



I'm Andy, thanks for inviting me

how we “**get digital work done**”

Andy Porter

I want to develop... Design lead

**we've been told we have a
great team culture, that**

the team works really well, and,

can we talk about it?

Develop Land and Property - agile:
built **private beta service** in **3 sprints**

programme board, showcase, sprints - with
no Product Manager - for a month (un-noticed)

Business Gateway - waterfall:
fixed scope delivered early



Tom Loosemore

@tomskitomski



Digital: Applying the culture, practices, processes & technologies of the Internet-era to respond to people's raised expectations.

11:00 AM · May 10, 2016 · [TweetDeck](#)

of the internet, not just on the internet

same outcomes wanted -

great public services, value for money -
governance and assurance

new ways of doing

**we didn't just all have
these skills**

it doesn't happen by accident
learn, practice, hone

**some ways we work that
may be of use**

three of our principles

go for challenging goals

always be adding value, don't stop
moving toward the goal

**remove barriers to
collaboration - be open**

in team, across the organisation, with
users, gov and industry... just everyone

iterate and improve daily

never delay making an improvement

**we have loads of this
stuff**

principles, practices, tips.

WAYS OF WORKING

THE TEAM OUTPUT IS
VALUE:

- LEARNING (DISCOVERY/ALPHA)
- SOLUTIONS, SAVINGS + LEARNING (BETA...)

~~IS~~ THE TEAM IS
GREATER THAN ANY
INDIVIDUAL

~~WE~~ THE TEAM
CHALLENGES ITSELF

DELIVERING AT
PRICE

WE NEVER CANCEL
A SHOW A TELL

NO TASK/JOB IS A
SINGLE PERSON TASK.

IF WE ARE NOT
"GETTING THINGS WRONG"
WE ARE NOT LEARNING
- WE ARE NOT TRYING

TASK ARE SET IN THE
PAST TENSE, SO WE
KNOW WHEN WE HAVE
ACHIEVED IT

EVERY SHOW + TELL
ANSWERS A QUESTION
FOR THE ORGANISATION

NO UNICORNS / NO SINGLE
POINT OF FAILURE ...

EVERYONE CAN TAKE A BREAK
& THE TEAM CAN COVER ANY
ROLE

WE EXPECT TO GET
THINGS "WRONG" ...

WE SET UP EXPERIMENTS
TO BOTH PROVE + DISPROVE
THINGS ... WE LEARN MORE FROM
FAILURE

some of our guiding principles &
rules of thumb

THE SHOW + TELL IS
FOR THE TEAM

WE CAN OPERATE WITHOUT
ANY TEAM MEMBER FOR
A MONTH - EG PRODUCT

WE ~~SET~~ SET OURSELVES
A CHALLENGING GOAL
EVERY SPRINT



guide to making our work flow

DEFINITION OF DONE FOR..

PLANNED TO DO

- *EACH TASK CLEARLY NOTES HOW WE'LL KNOW IT'S DONE. ✓
- *THE TASK HAS BEEN DISCUSSED JUST BEFORE MOVING IT INTO IN PROGRESS. ✓
- *WE'RE HAPPY IT'S ONE CARD AND NOT REALLY TWO ✓

DEFINITION OF DONE FOR..

IN PROGRESS

Consider dependencies before cards are ready to bring in

- *PEOPLE'S AVATARS HAVE BEEN ADDED. ✓
- *15% RULE - DO JUST ENOUGH ON THE TASK AND PLAY IT BACK TO DISCUSS WHAT'S NEXT. ✓
- *UPDATE THE CARD WITH ANY CONVERSATION POINTS WORTH NOTING AS WE GO ALONG. ✓

DEFINITION OF DONE FOR..

DONE

What can we show at SIT?

- *PLAYED BACK RESULT TO THE TEAM. ✓
- *UPDATED CARD WITH FINDINGS/OUTCOMES. ✓
- *CHECKED WITH PRODUCT THAT IT'S MET THE NEED. ✓

- simple - glance-able
- clear
- on the wall, where we meet

- not a long checklist
- people > processes

It's ok to...

say "I don't know"
ask for more clarity
stay at home when you feel ill
say you don't understand
ask what acronyms stand for
ask why, and why not
forget things
introduce yourself
depend on the team
ask for help
not know everything
have quiet days
have loud days, to talk, joke and laugh
put your headphones on
say "No" when you're too busy
make mistakes
sing
sigh
not check your email out of hours
not check your email constantly during hours
just Slack it
walk over and ask someone face-to-face
go somewhere else to concentrate
offer feedback on other people's work
challenge things you're not comfortable with
say yes when anyone does a coffee run
prefer tea
snack
have a messy desk
have a tidy desk
work how you like to work
ask the management to fix it
have off-days
have days off

@gds team

Department for Work and Pensions

Creating a digital delivery culture

- 1 Work in the open
- 2 Share, not send
- 3 Right people, same room
- 4 Less process, more progress
- 5 Don't wait for permission
- 6 Show the thing
- 7 People, not resources
- 8 Build strong communities
- 9 Fail fast and learn
- 10 Keep going

one final thing

POST

our superpower - the process to
maximise the output of a group session

Purpose - why are we having this meeting?

Objectives - what will the meeting achieve -
what outputs?

Structure - how are we going about it, who's
doing what role? (everyone needs a role)

Timing - how long for each section of the meet?

example roles

Facilitator - maximise everyone's contribution, keep things flowing, don't let anyone dominate.

Timer - keep an eye on time, remind people of how long left / If spending too long on one topic.

Presenter - will playback at the end/to everyone else, What will you need?

Writer - who is collecting and organising the ideas - scribing them on the board, or collecting and organising the post-its

Idea generators - who is generating the ideas? How? alone - then collate, or take it in turns to say an idea? How long on this/each?

Jargon Buster - keeping it plain English, ensure everyone understands.

thank you