

GERINDO **DEMANDAS DE PONTA A PONTA**



Bugs

Projetos

Refatorações

Customizações

Demandas

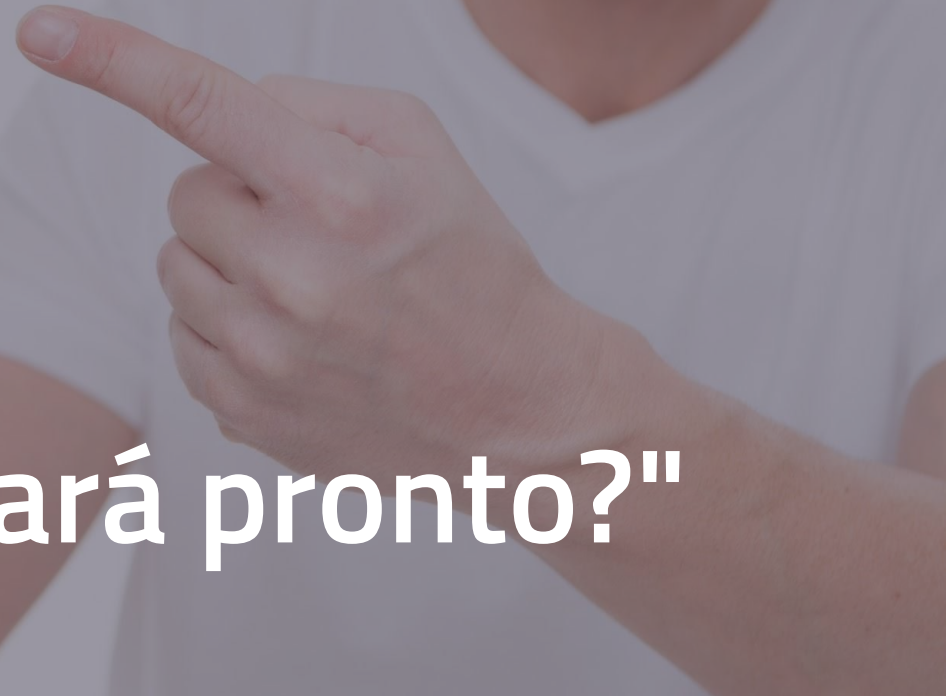
Melhorias

de Software

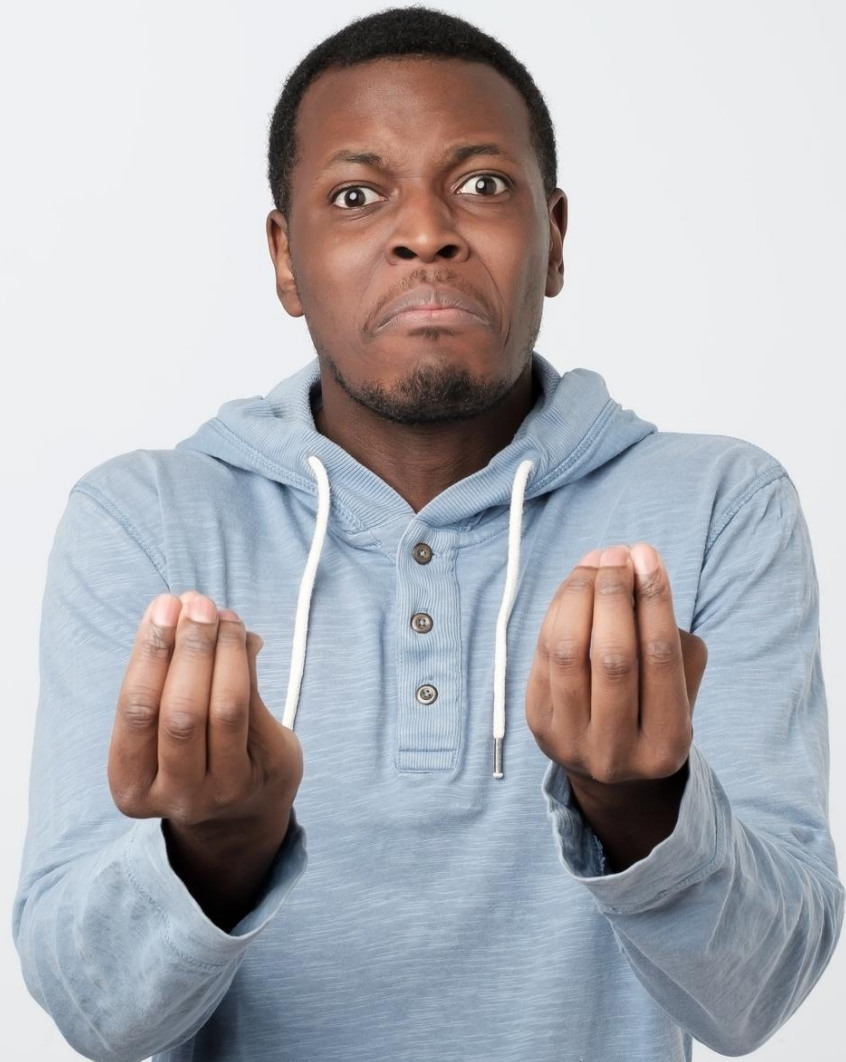
Manutenções

Operações





"Quando ficará pronto?"



A man with a questioning expression, wearing a light blue hoodie, looking directly at the camera with his hands held out in front of him.

"Por que fazer isso ?"



A close-up, profile view of a middle-aged man with grey hair, shouting with his mouth wide open and eyes squinted. The image is dark and has a blueish tint. The text is overlaid on the image.

"NÃO foi isso que eu pedi."

