



CHANGE MANAGEMENT 2019

CHANGE IS UNIVERSAL!



CHANGE
MANAGEMENT 2019

Be Agile – Driving Change in the Fast Lane

Sunil Kasturi, Adella Chong & Rachel Crocker

April 30, 2019



CHANGE MANAGEMENT 2019



A long-exposure photograph of a city street at night. The image shows a building on the left and a road with white lane markings. Numerous light trails from cars and streetlights create vibrant streaks of red, yellow, and white across the scene. A semi-transparent grey rectangle is overlaid in the center, containing the poll text.

POLL:
**Have you worked on an Agile
project before?**



CHANGE
MANAGEMENT 2019



is an **iterative** and **incremental** approach to achieving an **end-result** (product, project, goal) that incorporates **continual** feedback loops, **adaptability**, and **collaboration**



CHANGE MANAGEMENT 2019

PROJECT MOBILIZATION

Project initiation activities begin with aligning objectives and developing an initial draft of the project's change strategy

Tools: Initial Strategy, Stakeholder Register

STABILIZATION

Monitoring of adoption continues, future business resources are identified and trained

Tools: Cut-Over Plan



PLAN & PREPARE

Strategy execution continues with further developing different arms of the change management plan

Tools: Communication Plan, Training Plan, Assessments

IMPLEMENT & MANAGE

As the project execution commences, change management monitors implementation and monitors success metrics

Tools: Risk Log, KPI Monitoring, Communication & Training, Modification & Monitoring

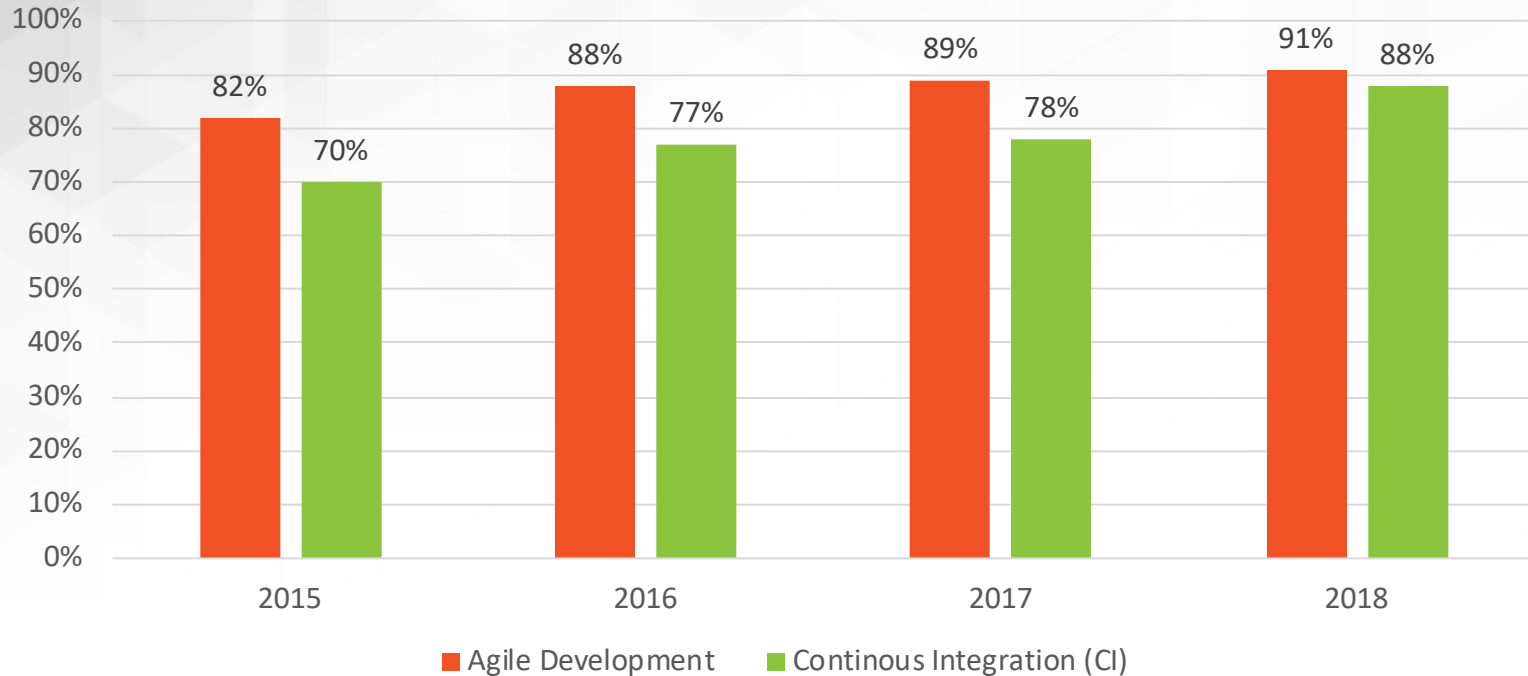


Agile Change Management





Global Agile Adoption



<https://www.statista.com/statistics/673786/worldwide-software-development-survey-agile-development-continuous-integration-adoption/>



Agile Change Management





POLL:
Why would you go Agile?



