

Applied VSM Practices:

The Flow of Value in Software Delivery



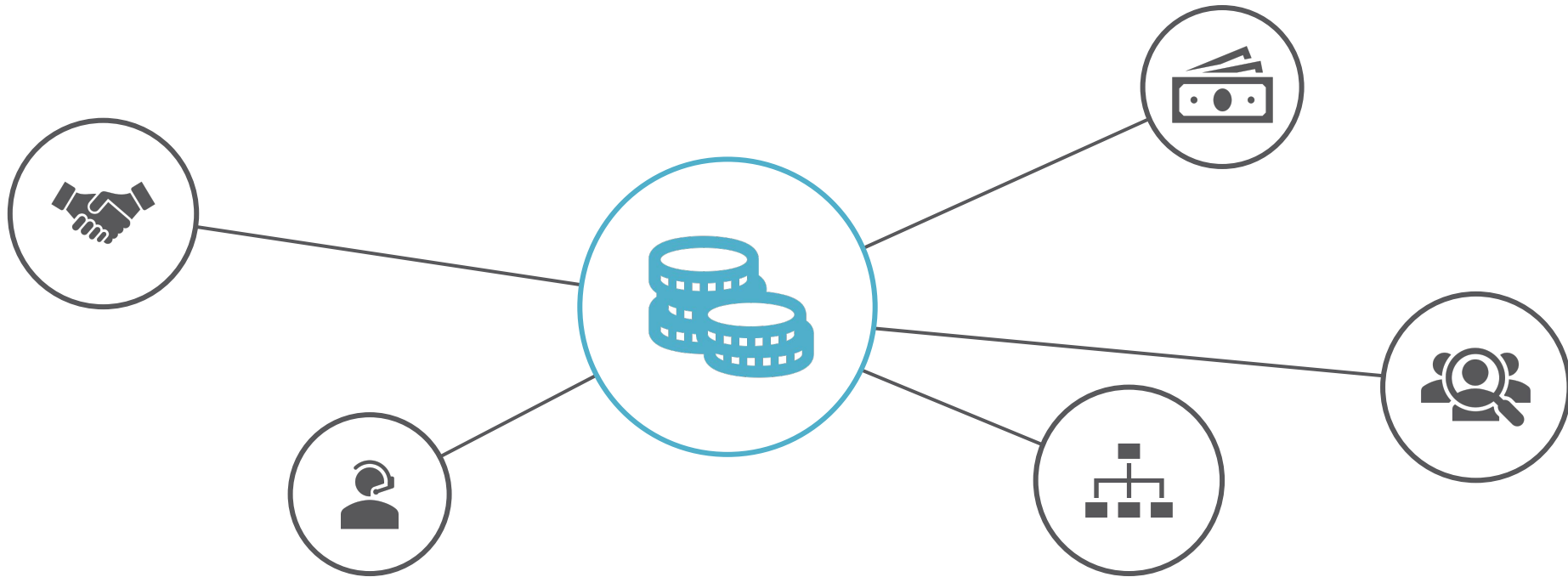
Neelan Choksi @neelan

*President and COO @ **Tasktop Technologies***

Neelan oversees Corporate Development, Customer Success, and Marketing at Tasktop. His primary focus is helping Tasktop get its innovations to those who need them most. He is also a board member of the Value Stream Management Consortium, mentor at Capital Factory, an Austin-based incubator, and serves as a trustee at TechGirlz, a non-profit working to get adolescent girls excited about technology.

- Learning to See

Value ***rarely*** correlates neatly to one specific change in a product line.