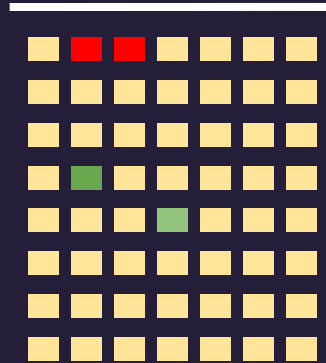
DESAFIO 1

"Como ser mais **eficiente** na **execução** de demandas?"

Processo Inicial

Cliente

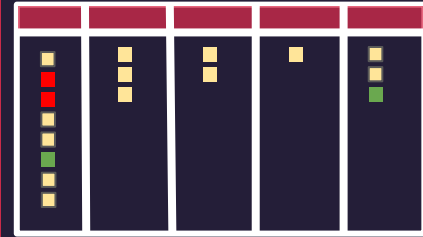

Demandas



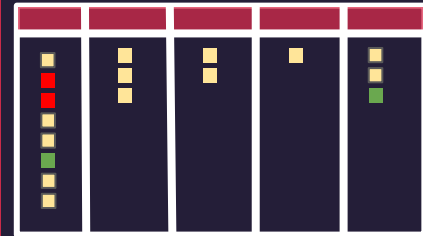
Suporte Técnico


Áreas de Negócio

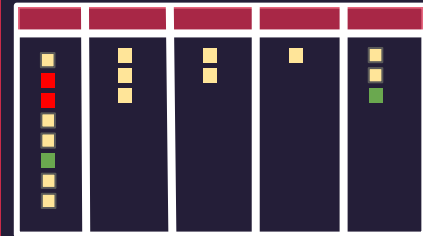

Time Dev 1



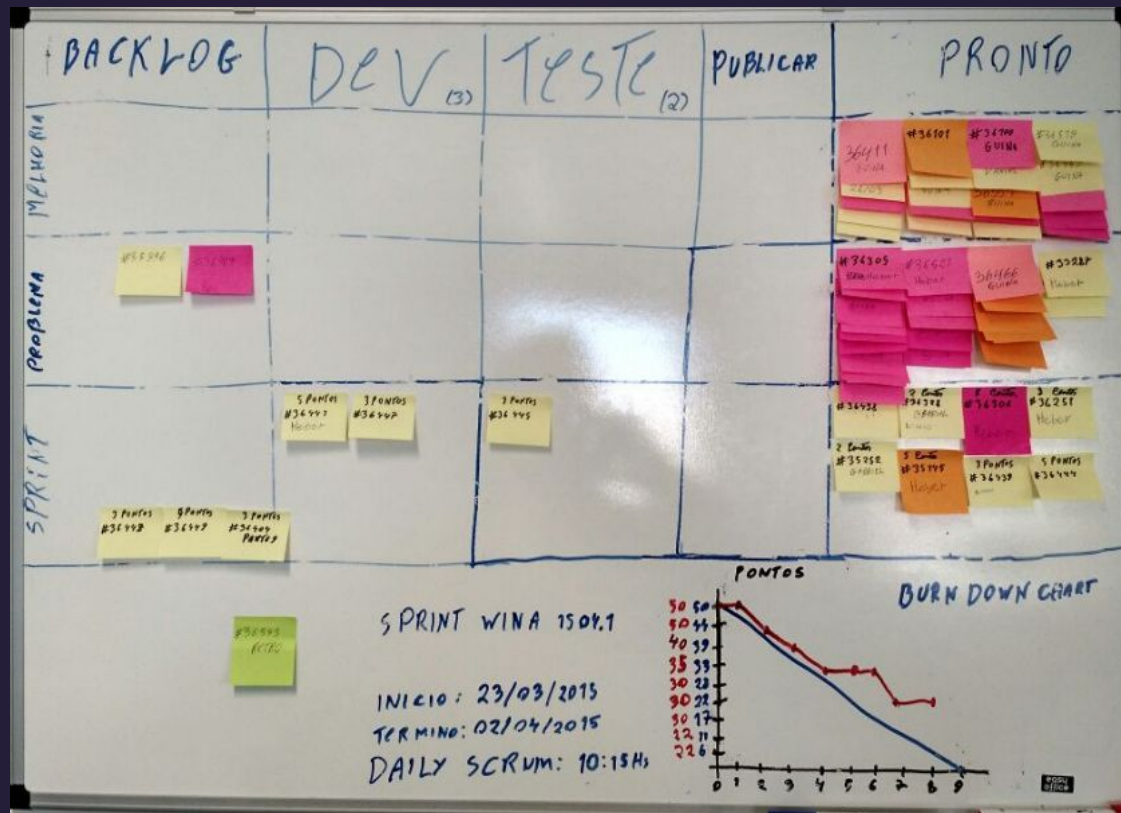
Time Dev 2



Time Dev 3



Board Desenvolvimento

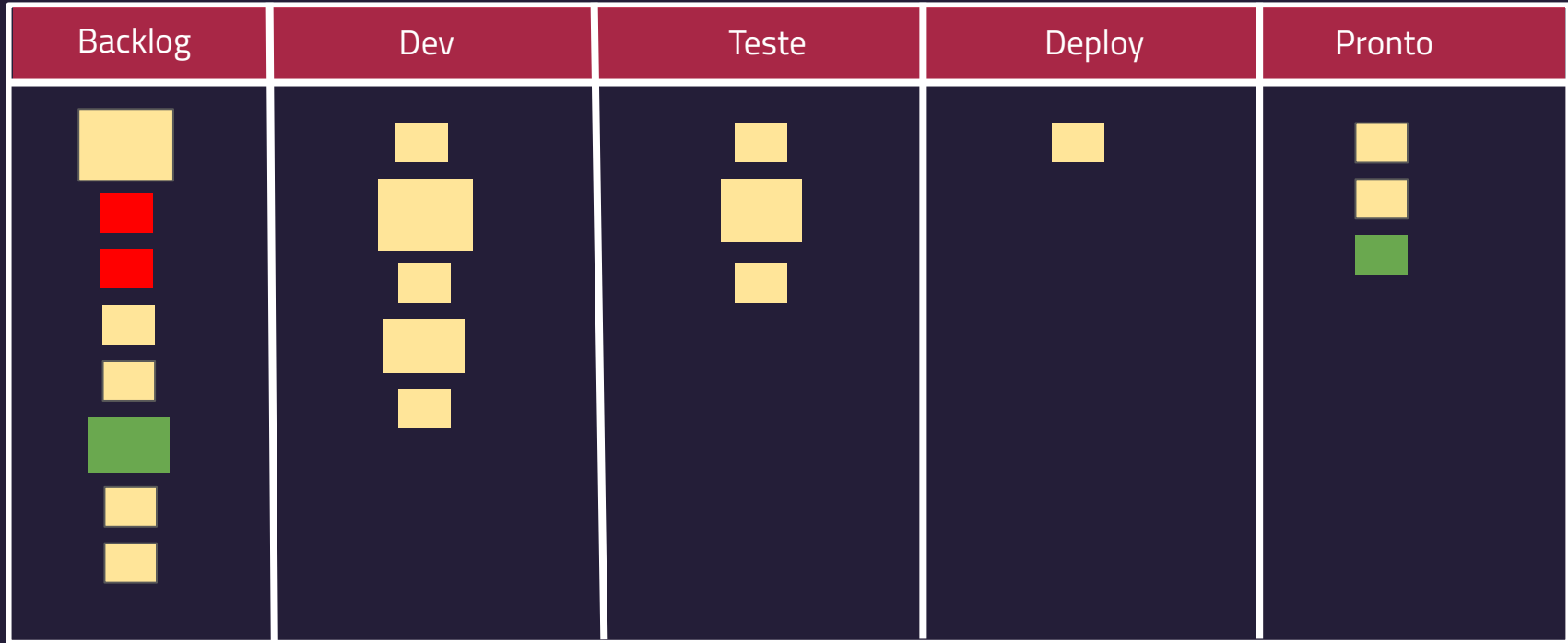


Transparência

Fluxo

