

AGILA SVERIGE 2020

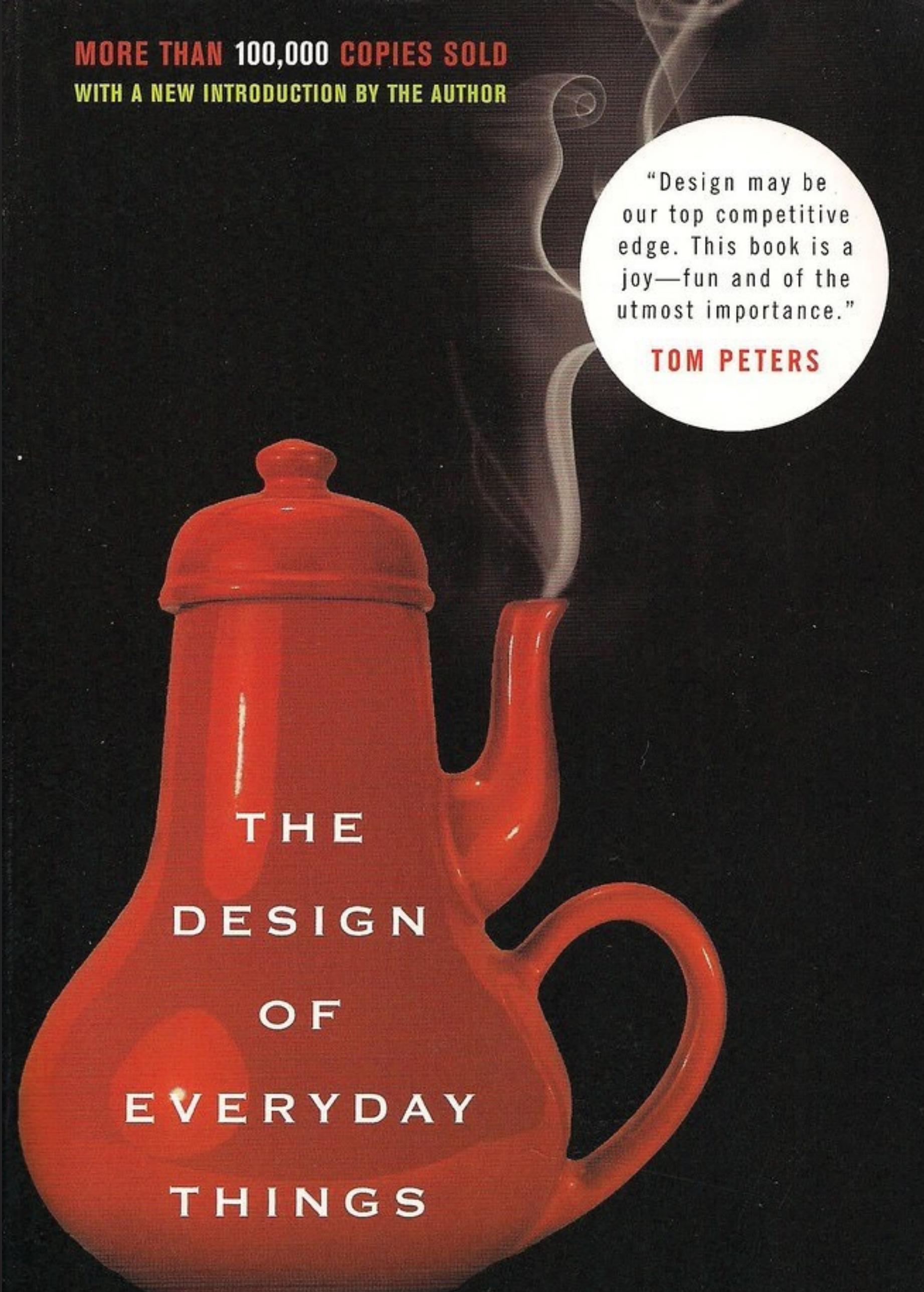
AGENDASHIFT – ETT ALTERNATIV TILL SMÄRTSAMMA UTRULLNINGAR



BEWARE OF THE...

