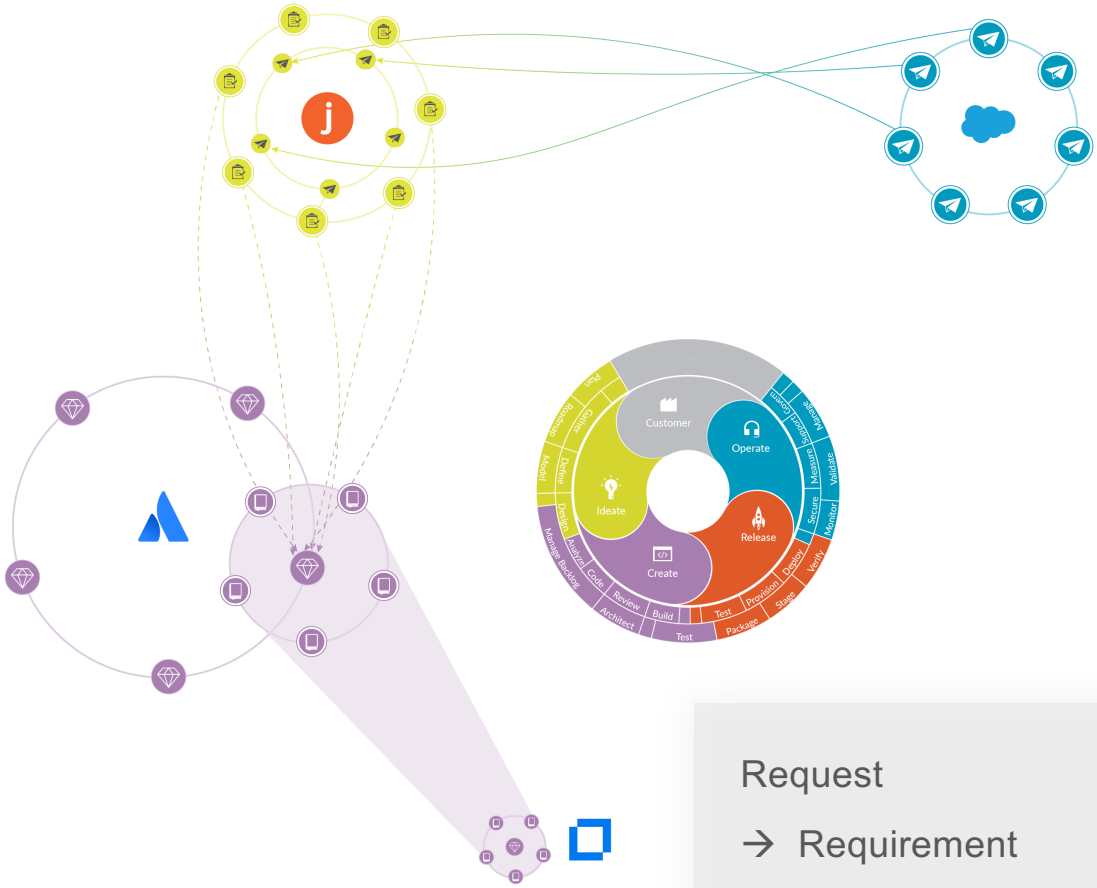

Request

→ Requirement

→ Epics (Jira)

→ Epics (Micro Focus)