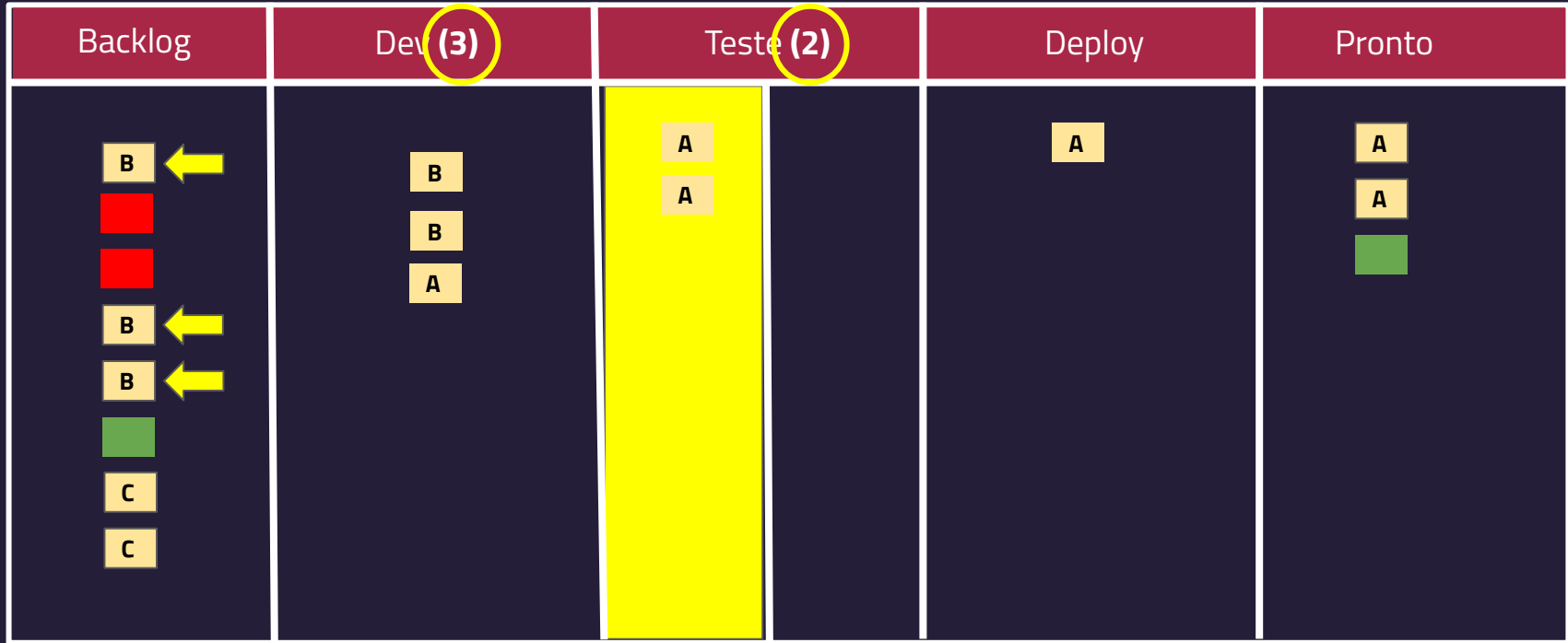
Cadências

Board Desenvolvimento (versão 1)












Tamanhos Variados

Board Desenvolvimento (versão 2)



Limite WIP Demandas Menores Etapa de Espera

Board Desenvolvimento (versão 3)

Backlog	Dev (3)	Teste (2)		Deploy	Pronto	
						Expedite
	 					Fixed-Date
						Standard
						Intangible



Lead Time

Kanban sobre Scrum

Pequenas Evoluções

Políticas


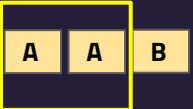
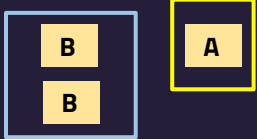