NORMANDÖRR

MORE THAN 100,000 COPIES SOLD
WITH A NEW INTRODUCTION BY THE AUTHOR



"Design may be our top competitive edge. This book is a joy—fun and of the utmost importance."

TOM PETERS

THE
DESIGN
OF
EVERYDAY
THINGS

Previously published as *THE PSYCHOLOGY OF EVERYDAY THINGS*

DONALD A. NORMAN

AUTHOR OF *EMOTIONAL DESIGN*

DONALD NORMAN

THE DESIGN OF
EVERYDAY THINGS

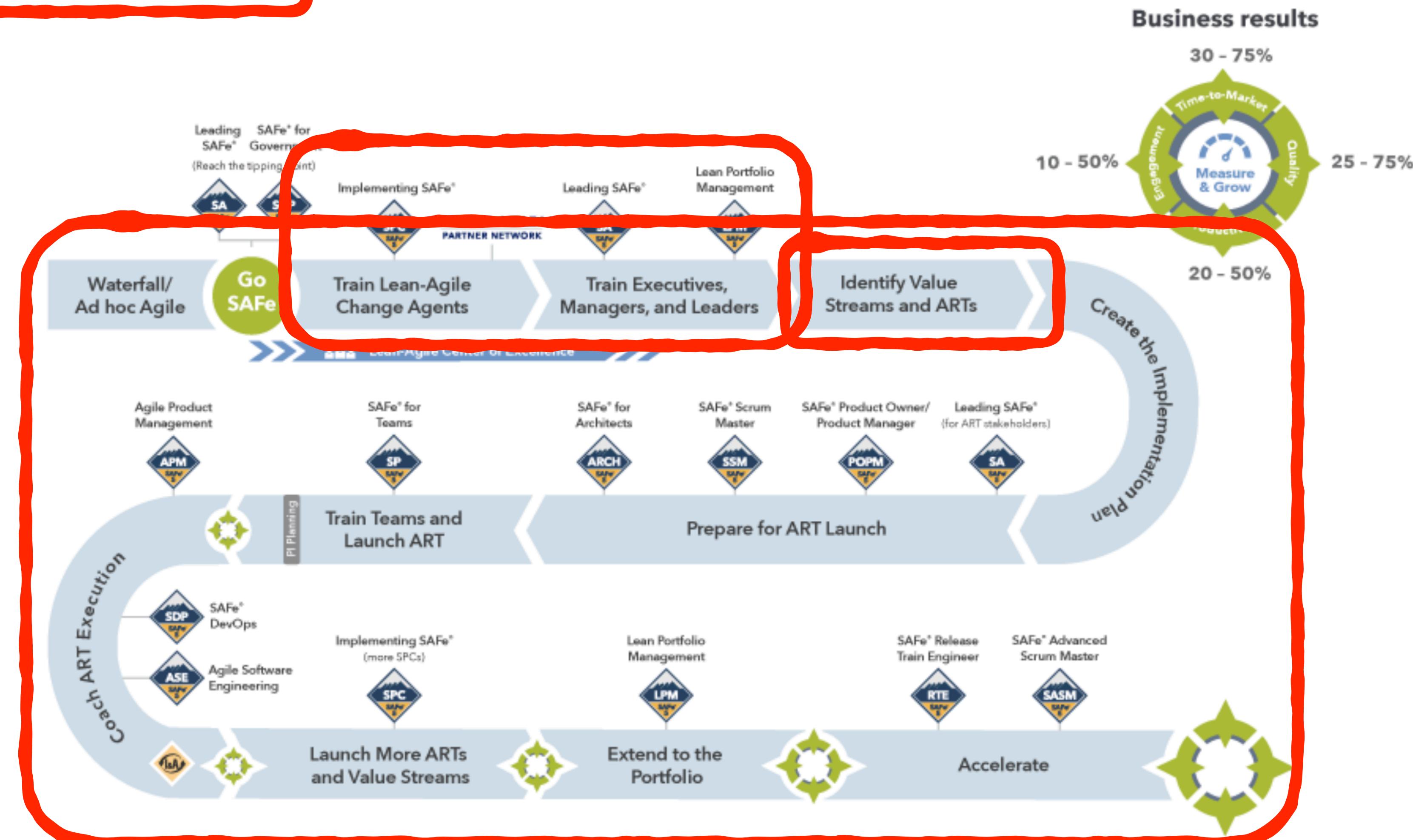
affordans, subst

**Sätt på vilket ett objekt eller tjänst
inbjuder till användning.**



AFFORDANSER?

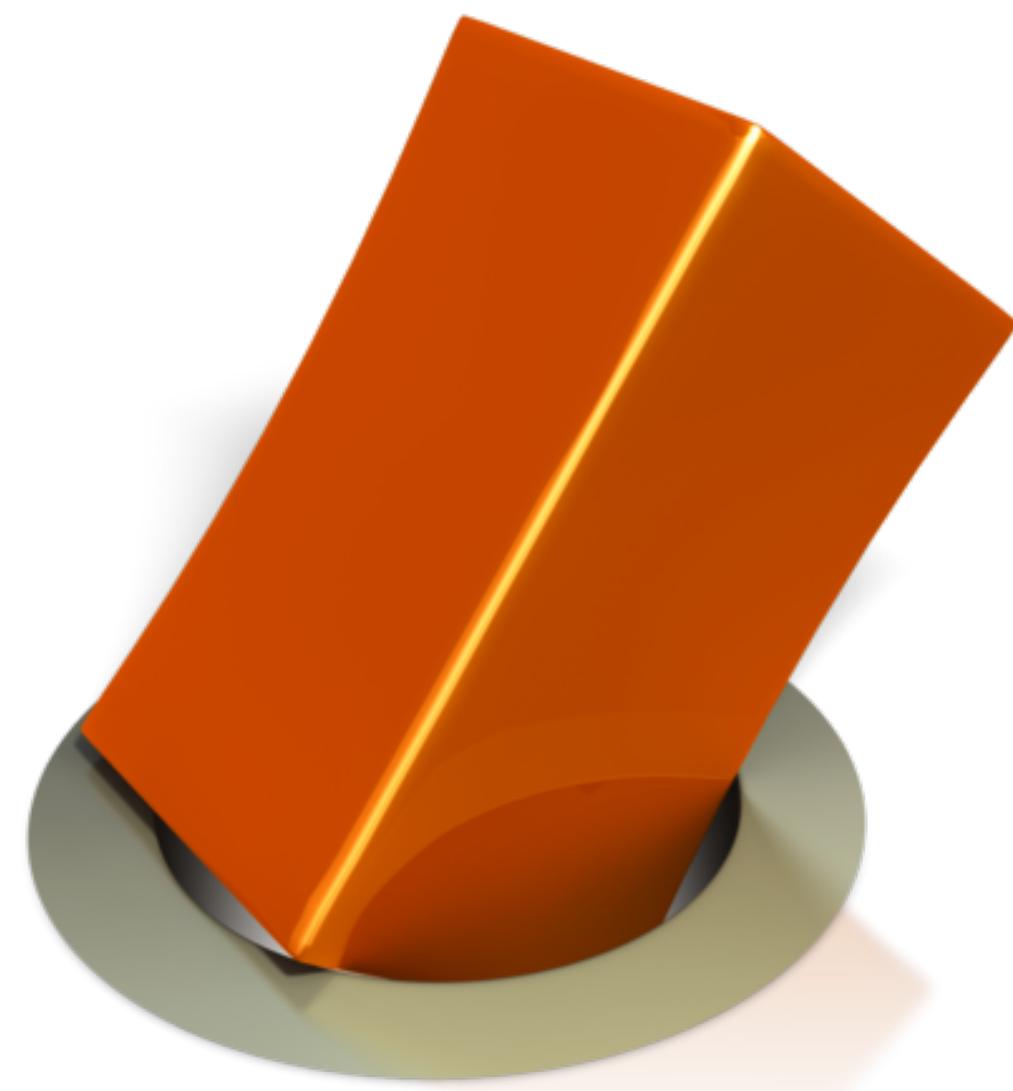
SAFe **IMPLEMENTATION** ROADMAP



SCALED AGILE®

© Scaled Agile, Inc.

