

AGILE OPEN JAM

Business Analysis Summit Southern Africa 2016

Sandton, South Africa

12 – 14 September 2016

Sponsored by:



ORGANIZER

Angie Doyle, agility@IQ Business

FACILITATORS

Dananthi Arnott, Royal Bank of Canada

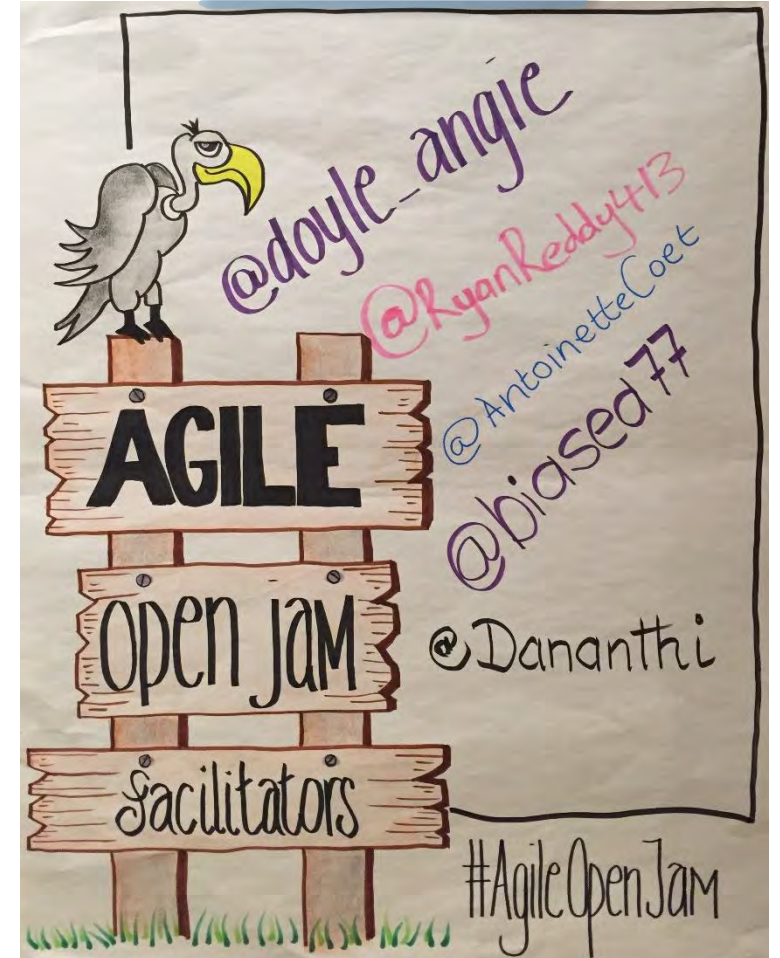
Antoinette Coetzee, Just Plain Agile

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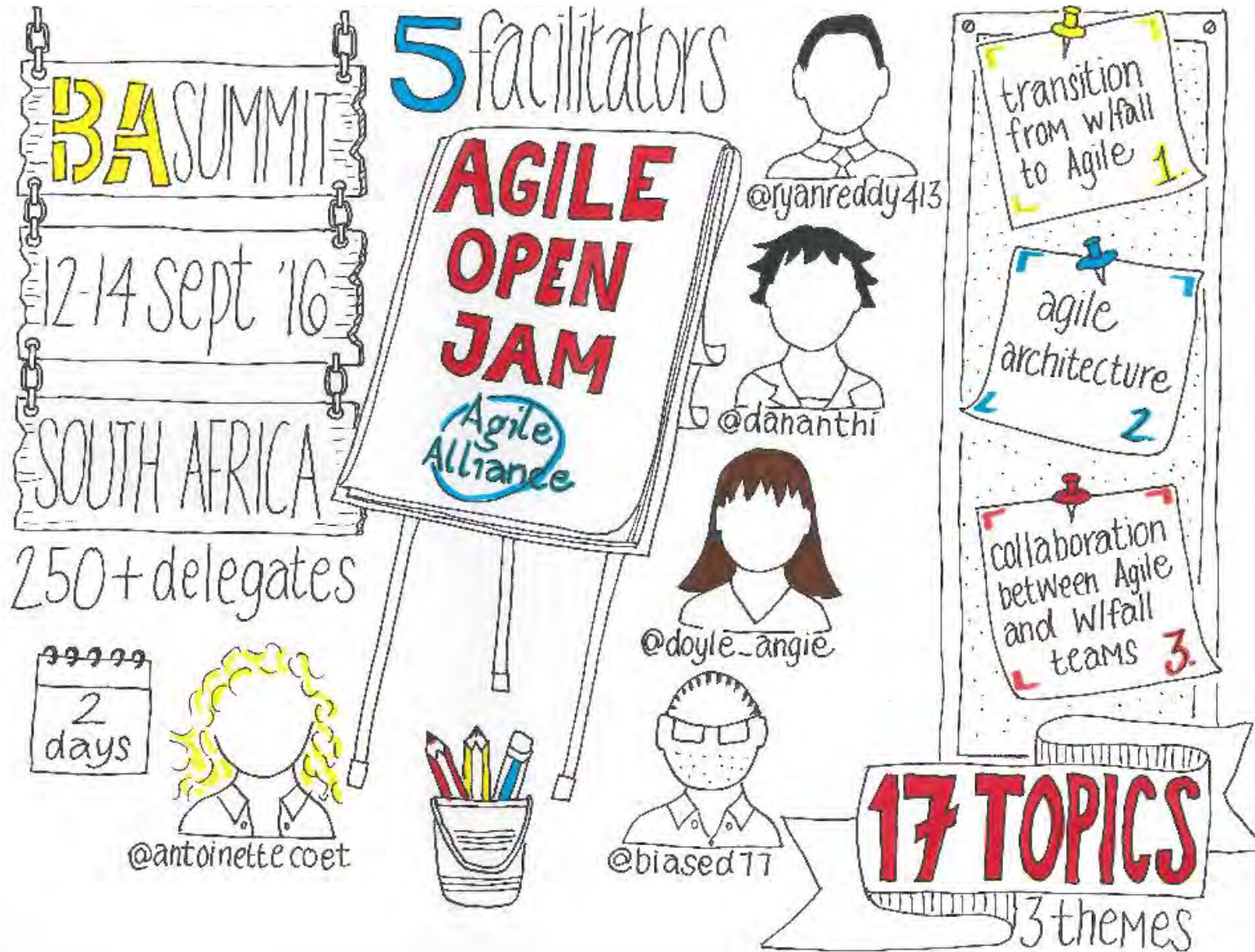
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Thank you to @AJVPhotographyZA for many of the following images

