**Agile Resource Planning: A Roadmap for Accelerated Performance**

Explore how to evolve your team from a dirt road, single project development shop into the Agile-bahn super highway of multiple projects and operational support. We will use Manheim Digital, the world's leading provider of vehicle remarketing services, as a use case for Agile resource planning and managing demand. Our development shop is uniquely configured with multiple Agile teams capable of fulfilling both business/customer projects and production support for all of Manheim’s websites. During this session, we will discuss our Agile team make-up and the capacity planning tools and methodologies that support it. This discussion will help those looking to get control over their development pipeline. In turn, they will be able to translate that data into effective executive-level communications regarding delivery dates and resource needs.

**Schedule (30 minute):**
- Overview of Manheim Digital Agile Environment (10 min)
- Capacity Tool and Communications Walkthrough (15 min)
- Key Take Aways, Questions (5 min)

**Audience:**
Business & Project Managers- This discussion will help those looking to get control over their development pipeline. In the end, they will be able to translate detailed pipeline data into effective executive-level communications regarding delivery dates and resource needs.

**Presentation Format:**
Tutorial-Conversational style lecture with mock demo utilizing screen captures of the Manheim Digital toolset. Will introduce key concepts and lead into presentation and discussion on Manheim’s tools and methodologies.

**Presentation History:**
I have presented this topic to multiple groups within our organization. Audience size for internal ranged from 5 to 30. This will be the first time I would be presenting this topic to an external audience. I have prior speaking engagements to varied audiences in excess of 100 people. Prior work experience was an IT Auditor at PricewaterhouseCoopers I have experience presenting to groups of varying levels (Analyst to Executive). I have listed a number of references for you to contact if needed.

**Learning Outcomes:**
In this session, participants will:
- Examine a working capacity planning model
- Learn how to show entire development pipeline in one view and translate data to executive-level communications
- Discuss ways to adapt our methods to their environment

The focus of this presentation is to walk through the Manheim Digital agile capacity planning model (tool and methodology). We have a unique environment which has presented challenges for managing our demand. Specifically, we have a “typical” agile team which focuses solely on one project. In addition, we have four other agile teams who are responsible for working on both business/customer projects and production support; multiple simultaneous projects. We receive project requests from at least four different groups within our organization. All these are prioritized and scheduled.
We utilize a dashboard which displays high level (iteration level) project timelines and allows us to produce effective executive communications. During the presentation, we will go through key functionality and discuss the theory behind it:

- Capacity and Demand Definitions
  - How capacity and demand relate to our different agile teams
- Walk Through Tool with Example New Project
  - Estimate Lifecycle
  - Prioritization
    - Strategic initiative priorities vs. internal team priorities
    - Catalysts of change
- Metrics
  - Key performance indicators used to track priority project schedule adherence
  - Discuss progress of our team over past 6 months
- Reports
  - Team capacity vs. demand charts (executive level)
  - Team capacity vs. demand detail (iteration manager and product manager level)
  - Top 10 Priorities: Status and Release Report
  - Booked Report: Details how far out teams are “booked” or scheduled, i.e., capacity is within one point of demand.

Key Take Aways:
- Tools aren’t enough, need theory and methodology
- Scheduling and capacity planning is as iterative as the agile development cycle

Lauren Foster is an IT professional who brings a unique perspective to the application of Agile in the enterprise. Lauren’s IT audit and delivery background provides her the ability to bridge the communication gap that commonly exists between executive leadership and agile development teams. She currently serves as the Demand Manager at Manheim Digital, the world’s leading provider of vehicle remarketing services. Prior to Manheim Digital, she worked with PricewaterhouseCoopers and Cox Enterprises where she gained experience in the financial, industrial, retail, communications, and automotive industries.