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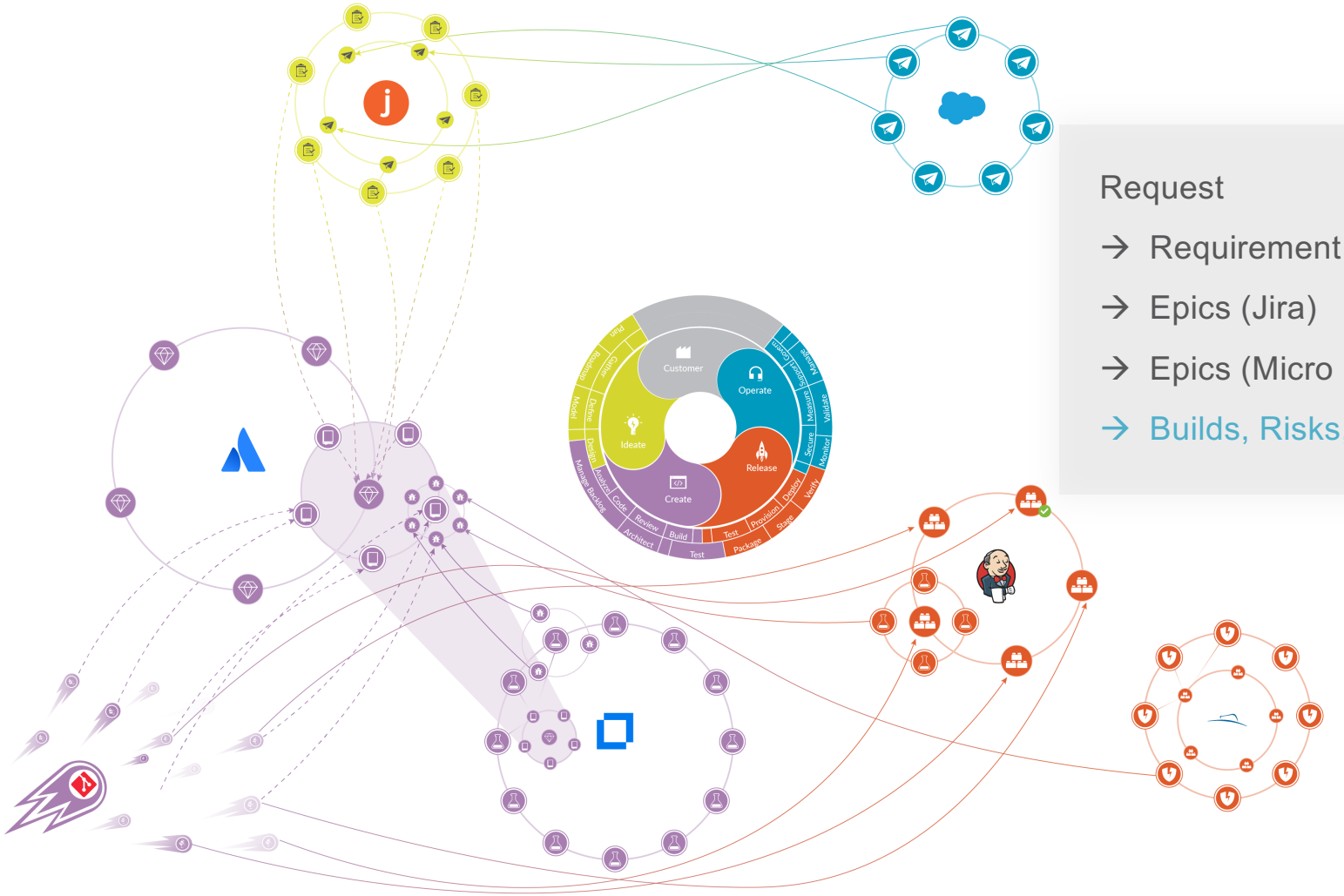

Request

→ Requirement

→ Epics (Jira)

→ Epics (Micro Focus)

→ Builds, Risks, Tests...

