DevOps Service Delivery - Work Intake Process

The following is a proposed Service Delivery Model for SOM IT Devops

Information

The following is a proposed workflow for overall service delivery for devops - this proposal does not materially change the core devops process. It does modify the way we would intake, triage, and sequence and link the work together. We would also need some additional "pre-kanban" statuses.

1. New Client Request - If it's a bug, we should create a **bug** ticket, do a quick triage and get it straight to Kanban backlog. Otherwise it should come in as a request ticket to triage.
2. **Triage** - Request is assigned to Business Analyst who will triage (assistance from managers as needed), and can move it to **Requirements Gathering** or work with manager to Bitbucket **Wont Do**.
3. **Requirements (or Unprioritized)** - BA works with clients to build user stories or a requirements document. BA helps client form a plan around a set of priorities. Once the request has enough requirements to be actionable it moves to Ready for Sequencing.
4. **Sequencing** - BA meets with Developers to create an **EPIC**, and individual tasks assigned appropriately, and sequenced as actionable work. Client can prioritize at the EPIC level and monitor through dashboards.
5. **Backlog** - Backlog is the developers backlog. It should contain bugs, which the Managers should assign and triage, or it will contain ALL tasks in an EPIC that is starting.
6. The BA manages the EPIC by moving tasks individually from backlog **To Be Picked**, as sequenced. The managers will manage bugs by assigning them and moving them to be picked. The developers work out of **To Be Picked**.
7. As tasks are complete the BA and managers move more work into **To Be Picked**.
8. Clients monitor their work through Dashboards. Managers review progress of their initiative through Dashboards. Kanban focuses on the work blocked or nearing completion so the BA and managers are alert to Epics needing attention.

**PROS**

- Devops process does not materially change
- Devops team has fewer backlog and to be picked items, and are working from a curated list
- Clients have visibility to their requested work, and visibility it takes for IT to complete a given request
- Clients can prioritize at the epic level if work backs up
- Clients must participate in requirements definition
- Managers have a view of defects vs new requests via epics
- Managers can balance the defect vs new project work by selectively moving work to be picked
- Creates an appropriate service delivery model with defined roles of client, analyst, developers and managers
- The documentation the BA creates helps support the Service Catalog
- By tying bugs to the Application catalog, devops has incentive to keep it current

**CONS**

- Client may perceive Triage as a roadblock or additional JIRA stages as delays - in reality it means their items do not sit in backlog for as long
- Initially work is front-loaded with BA and Client, we would need a transition to this model
- Change - no one likes change

**High Level Workflow**
Reference


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