

PLUTORA®

Moving Beyond Story Points with Value Stream Flow Metrics



Agenda

1. Why care about value stream flow metrics
2. What are the value stream flow metrics?
3. How do you calculate them?
4. What to interpret them?

Speaker



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VP of Product
@jeffkeyes

Jeff is VP of Product at the value stream management platform, Plutora and an ambassador and the DevOps Institute. He has spent his career writing code, designing software features and UI, running dev and test teams, consulting and evangelizing DevOps and value stream management. Outside of six years at Microsoft, he has been primarily focused on growing startup companies.

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Story Points

Example Agile Work Breakdown Structure

WBS

Initiative

Product

Epic

Story

Task

Story Points

Definition

Highest-level container of work; may apply to one or many products.

The program or group of programs designed for the end user.

A set of features grouped together to create a key system function.

Describes planned work for a specific feature of a product.

Smallest unit of work; typically assigned to one person.

Used to estimate the level of effort required to complete a specific story or task, typically based on a Fibonacci-like format that establishes relative effort.

Example

Increase customer privacy

MyMessagingApp

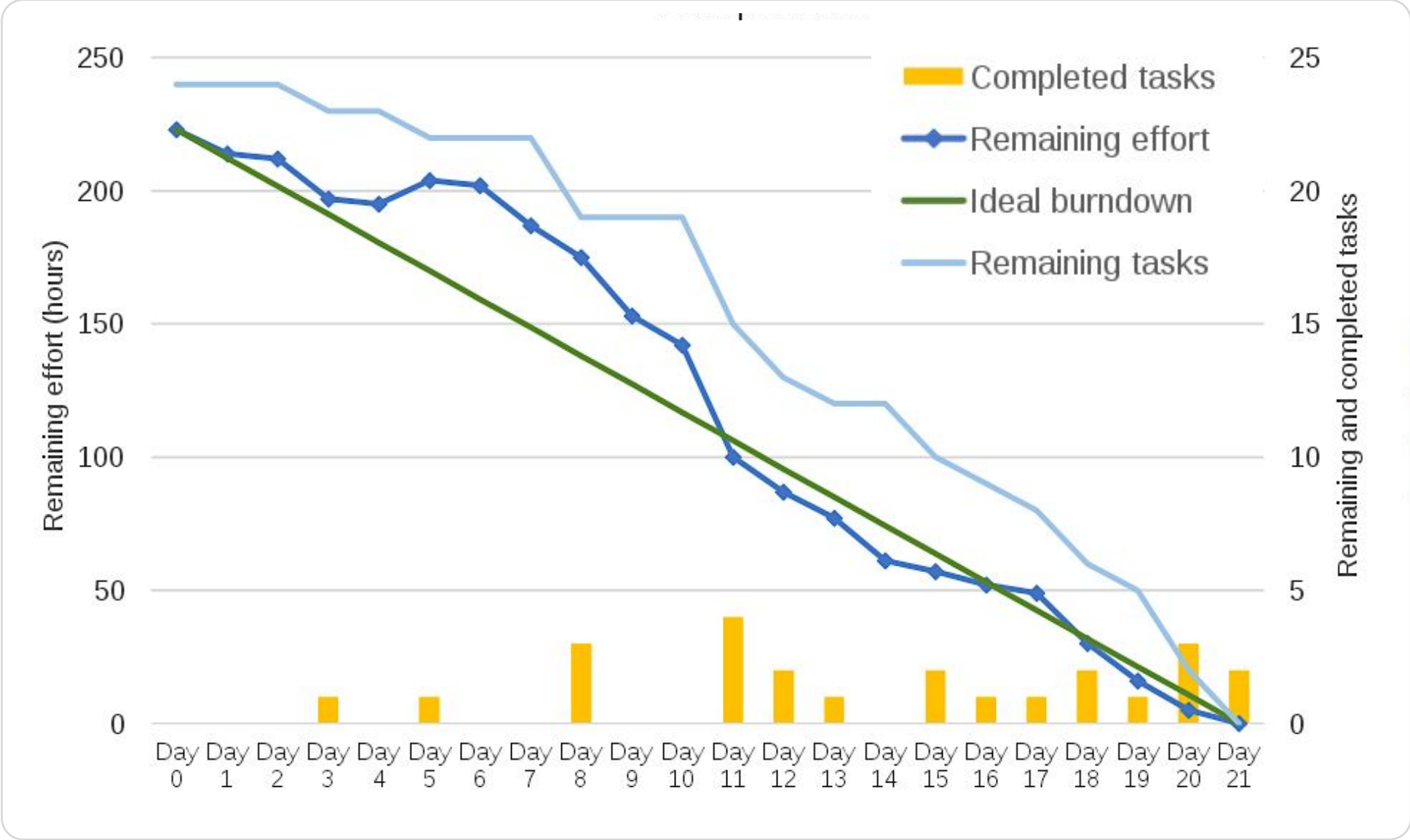
Message encryption

I need the ability to send and receive encrypted messages

Design the encrypted chat screen

Source: Gartner

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	Iteration-Velocity							
	1		2		3		4	
	Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual
	42	22	25	17	20	20	22	
	35	40	40	19	35	32	35	
	55	51	50	40	45	38	40	
	28	11	15	15	15	15	18	
	60	17	20	20	25	22	20	
	220	141	150	111	140	127	135	

The Problem

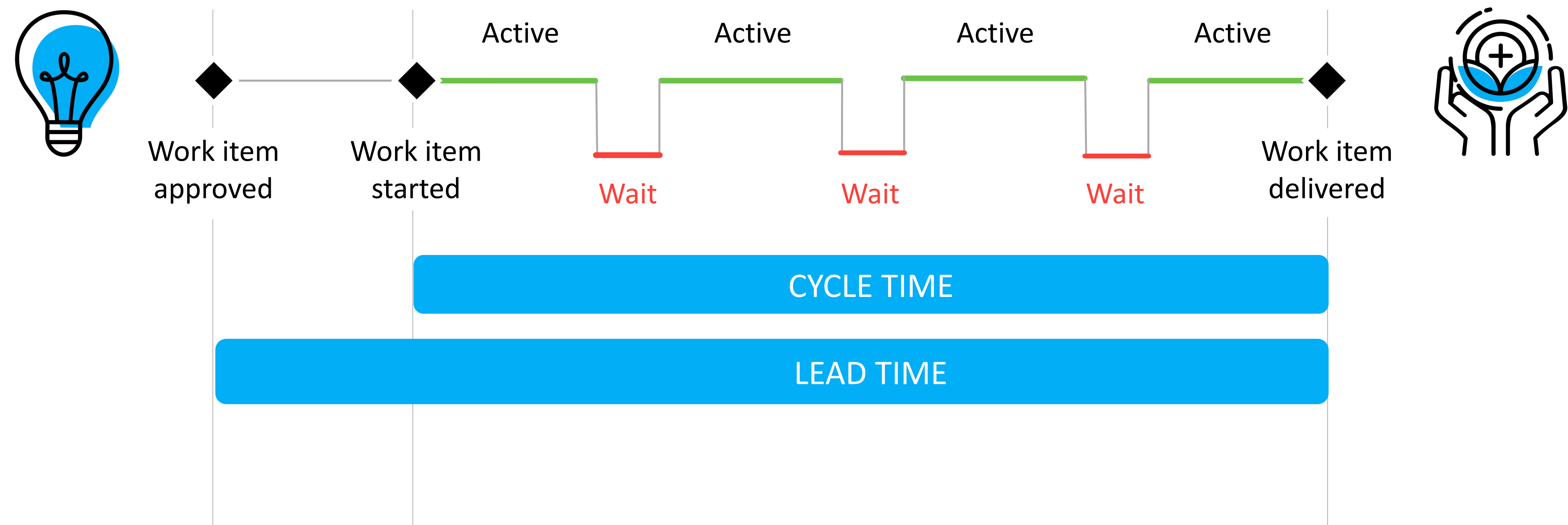
We want to have metrics that describe “how are we doing?”