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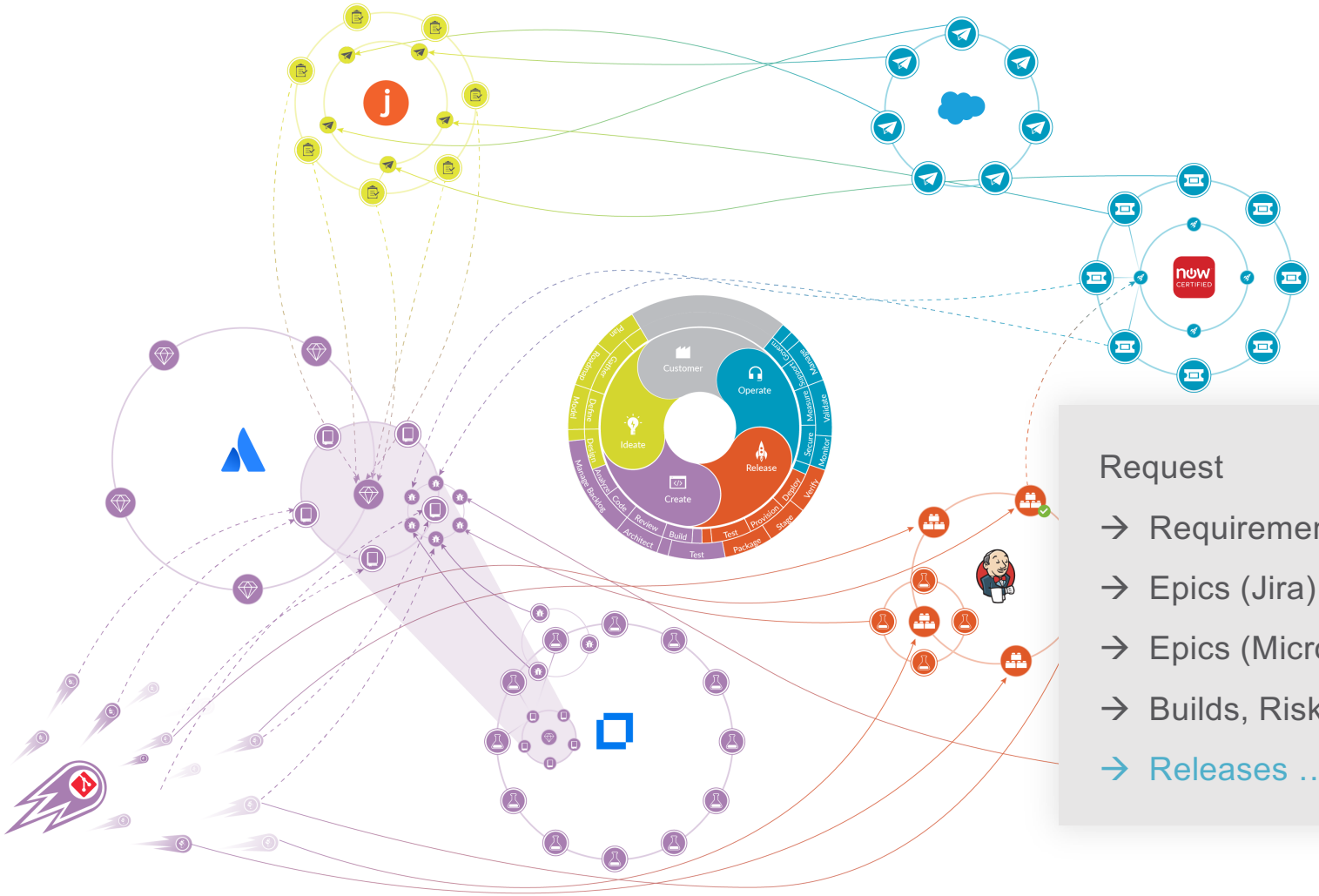

