

AGILE SERVICE DELIVERY

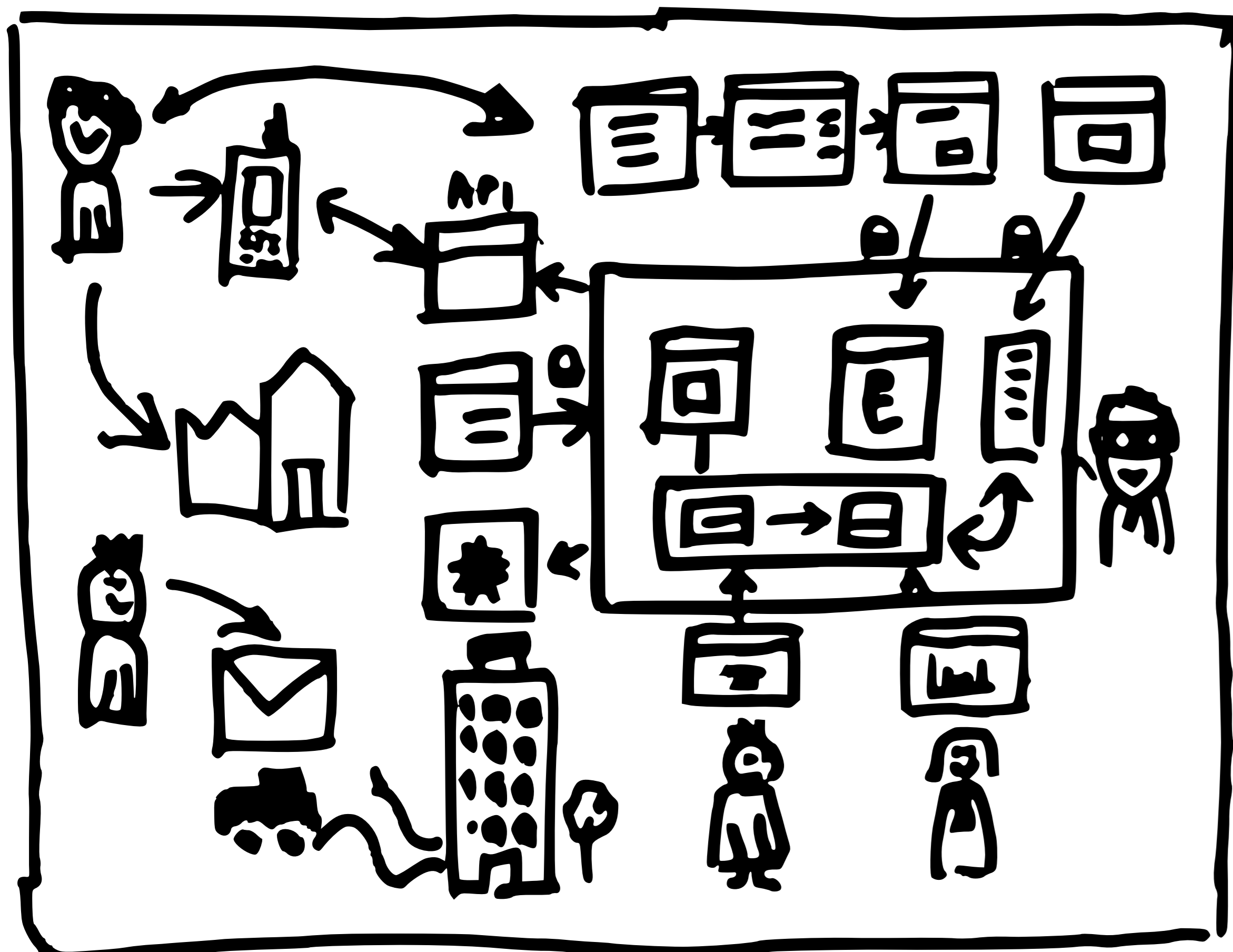
VISION AND GOALS

A GOOD VISION FIRES YOU UP!
 [INSERT GOOD LEADERS HERE]
 SET GOALS THAT DESCRIBE OUTCOMES

- ⇒ ACHIEVE THIS OUTCOME
- ⇒ AND THIS OUTCOME
- ⇒ AND THIS OUTCOME...