- Learning to See

What Flows in Software Delivery

Features

New business value, pulled by customer

Risks

Security, availability, compliance, pulled by risk officers

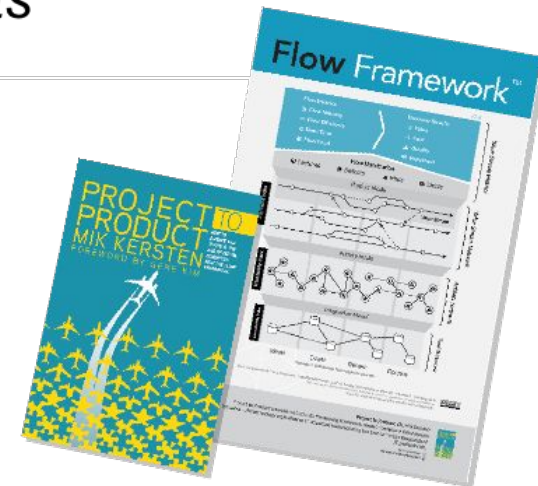
Defects

Quality improvements, pulled by customer

Debts

Technical debt improvements, pulled by architects

****Mutually Exclusive and Comprehensively Exhaustive
(credit: Dr. Mik Kersten – “Project to Product”)***



Value Categories

Value Generation

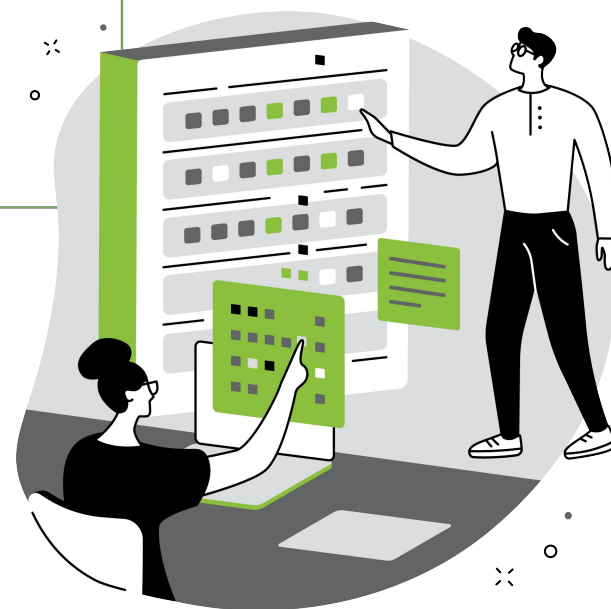
 Feature Investment

 Debt Investment

Value Protection

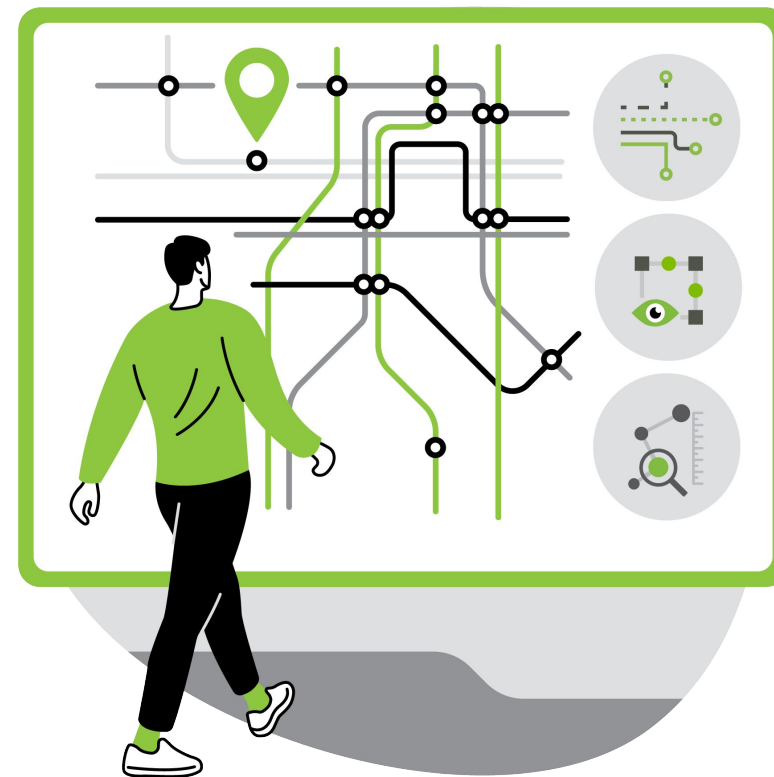
 Risk Investment

 Defect Investment



What is Abstraction?

