

# Succeed with Agile Practices Outside of Software

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## IS AGILE LIKELY TO HELP YOU?

OUR STAKEHOLDERS CHANGE THEIR MINDS FREQUENTLY

WHAT WE DELIVER TO THEM IS SELDOM THE SAME

WE NEED PEOPLE WORKING TOGETHER TO CREATE A DELIVERABLE

OUR DELIVERABLES ARE NOT OBVIOUS UPFRONT AND REQUIRE FEEDBACK

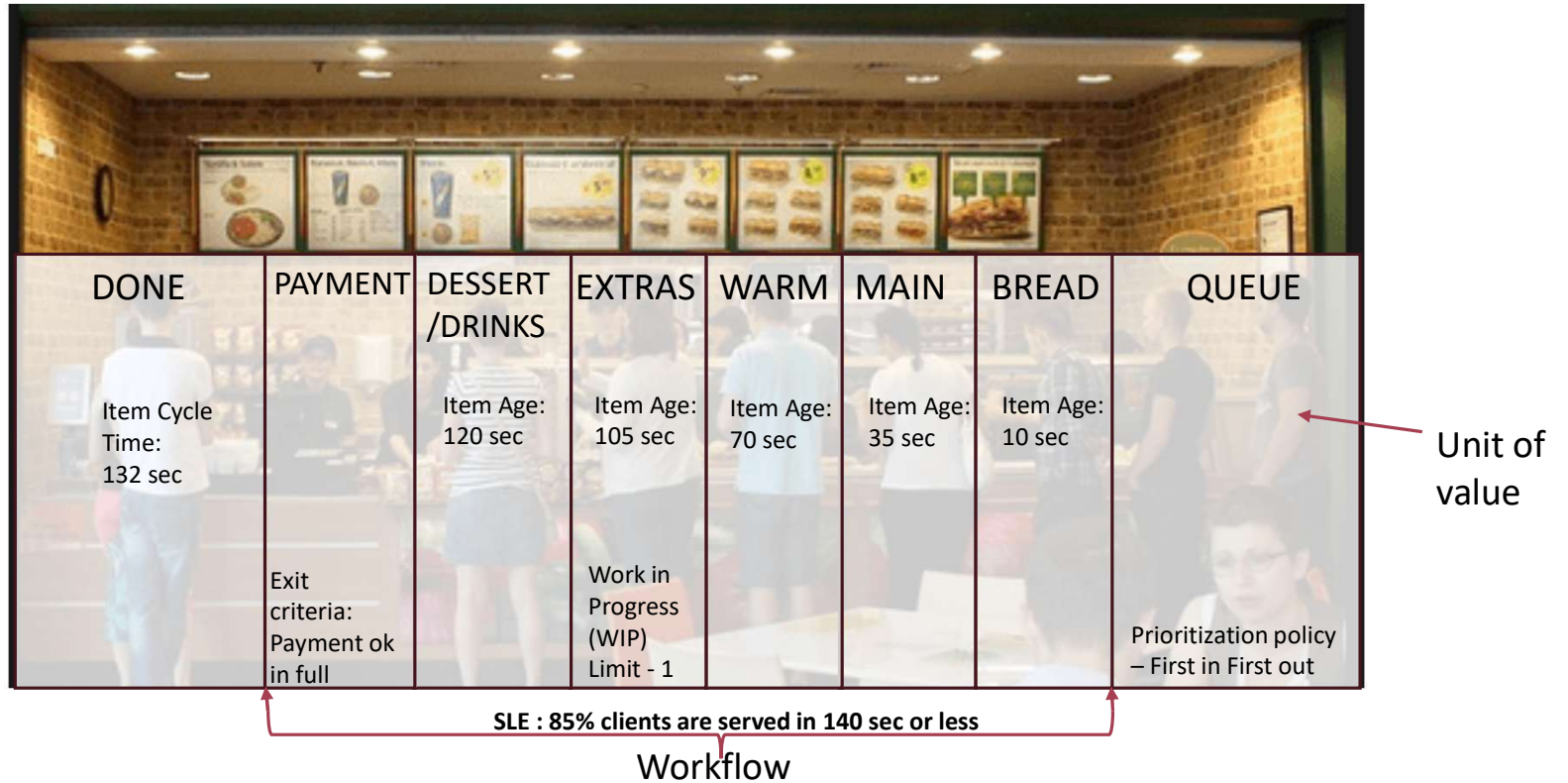
OUR STAKEHOLDERS EXPECT FASTER AND MORE RELIABLE DELIVERY

STRESS AND PRESSURE IN AND AROUND OUR TEAM IS PRESENT

IF YOU HAVE ANSWERED YES TO MOST OF THESE SENTENCES  
AGILE WILL LIKELY HELP YOU.