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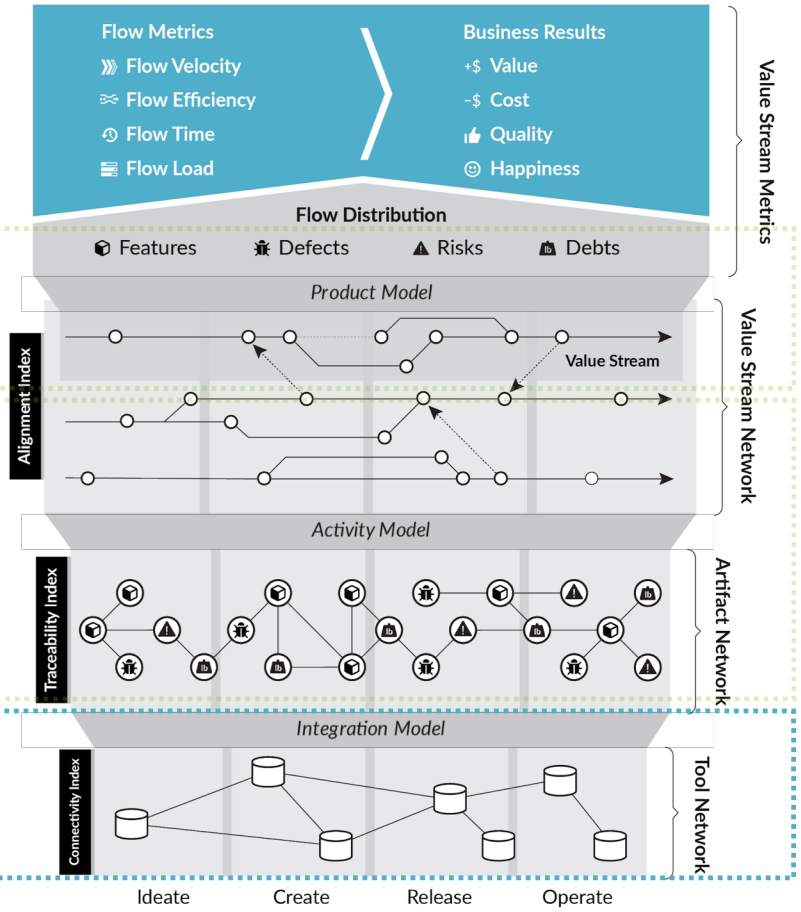

Which artifacts and artifact types represent the work being done for a specific product?

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For each artifact type that matters, how do I know if that is a feature, a defect, a risk, a debt, or to be ignored?

?

What flow is required to ensure all activity can actually be followed end to end?

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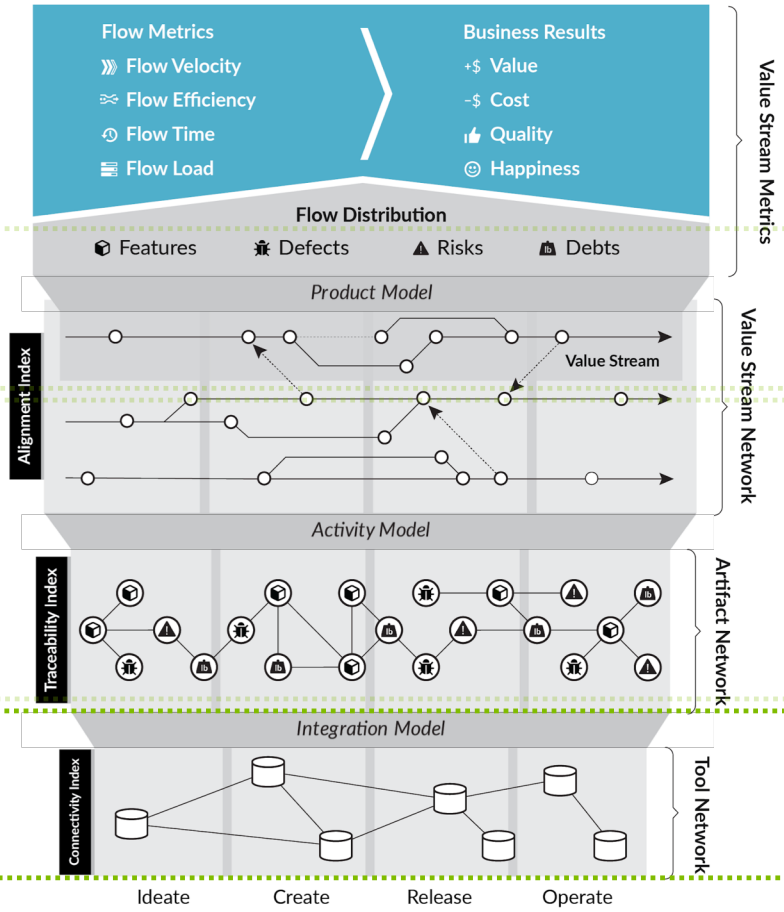
Flow Framework™