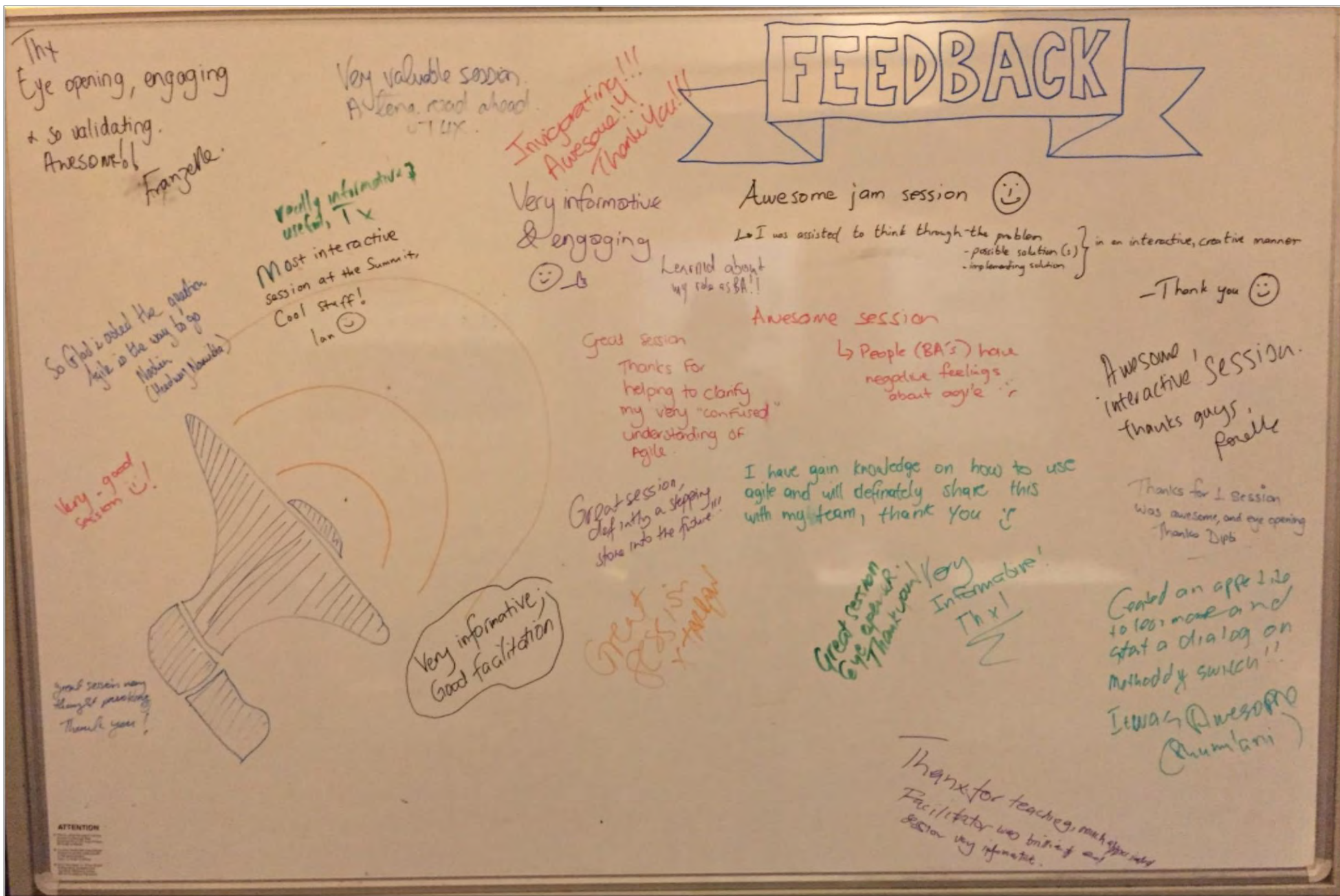


SUMMARY



- 5 facilitators
- 17 topics
- 3 themes
- 2 days

PARTICIPANT FEEDBACK





GREAT POSITION – RIGHT BY THE SNACKS FOR TEA!

JAMMING



TOPICS	
Is the Lead BA also the PO?	Whose responsibility are requirements in Agile?
What is the role of the BA in an Agile project?	How do you / Can you marry Agile + Water-fall?
What career paths are available as a member of an agile team?	Why don't you do big requirements upfront in Agile?
are user stories requirements?	BA v PM v PO (what?)
	BDD Gherkin User stories - who is responsible?
BA's role in pre-work: - setting goals - defining the solution - when BA only "assist" in IT, it's not "help" it's "IT"	Place of documentation in the Agile environment
WHAT IS THE RIGHT CERTIFICATION THE BAs IN AN AGILE WORLD?	How can a BA use an agile approach when implementing a "old school" solution if you are doing the BA/PO change
You can also add other topics!	

2 DAY AGENDA & TOPICS

TUES	
10:00-10:30	
10:30-11:00	
11:00-11:30	
11:30-12:00	
12:00-12:30	Strategic BA Roles & Business Architecture 1
12:30-13:00	How does agile methodology fit with old "legacy" solutions 6
13:00-13:25	How to introduce agile + Waterfall 5
13:25-13:50	How to introduce agile + Waterfall 5
13:50-14:20	How do you show ROI is "quicker" with Agile? 2
14:20-14:50	"Learning" - a brief overview for the Agile way of doing things 2
14:50-15:20	How does a BA transition to an Agile project? 9
15:20-15:40	Business Analysis vs Analytics in the Business and Analytics world in the digital 10

WED	
09:00-09:30	
09:30-10:00	CR creation in Agile. Approval in Waterfall 11
10:00-10:30	How to use agile approach in the BA's world 12
10:30-11:00	How to Plan a well defined implementation date on a big strategic project using agile methodology 13
11:00-11:30	SHIFTING THE MINDSET -> AGILE WHAT DOES IT REALLY MEAN? 14
11:30-12:00	I'm New to Agile What are the Basics? 15
12:00-12:40	Why should BAs not become Product Owners? 16
12:40-13:10	ONE DEV TEAM WANTS TO DO AGILE BUT THE REST OF THE DEV IS WATERFALL HOW CAN THIS WORK? 17
13:10-13:40	What is the Role of EA in Agile? 18
13:40-14:10	How does customer experience relate to agile? 19
14:10-14:30	

Sandy Jingyan

Strategic Business Analysis + B. Architecture (1)

Javi
Munandi
Ryno van Eeden
Linette Meyer

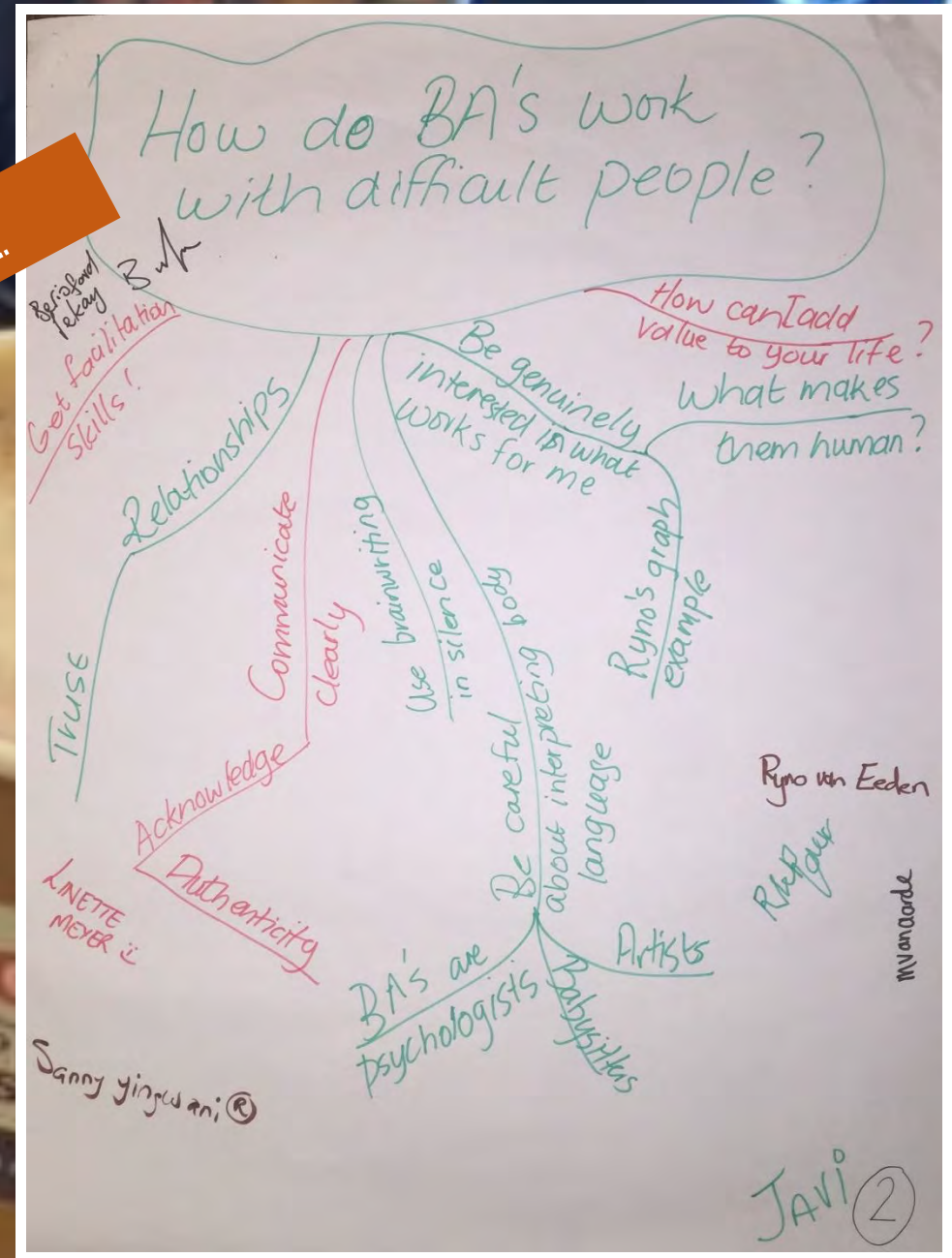
- If users design it themselves the products work awesome!
- BusArch should live close to strategy
- BA's should live close to strategy + be part of it
- Often BA's are put in the position of "working for" architects—they should work as equals + partners
- BA's **MUST** become strategic thinkers
- Agile strategy creates the opportunity to test your strategy continuously
- Bus Arch play an important role in feeding back execution info into strategy
- Committed business involvement is critical
 - you need access to people!
- You need to create relationship, trust

