Pool of Work: Identified or beyond

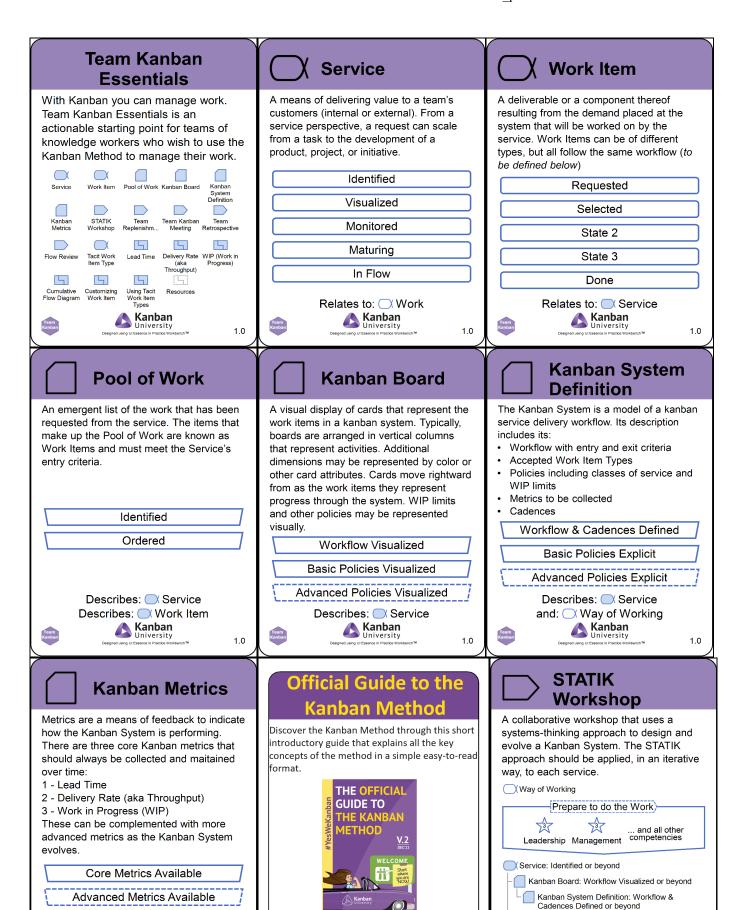
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Describes: Service

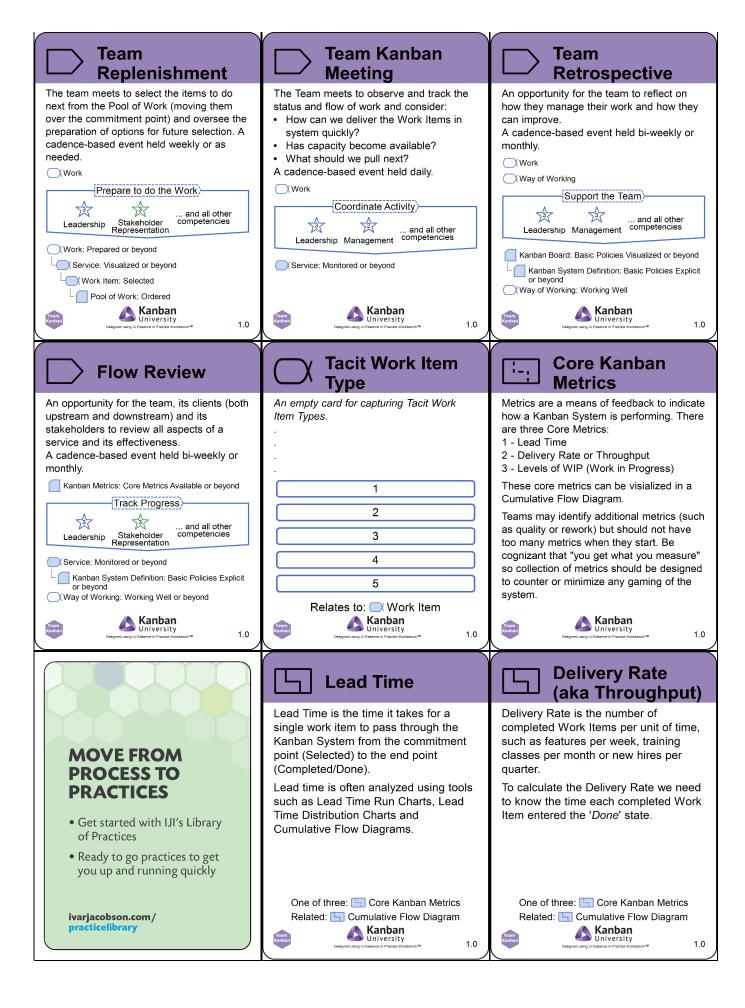
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# WIP (Work in Progress)

WIP (Work in Progress) is the amount of Work Items in the Kanban System (or a defined part of it) at a certain point in time. It is controlled by defining specific WIP Limits for the System.



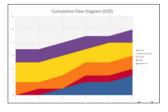
One of three: En Core Kanban Metrics Related: - Cumulative Flow Diagram







A diagram that contains useful information regarding the flow of work across the activities of a workflow.



Complements: - Core Kanban Metrics Indicates: <a> Lead Time</a>,

Delivery Rate (aka Throughput) and 



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## **Customizing The** Service

The Team Kanban Essentials practice contains some elements that users can customize based on the specifics of their particular service.

- Each Service needs to define the States that the Work Items progress through. These states will usually map to columns on the Kanban Board.
- There may be some tacit Work Item Types that the Service will process. It may be useful to document their states.

Groups: <a>Image: Groups</a>: Customizing Work Item and Using Tacit Work Item Types



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## Customizing Work Item

The Work Item alpha is not complete. The states of a Work Item reflect how Work Items progress through the Service. As these are not the same for every Service, the Work Item card needs to be customized before it can be used.

The first and last states of Requested and Done are likely to be the same for each Service. If additional work is necessary to enter the Pool of Work, a second state of Selected is required.

The intermediate states describe the state of the Work Item as it progresses through the Service (for example: Develop Curriculum, Run Pilot, Finalize). These will be specific to your Service and can be recorded on the blank cards to use in games.





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Work Items that will be processed by a service can originate from many places and be of many different types. For example, a Service may process Features, User Stories, Bugs and Customer Requests.

Each of these will have their own states, and the function of Service will be to advance one or more state.

Some Work Item Types may not be Essentialized and will not have states defined for them. If these cases, capture them on a Tacit Work Item Type card and decide what states they progress through (perhaps just Identified, Ready, Done).





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### Resources

- The Kanban Method: Team Kanban Essentials is based on The Official Guide To The Kanban Method available at https://kanban.university/resources/
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