The process of corresponding/mapping various disparate but similar objects to a common/generalized object for which to focus attention.



- Learning to See



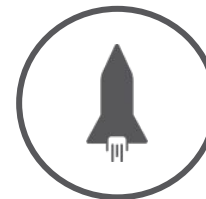
Epic



Issue



Feature



Experiment



Request



Security



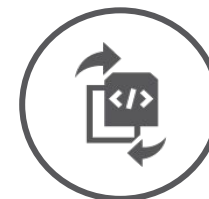
Task



Design



Bug



Vulnerability



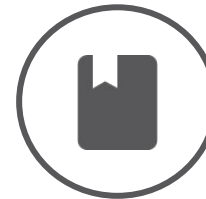
Test Case



Code Refactor



Compliance



Story



Ticket


Measure Value Creation with Metrics

✓

01

Flow Time

How long did it take for this feature to get through the value stream?




✓

02

Flow Efficiency

How much wait time was there for defects?

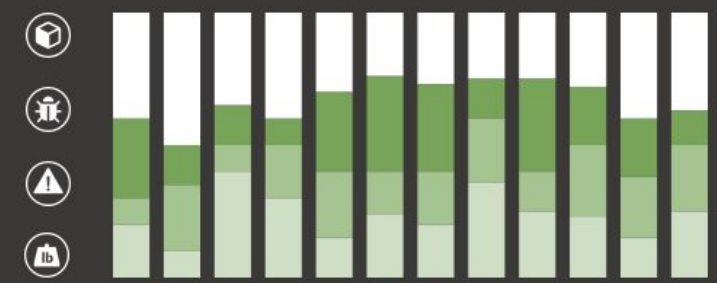


✓

03

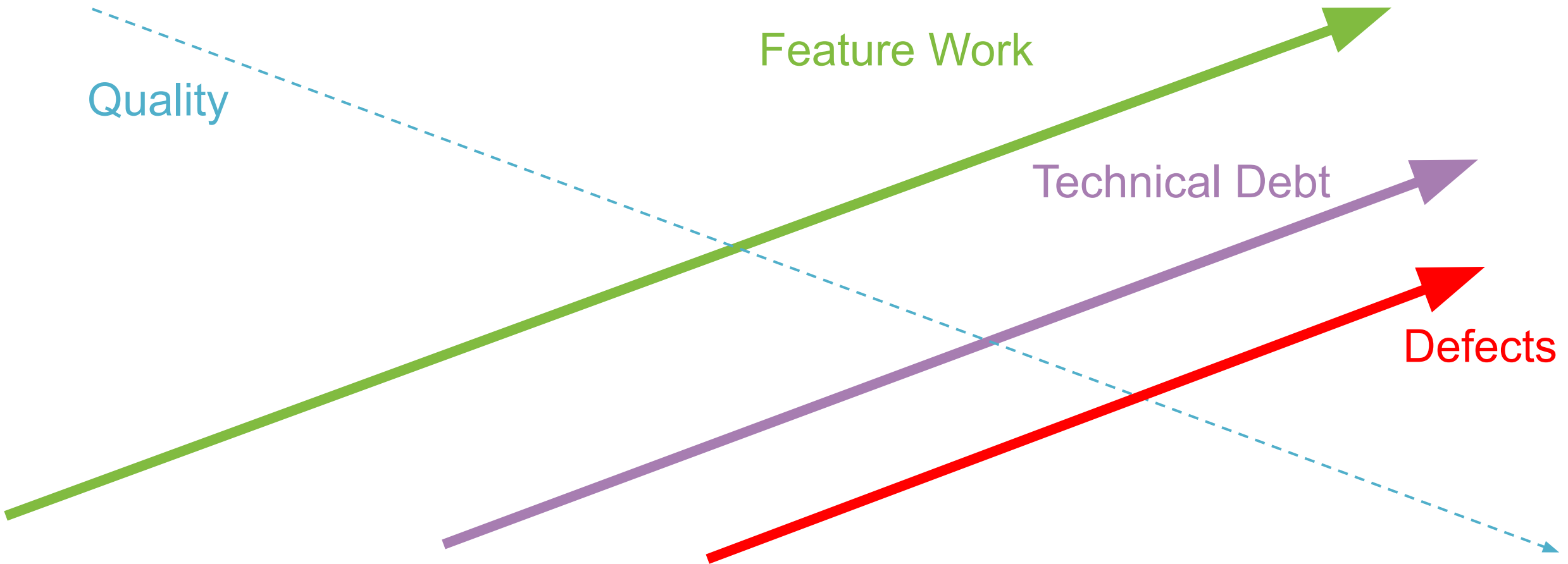
Flow Distribution

What is the distribution between defects, features, risk and technical debt?