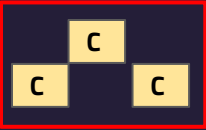


Redução da **Variabilidade**

Métricas

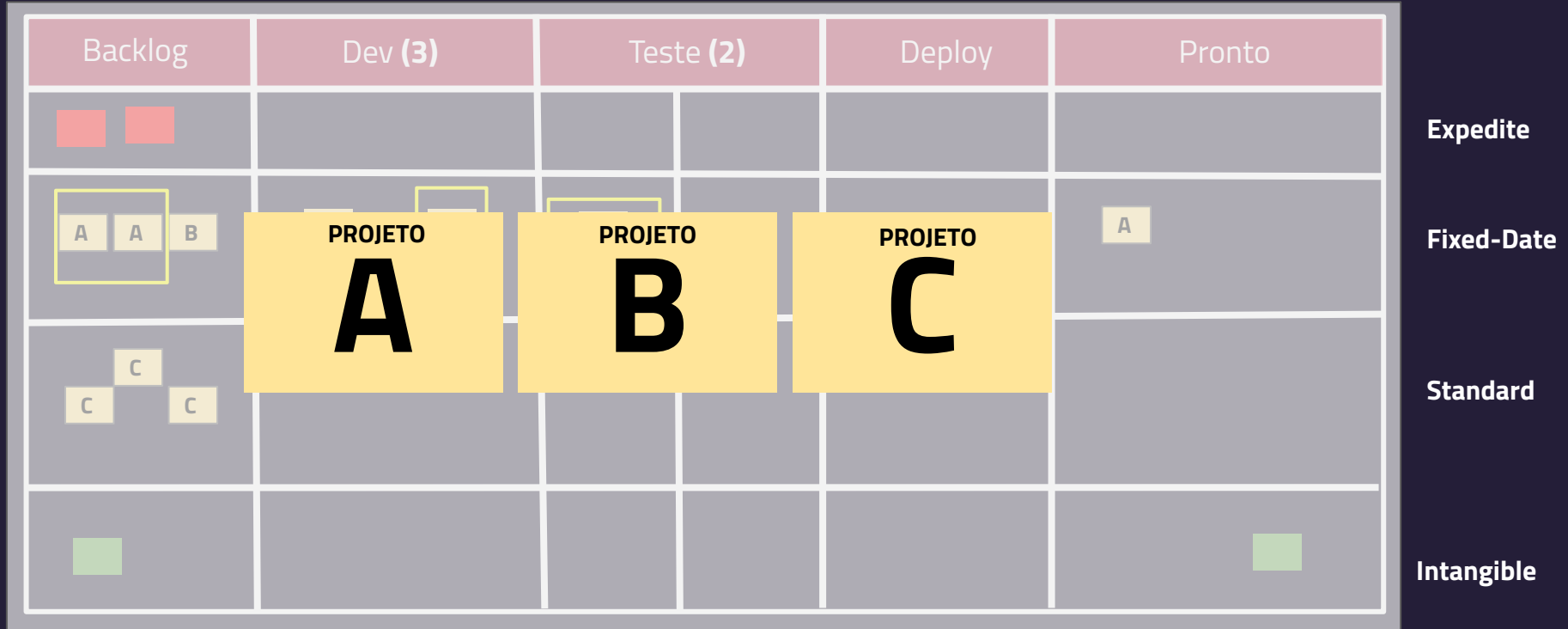
DESAFIO 2

"Ter uma visão de **lotes** de tarefas (**projetos**)"

Board Desenvolvimento

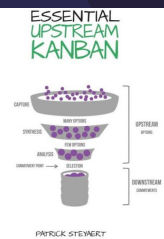
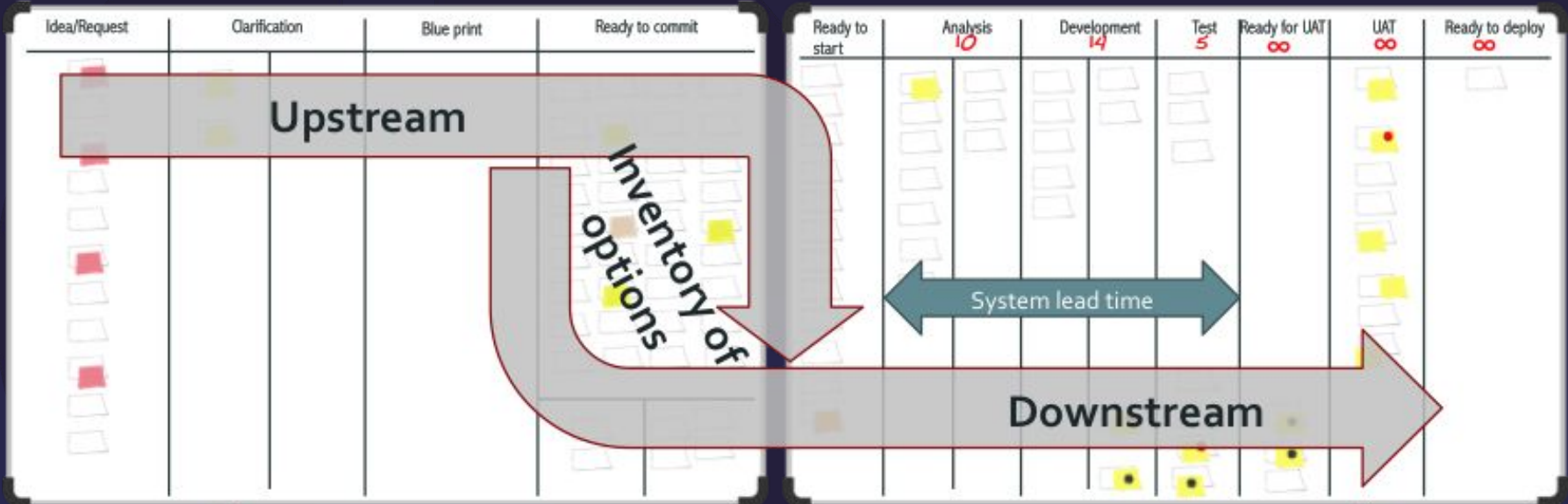
Backlog	Dev (3)	Teste (2)	Deploy	Pronto	
					Expedite
					Fixed-Date
					Standard
					Intangible