DevOps Metrics

Metric	Definition
Deployment frequency	How often code is deployed to production in a team's value stream (product or service)
Lead time	How long it takes from code committed to code successfully running in production for the team's value stream
MTTR	How long it takes to restore service when a service incident or a defect that impacts users occurs (e.g., unplanned outage or service impairment) within the team's value stream
Change fail rate	The percentage of changes to production that results in degraded service (e.g., lead to service impairment or service outage) and subsequently require remediation (e.g., require a hotfix, rollback, fix forward, patch) within the team's value stream.

VSM Flow Metrics

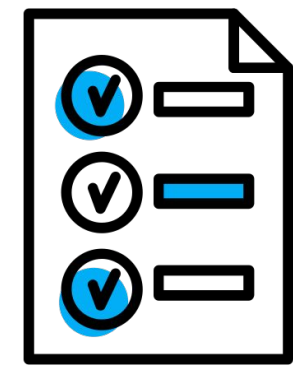


Value Stream Flow Metrics – Idea to Cash



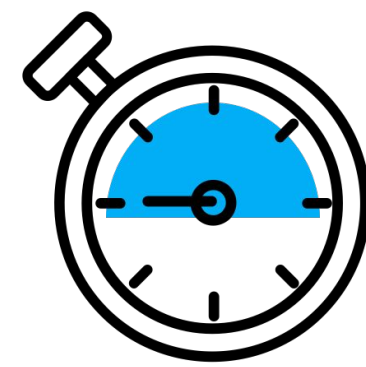
LEAD TIME

Time to customer value from approval to delivery



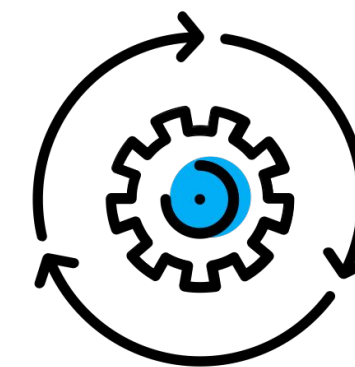
THROUGHPUT

Work items completed in a value stream for a given time period



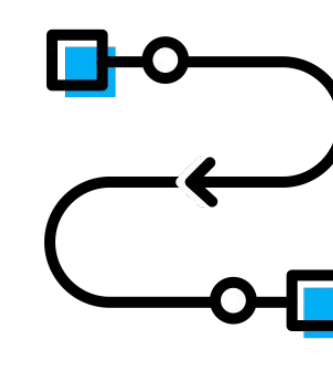
WORK EFFICIENCY

Proportion of time that work item is active vs. the total cycle time



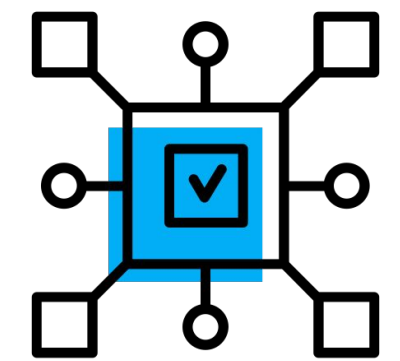
CYCLE TIME

Total time from when work was started to when it was completed



WORK IN PROGRESS

Total number of work items active or waiting in a value stream

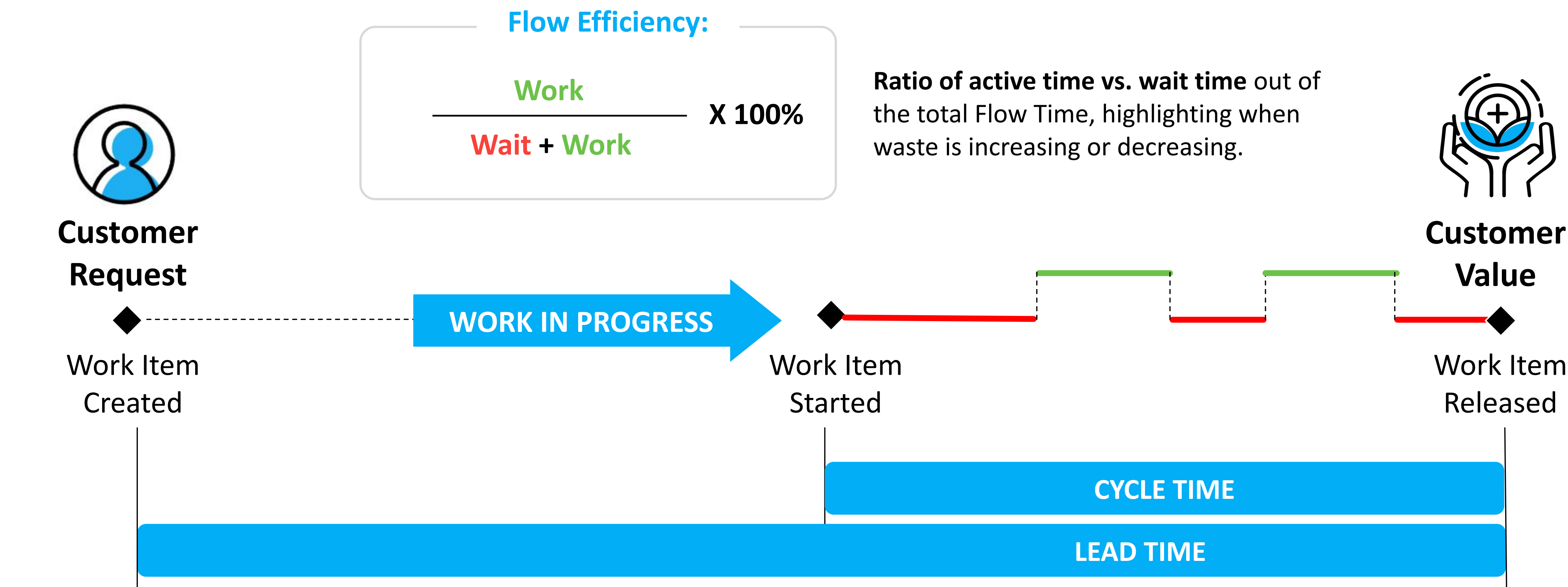


WORK BREAKDOWN

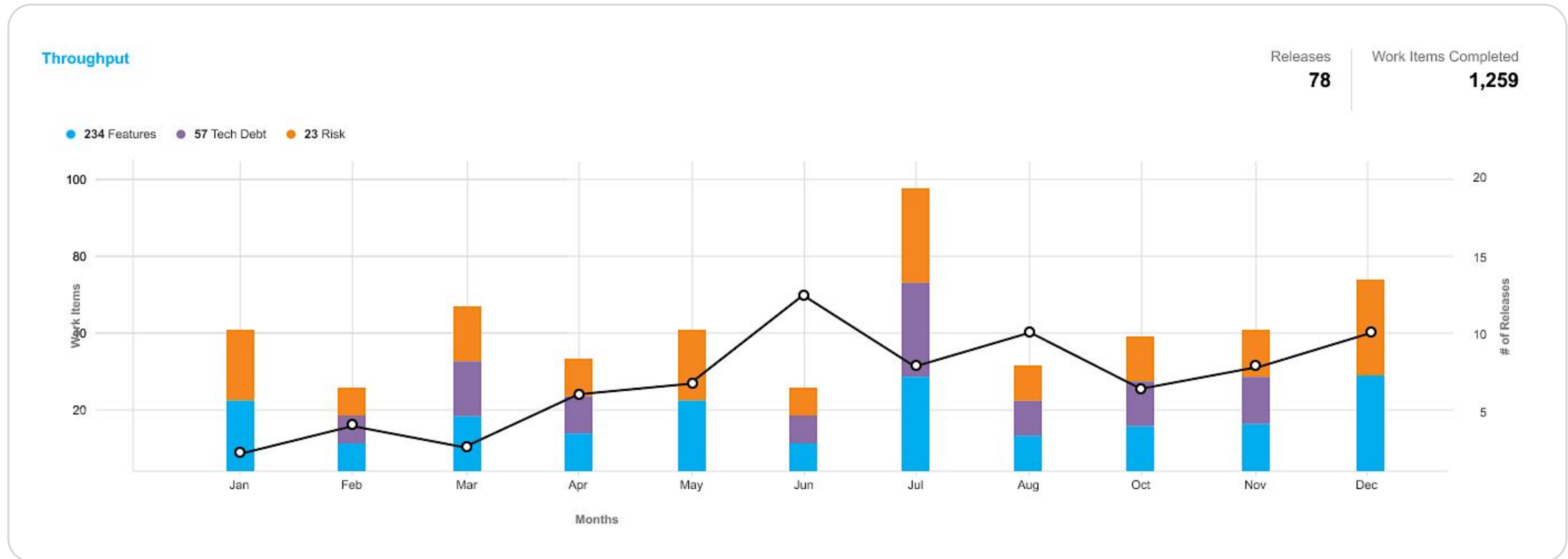
The proportion of work item types (feature, defect, etc.) within a value stream