DRAW THE THING!

A PICTURE PAINTS A THOUSAND WORDS...

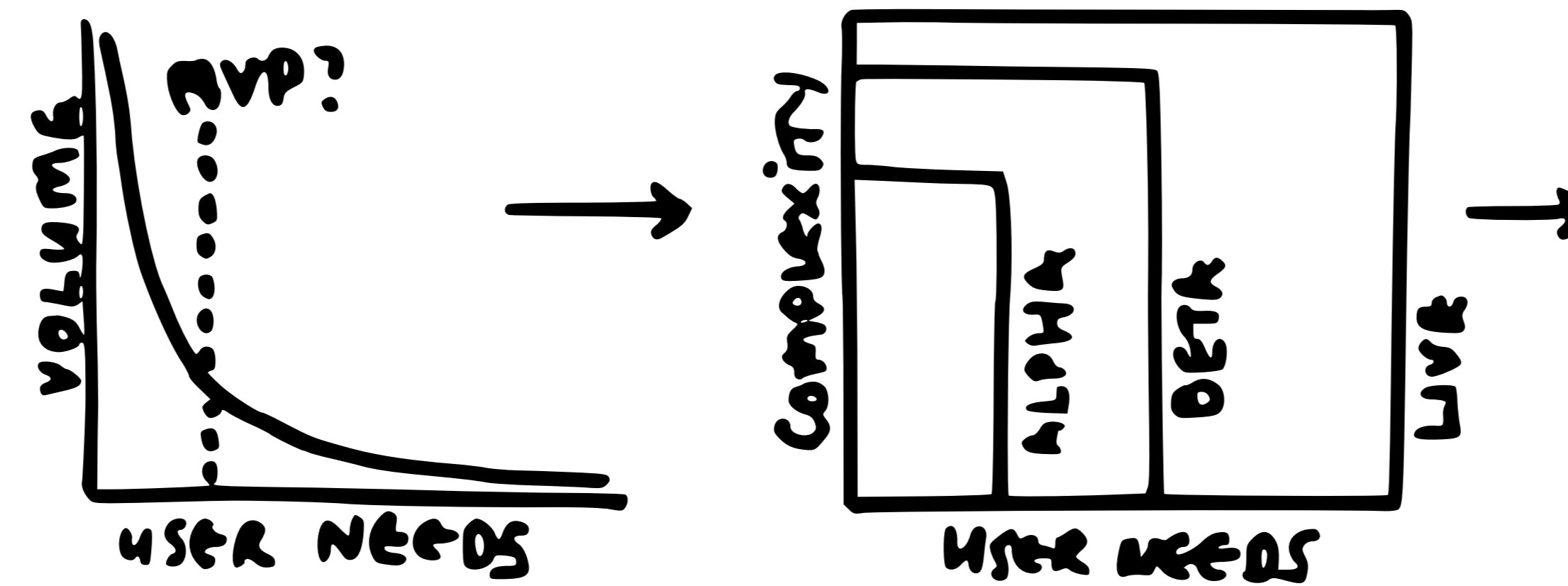


*CONCEPTUAL MODEL