v1.0



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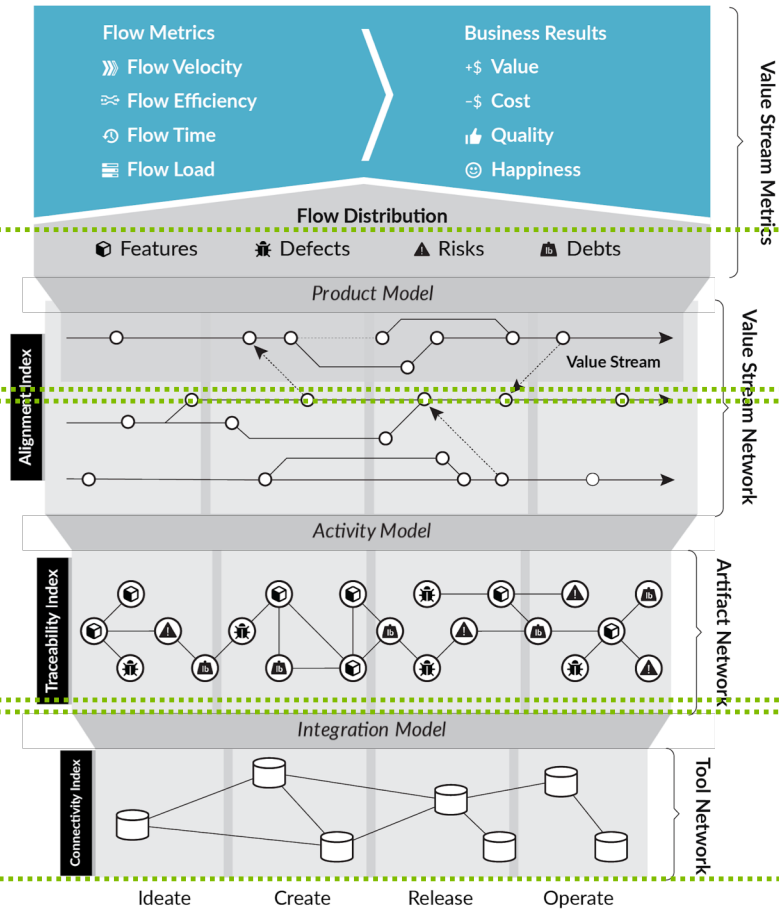

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The Flow Framework

- ✓ *a consistent*
- ✓ *simple*
- ✓ *complete*
- ✓ *end to end*

framework that provides a clear investigatory path to understand and improve how you build and deliver software.