Barisford
Lekas
Bull



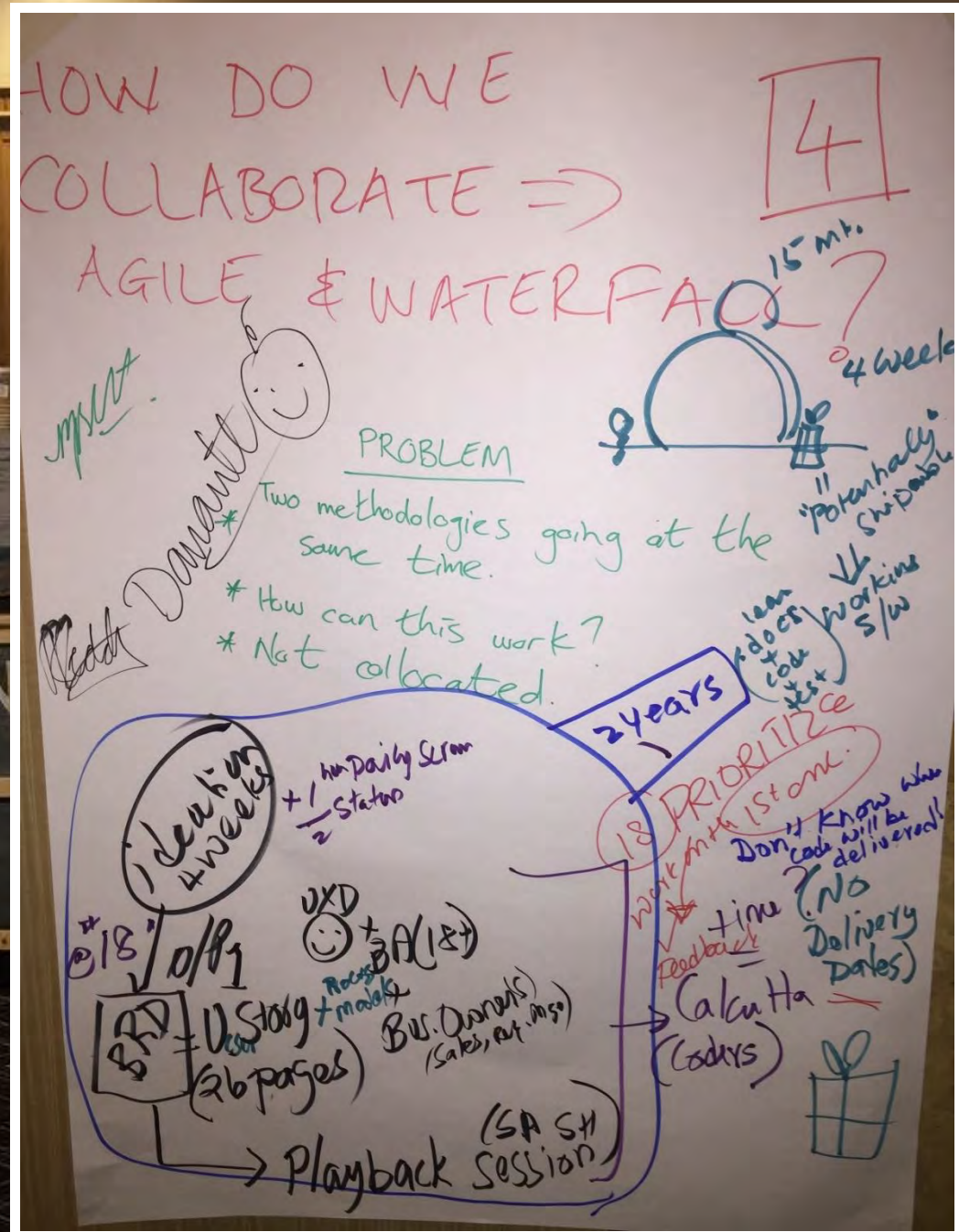
HOW DO BAs WORK WITH DIFFICULT PEOPLE?

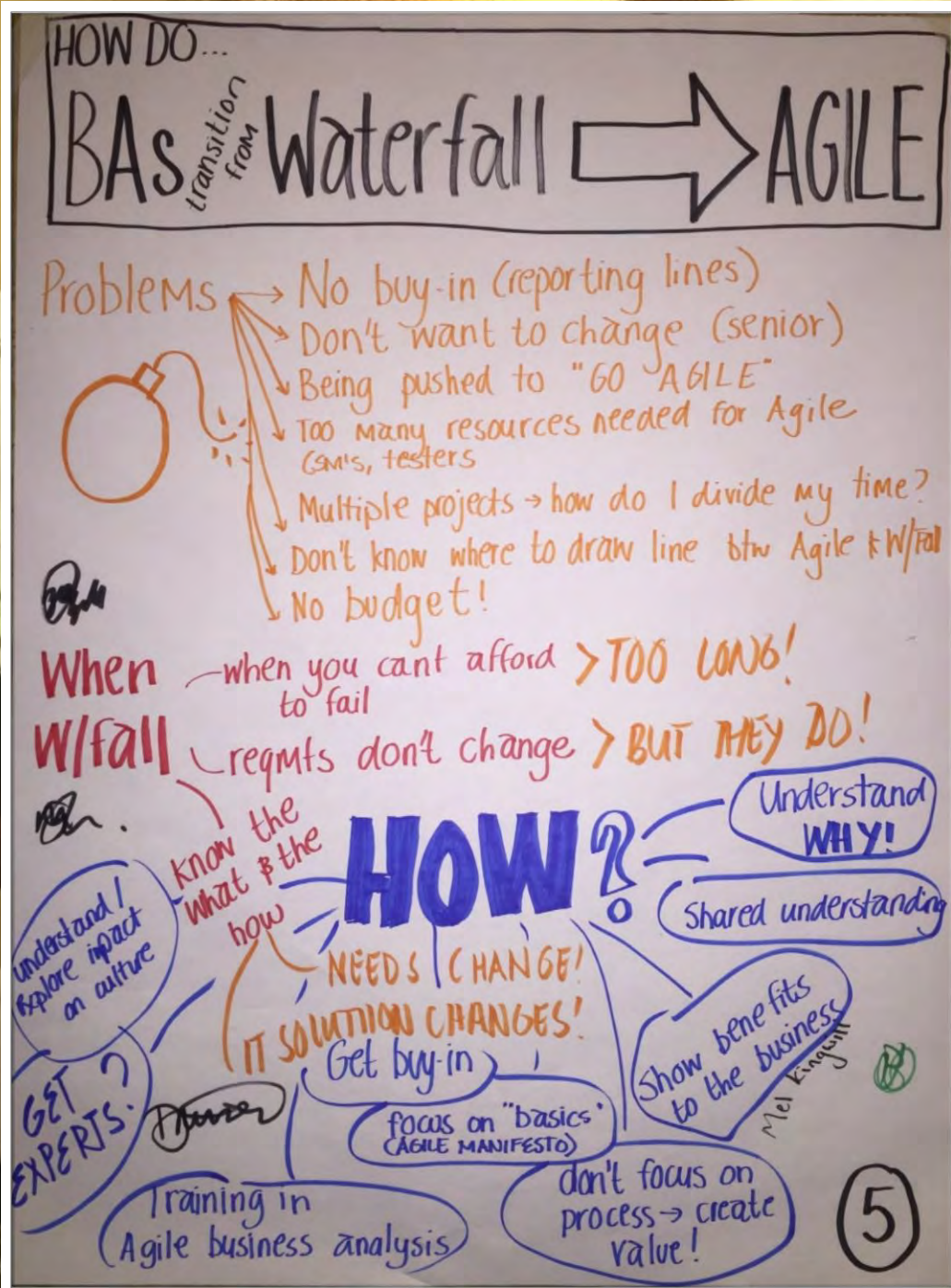
This might help...