**AFFORDANSER I LINJE MED
MODERN, FRAMGÅNGSRIK
ORGANISATORISK FÖRÄNDRING**



SITUATIONSANPASSNING



KOMPLEXITETSMEDVETENHET



INKLUDERING



KONTINUITET



SITUATIONSANPASSNING



KOMPLEXITETSMEDVETENHET



INKLUDERING



KONTINUITET

**ÄR SAFe ET
NORMAN-RAMVERK?**

ÄR SAMTLIGA
NORMAN-RAMVERK?

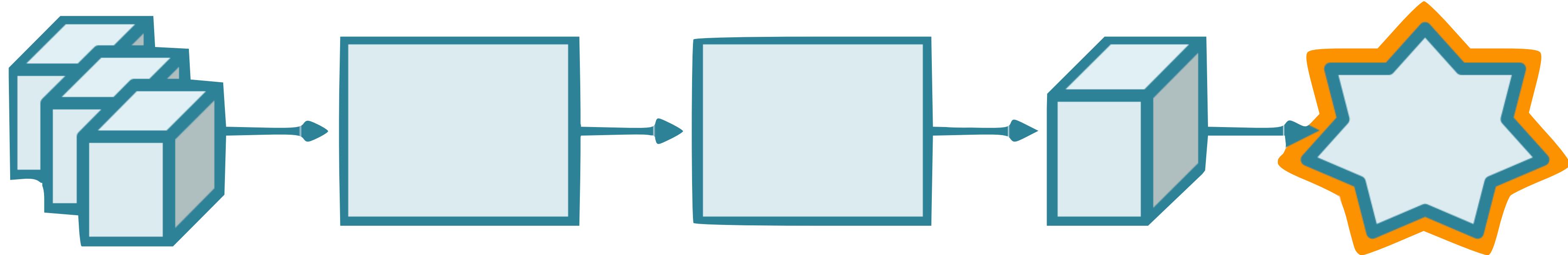


TÄNK OM...

SÄTTET SOM VI ANVÄNDER ETT
RAMVERK ÄR VIKTIGARE FÖR
RESULTATET ÄN RAMVERKET SJÄLVT

ALTERNATIV?

FRÅN HÖGER TILL VÄNSTER

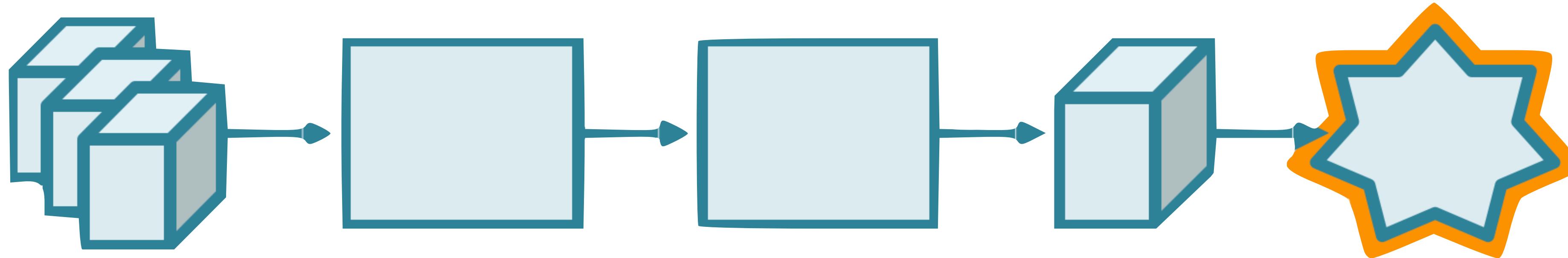


Teknik, design, upplevelse

Effekter uppnådda,
behov uppfyllda



FRÅN VÄNSTER TILL HÖGER!?