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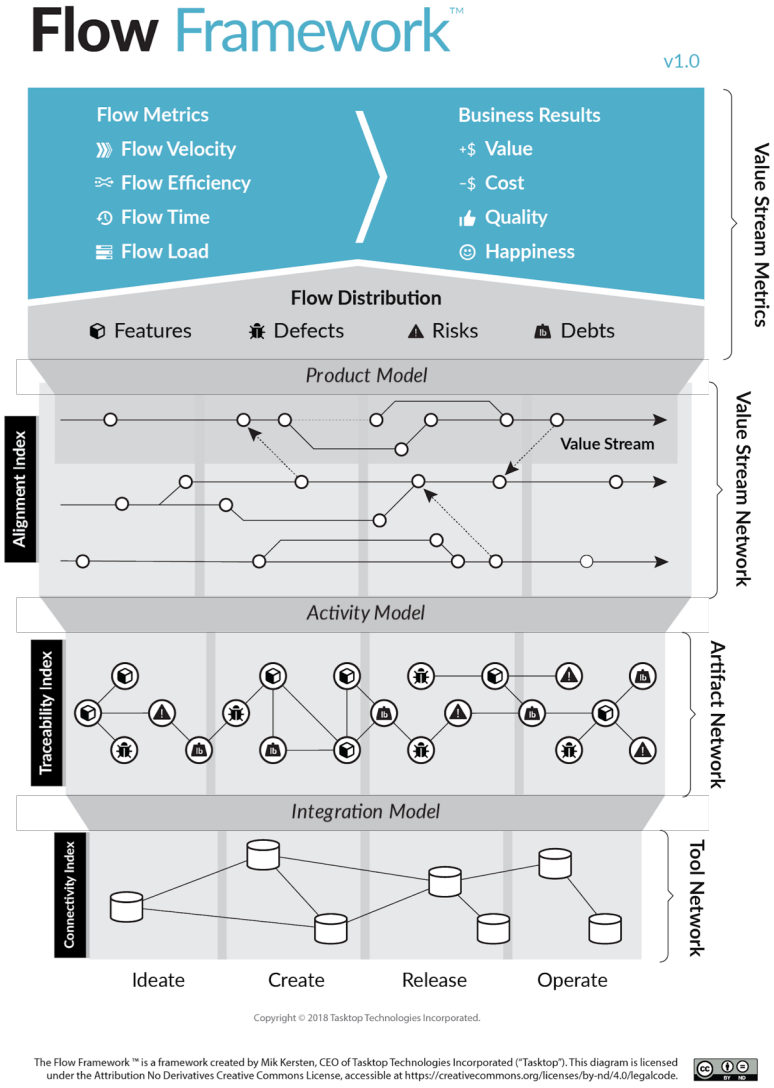