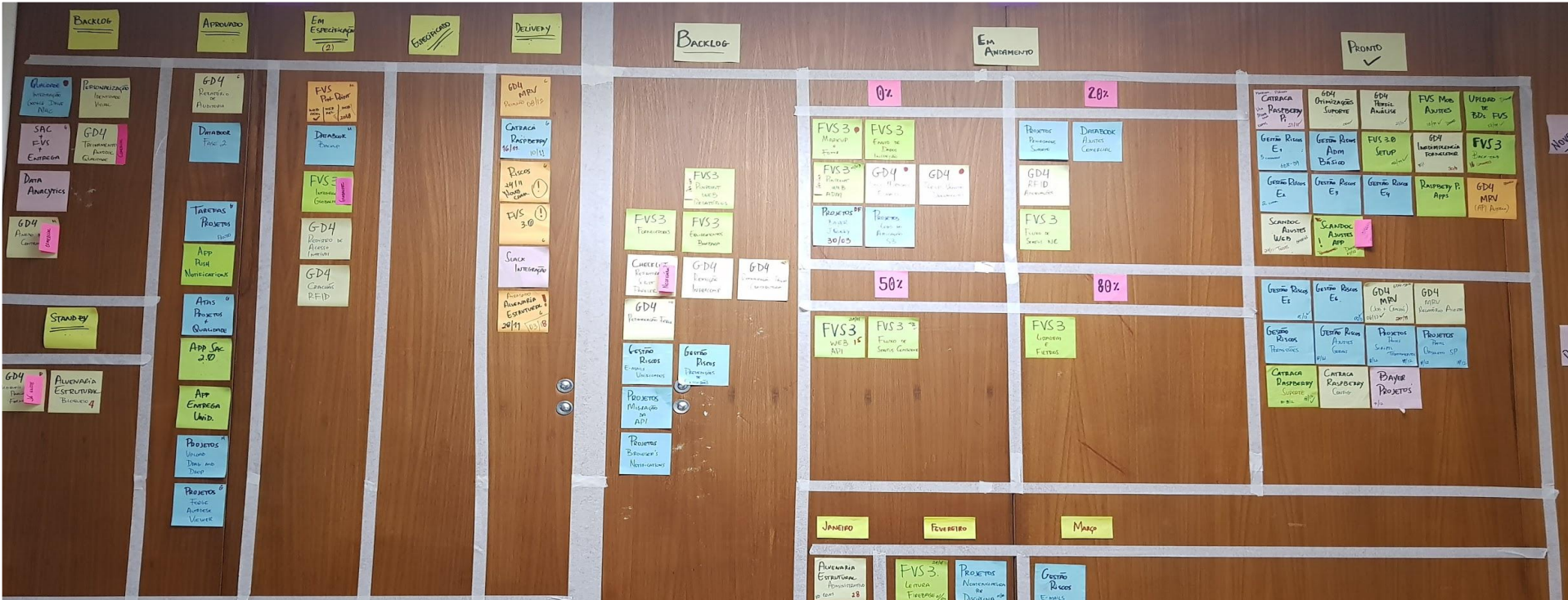
Board **Desenvolvimento**



Inspiração

Essential Upstream Kanban

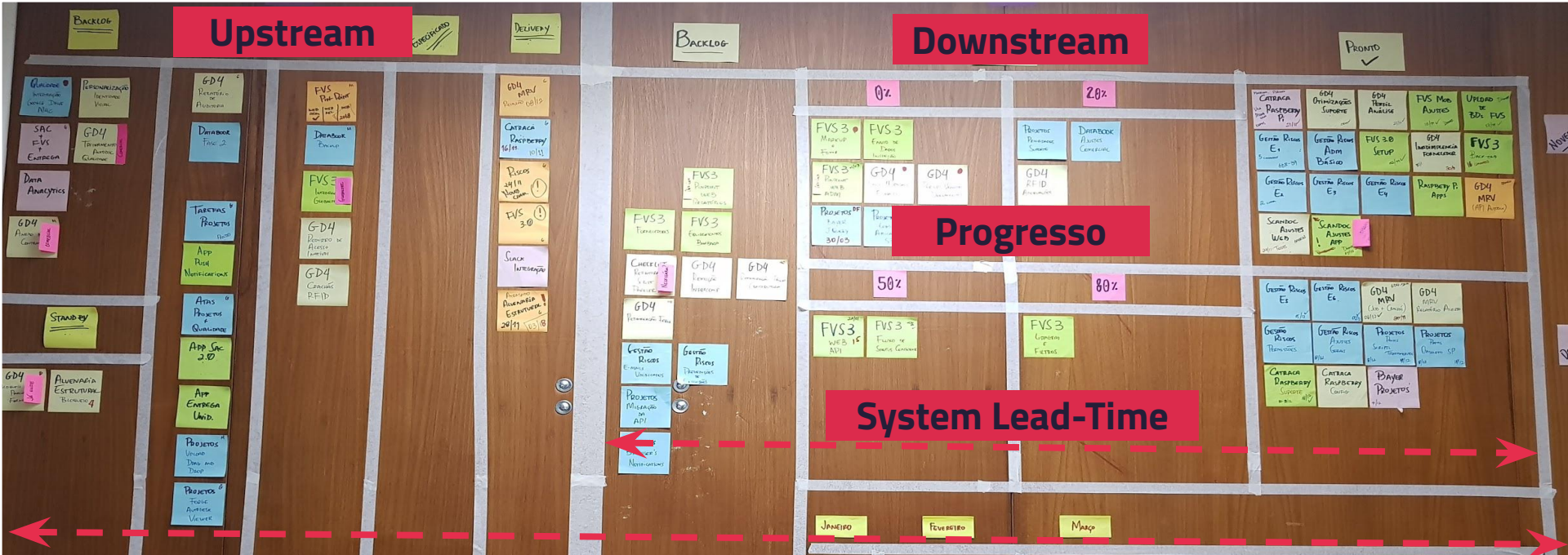




Kanban de Portfólio

Upstream

Downstream



Kanban de Portfólio

- Time A
- Time B
- Time C
- Time D

Upstream e **Downstream**

Visão de **Portfólio**

+ Foco nos projetos

- Orientação à Sprint

Critérios de **Priorização**

DESAFIO 3

"Melhorar os **fluxos** de **concepção** das demandas"

Systems Thinking Approach To Introducing Kanban

1. Propósito

2. Insatisfações

3. Análise de Demandas