CHANGE
MANAGEMENT 2019

V
A
L
U
E

SPEED

CUSTOMER COLLABORATION



CHANGE
MANAGEMENT 2019

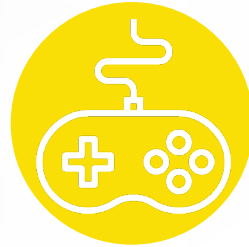
Agile Benefits



High product
quality



Higher
customer
satisfaction



Increased
project control



Reduced risks



Faster ROI



The Challenge



Annual Strategy Planning and Budgeting Cycle



Quarterly Product Release and Sales Cycle



Discussions on delivering results and value in 2 week cycles





CHANGE
MANAGEMENT 2019

The Change Tactics





CHANGE
MANAGEMENT 2019

Align to the Agile Value



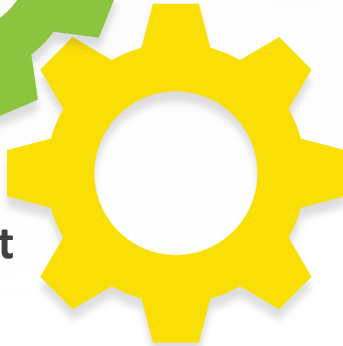
- Customer experience as the north star
- Continuous engagement framework
- Tiger Team



Always in BETA



Self Directed



Adapt and Adjust

- Shifting from push to pull



- Standardize methodology, collaboration tools and processes
- Simple change plan that can constantly adapt to business priorities



CHANGE
MANAGEMENT 2019



Getting Started





Toolkit - Identify Agile Benefits

AGILE BENEFIT	DESCRIPTION	TACTICS
High product quality	In Agile development, testing is integrated during the cycle, which means that there are regular checkups to see that the product is working during the development. This enables the product owner to make changes if needed and the team is aware if there are any issues.	Customer First
Higher customer satisfaction	The product owner is always involved, the progress of development has high visibility and flexibility to change is highly important. This implies engagement and customer satisfaction.	Customer First
Increased project control	Sprint meetings & more transparency	Adapt and Adjust
Reduced risks	Developing in sprints, ensuring a short time between initial project investment and either failing fast or knowing that a product or an approach will work.	Grow Relationship
Faster ROI	The fact that agile development is iterative means that the features are delivered incrementally, therefore benefits are realized early while the product is in development process.	Self Directed



Identify Agile Benefits

AGILE BENEFIT	DESCRIPTION	TACTICS
High product quality	In Agile development, testing is integrated during the cycle, which means that there are regular checkups to see that the product is working during the development. This enables the product owner to make changes if needed and the team is aware if there are any issues.	
Higher customer satisfaction	The product owner is always involved, the progress of development has high visibility and flexibility to change is highly important. This implies engagement and customer satisfaction.	
Increased project control	Sprint meetings & more transparency	
Reduced risks	Developing in sprints, ensuring a short time between initial project investment and either failing fast or knowing that a product or an approach will work.	
Faster ROI	The fact that agile development is iterative means that the features are delivered incrementally, therefore benefits are realized early while the product is in development process.	



Stakeholder Readiness

Agile Business Readiness Assessment

How well to team members work when assigned responsibilities that cut across multiple roles?	1-5	How closely are teams co-located?	1-5
How well-defined are the roles of business users / customers?	1-5	How empowered are individuals and teams to take ownership and make decisions?	1-5
How willing and able are business users to be involved in the process?	1-5	How experienced are team members in product and portfolio management?	1-5
How comfortable are team members with rapidly changing business and/or technical requirements throughout the process?	1-5	How resilient and efficient are impacted teams?	1-5
How comfortable are team members working in non-traditional, highly collaborative ways?	1-5	How well have we planned training and communications for each delivery and sprint?	1-5

10-19
NOT READY

20-40
KIND OF READY

41-50
GOOD TO GO

A hand is holding a tablet, with a blurred background showing a car's interior and a person's face. The text is overlaid on the tablet.

POLL:
**How ready are your teams for
Agile?**



CHANGE
MANAGEMENT 2019

Change Action Planning



ALIGN INTENTIONS



DETERMINE
NEXT STEPS



COLLABORATIVE
SOLUTIONING



COLLECTIVE
ASSESSMENT



Stakeholder Management

Deliverable

STAKEHOLDER NAME	MEETING CADENCE	RESPONSIBILITY	ENGAGEMENT INTENT

Sprint Sponsor & Business Owner




CHANGE
MANAGEMENT 2019

Q & A



CHANGE
MANAGEMENT 2019

Closing

 <https://www.linkedin.com/in/sunil-kasturi/>

 <https://www.linkedin.com/in/rachel-crocker-mba-4a922317/>

 <https://www.linkedin.com/in/adellachong/>

 skasturi@propellersfo.com

 rcrocker@propellerpdx.com

 achong@vmware.com