



Exchange Lab Intake workbook

Name of Program, Ministry

Submitted by:

This work is licenced by the Province of British Columbia under
a [Creative Commons Attribution 4.0 International License](#).

Contact: Heather.Remacle@gov.bc.ca

Tell your story.

The Exchange Lab is available to programs in the Provincial Public Service that want to develop service delivery capacity through high performing Agile Product Teams.

- What value might we deliver together?
- Where can we get started?
- What do we need for success?

The Lab team and partners use this document to get a sense of your readiness to embrace new ways of working.

There is no perfect answer to the questions here. We assume we are on a learning journey together.

Once we review this, we will advise of some next steps, which may include a meeting with you and our innovation delivery partners.

Please be transparent with your answers, and expect this document to be shared.





High Level Qualification Criteria for the Product

When the Exchange Lab is evaluating potential products, the following criteria are considered:

- **Priority for the Ministry:** receives funding, requires timely delivery, is connected to mandate, and generally has the support of senior executive. Ideally, it is also a priority for citizens, confirmed through user research.
- **Citizen facing service:** There is a clear and priority need to provide or enhance value delivery to people in British Columbia.
- **Complex:** requires focused attention and learning through feedback to define the problem and explore solutions.
- **Digital:** requires an Agile product development approach to developing: a digital expression (this may also lead to policy and procedure changes) or; a product that supports digital delivery across the BC Public Service.
- **Broad value:** includes at least one business capability that serves the needs of other program areas, such that the product built can be leveraged by others.
- **Continuous:** will deliver value into the foreseeable future, such that a program will dedicate a team to continuously improve the product after it leaves the Lab (which likely requires organizational development).

High Level Qualification Criteria for the Organization

When the Exchange Lab is evaluating potential organizations to work with, the following criteria are considered

- **Executive Champions:** Senior leaders understand and are aligned to the Digital Framework and a servant leadership approach that enables high performing Agile teams. We evaluate this through conversation, and require leaders take training we provide.
- **The IM/IT team:** They are aware of the business problem and have been involved in determining an approach to solving it. They do not offer a sufficient resolution on their own, and conversations about this have been open and transparent.
- **Product Owner:** The program executive are willing to dedicate a FULL TIME Product Owner (Band 3) to build the team and lead the product development.

***“We are learning
how to do this
together.”***



About Your Organization

Help us understand a few key things about your readiness to work in a new way at the Lab.

Leadership

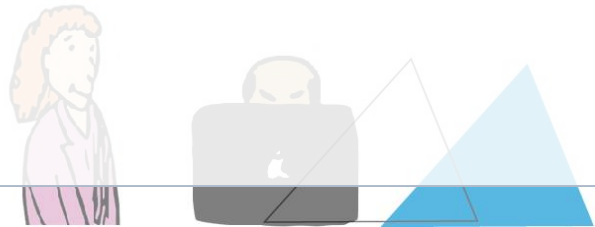
[Who are the people in your organization responsible for the program? Are they familiar with the lab?]

Mandate & Priorities

[What mandate items or other priorities are connected to your submission?]

Organizational Agility

[What level of awareness does your organization have of Agile methods or what the Exchange lab does? How many people have training or experience? Do you implement Lean methods?]



Opportunity at a Glance

Problem Statement

[2-3 sentences, be specific about the problem you want to solve, or the opportunity you have.]

Hypothesis for how to solve it

[What do you think you need to do? Use an “if we do X, then we believe Y will happen” statement. Have you tried anything to date?]

Target Outcomes

Who will benefit and how? How much? Are there any indicators of current state you want to change?

Value Canvas

Opportunity Description

Describe your idea in 2-3 sentences to keep focus.

Why?

Why is it important to implement this idea? What is the value for citizens? Is there a benefit internally too?

Context

What do we know about the context (place, environment, time, etc.)? Are there any other participants in the process? How do these situations affect them?

Restrictions, Constraints & Dependencies

What can prevent us from solving these problems and supporting people in these situations?

Problems to Solve

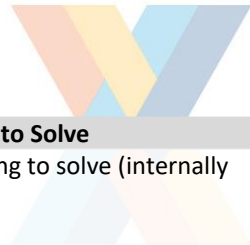
What problems are we trying to solve (internally and externally)?

Value Proposition

What kind of value will we deliver? What KPI would we measure to be sure?

Capabilities

What can help us to solve these problems and support people in these situations? (what do we have at the moment)





Is there anything else we should know?

Perhaps you have some elements at play, such as:

- Organizational structures that challenge clarity of accountability.
- Partnerships that are not working well.
- Tried “agile” before... and it didn’t work.
- Too many things to do... we need help prioritizing and getting started.

If it will impact your journey, it matters.

Other important reference material.

Please see the Exchange Lab Operations Website to access our latest material:

<https://bcgov.github.io/ExchangeLabOps/>

Please contact ExchangeLab@gov.bc.ca for more information or to receive editable copies of this document.