- Learning to Improve

Mastering Flow Distribution - Push to Market



Mastering Flow Distribution - Push to Market



John Cutler
@johncutlefish

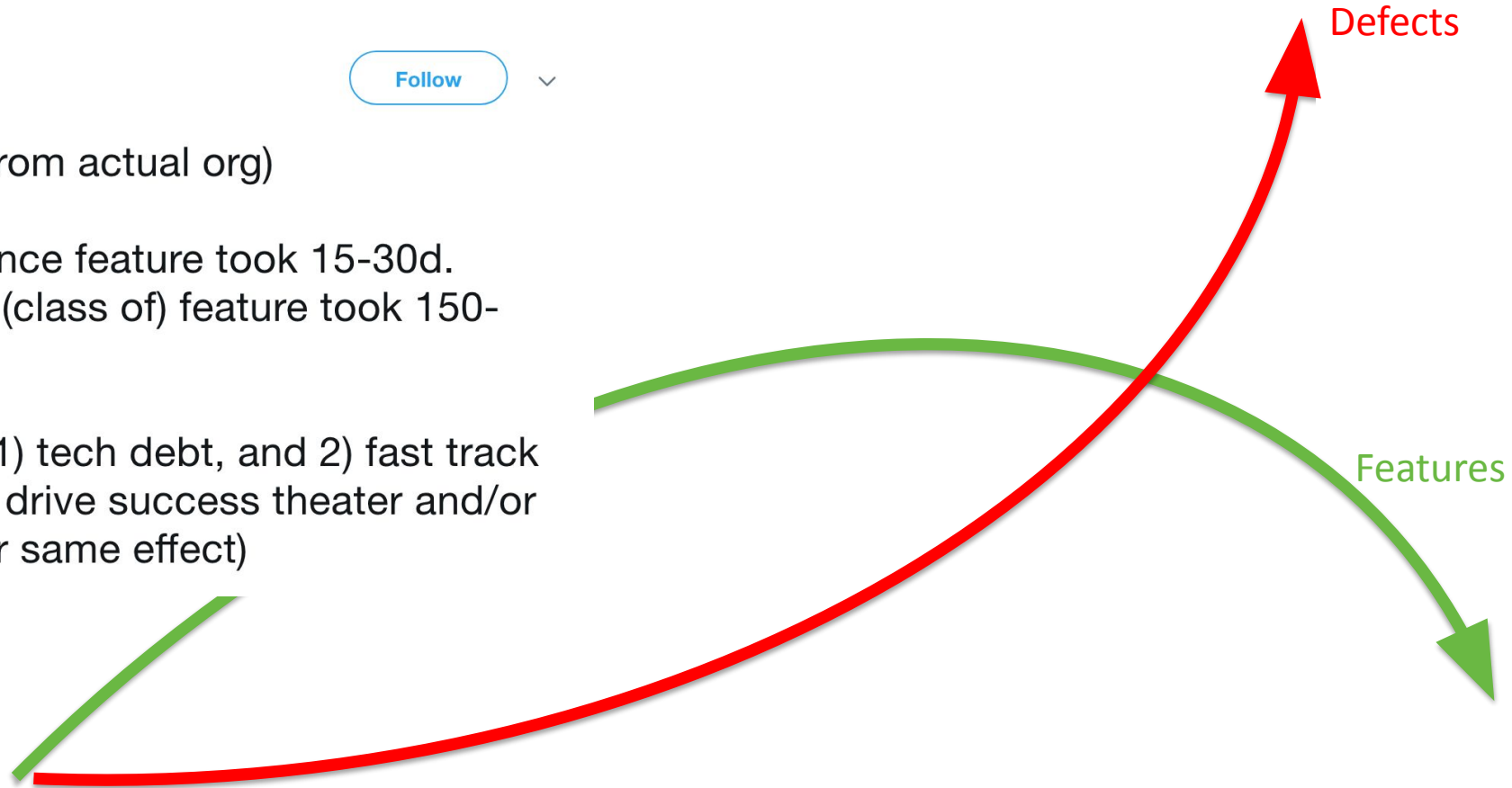