4. Capacidade

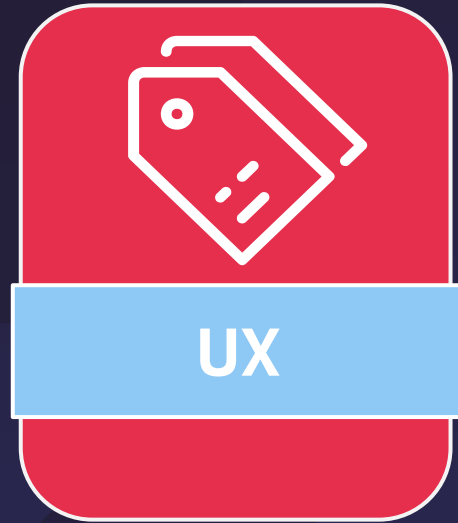
5. Design

6. Classes de Serviço

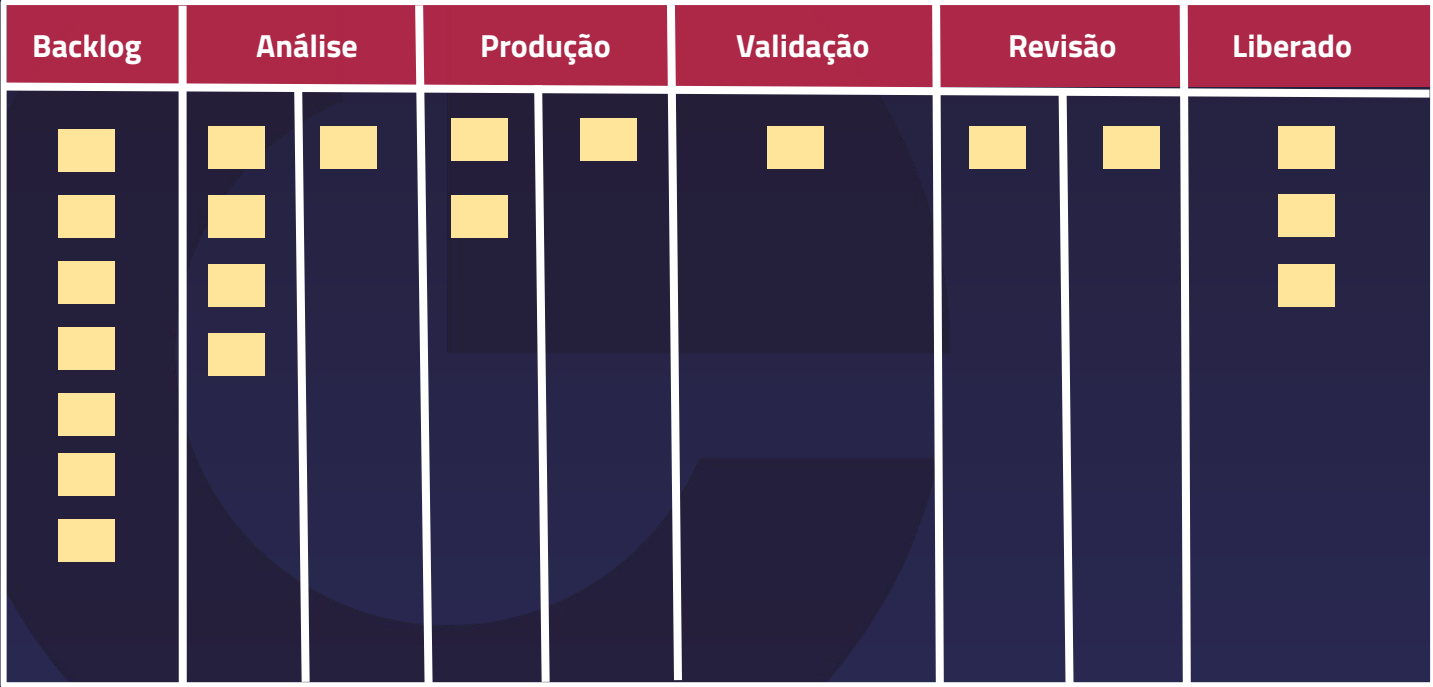
7. Workflow

8. Implantação

Serviço UX



Board UX



- CP** Commitment Point
- WIP** Work in Progress
- ESP** Espera
- ENT** Entrega



Serviço Customizações



Board Customizações

Análise		UX		Cliente	Orçamento			Liberado
CP	CP	CP		CP	CP	CP		CP
CP				CP	CP	CP		CP
CP				CP	CP			CP
CP				CP	CP			CP
CP				CP	CP			CP
CP				CP	CP			CP
CP				CP	CP			CP
CP				CP	CP			CP
CP				CP	CP			CP
CP				CP	CP			CP

