Over the past 10 years, Kanban has driven significant gains in on-time delivery of professional services work. Organizations using Kanban have achieved results such as a 400% increase in delivery rate, and 50% to 90% drops in lead time.

The time has come to manage portfolios, strategy, and daily activities in alignment with this improved delivery capability. Your business is an ecosystem of interdependent services, each of which can be improved. Your organization can reach a new level of coordination and agility to respond rapidly to changing market conditions.

The Enterprise Services Planning (ESP) management training program uses Kanban and a full range of complementary techniques to foster a more predictable and fit-for-purpose organization.

Master the highly challenging environment of professional services work in order to create optimal coordination throughout the organization. This 5-day management system is recommended for managers at all levels.

PREREQUISITES

Experience using Kanban and training in Lean Kanban University Foundation I & II kanban classes are recommended for modules 1 and 2. Module 3.1 & 3.2 require only informational level understanding of Kanban applied to professional services. For attendees lacking that knowledge, Module 1 includes a foundation level review of Kanban systems.

APPLICABILITY

The Enterprise Services Planning classes are ideally suited to a single corporation for private delivery on premises. Typical scope should be a medium-sized entity or a product or business unit of a larger entity. The class is most suitable for the private sector but is adaptable to public sector environments.

FIND A CLASS

Enterprise Services Planning classes are currently offered exclusively through David J Anderson & Associates, Inc. and certified by Lean Kanban University (LKU).

For open registration classes, please consult our training listings at http://djaa.com/training.

To request a class in your area, or to request a private class, please email sales@djaa.com.

Extend flow across your organization with the 5-day Enterprise Services Planning Program
The Enterprise Services Planning (ESP) program is ideally taken as a 5-day intensive immersion divided into three distinct modules. The modules can be taken individually or in combination.

**Module 1**
Enterprise Services

**Module 2**
Project & Capacity Planning

**Module 3**
Portfolio Management

**Day 1**
Seeing services through a Kanban Lens
Kanban systems and Upstream Kanban
Commitment and replenishment techniques and meetings
Little’s Law and commitment points
Lead time and its variation
Risk review meetings

**Day 2**
Demand analysis
Shaping demand
Using Little’s Law for capacity planning
Large projects forecasting
Labor Pool liquidity
Kanban system liquidity
Using metrics to measure liquidity

**Day 3**
Defining fitness for purpose and fitness criteria metrics
Classes of service and their alignment with fitness criteria
Definition and qualitative assessment of Cost of Delay
Market case study

**Day 4**
Scheduling optimal start time and window of opportunity
Sequencing work within projects based on risk category
Risk profiling and hedging on project and portfolio level
Multi-dimensional risk profiling
Aligning strategy with capability

**Day 5**
Understanding Real Options
Understanding and visualizing different types of dependencies between services
Portfolio Kanban Boards
Approaches to scaling Kanban across the organization
Conducting feedback loops - Standup meetings, Service Delivery and Operations Review