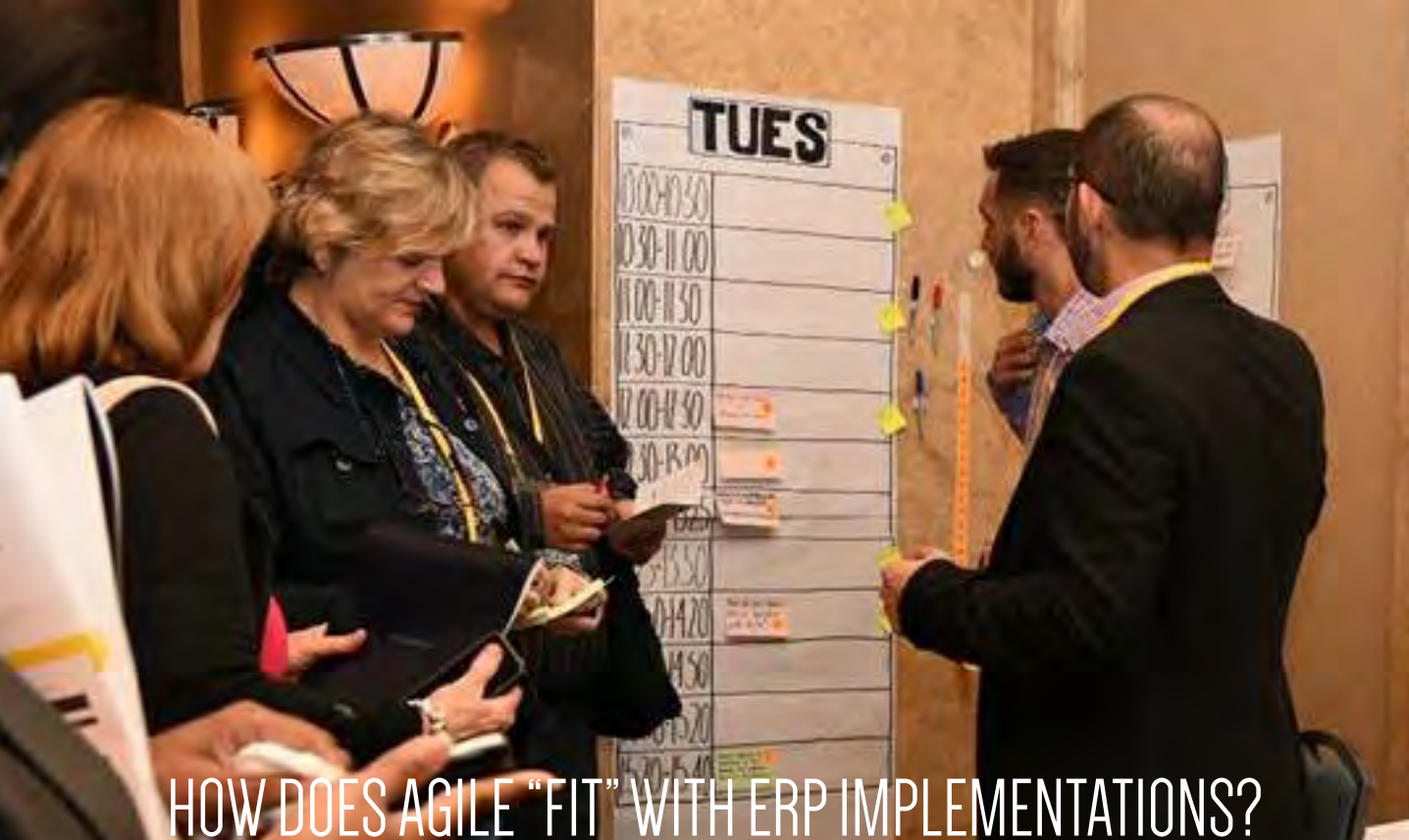


HOW DO WE COLLABORATE BETWEEN AGILE & WATERFALL?

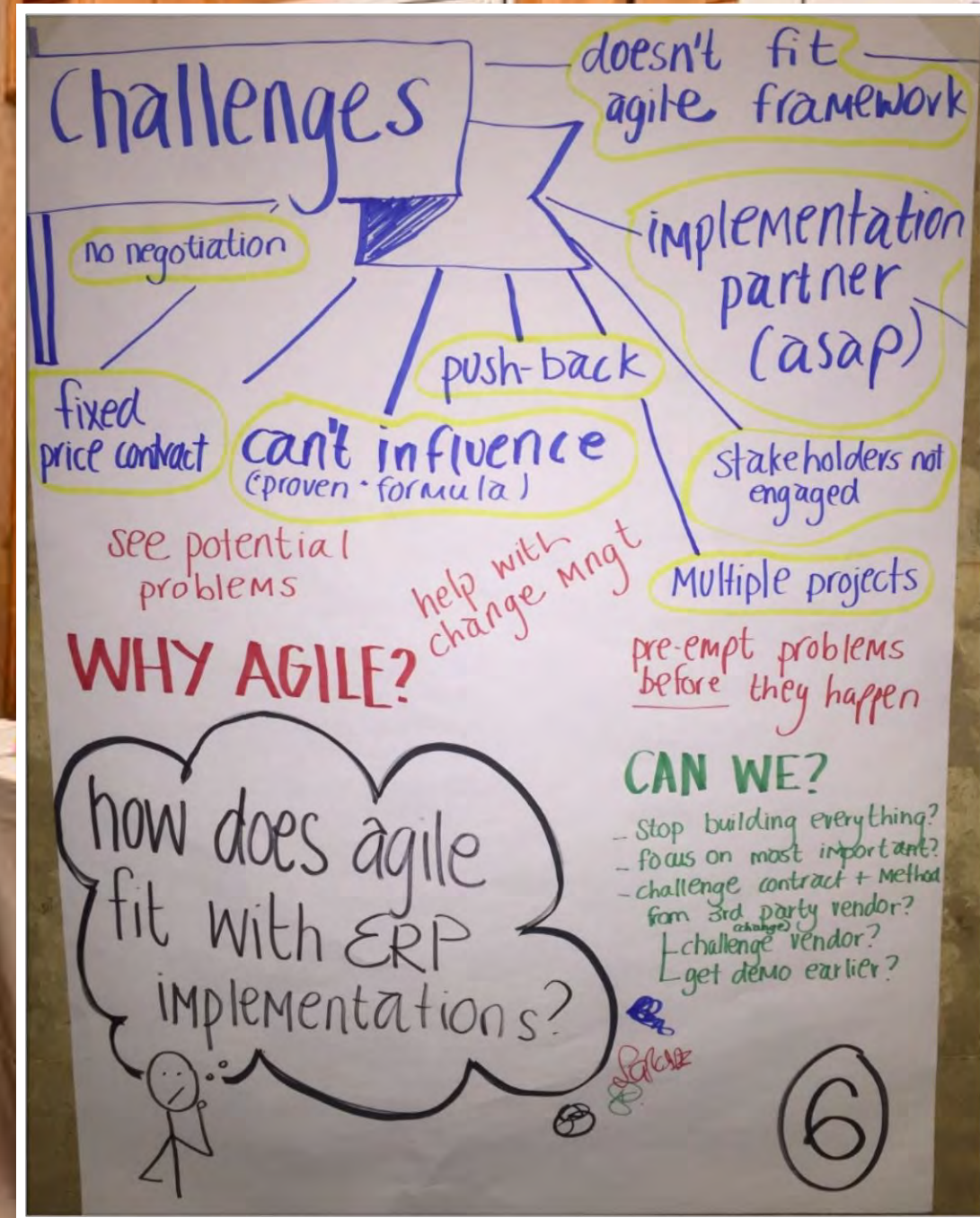


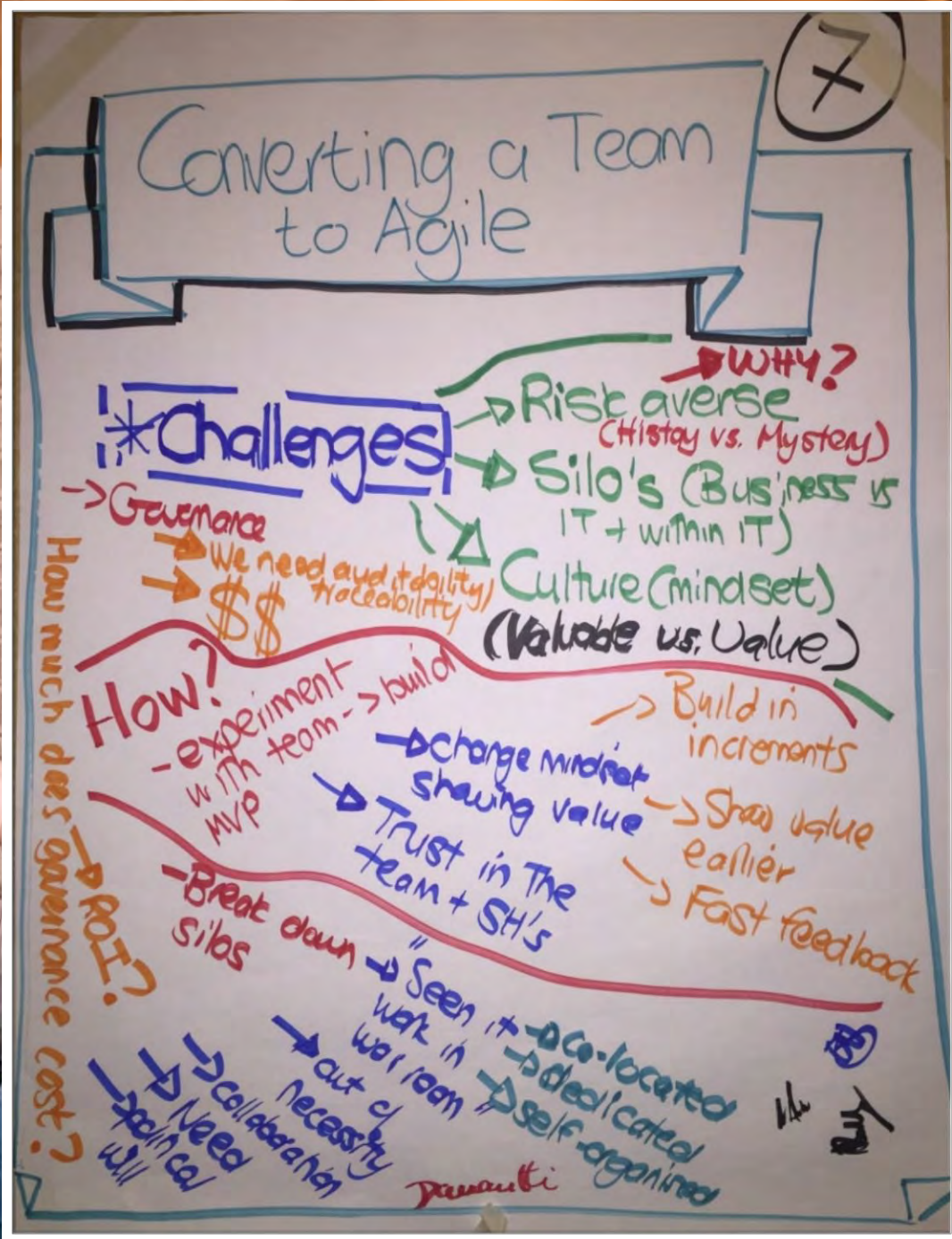


HOW DO BAs TRANSITION FROM WATERFALL TO AGILE?



HOW DOES AGILE "FIT" WITH ERP IMPLEMENTATIONS?