- CP** Commitment Point
- WIP** Work in Progress
- ESP** Espera
- ENT** Entrega

CP WIP ESP WIP ESP ESP WIP ESP ENT

Serviço **Análise Dev**



Board **Análise Dev**



Liberado	Grooming	Refinamento		Revisão		Fila Dev

- CP Commitment Point
- WIP Work in Progress
- ESP Espera
- ENT Entrega

ESP

ESP

CP

WIP

ESP

WIP

ENT

Foco no Upstream

Visão de **Serviços**

Escala de Kanban

STATIK

Commitment Point

DESAFIO 4

"Melhorar a **entrega** de demandas"

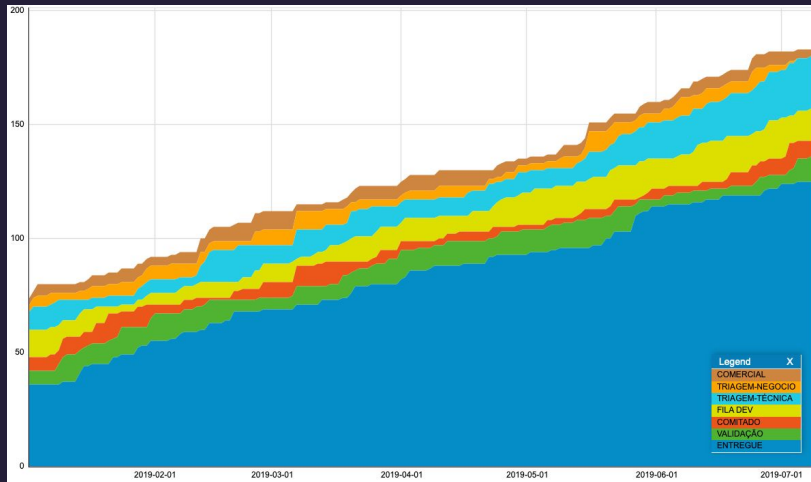
Serviço **Delivery**



Board Delivery

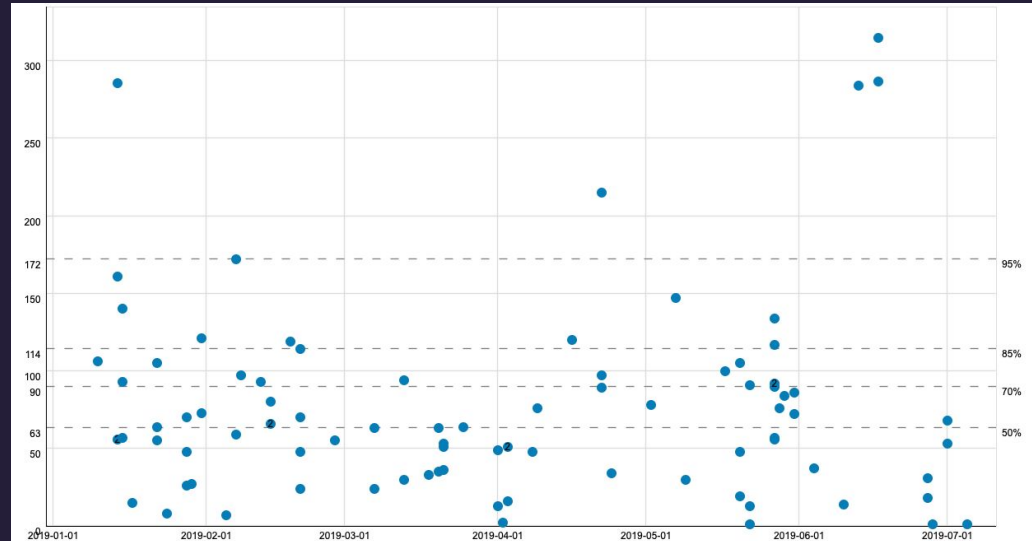


Métricas Delivery



Cumulative Flow

Cycletime Scatterplot



Fluidez de Entregas

+ **Transparência** nos Projetos

Previsibilidade

Aprendizados com a **operação**

Serviços de Entrega Demandas