Lead Time, Cycle Time, and Efficiency

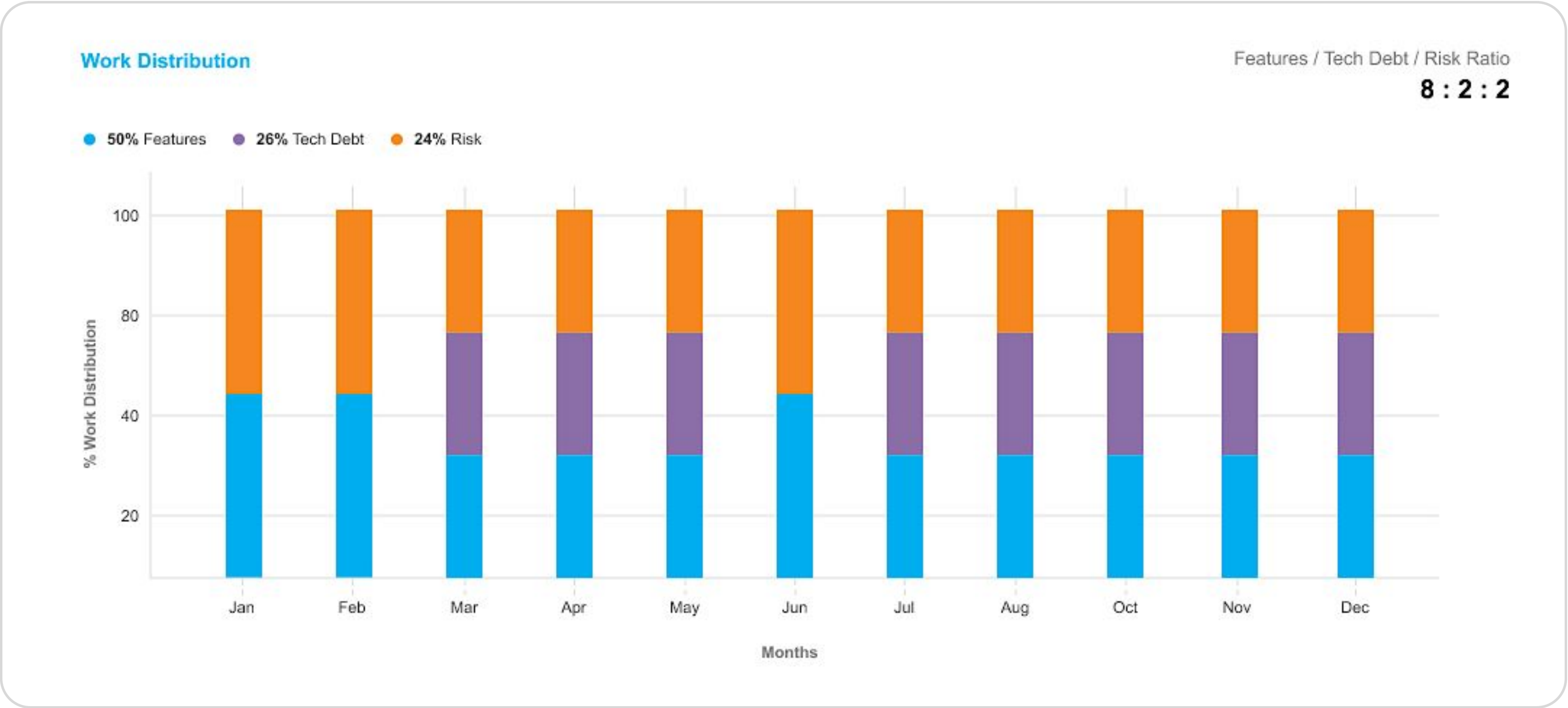
Value Stream flow metrics describe how your value stream work if flowing, releasing, and its stability



