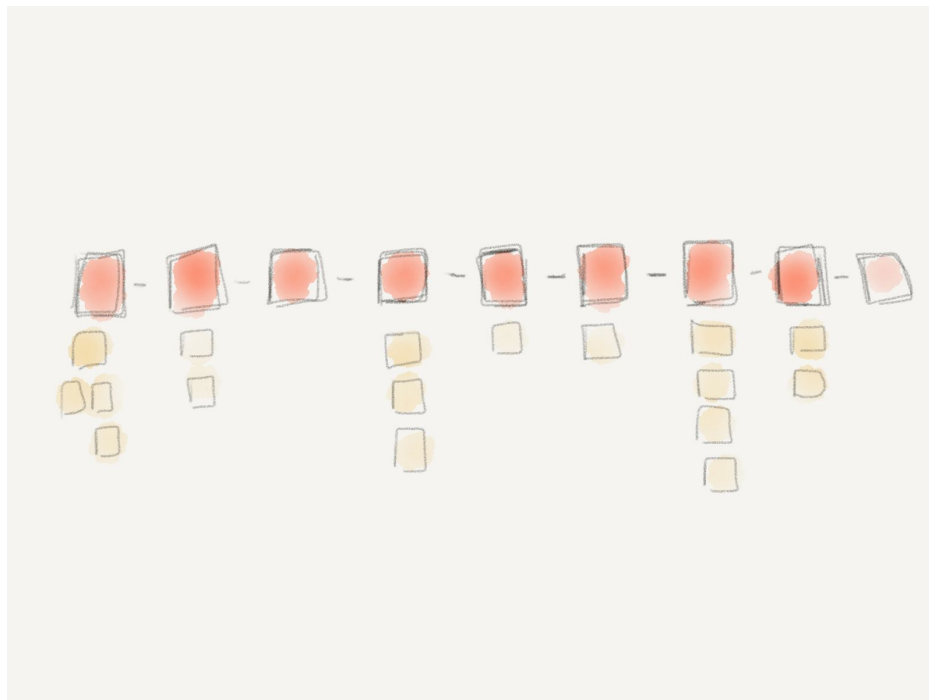


Example Mapping Process

Here is an example mapping process. This is the result of stapling myself to a release candidate of software and mapping the process.

This is a digital version of the wall visualisation - always do the visualisation as it is a lever for change - when people stand around it they can see the whole picture - including that which needs to be changed.

An example doodle of what the below mapping process may look like when done on the wall with index cards and post-it notes.



You can read more about how to do this at:

<http://cultivatedmanagement.com/staple-yourself-to-it/>

Step 1 Release Decision Made	Does Take Time (HRS)	Wait Time	Comments / Questions for improvement
Release Meeting to decide on release	1.0	0	Why is there a release meeting?

			What is the purpose of it?
Find a good kit from the build process	1.0	2.0	Shouldn't all kits be good? Could the build system announce clean kits to avoid the hunt for one? How many good kits do we have versus unfit kits?
Deploy a good kit	2.0	0	Could the deployment process itself be improved?
What's in the kit? Each team to contribute release notes	0.5	1.0	Could the systems you use tell you what is in each kit?
Total	4.5	3.0	
Step 2 Prepare For Release	Does Take Time (HRS)	Wait Time	
Raise a request for change	0.5	0	
Create suitable test material	0.25	0	
Email lab number to Bob for release documents	0.25	0	Could the system do this so someone doesn't have a manual step? Lots of chance for failure or delay here. What happens if Bob is off?

Create a release communication	0.25	0	
Organise support for release	1.0	2.0	
Organise a performance sweep of the system	0.25	0	Could system do this?
Total	2.5	2.0	
Step 3 Move Kit To Test	Does Take Time (HRS)	Wait Time	
Build the Release Test Kit	3.0	0	Seems to take a long time - could this be improved?
Send emails about deployment	0.25	0	Could system do this?
Total	3.25	0	
Step 4 Verify The Release	Does Take Time (HRS)	Wait Time	
Test remaining ticket items (HIGH RISK)	2.0	1	Why is this high risk? Could we mitigate risk somewhat?
Run regression suite	5.0	0	This is a long task. Any way to improve it?
Run performance sweep	4.0	4	Does it take this long because it's so in-depth?
Collate release notes	0.5	0	
Review event logs	0.5	1	
Total	12	6	
Step 5	Does Take Time	Wait Time	

Agree To Deploy	(HRS)		
Review events and errors	0.5	0	
Pre-release meeting	1.5	0	1.5 hours for a meeting?
Update release notes and associated pages	1	0	
Send report to management	0.25	0	
Get green light for release	1	4	4 hours wait for management to green light something? Why do they need to? Could we reduce this wait?
Total	4.25	4	
Step 6 Deploy The Kit	Does Take Time (HRS)	Wait Time	
Check all upgrade/downgrade scripts	0.5	0	
Run all upgrade scripts	1	0	
Build out deployment files and rollback scripts	2	0	
Deploy	1	1	
Review deployment	1	1	Can we reduce these waits?
Total	5.5	2	

Step 7 Post Release	Does Take Time (HRS)	Wait Time	
Email release notes to company mail list	1	0	Could system do this?
Post on internal social feeds (manual)	0.5	0	
Update management in weekly meeting	1	50	50 hours potential wait? Really? Why?
Set all cases complete	1	1	
Close process	1	2	
Total	4.5	53!	

From each section you can work out how long work stays there. There are potential questions to ask at each stage too. Is the process smooth and effective.

Try to work on making the process effective before you work on efficiency.

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