SCOPE

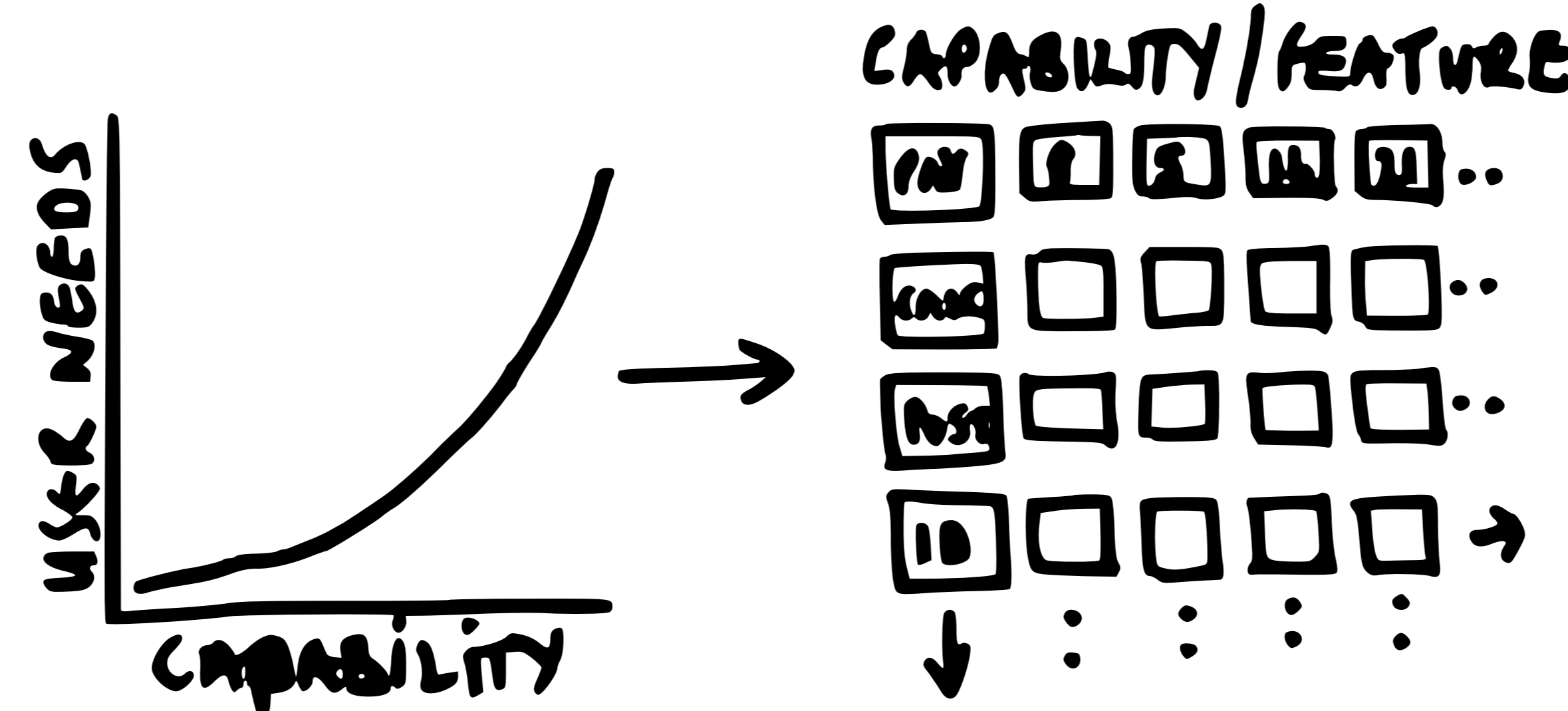
... TYPICALLY 80% OF USERS
 NEED 20% OF SERVICE FEATURES