Throughput



Work Breakdown



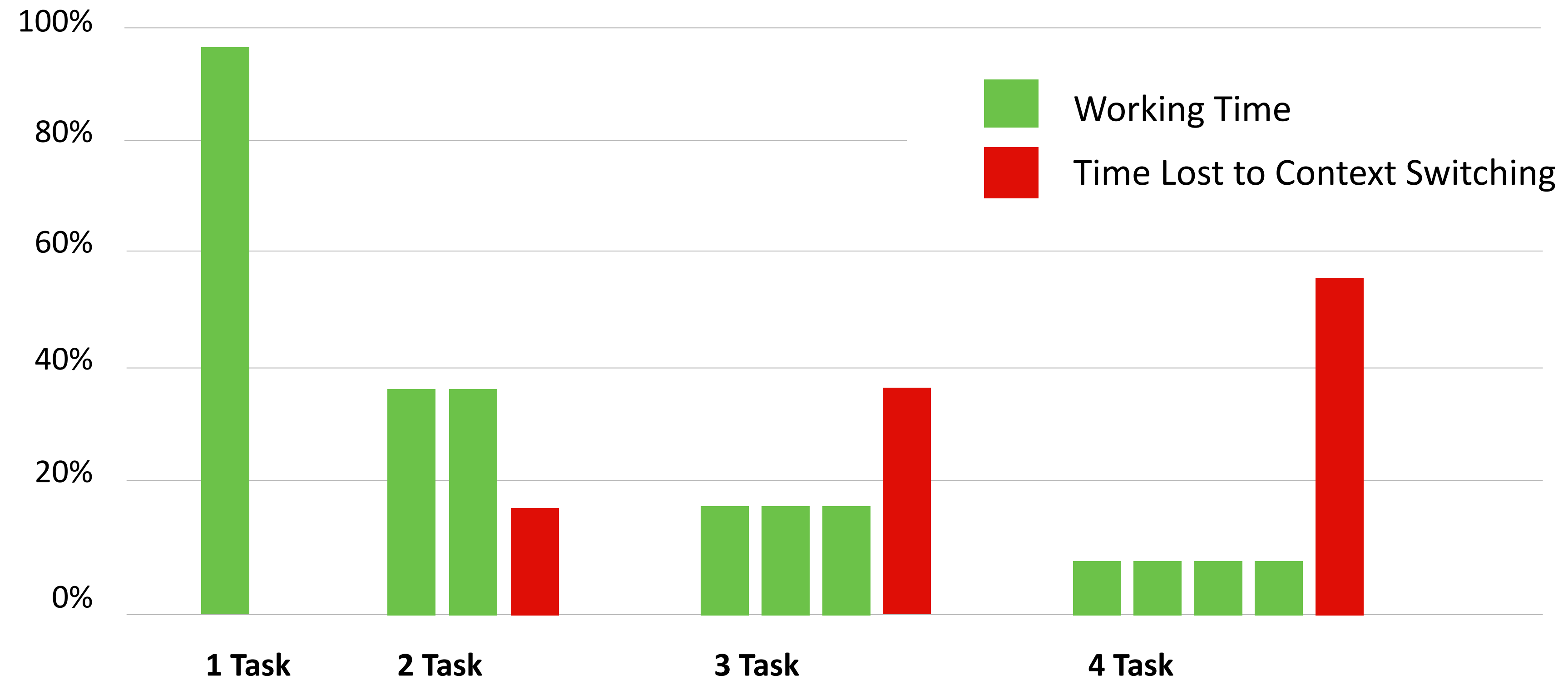
Feature