Arbetssätt, processer,
ramverk, roller, lösningar...

Effekter uppnådda,
behov uppfyllda



Pattern: Ideal, Obstacles, Outcomes (IdOO)

Discovery

Where we'd like to get to

1. Start – and finish – with needs
2. Agree on outcomes

Exploration

Prospecting for opportunities

Mapping

Plans & priorities visualised

3. Keep the agenda for change visible

Operation

Change as real work

5. Organise for leverage and learning

Elaboration

Actions framed, thinking tested

4. Manage options, testing assumptions

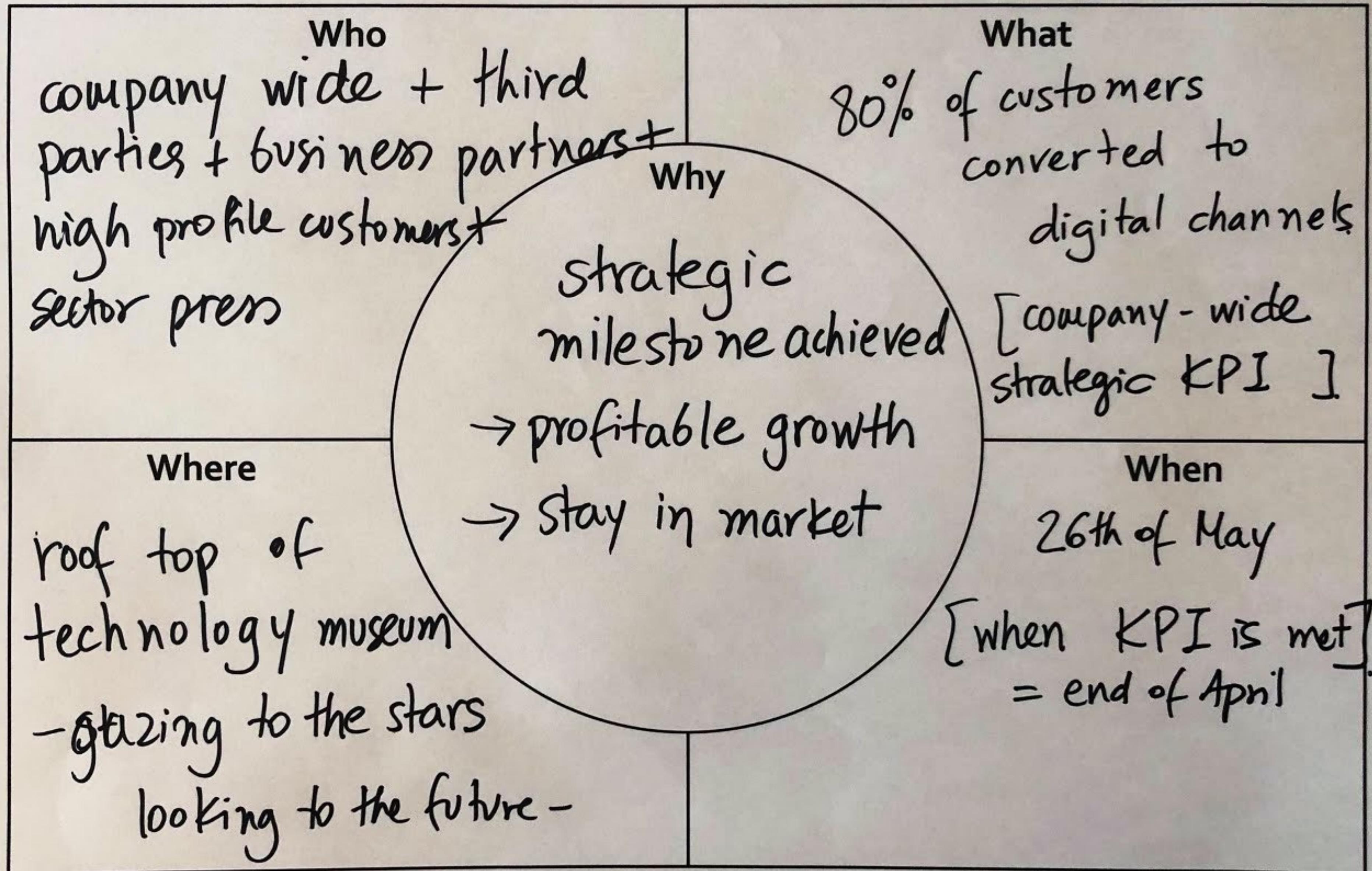
Pattern: Just-in-time Strategy Deployment

