Customize WSJF to Suit Your Context: A Story of Sequencing Global Execution

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10/2018
Program Overview

Business operational process migration to Global Center

31 Countries originally in-scope

8 Work streams to coordinate

$4.4M Annual expected savings from consolidation
Problem: No execution in sight

Current: Program stalled
- 31 countries’ requirements
- 31 countries’ process maps
- Wholly-encompassing funding request

Goal: Create flow
- Extreme focus on minimal business needs to move forward
- WIP-limited to country #1
- Funding request for country #1
**Customized WSJF category definitions**

- **User and business value (BV)**
  - Relative value to the customer or business
  - Highest FTE footprint
  - Most expensive cost of business
  - Revenue impact?
  - Potential penalty or other negative impact?

- **Time criticality (TC)**
  - How user/business value decays over time
  - Is there a fixed deadline?
  - Dependencies to be managed?

- **Risk reduction & opportunity enablement (RR & OE)**
  - What else does this do for our business?
  - Reduce the risk of this or future delivery?
  - Is there value in the information we will receive?
  - Enable new business opportunities?

- **Job Size**
  - How complex is the migration/implementation?
  - Are the global standard platforms already available?
  - Is it an already accommodated language?
  - Labor/Regulatory separation policy (would make it bigger job) x number of people impacted
Executing the WSJF Process

Utilized SAFe WSJF worksheet and sizing cards to proceed column-by-column

Participants:

Live (Via VTC):
Business Owners
HR representation

Offline (Via readiness worksheet):
Process migration team
Operations/receiving team

Duration:
2.5 hrs *
*30 min training exercise previously completed
## Outcomes overview for top-15 countries

Significant movement in 9 of top 15 countries; reset tranches based on natural score breaks

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<th>Country</th>
<th>WSJF Score</th>
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Revised Tranche 1
Revised Tranche 2
Revised Tranche 3
WSJF Impact on the Program:

- Recommended country accepted by SteerCo
- All activities pivoted to country #1
- Backlog and demos built to country #1