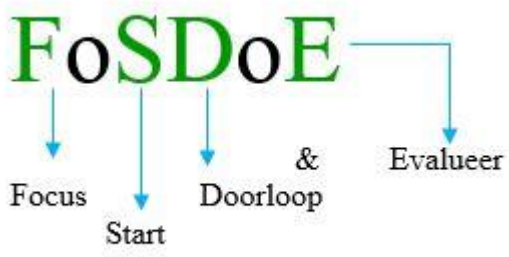
FoSDoE

A walkthrough



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Intro

Pace is of the essence, and FoSDoE is best walked through. We'll start with the "F" for Focus, then move to the "S" for Start, after which we'll stop at "D" for Drive through and finally park our vehicle at "E" for Evaluation.

F: Focus

> "The feng shui of the place was all kinds of screwie, yet we had to make heads or tails of this situation."
>
> Top Notch in "No Harm Done", an erenescha®

Without a thing to focus on, focussing will be a kind of thing that stands alone. FoSDoE is set in a project and software development environment within which a business case is always a given, but within which the focus isn't always apparent.
No stand-alone focussing here, so I guess we'll have to make ourselves a business case.
Let's call it X and focus on it.
Nope, won't do. Let's add Y and Z...

X Hermanitron®
Y The main product of Hermanitron®: The Herminator[1]
Z Customer service.

We're going to be focussing on Z, set within X. In other words, we're going to be focussing on the customer service of the Hermanitron® company.
Customer service is a completely new aspect of Hermanitron® and it is required (Z1) to have its customers use and deploy the Herminator. Customer service is also aimed at keeping customers (Z2).
For this walk through, we now have a business case that consists of Z, Z1 and Z2. The aim of our focus is basically: *"A required customer service that serves the purpose of keeping customers."*
Let's make a list. I'm quite sure that this set is going to re-appear throughout this walk-thru, requesting if not demanding our Focus.

X Hermanitron® (our boss)
Y The main product of Hermanitron®: The Herminator (our boss's brand)
Z Customer service (*our* problem, further specified in Z1 & Z2).

The business case

So it took a while, but now we have something to focus on (Zx) as we get ready to start. But wait! We don't know what to do yet. Yes, yes, it's clear that our jobs (J) will be set within Zx, but that is not sufficient Focus. Because we are in the business of setting up customer service, we need to be told what the job is.
Here is the first question we must ask: "What's the job?"
So, we go and find who to put our Q1 to, and Bam! We have our first answer (a1). a1, it turns is what we actually need to achieve, and a1 is a very important part of J1 (one of the elements in J).

[1] the Herminator: after an erenescha in "SpoorNinja"

S: Start

We're going to start J1 and are keeping the business case in mind. Yes, yes. We're ALL keeping the business case in mind.
The S phase is were we apply skills and tools, and information gathered.
We're not going to cave to the temptation of making up some actual work, and so on. It suffices to say that we're starting our work here, our thing, you know our skill.
The expertise that we own, that got us this work at our company, and that got our company that job that we're ALL focussed on.

D: Drive through

So we're working now, we're going thru a process, comprised of doing J1 of which a1 is an important part.
What is also important is that the Drive through, is looped through. D isn't a target as in "bow and arrow", nor is it "getting more than one shot."
No, you see, D and E are very close to each other, even more so than F and S.

E: Evaluate

Evaluation of our actions and the result, is an important part of D.
E is also the end of one FoSDoE process. As a conclusion there is an evaluation of our work and a reflection on how we've served the business case and our own purpose. From a sales perspective we might offer advice and give clear indication of required maintenance and support.
If we're building an airplane we might want to have incorporated advice and future requirements in our business case. Because of crashes and deaths that need to be prevented rather than foreseen.

Conclusion

Oh, and, whenever you need to make up the entire business case yourself? Quit, and make an exit that'll suit your needs, because you didn't get the job you wanted, you are food.

List of variables

a1	our first answer
D	Drive through
E	Evaluate
F	Focus
J	Jobs set within Zx
J1	one of the elements in J
Q1	the first question we must ask
S	Start
X	Hermanitron®
Y	The main product of Hermanitron®: The Herminator
Z	Customer service, set within X
Z+Z1+Z2	a business case
Z1	the requirement of Z for use and deployment of the Herminator
Z2	the aim of keeping customers.