

Module 2

Duration: 1 day

Prerequisites

There are no prior class requirements, but the following is recommended:

- KMP (Kanban Management Professional) status.
- Understanding of work item type definition from LKU Foundation 1 training.
- Knowledge of the use of Little's Law from ESP Module 1.

An exercise to help understand basic work item type and demand analysis is included as an option for this class.

APPLICABILITY

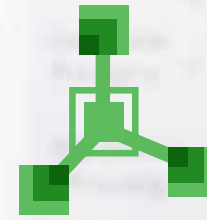
This class is ideally suited to a single corporation for private delivery on premises. Typical scope should be a medium-sized entity or a product or business unit of a larger entity. The class is most suitable for the private sector but is adaptable to public sector environments.

FIND A CLASS

Enterprise Services Planning classes are currently certified by Lean Kanban University (LKU).

For open registration classes, please consult our training listings at <http://edu.leankanban.com>.

To request a public or private class in your area, please email info@leankanban.com.



Enterprise
Services
Planning



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Module 2
Project &
Capacity
Planning



CURRICULUM

Project & Capacity Planning

Demand Analysis

- work item type definition
- recognizing patterns of demand
- classifying types of demand

Demand Shaping

- using risk management policy to shape demand
- studying the risk tradeoffs of demand shaping

Capacity Planning

- using Little's Law to align Kanban system capacity allocation with desired outcomes
- outcome-driven design (ODD)

Large Project Forecasting

- using Little's Law & the s-curve to model large project delivery

Labor Pool Liquidity

- understanding the concept of liquidity as a task to skills & experience matching problem
- kanban system design strategies to increase Labor Pool Liquidity
- tying career path and staff development to improved Labor Pool Liquidity
- scaling Labor Pool Liquidity as a management tool

Kanban System Liquidity

- understanding Kanban system liquidity
- measuring liquidity
- understanding how to measure volatility

Attendees will learn how to build a system to cope with unplanned work requests, interruptions, overloading, and conflicting priorities. Take a different approach to predicting and managing delivery schedules.



LEARNING OBJECTIVES

Learn to use advanced demand analysis to understand opportunities for improvement and how to design a Kanban system with adequate capacity and risk hedging to cope gracefully with variation in demand over time. This is particularly useful for areas such as IT operations with lots of irrefutable demand and unplanned demand.

Learn how to trade risk for capacity by using policies to shape demand.

Understand the outcome-driven design (ODD) approach to capacity planning. Planning delivery rates of work items using WIP limits rather than allocating people, resources or units of time.

Learn how to use Little's Law and other probabilistic approaches to make quick, cheap but highly accurate project delivery forecasts.

WHO SHOULD ATTEND?

"I am a portfolio manager and I want to know if we have enough capacity to complete our commitments from our strategic plan."

"I am a function manager and I want to know how to allocate capacity across our kanban systems in order to deliver on our commitments and meet expectations."

"I am a service delivery manager and I'd like to know how to make plans and estimates and communicate realistic expectations."

"I am a project manager and I'd like to know how to make plans and estimates and communicate realistic expectations."