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Best Practice Use of Clarity for Intake and Prioritization

Your Guides:
Alyson Poston and Mike Pokorny

Agenda

- Intake – Common Ways, Better Ways, Creative Ways, and Integrated Ways of capturing what needs to be done
- Prioritization – Scoring? Voting? Blind Judging? Whoever yells the loudest? Creative ways to prioritize
- Putting it Together – How to get “10 pounds of flour into a 5-pound bag” – Best practices and discussion of how to plan and work in constraints

Part I: Intake





TIME FOR SOME POLLS OF THE AUDIENCE:



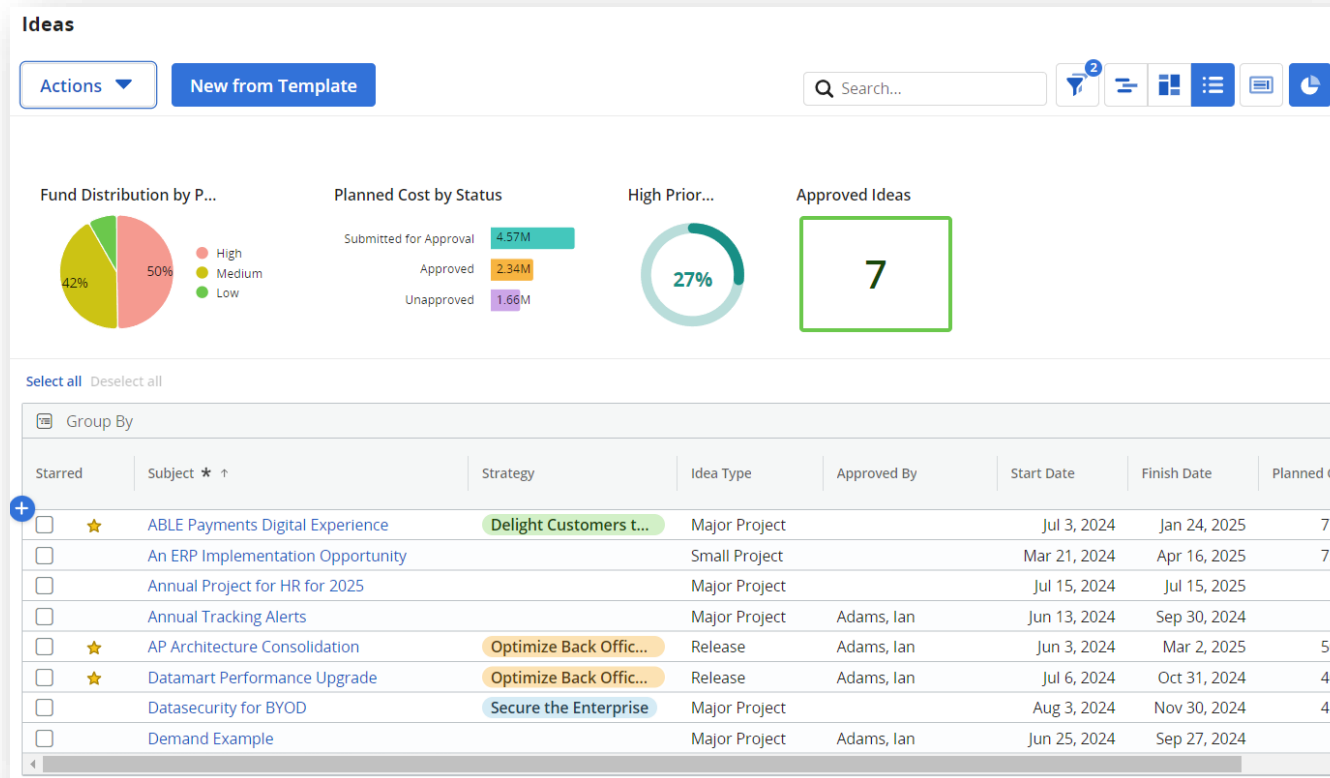
Intake -

- Poll questions show everyone's journey is different
- Common Practices when using Clarity:
 - Annual and Quarterly Intake (not constantly open)
 - Different forms/intake templates for different divisions and use cases (i.e. small requests fill out a different form than annual projects)
- Additional Options:
 - Integrate from ticketing/service management tool (sounds a lot like ITIL)
 - Do you send back round-trip info to the ticket creator?
 - Anyone leave Clarity ideas open year-round accepting requests at any time?