Defect

Risk

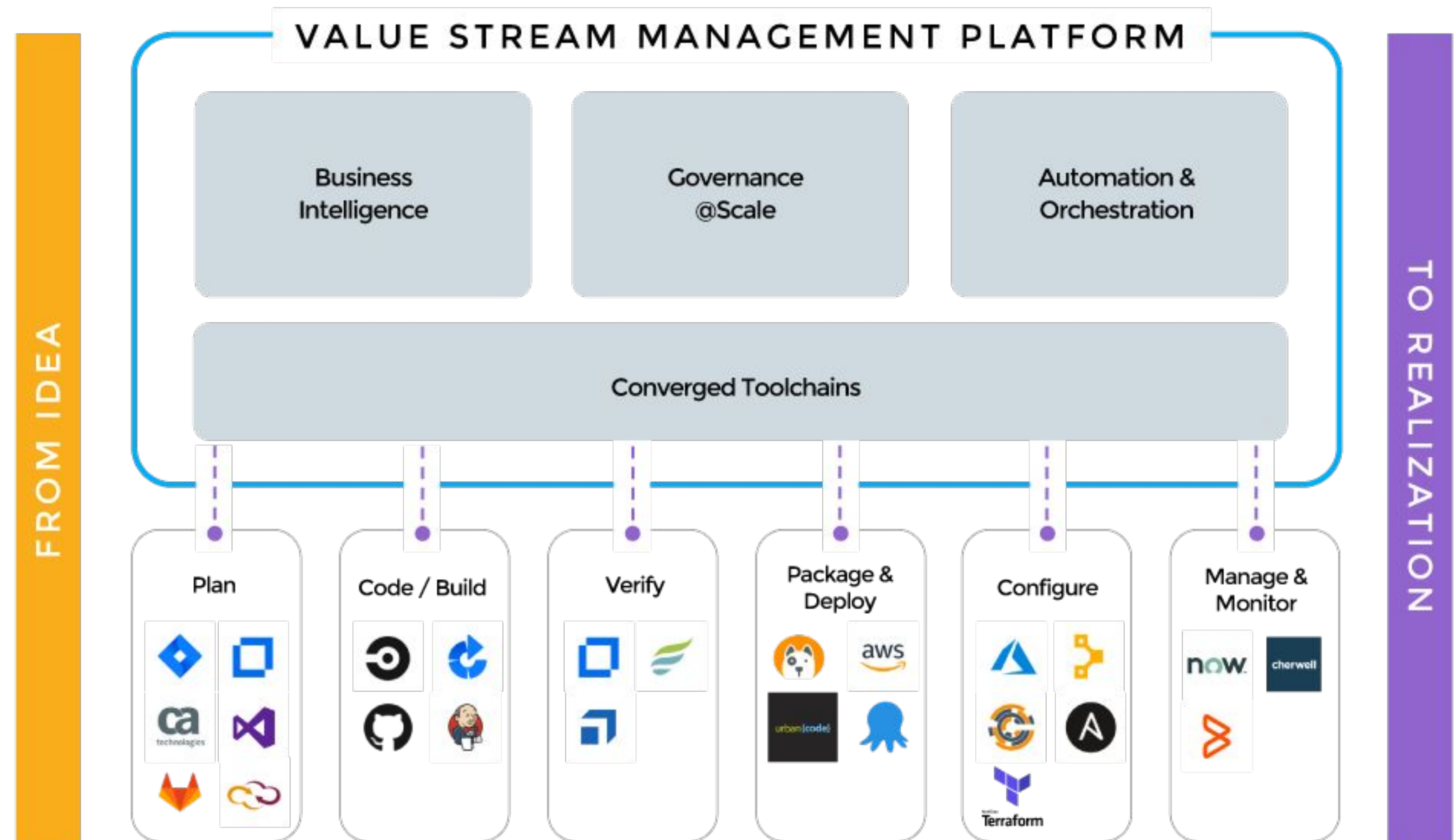
Debt

Work in Progress (WiP)