Follow



Case in point (from actual org)

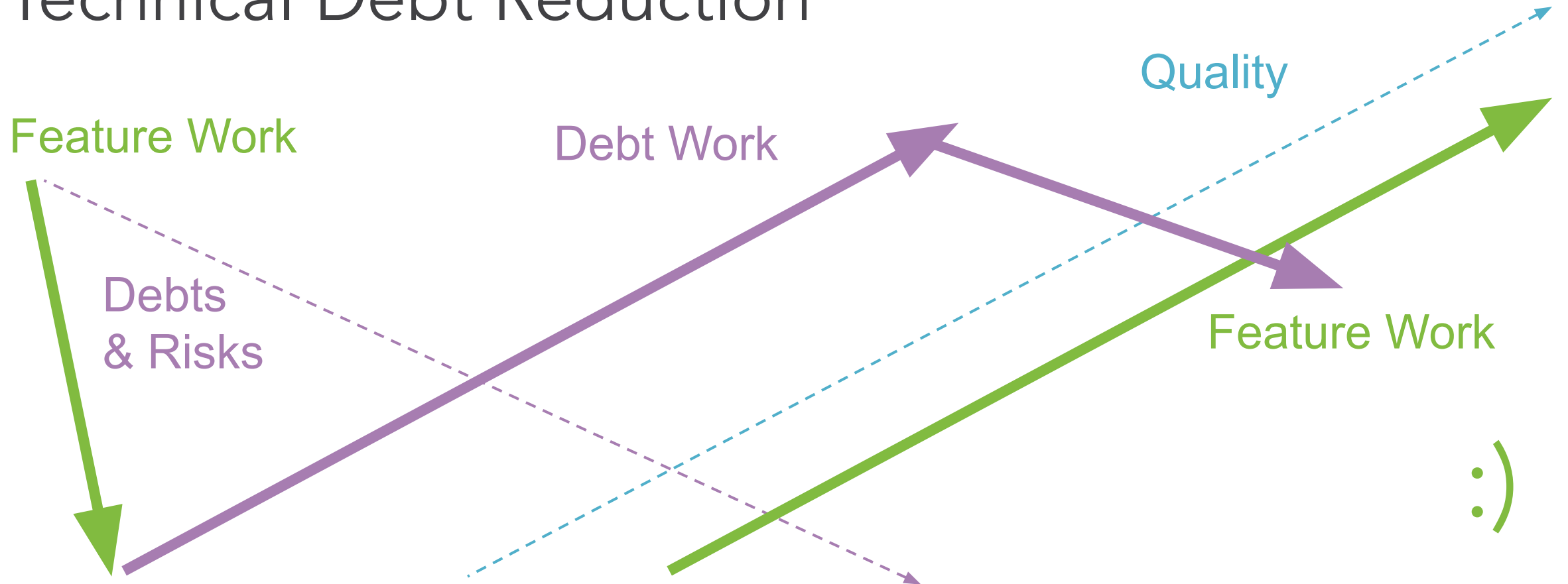
- * In 2015 reference feature took 15-30d.
- * In 2018 same (class of) feature took 150-300d