LIVE PRODUCT DEMO -

Some Best Practices Re-Created!



Prioritization:

- Common Practices:
 - Scoring – Multiple or single score?
 - Ranking – Who determines them?
- Voting:
 - Gaming techniques
 - Anonymous Voting
 - Ranked Voting
- Other?



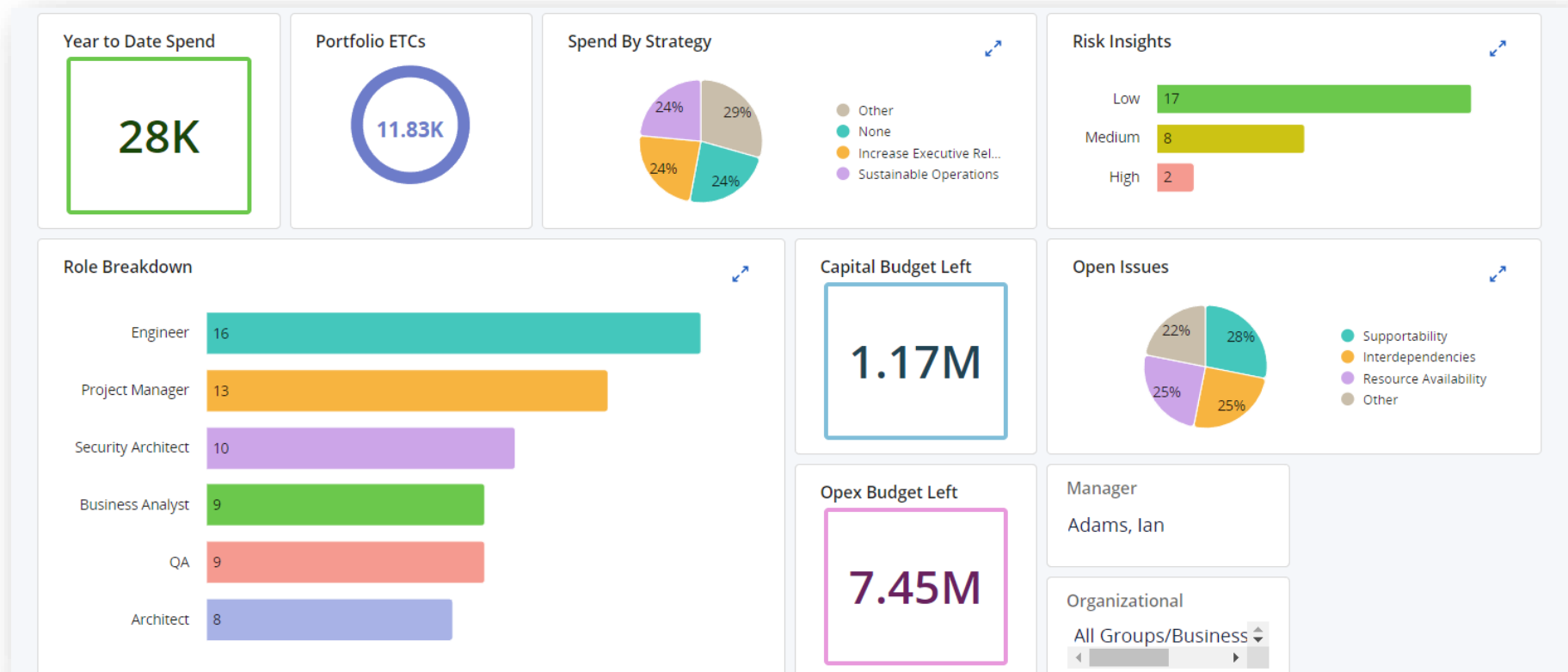
Prioritization Factors to Consider:

- Business Value – Soft and hard benefits/ROI
- Urgency - Is it mandatory for compliance or other factors?
- Strategic Alignment – How does it align to goals, objectives, OKRs?
- Impact – On the teams, the customers, the organization
- Bandwidth – Do we have the people? Do we have the money?
- ROI?
- Effort?
- Others?

(Discuss)

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Questions?





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