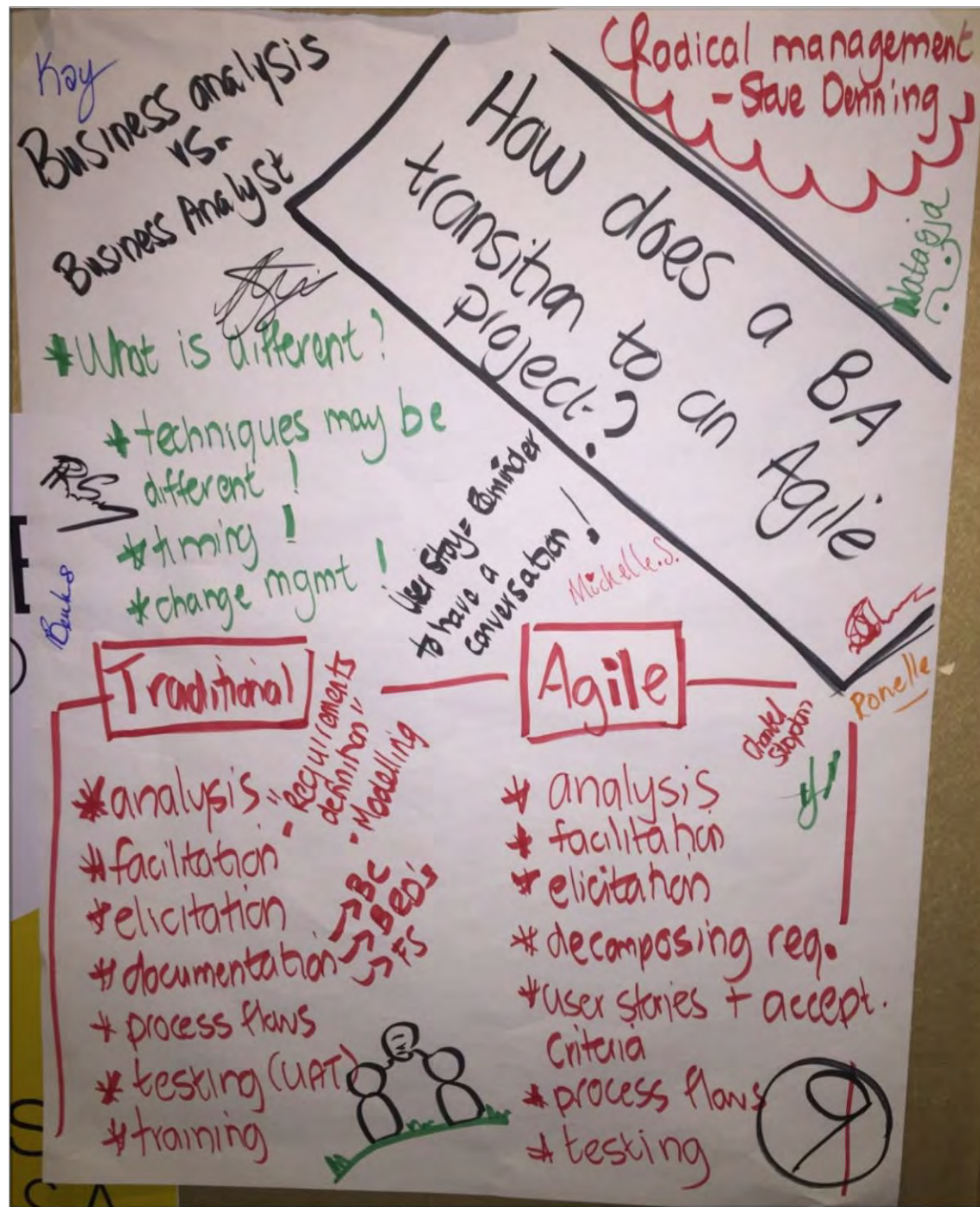




CONVERTING A TEAM TO AGILE




HOW DOES A BA TRANSITION TO AN AGILE PROJECT?



BA's vs Architects

How involved are you in the solution?

↑

Problem =  BUY SOLUTION

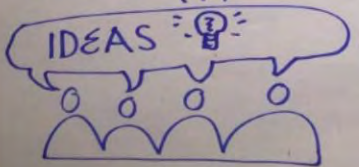
(since 2004)

↓


Why not build

Agile Architecture? How?

We need **facts** on where it isn't working
test forward integration, stop focusing
on backward Listen.



have conversations!

 customer at the heart of what we do!

Net Promoter Score **(10)**

NO analysis!

We want you to be a scribe!



BAS VS ARCHITECTS



CHANGE REQUESTS CREATED IN AGILE

CR created in Agile

→ approval in Waterfall

actual

What is the problem? ⚡

Context

- Run by centre = Agile
- In Namibia → Waterfall
- Business users test in Namibia

- * No view of what is happening?
- * No feedback
- * Use confluence to collaborate

All about →

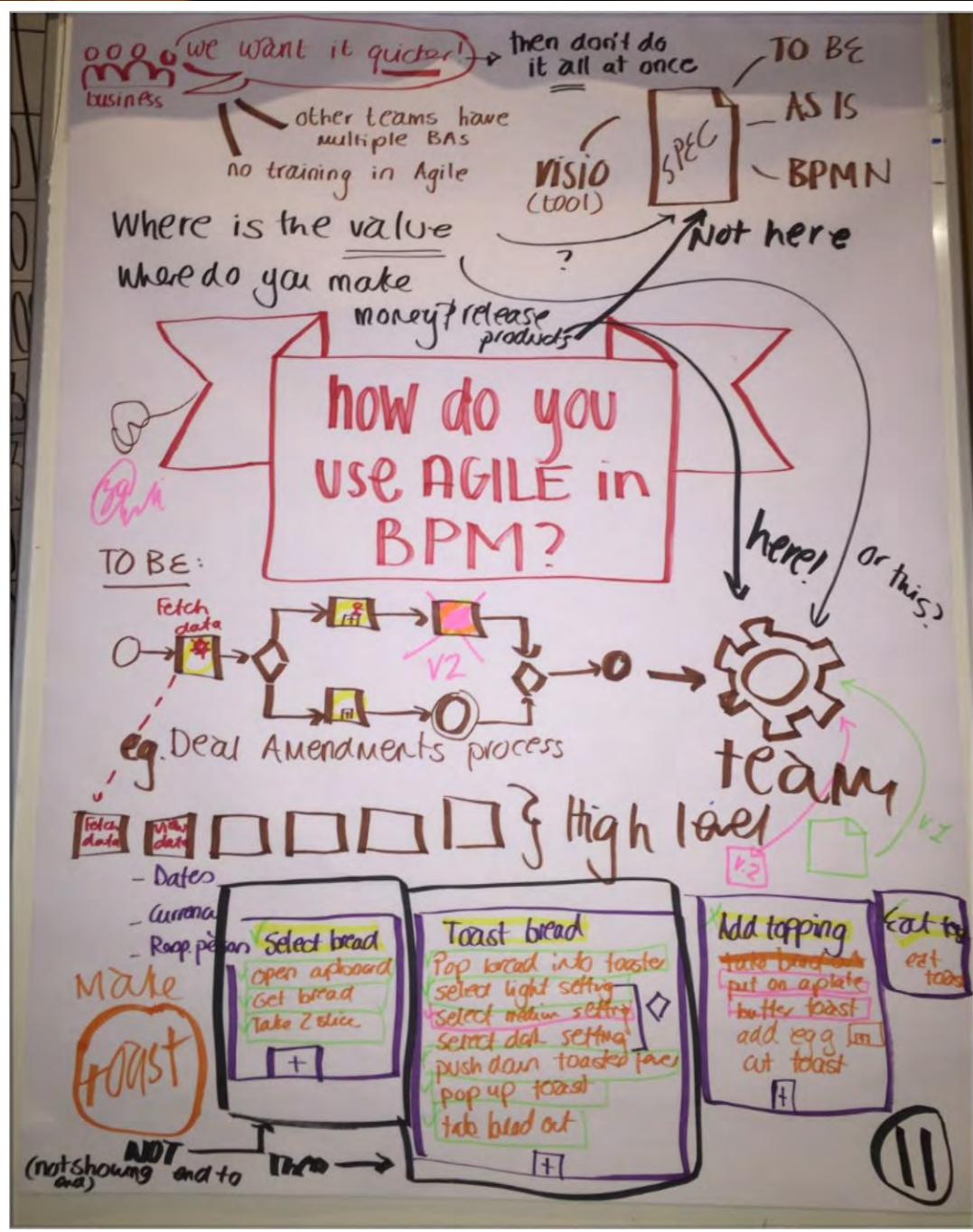
Some ideas 💡

- Understand the process from the centre
- Educate about Agile
- Educate Nam IT team in Agile
- Understand waste / \$\$\$