06

Serviços

37

Pessoas

18

Replenishments
Por mês

63%

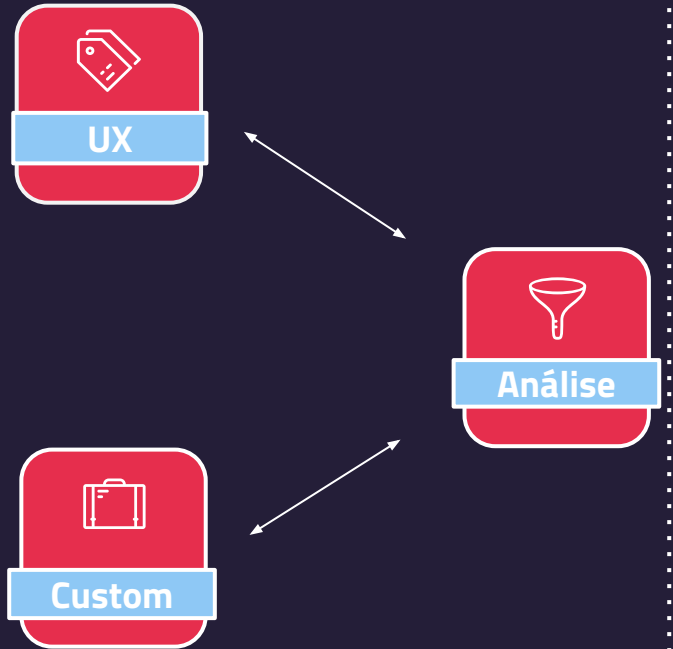
Eficiência
Fluxo

102

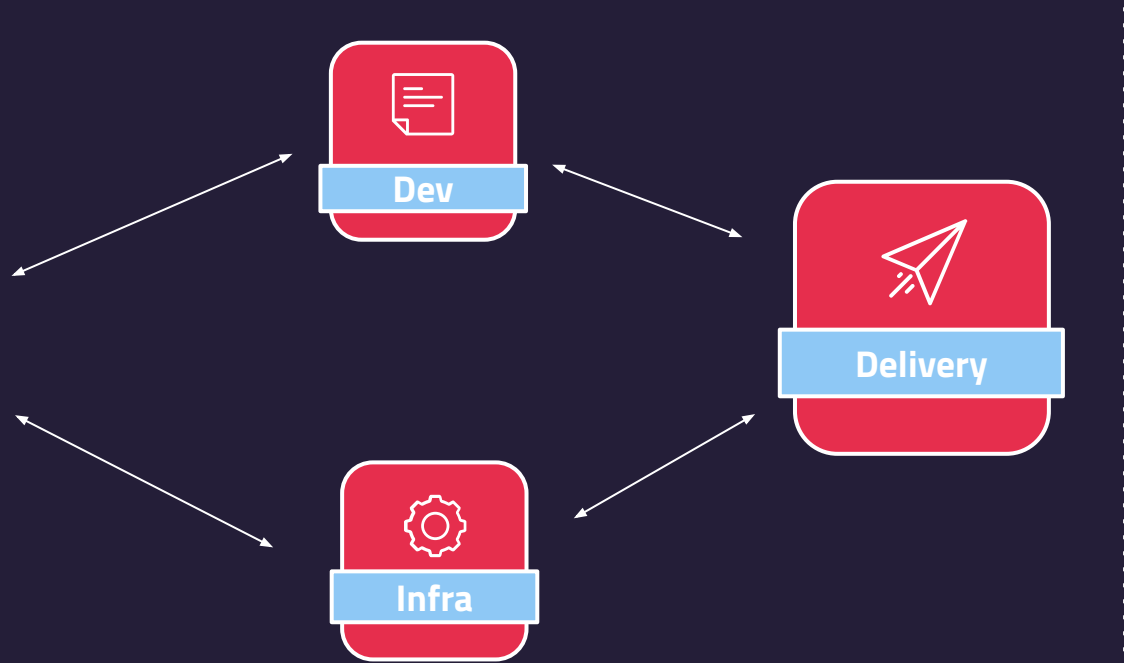
LT Dias
85% de certeza

Serviços de Demandas

COMMITMENT POINTS REPLENISHMENTS FEEDBACKS CADÊNCIAS MÉTRICAS

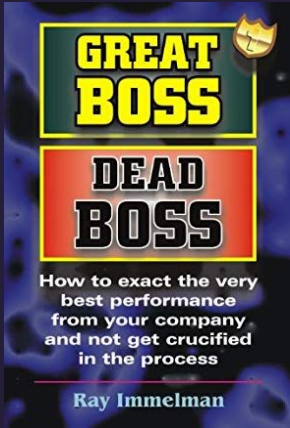
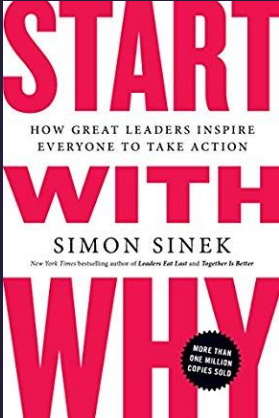
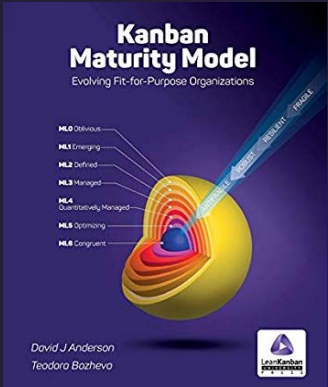
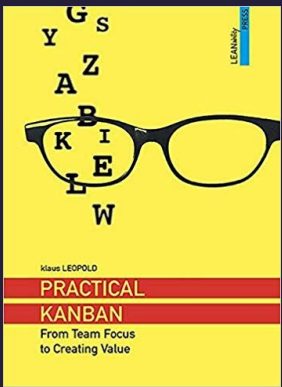
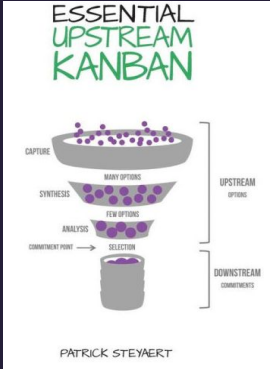
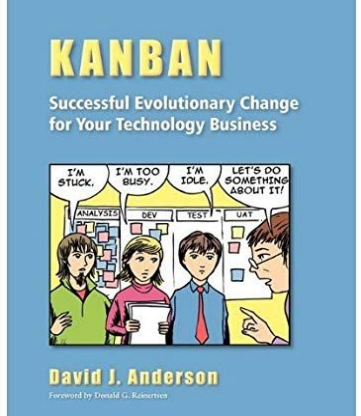
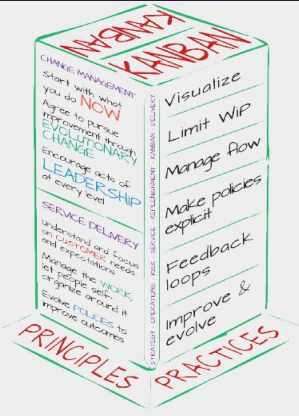


UPSTREAM
EFICÁCIA



DOWNSTREAM
EFICIÊNCIA

Referências





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Tiago N Pinto Silva



 /tiagonpsilva

 @tiagonpsilva

 tiago@autodoc.com.br

 tiago@tiagonpsilva.net