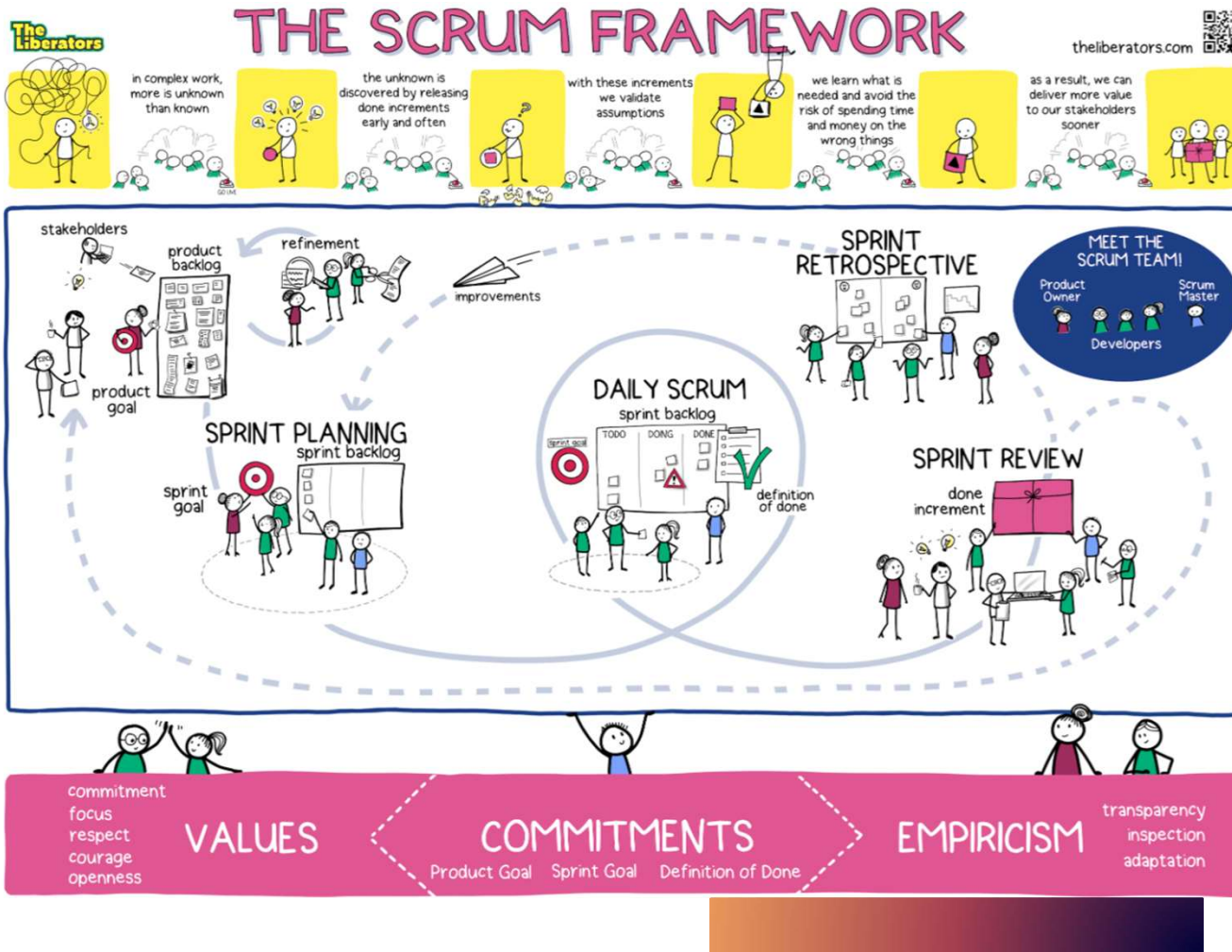
# KANBAN IS AGILE TOO



KANBAN IS VERY EFFECTIVE AS A STAND-ALONE APPROACH OR AN EXCELLENT COMPLEMENT TO OTHER FRAMEWORKS



# ITERATIVE AND INCREMENTAL AGILE



# PROCESS DELIVERY WITH SCRUM

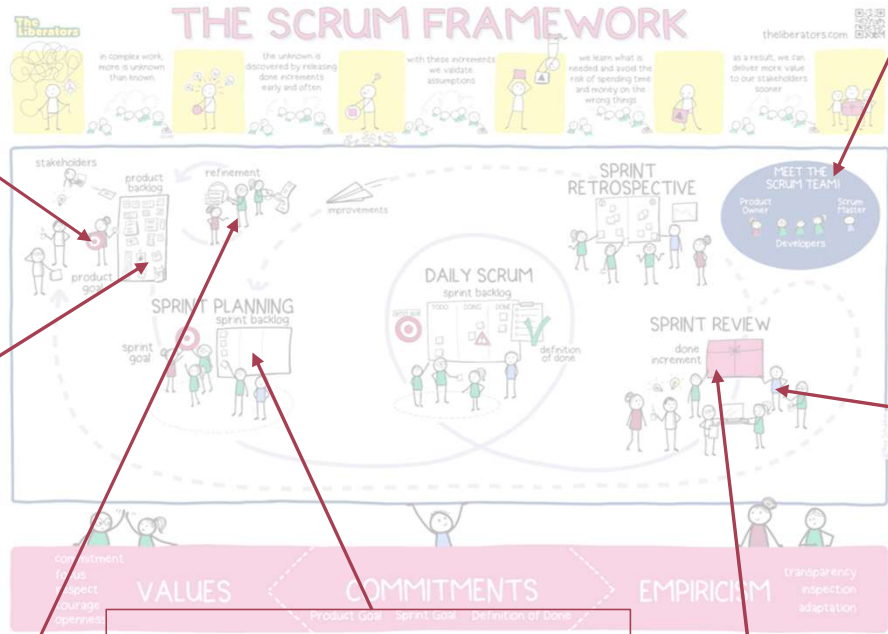
INSURANCE COMPANY  
DEFICIENT HR PROCESSES

SCRUM TEAM: HIRING SPECIALISTS,  
PAYROLL SPECIALISTS, LOB  
REPRESENTATIVES, CHANGE MGMT.  
EXPERT. PRODUCT OWNER:  
HR DIRECTOR

PRODUCT GOAL: DECREASE  
THE TIME TO HIRE BY 75%

- EX. OF PRODUCT BACKLOG ITEMS:
- CUSTOMER SUPPORT ROLES
    - IT ROLES
    - ACTUARIAL ROLES

CUSTOMER SUPPORT DEEMED  
TO HAVE THE HIGHEST VALUE.  
REFINED INTO: LIFE CS,  
ANNUITIES CS,  
PROPERTY CS, GENERAL CS.