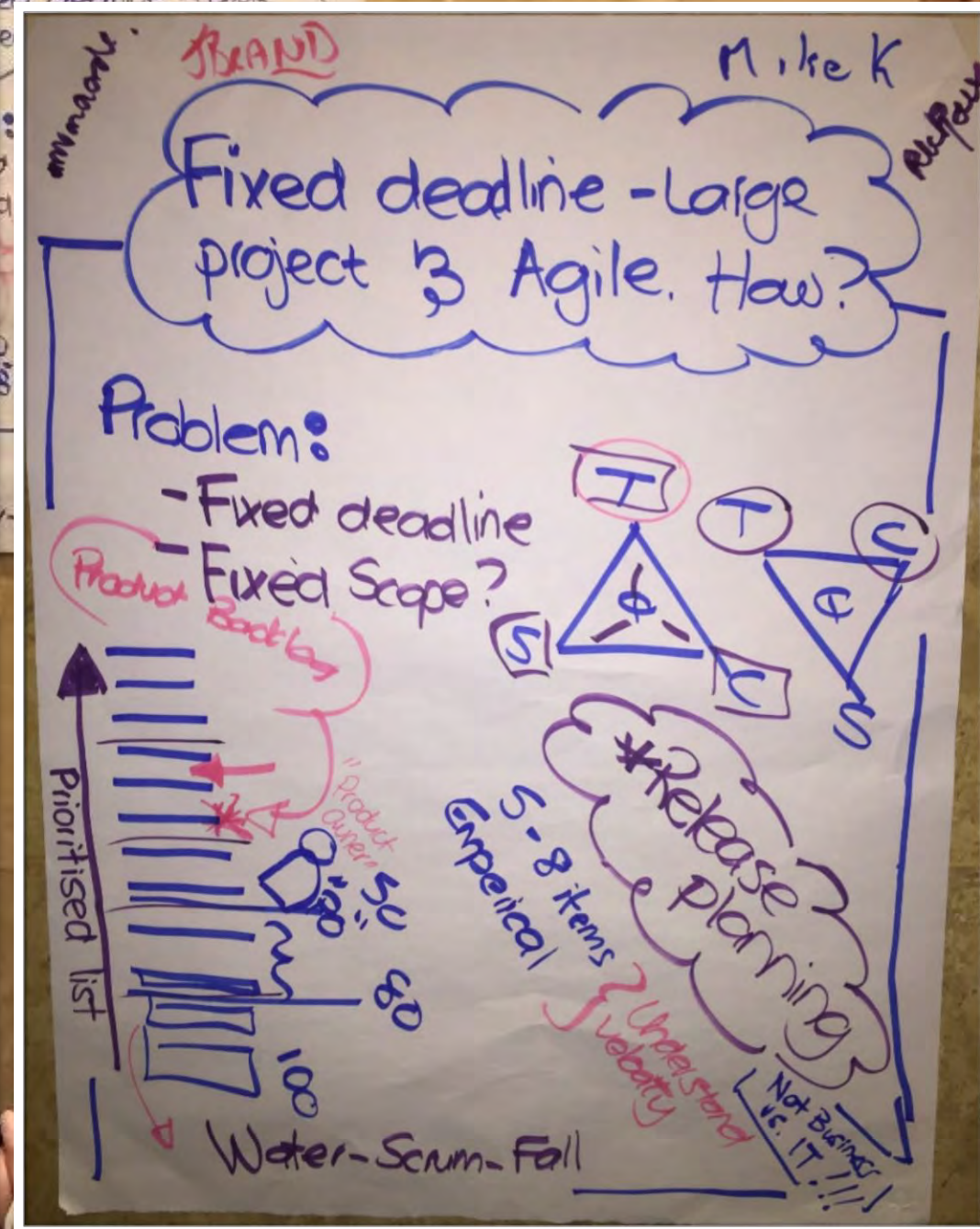
* "I don't think I can fix the root cause?"

🎯

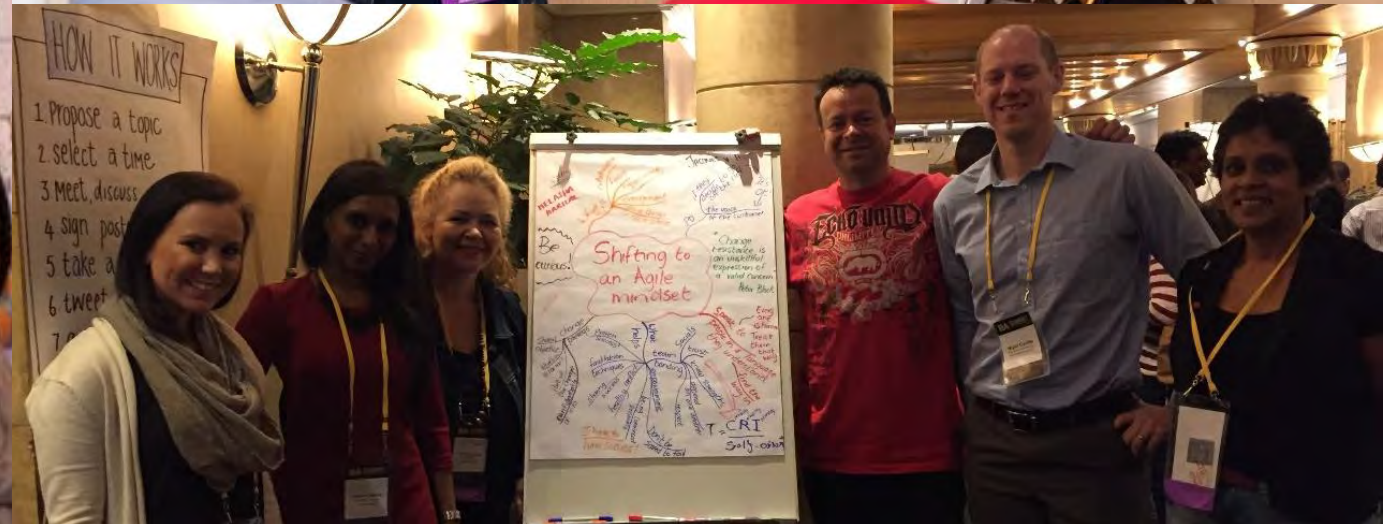
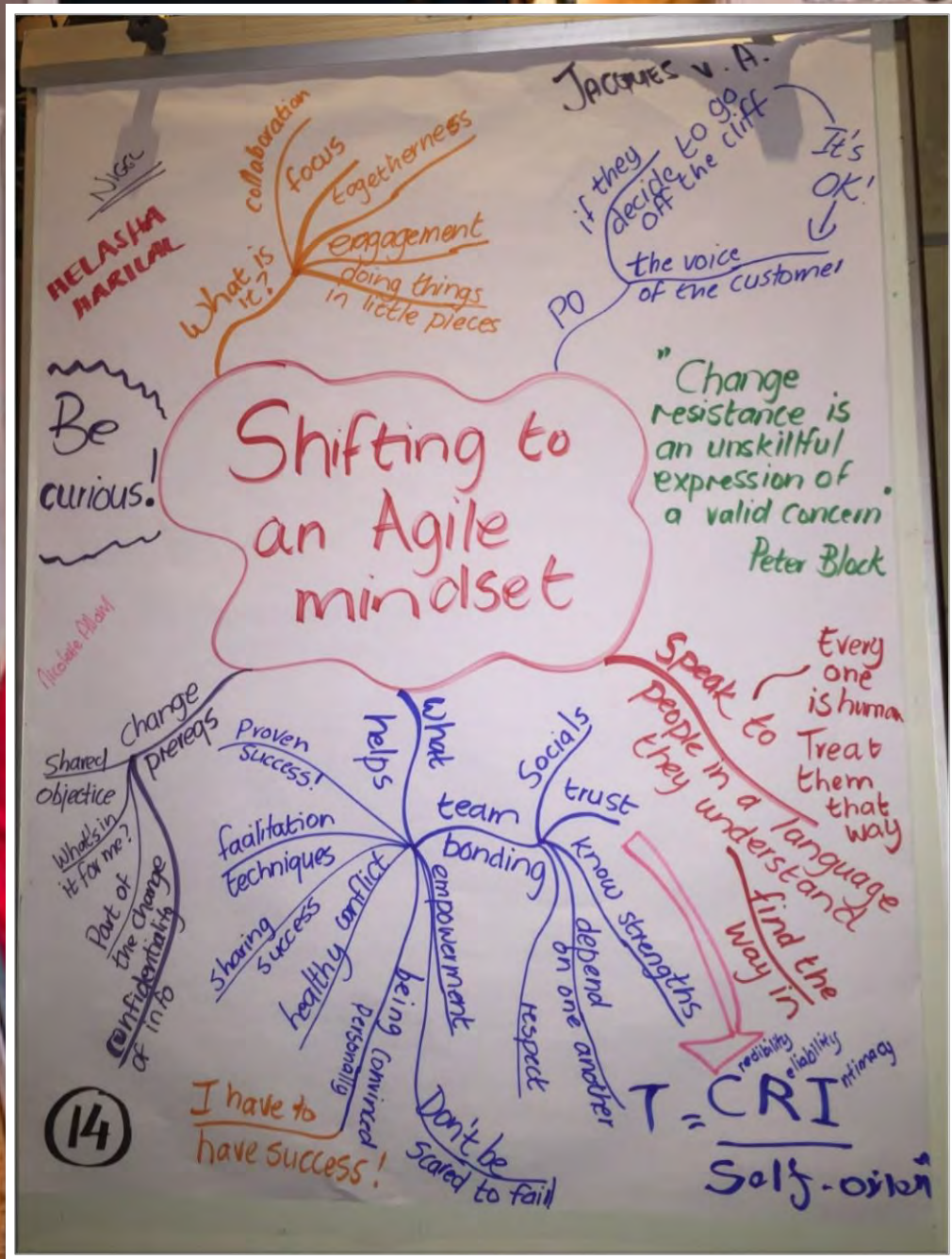
Goal: How do we collaborate?



