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Adding Agility to Clarity Product Ownership

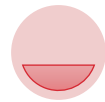
Your Guides:

Ross Hensel and Wes McCoubrie

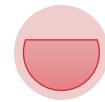
Agenda

So, you've implemented Clarity...nice work! Now what?

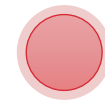
- Typical Post-Implementation / Operational Challenges
- Aspirations for and Outcomes of a High Performing Ownership Team
- Model Solution:
 - Roles and Responsibilities
 - Intake, Triage, and Delivery Process
 - Clarity Board-Based Solution



People



Process



Technology

Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards

Defining a High-Performing Clarity Ownership Team

“Success is a journey. Not a destination” – Arthur Ashe

- Reimagine PPM as a core operational value stream, the steps and people who deliver end-user value using solutions created by the development value streams.

<https://www.scaledagileframework.com/operational-value-streams/>

- The Clarity Ownership Team managed the underlying development value stream, the steps and people who develop solutions used by the operational value streams.

<https://www.scaledagileframework.com/development-value-streams/>

- Clarity should be managed with the same rigor as a revenue-generating or customer-facing application.
- The best organizations have a roadmap and plan to continuously improve.

Aspirations of a Clarity Ownership Team

Typical Pitfalls

- User feedback not heard
- Slow to respond to requests
- Black box syndrome
- Not implementing high-value enhancements
- Stakeholders aren't treated like customers
- Operational support consumes innovation capacity

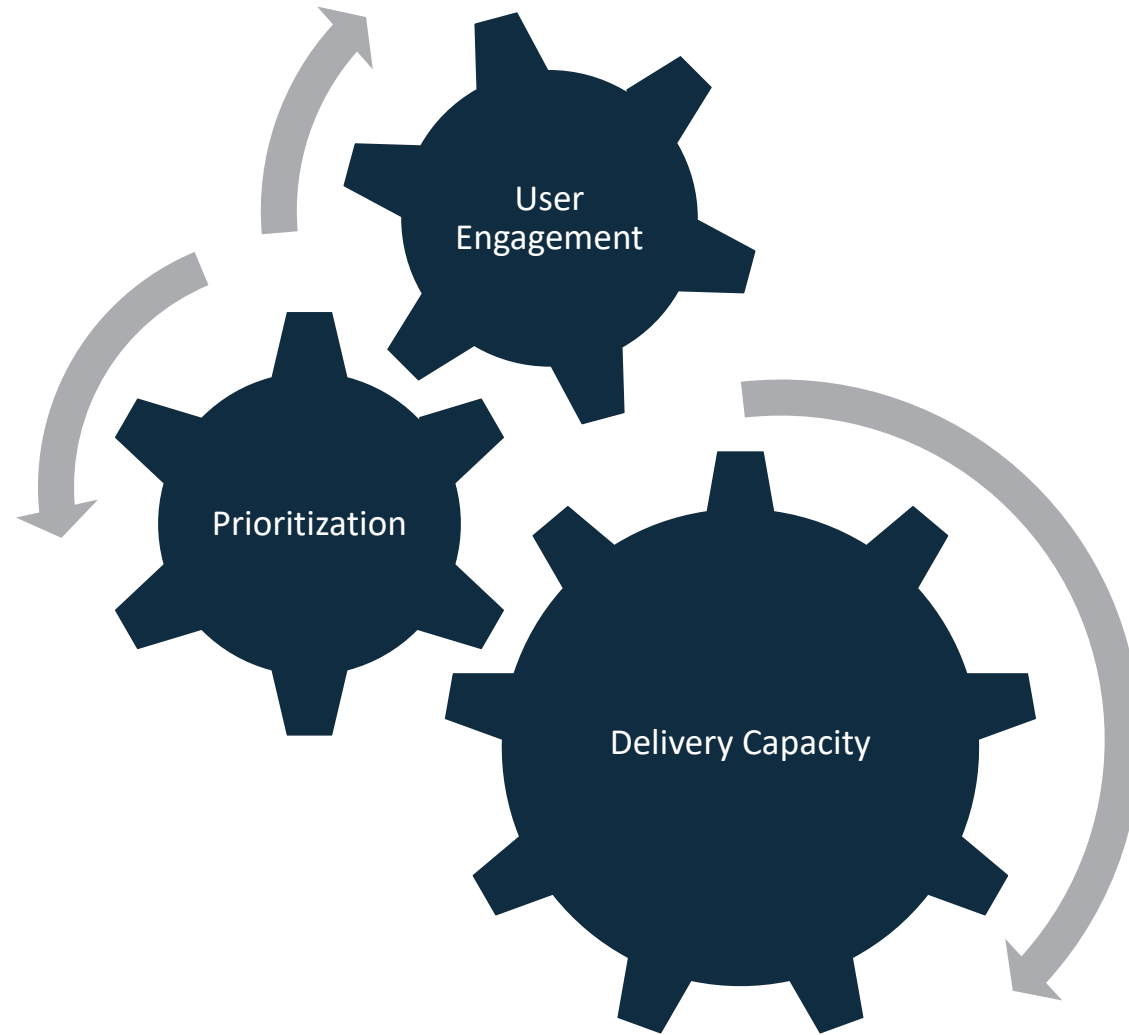


High-Performing Characteristics

- Users have a well-defined feedback loop and request process
- Delivery timelines are well communicated
- Prioritization process is clear and aligned to product strategy
- Ownership Team seen as a partner to the users
- Innovation commitments are closely guarded

Open Mic

- What kinds of challenges does your Clarity team face?



Model Solution: Roles & Responsibilities

- **Clarity Product Owner** provides consistent and visible leadership. Often, we'll see Product Owners and Product Managers as a singular role.
- **PMO forums** established as entry point to intake funnel and for the vetting of a product roadmap.
- **Cross-Functional Stakeholders** support the triage and prioritization of requests.
- **Clarity Administrators** have a clear separation of duties between operational support and value add work (innovations and optimizations).

Note here that the “model” solution outlined here is intended to fill a delivery gap in cases where an existing, standard methodology and toolset does not exist.

Model Solution: Intake, Triage, & Delivery

- The “customers” in the PPM Value Stream can be any of the core personas: team members, PMs, portfolio managers, etc. All should be empowered to submit requests.
- Product Manager and Stakeholders triage requests based on value/impact/cost or other metrics. Approved requests are entered into the Clarity backlog with points or labor estimates.
- Agile-lite variation of backlog grooming ensures a prioritized list of requests organized by category: Operation / Maintenance, Optimization, and Innovation.
- WIP limits are enforced for each category.
- Structured monthly releases support efficiencies in promotion and change management.



Model Solution: Clarity Board-View

With some basic configurations, Clarity can play the role of Jira / Trello / Planner in managing a backlog, WIP, collaboration, and releases.

- Clarity project or CIT.
- Board View of tasks by Stage:
 - E.g., Backlog, Requirements / Design, Development, Testing, Ready for Deployment
 - E.g., Backlog, In Progress, Complete, Accepted, Deployed
- Work category and release presentations using saved views (filtering / coloring / columns).
- Cards have To Dos to capture activity granularity.
- Widgets provide visualization of WIP limits and release scope.
- Task and To Do dashboards configured to present pipeline and WIP.

Open Mic

- With what tools are Clarity requests managed in your organization?
- What are some of the challenges with using those solutions?

With thanks to Trinity Health...

Enhancement Management Board Demonstration



Questions?



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