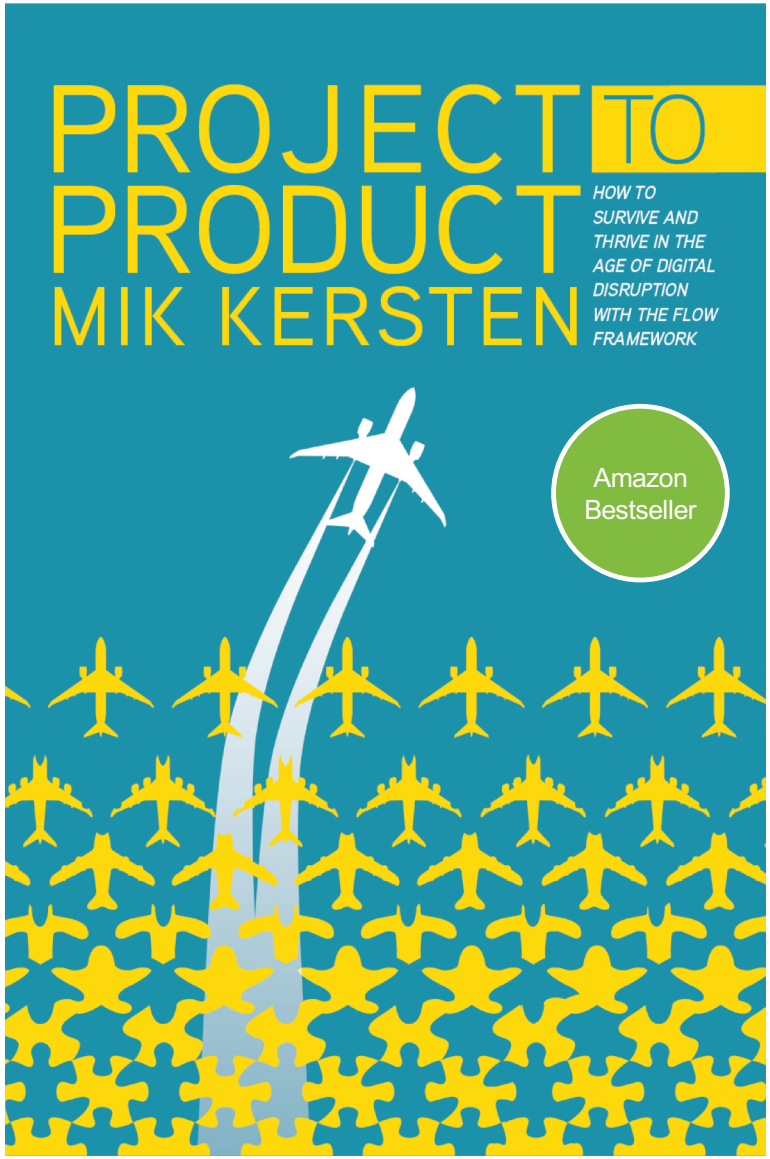

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flowframework.org

Amazon Best Seller (book, ebook, audiobook)

tasktop.com/blog

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Focus on *FLOW*

Let the Flow Framework™ be "an invitation for a conversation".

Nicole Bryan
nicole.bryan@tasktop.com
@nicolebryan

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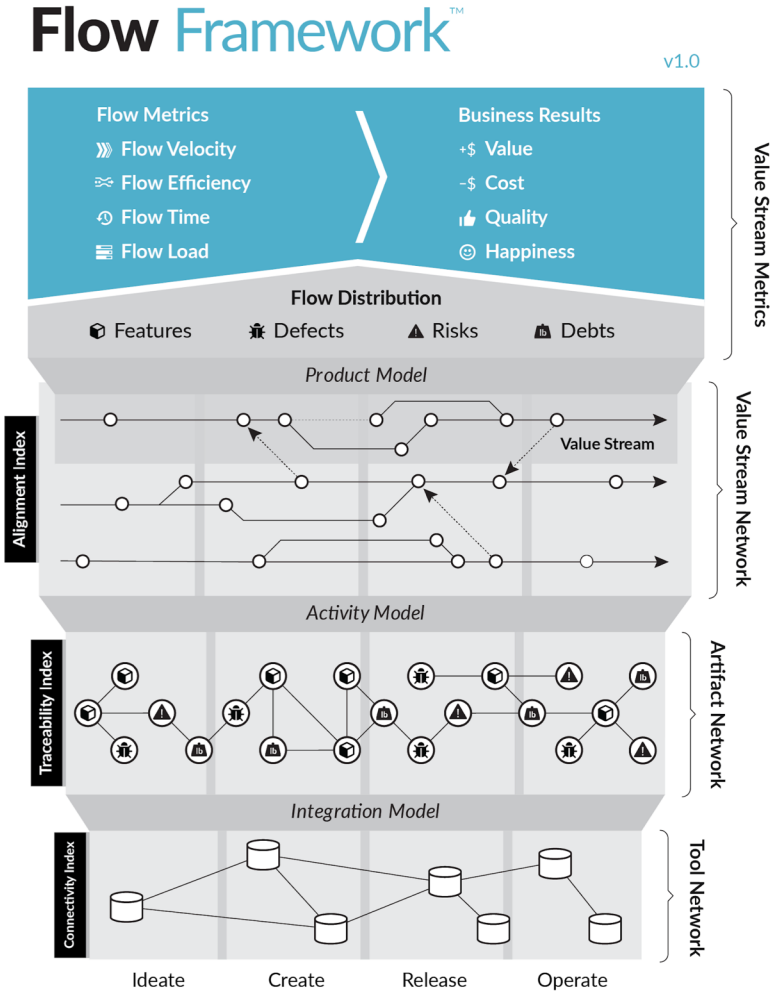

goto; chicago

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