HOW DO YOU USE AGILE IN BPM?

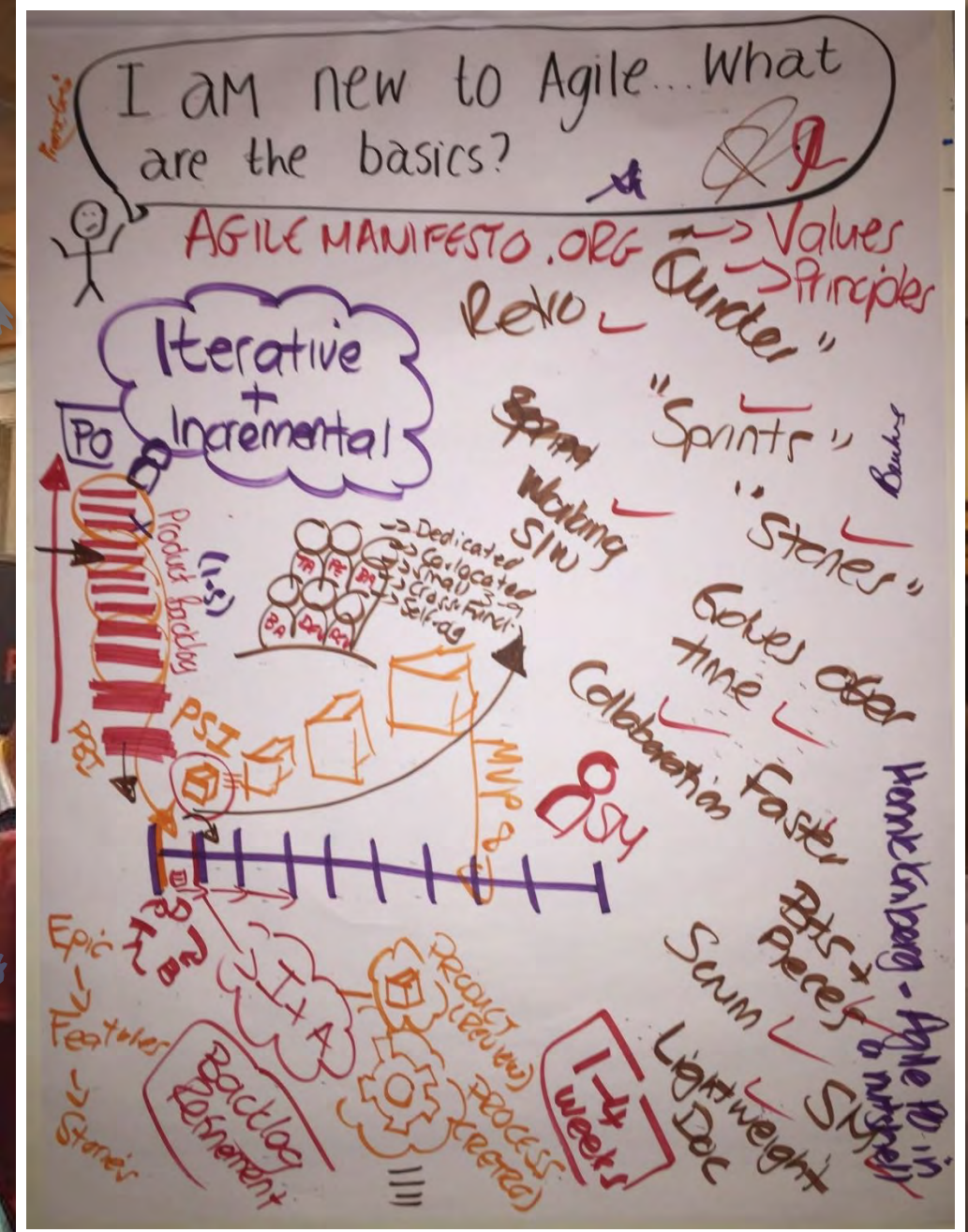


FIXED DEADLINES, LARGE PROJECTS AND AGILE





I AM NEW TO AGILE... WHAT ARE THE BASICS?



WHY SHOULD BAs NOT BE PRODUCT OWNERS?



Why should BAs not be Product Owners?

Let's call PM → SM
we're agile so... BA → PO

Why did this happen?

PROBLEMS

are you a tadpole

OR A

Changiang

Worm

transforming

frog

batman

BA does the same thing as before

Still a chasm btw business, technical

ANYONE can be a PO → not everyone should be

doing, learning, teaching

Because of a focus on roles not on function

BUSINESS VS SYSTEMS ANALYST?

WHY?

focus on problem! focus is usually here

TECH

focus on solution!

It is all business analysis!

One man's design is another man's analysis...

PO's - be innovative!

need to know it

not an expert on this

Product

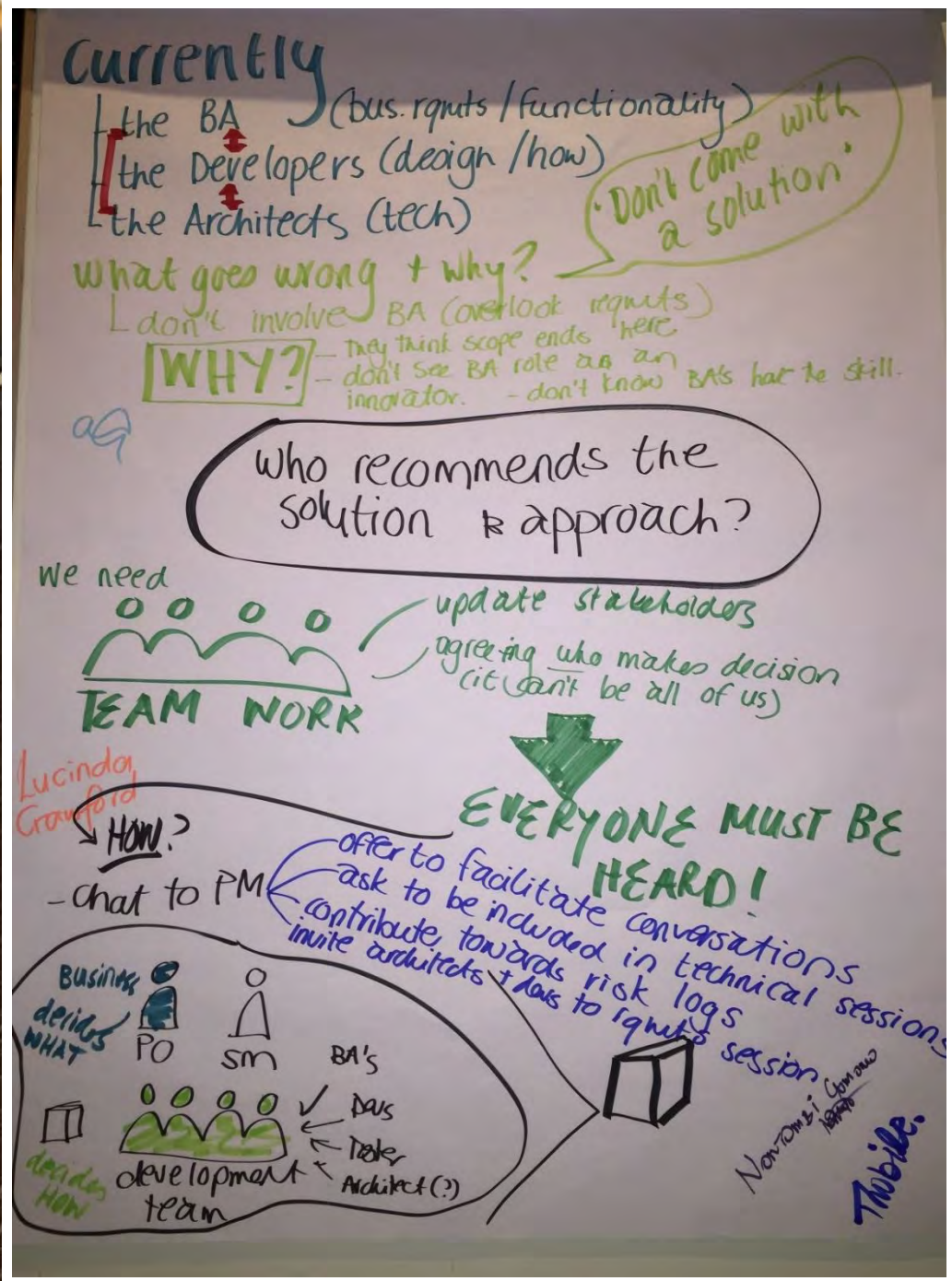
Business (what)

Technology (how)