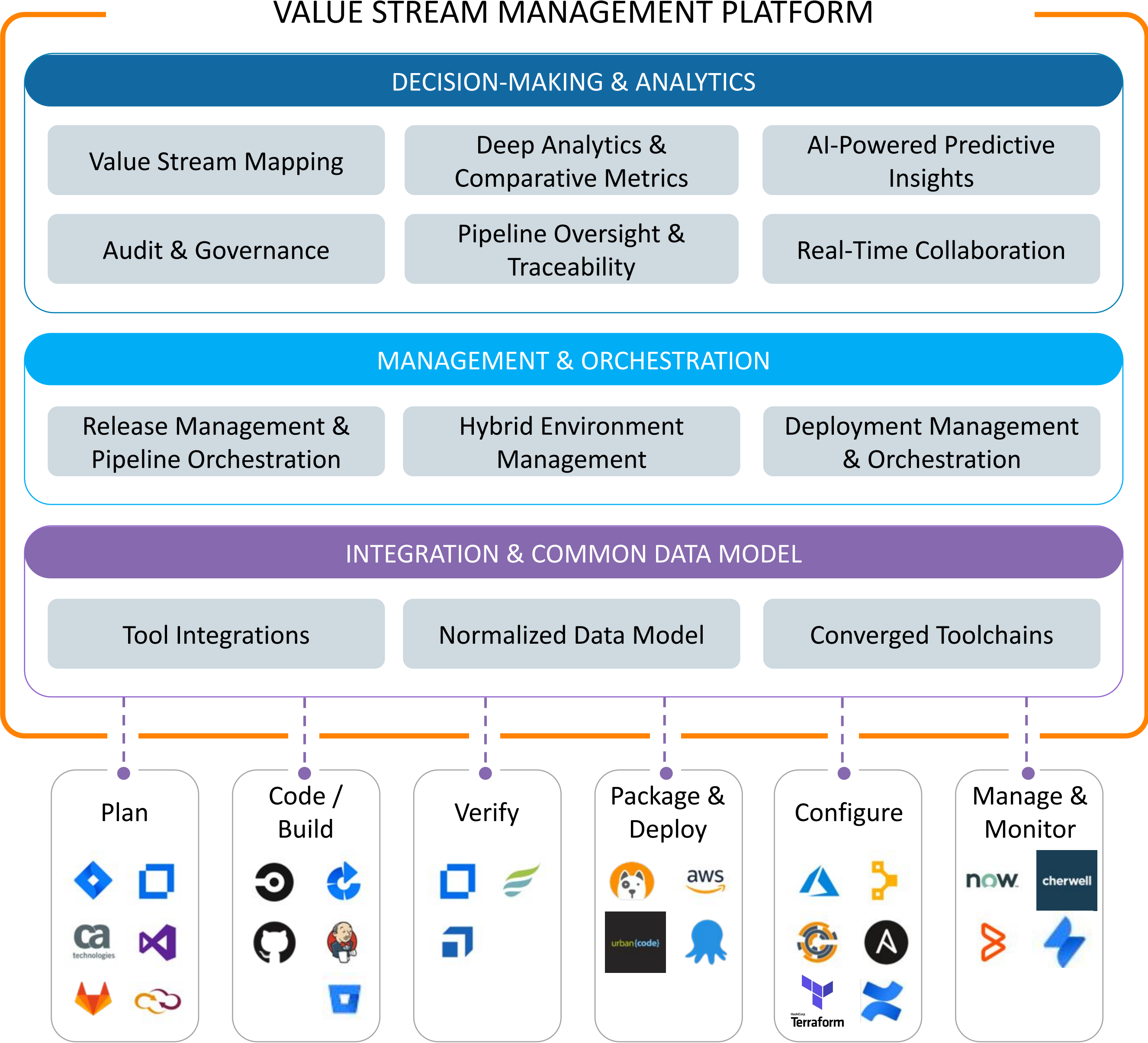


Value stream management

“A combination of **people**, **process**, and **technology** that maps, optimizes, visualizes, and governs business value flow through heterogeneous enterprise software delivery pipelines.”
-Forrester Research



The **Plutora** Platform





PLUTORA®

OFFICES

Santa Clara, California

Sydney, Australia

London, United Kingdom

FOUNDED IN 2011

AWARDS

EMA DevOps 2021

Inc. 5000

Deloitte Technology Fast 500

Red Herring Top 100 Winner

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