AGILE OPEN JAM

Business Analysis Summit Southern Africa 2016
Sandton, South Africa
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Sponsored by:

Agile Alliance®
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Thank you to @AJVPhotographyZA for many of the following images
• 5 facilitators
• 17 topics
• 3 themes
• 2 days
Thx
Eye opening, engaging
4 so validating
Awesome!
Farzad

Very valuable session
Arizona, cool ahead
UT TX

Very informative & engaging

Authentic
Awesome!
Thanked!

Awesome jam session

I was assisted to think through the problem
understanding of Agile

Awesome session

Lp People (BA?) have negative feelings about Agile

I have gained knowledge on how to use Agile and will definitely share this with my team, thank you!

Great session, left with a step, you into the future

Great session, very informative, good facilitation

Great session, very informative

Great session, very informative

Thank you

Great session

-Thank you

Great session, thanks guys,掌声

Thnx for the session

Was excellent and eye opening

Thanks for Session

It was awesome

Very interactive

Very informative

More:)

Thanks for teaching my team.
facilitating - very effective.

Everyone will benefit from this

THX!

Have for everyone!

Facilities we have are

Thanks for having

I'm not sure

FEEDBACK

Thank you

Gratitude!
GREAT POSITION – RIGHT BY THE SNACKS FOR TEA!
2 DAY AGENDA & TOPICS
Strategic Business Analysis & Architecture

- If users design it themselves, the products work best some.
- BusArch should live close to strategy.
- BA’s should live close to strategy and be part of it.
- Often BA’s are put in the position of “working for” architects—they should work as equals and 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.
HOW DO BAs WORK WITH DIFFICULT PEOPLE?

This might help...

How do BA's work with difficult people?

- How can I add value to your life?
- What makes them human?
- Be genuinely interested in what works for me
- What is a BA's superpower?
- Recognize language, interpret, use body language
- Use body language, interpret, recognize
- BA's are psychologists, therapists
- BA's are artists,开办ers
- Is there a different kind of communication?
HOW DO WE COLLABORATE BETWEEN AGILE & WATERFALL?
HOW DO BAs TRANSITION FROM WATERFALL TO AGILE?

Problems:
- No buy-in (reporting lines)
- Don't want to change (senior)
- Being pushed to "GO AGILE"
- Too many resources needed for Agile
- Gaps, testers
- Multiple projects -> how do I divide my time?
- Don't know where to draw line b/w Agile & Waterfall
- No budget!

When:
- When you can't afford to fail
- Requests don't change -> BUT THEY DO!

HOW:
- Understand WHY!
- Shared understanding of what the problem is
- Get buy-in on solution changes
- Focus on "basics" (AGILE MANIFESTO)
- Training in Agile business analysis
- Don't focus on process, create value!
How does Agile “fit” with ERP implementations?
Converting a Team to Agile

Why?
Risk averse
History vs. Mystery

Challenges
- Governance
  - We need agility and scalability
- Culture (Mindset)
  - Values vs. Value

How?
- Experiment and build
- Change mindset
  - Show value earlier
  - Fast feedback
  - Trust in the team + SH's silos
  - Break down silos
- MVP
- Focus on value

CONVERTING A TEAM TO AGILE
BAs vs Architects

How involved are you in the solution?

We want you to be a scribe!

Problem = R: BUY SOLUTION

NO analysis

Why not build

Agile Architecture? How?

we need facts on where it isn’t working
on backward integration, stop focusing
Listen...

IDEAS

Net Promoter Score (10)

customer at the heart of what we do!

have conversations!
CHANGE REQUESTS CREATED IN AGILE

CR created in Agile → approval in Waterfall

What is the problem?

- Run by centre = Agile
- In Namibia → Waterfall
- Business users = Waterfall
- No view of what is happening
- No feedback
- Use confidentiality to collaborate

Some ideas?

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

Goal: How do we collaborate?
HOW DO YOU USE AGILE IN BPM?
Shifting to an Agile mindset

Change resistance is an unskillful expression of a valid concern.

Peter Black

I have to have success!

T = CRI

Self-organization

Everyone is human. Treat them that way.

Speak to people in a language they understand.

Social success exists.

How it works:

1. Propose a topic
2. Select a time
3. Meet, discuss
4. Sign poster
5. Take a photo
6. Tweet

Relaxing

Engagement

Doing things in little pieces

It's ok!

The voice of the customer

Be curious.
I am new to Agile... what are the basics?
WHY SHOULD BAs NOT BE PRODUCT OWNERS?

Let's call PM -> SM
BA -> PO

PROBLEMS

BA does the same thing as before
still a chasm btw business, technical

ANYONE

aren't you a systems analyst?

OR A

because of a focus on roles, not on function

BUSINESS VS SYSTEMS ANALYST?

It is all business analysis!

Everyone should do this in Agile!

If you can define strategy = Good candidate for PO
Currently
- BA (bus. reqts / functionality)
- Developers (design/tech)
- Architects (tech)

Don't come with a solution.

WHAT went wrong + why?
- don't involve BA (cost/bottom line)
  - they think scope ends there
- don't see the BA role on an agile team
- don't know the BA has to still

WHY?

Who recommends the solution & approach?

TEAM WORK

Update stakeholders
go to meetings, make decisions, etc.

EVElYONE MUST BE HEARD!

Lucinda's Grandson

HOW?
- chat to PM
- ask to facilitate
gather input from technical sessions

BUSSING
delays

PO

sm
BA's

development team

Who recommends the solution & approach?
**Fixed Scope, Fixed Date and Agile?**

**Problem:**
- Project already in dev
- BA brought a late vendor part in PRD
- Adopter
- Waterfall: 1.5 years
- Does not work

**How to plan & meet on already decided deadline date on a big project, defined scope.**
How CX Works with Agile

- Strategyzr
- Successful Customer Experience
- Needs vs Wants?
- Tools & Cer
- Designing Customer Experience
- Touchpoint Orchestration
- What is Customer
- Build, Learn, Adapt
- Measure & learn
- Work well with Agile
- How does it work?
- Customer Experience
- What is possible
- Learning as fast as possible
- What is customer experience?
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)