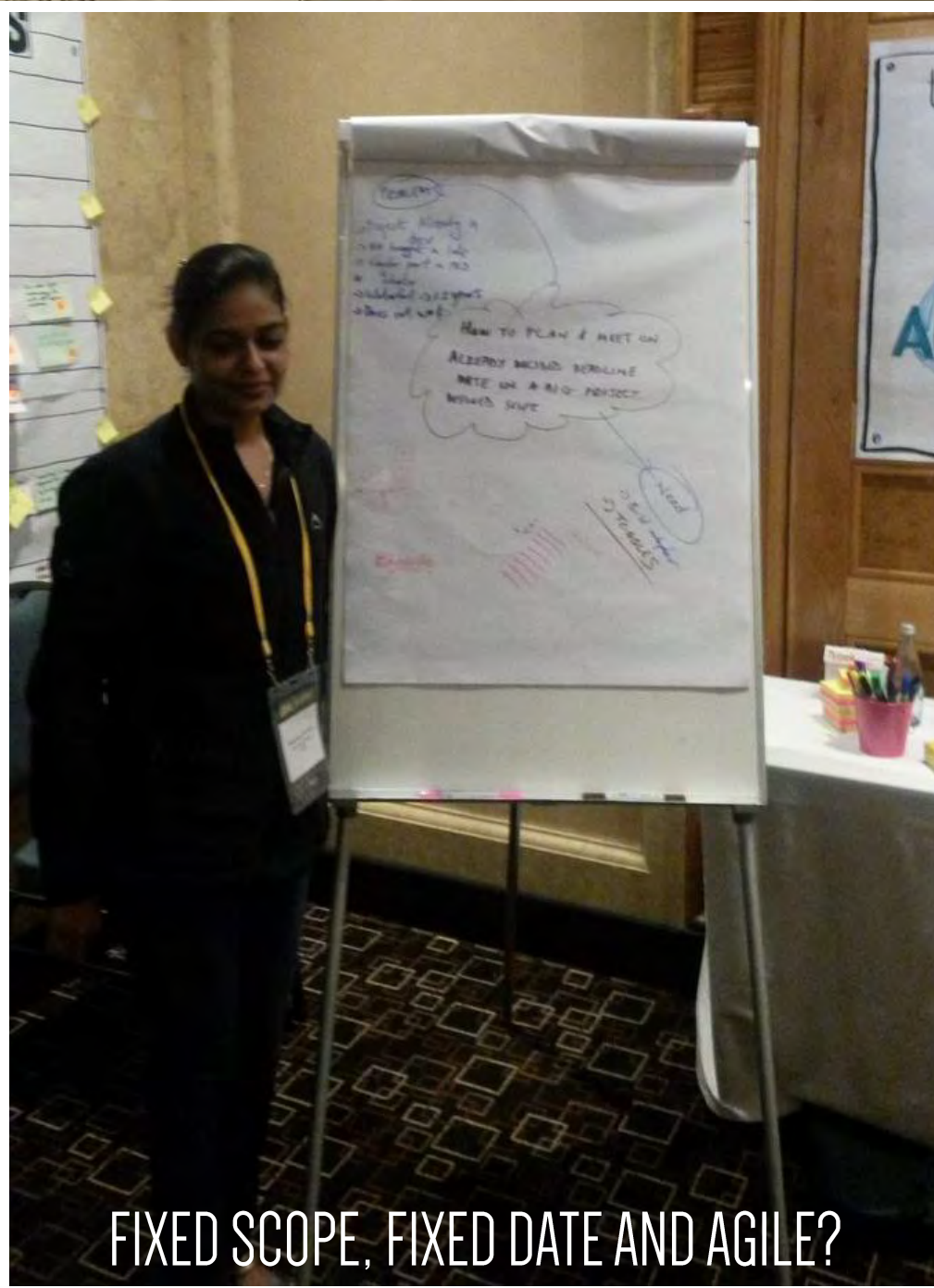
Everyone should do this in Agile!

If you can define strategy = Good candidate for PO

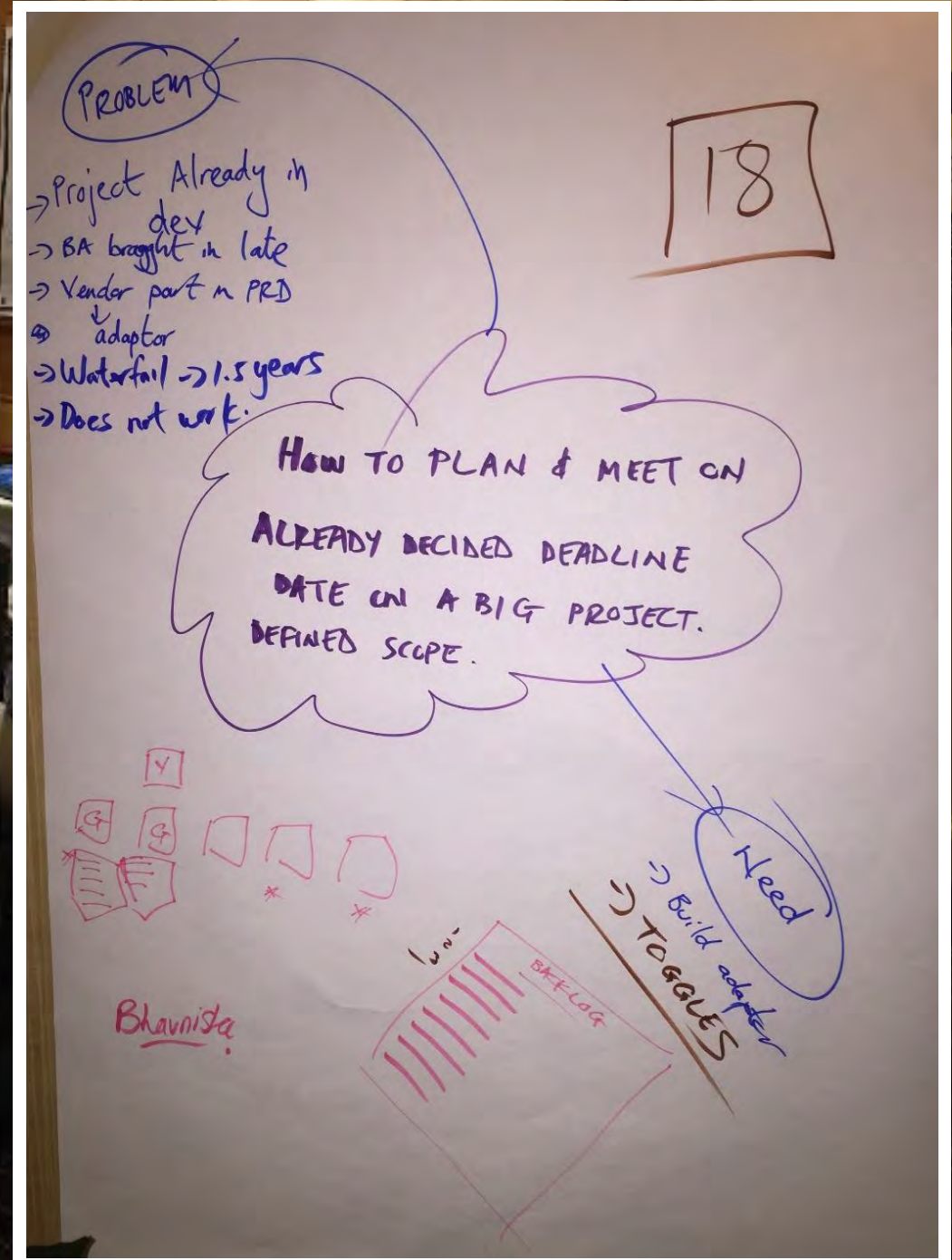
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WHO RECOMMENDS THE SOLUTION AND APPROACH?



FIXED SCOPE, FIXED DATE AND AGILE?





HOW CX WORKS WITH AGILE

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How Customer Experience works with Agile

Objective
 * Tools for CEM
 * Designing customer experience
 → Seems linear

Strategyzer
 1. Needs vs Wants?
 2. Omni-channel
 * Successful Customer Outcome
 - Canvas SCO
 - HOT/BR/BO
 - BUT, how do we make it iterative + incremental?
 End
 Lean Startup
 Build Measure

What is CXM?
 - Build/Improve experience every touch point
 - CEM Metaphor
 BP Group/Store Towers
 → Validated learning as fast as possible

FACILITATOR RETROSPECTIVE

- We need a bit more space and a little less noise
- Provide a good intro at the opening of the summit, as well as description on website and conference app on how the Jam works
- Facilitators to actively canvas for participants – especially on day 1
- Conference ran late – had an impact on time slots. Adjustable time slots in future?
- Plan the lunch slots better
- Adjust the space after day 1 – this gave us a better environment for conversations
- Speaker to mention they are doing the “Jam”
- Encourage casual conversations – topics “scared” people away
- Facilitate vs Train is HARD!
- Intro to Agile really helped with people new to Agile
- Need a facilitator team contract beforehand
- 2 slots at a time was sufficient – more than that was hard to manage!
- Spent more time at Jam than at the conference, (which was awesome, but could be improved)