primarily bc of 1) tech debt, and 2) fast track silver bullets to drive success theater and/or acquisitions (for same effect)



- Learning to Improve

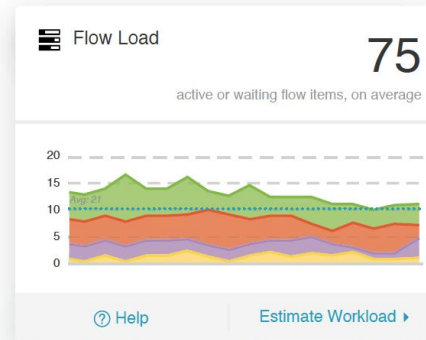
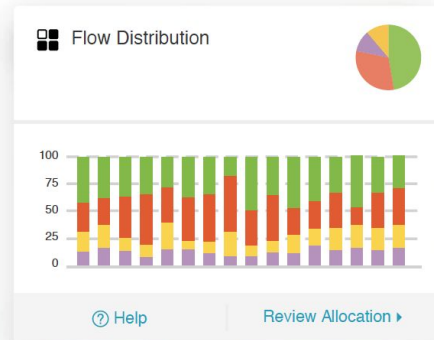
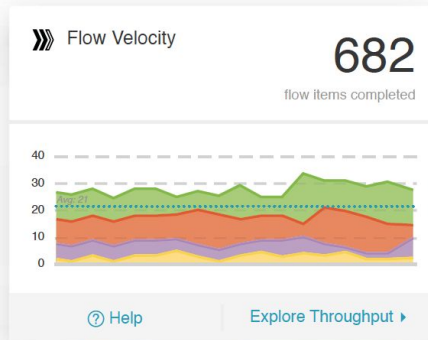
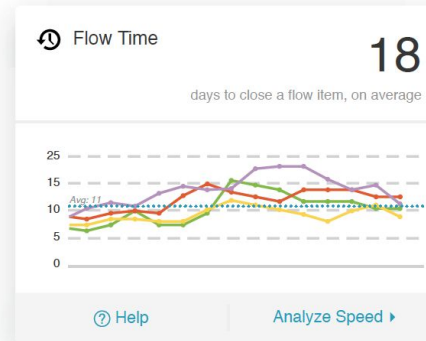
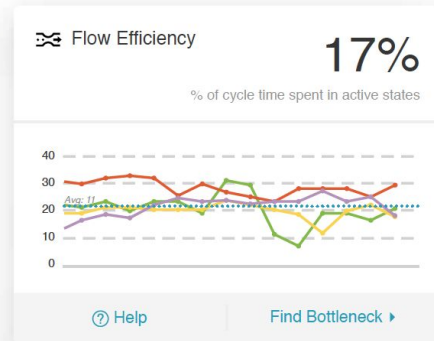
Technical Debt Reduction



:)

- Learning to Improve

Baseline Metrics, Observe, Get Feedback Loops



Measure and improve business **value creation** and present that **visibility** to your leadership

Summary

Learn to See

- Identify what flows in Software Delivery
- Classify it

Learn to Improve

- Measure value flow
- Improve with Metrics

...this is how VSM begins!



To continue the conversation,
meet me in the chat lounge for Q&A

@neelan

tasktop.com/value-stream-management

projecttopproduct.org
flowframework.org