

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



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

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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.

THE TEAM OUTLUT IS VALUE:
- LEAKNING (DISCOGRITIZERA)
- SOUTHOUS, SAVINGS + LEARNING (BETA ...)

WE NEVER CANCEL A SHOW A TELL

EVERY SHOW + TELL
ANSWERS A QUESTION
FOR THE ORGANISATION

GREATER THAN ANY INDIVIDUAL

NO TASK / JOB 15 A
SINGLE PERSON TASK.

NO UNICORNS/NO SINGLE
POINT OF FAILURE ...
EVELTONE CAN TAKE A BLEAK

CHALLENGES MUSELF

DELIVERING AT

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

WE EXTENT TO GET

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

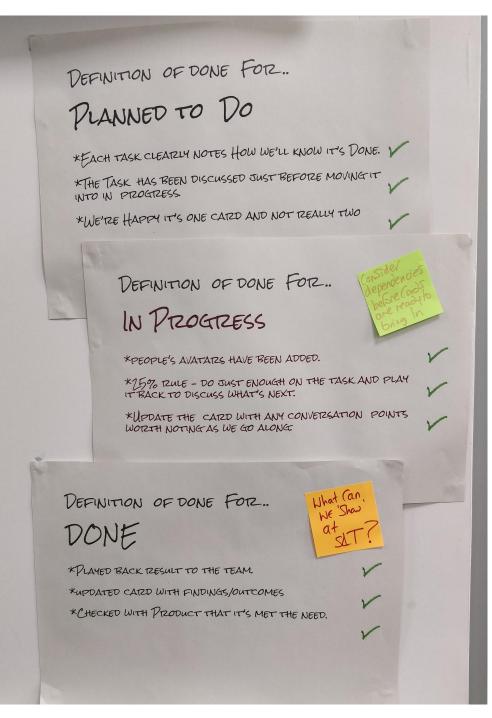
TASK ARE SET IN THE
MAST TENSE, SO WE
KNOW WHEN WE HAVE
MHIEVED IT

LEGICAL TENCAL T

some of our guiding principles &

FULLES SOF thum Som MEMBER FOR

WE SET OURSELVES
A CHALLENGING GOAL
GUELLY SPRINT



guide to making our work flow

- simple glance-able
- clear
- on the wall, where we meet
- not a long checklist
- people > processes

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 iust 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

It's ok to...

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