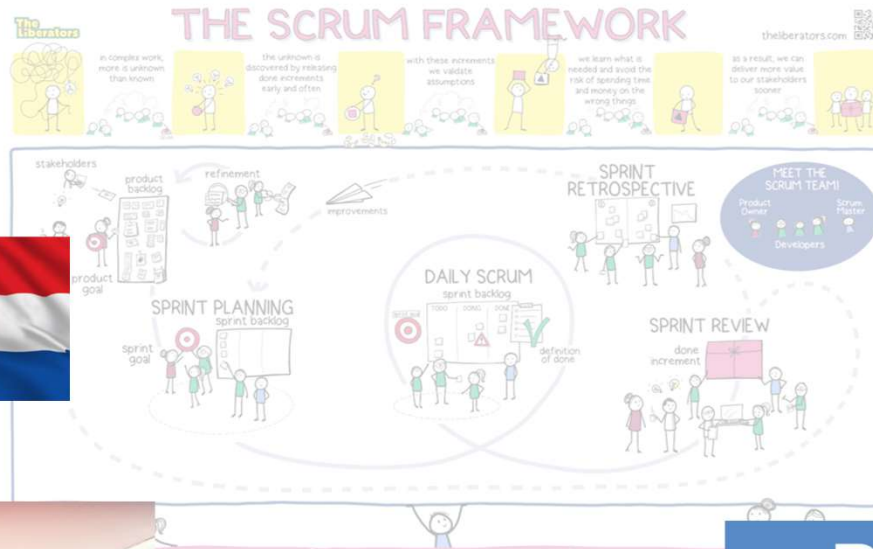
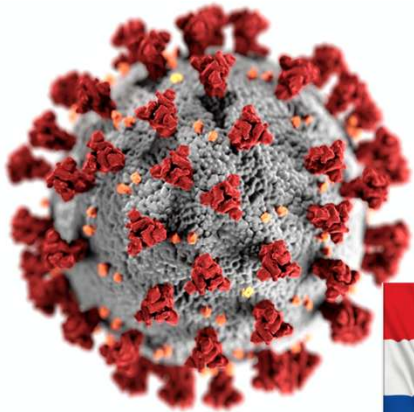
SPRINT GOAL: READY TO HIRE CS  
FOR THE RRRSP SEASON!  
EX OF SPRINT BACKLOG:  
HIGH-LEVEL PROCESS, INTERVIEW  
CANVASS, SKILLS/TRAITs MATRIX,  
TEST ON REAL HIRE

REVIEW OF THE PROCESS WITH  
ANNUITIES LOB AND HR  
STAKEHOLDERS. REVIEW OF  
PROGRESS TOWARDS THE GOAL  
AND DISCUSSION ABOUT  
WHAT'S NEXT

PROCESS TESTED AND OPERATIONAL –  
READY TO HIRE NEW JUNIOR CS ROLES  
FOR THE ANNUITIES LOB



# AGILE OUTSIDE OF SOFTWARE



# The Washington Post



VALUES    COMMITMENTS    EMPIRIC

Product Goal    Sprint Goal    Definition of Done

## RAPPORT

DU VÉRIFICATEUR GÉNÉRAL DU QUÉBEC  
À L'ASSEMBLÉE NATIONALE

POUR L'ANNÉE 2020  
2021

Juin 2020



## KEYS TO SUCCESS WITH AGILE

FRAME THE OBJECTIVE AS A PROBLEM TO SOLVE, NOT A SOLUTION TO DELIVER

GATHER A CROSS-FUNCTIONAL TEAM AND EMPOWER THEM TO SOLVE THIS PROBLEM

LEVERAGE ITERATIONS TO INSPECT THE PROGRESS TOWARDS THE GOAL AND ADAPT BEFORE IT'S TOO  
LATE / TOO EXPENSIVE

INCLUDE STAKEHOLDERS (CLIENTS, USERS, MANAGERS) INTO THE FEEDBACK LOOP TO FOSTER BETTER  
ALIGNMENT BETWEEN THE TEAM AND THE OUTSIDE

OPTIMIZE THE FLOW OF VALUE – NOT THE CAPACITY OR TIMELINES

STRIVE TO REMOVE ANY IMPEDIMENTS THAT PREVENT/LIMIT YOUR TEAM'S ABILITY TO DELIVER VALUE

AGILE FRAMEWORKS ARE SIMPLE TO UNDERSTAND, YET DIFFICULT TO MASTER.

SEEK EXPERIENCED HELP ON YOUR JOURNEY – ESPECIALLY WHEN THE PRESSURE TO SUCCEED IS HIGH.





# QUESTIONS