... START WITH THE HARD STUFF

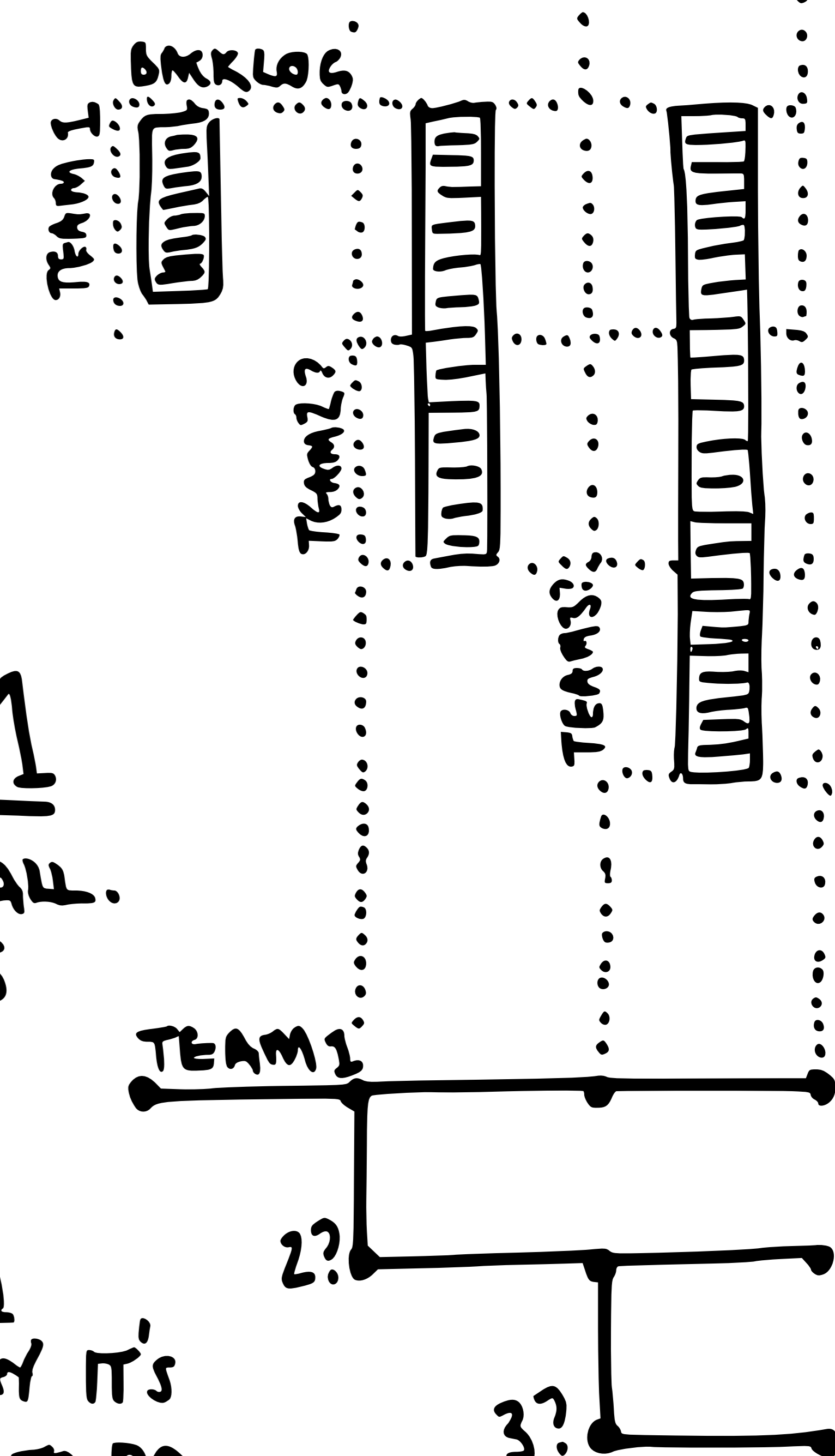
CAPABILITIES

... DELIVER USER NEEDS AND ARE
 THE BUILDING BLOCKS OF THE
 SERVICE.



ROADMAP ... ASK 7 QUESTIONS

	3m	6m	12m...
1 TRYING TO PROVE?	?	?	?
2 WHICH USERS?	?	?	?
3 WHAT OPERATING?	?	?	?
4 WHAT SAYING?	?	?	?
5 ASSUMPTIONS?	?	?	?
6 DEPENDENCIES?	?	?	?
7 WHAT CAPABILITIES? (... NOT JUST THE SOFTWARE)	□ □ □	□ □	□ □
	□ □ □	□ □	□
	□ □ □	□	



GROWING THE TEAM

ALWAYS START SMALL.
 TEAM CULTURE IS
 PRECIOUS.
 ... ONLY SCALE
 WHEN THE TEAM
 AND BACKLOG SAY IT'S
 THE RIGHT THING TO DO