PRINCIPER

1. Börja - och sluta - med behov.
2. Enas om önskade resultat.
3. Håll agendan för förändring synlig.
4. Hantera möjligheter, testa antaganden.
5. Organisera för effekt och lärande.



Discovery: Celebration-5W



Design copyright © 2019 by Mike Haber (@michaelhaber)
The exercise Celebration-5W is copyright © 2016-2019
Agendashift™, a trading name of Positive Incline Ltd

agendashift.com/celebration-5w
#agendashift #Right2LeftGuide



Flera möjligheter,
osäker utgång

Inga förslag,
högst osäkert

Experthjälp

Uppenbart

Change:

Owner:

Context / scope:

Mentor:

Aligned to objective:

Hypothesis		Risks	Upside (to be nurtured)
We believe that designers observing clients using products or processes in context will result in better designed solutions	If successful, we might expect to see <ul style="list-style-type: none">• CSI score increases• Positive social media feedback• Decreased in support incidents	Downside (to be invalidated/mitigated) <ul style="list-style-type: none">• competition finds out about our plan	<ul style="list-style-type: none">• Innovation - unexpected uses.
Assumptions & dependencies	Pilot experiments (new A3s) (owner)	Dependencies to be resolved	Assumptions to be validated
<ul style="list-style-type: none">• Access to customers	- Small PRODUCT QUICK WORKSHOP; ASSESS OUTCOME AND REPLAN IF REQUIRED (ADJUST)	<ul style="list-style-type: none">- Access to clients- Executive buy-in	<ul style="list-style-type: none">• Access to customers
People	Insights	Other stakeholders & influencers	Directly impacted
<ul style="list-style-type: none">• Customers / Users• UX designers• Dev. team• Project sponsor	<ul style="list-style-type: none">• How users are actually using the system & their actual experience (empathy)• Possible risks• Insight into unarticulated needs	<ul style="list-style-type: none">• Account managers (V)• C - suite (relevant)(V)• Compliance & risk (V) (Legal)	



Copyright © 2016-2017 Agendashift™ (a trading name of Positive Incline Ltd). Visit www.agendashift.com/resources for downloads.

This A3 template by Mike Burrows of Agendashift (a trading name of Positive Incline Ltd) is licensed under the Creative Commons Attribution-ShareAlike 4.0 International License. To view a copy of this license, visit http://creativecommons.org/licenses/by-sa/4.0/deed.en_US.





SITUATIONSPASSNING

eftersom det inte finns ett rätt sätt



KOMPLEXITETSMEDVETENHET

eftersom recept inte fungerar



INKLUDERING

eftersom människorna måste vilja själva



KONTINUITET

eftersom världen fortsätter att förändras

GE INTE FOLKET ARBETSSÄTT
LÄR DEM ATT FÖRÄNDRA SIG

adaptiv

Joakim Manding Holm

joakim.manding.holm@adaptiv.se

[@jockeholm](https://twitter.com/jockeholm)