



# Taking Your Program to the Next Level: Building Your Appian Team

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# Topics

- People matter
- Appian roles
- Learning roadmap & measuring progress
- Structure for internal enablement

# People Matter



# Appian Roles

- Appian Architect
- Appian Designer
- Appian Developer
- Appian Deployment Specialist
- Appian System/Infrastructure Specialist
- Integration Specialist
- Business Analyst
- Functional Tester
- Performance Tester
- Project/Program Management

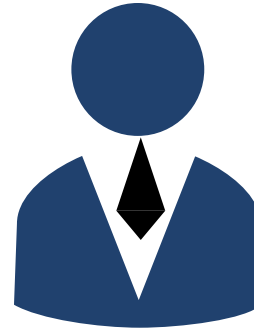
# Appian Roles

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# Appian Roles

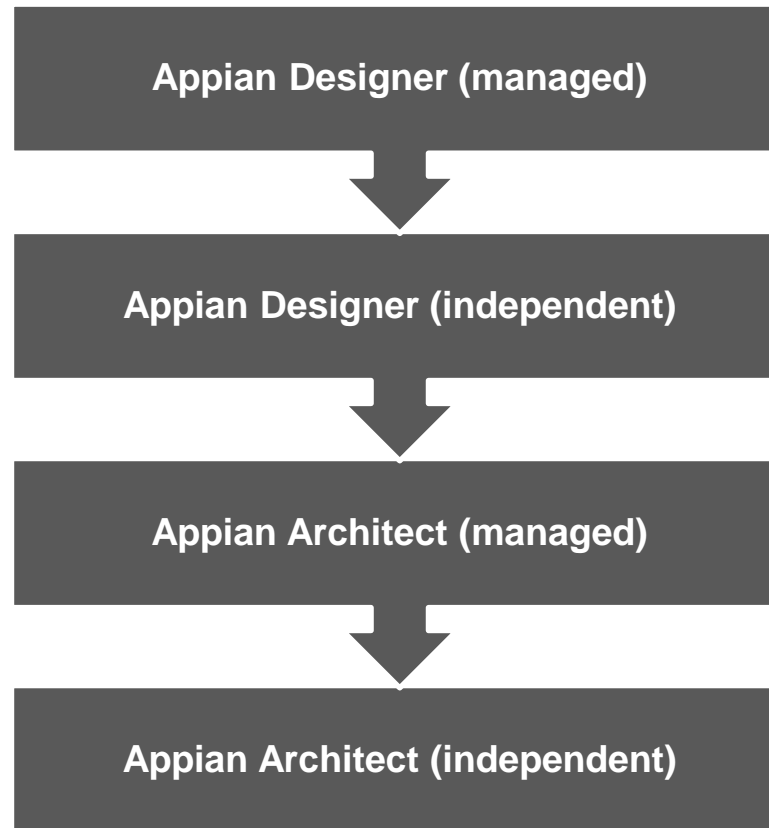


**Appian  
Designer**



**Appian  
Architect**

# Learning Journey



# Typical Activities

## Appian Designer (Managed)

- Performs assigned tasks
- Requires breakdown of tasks
- Assists with sizing
- Assists with design
- Guided towards best practices

## Appian Designer (Independent)

- Complete tasks w/ minimal oversight
- Breaks down tasks
- Performs estimation/sizing
- Technical design
- Executes best practices
- Understands common technical issues

## Appian Architect (Managed)

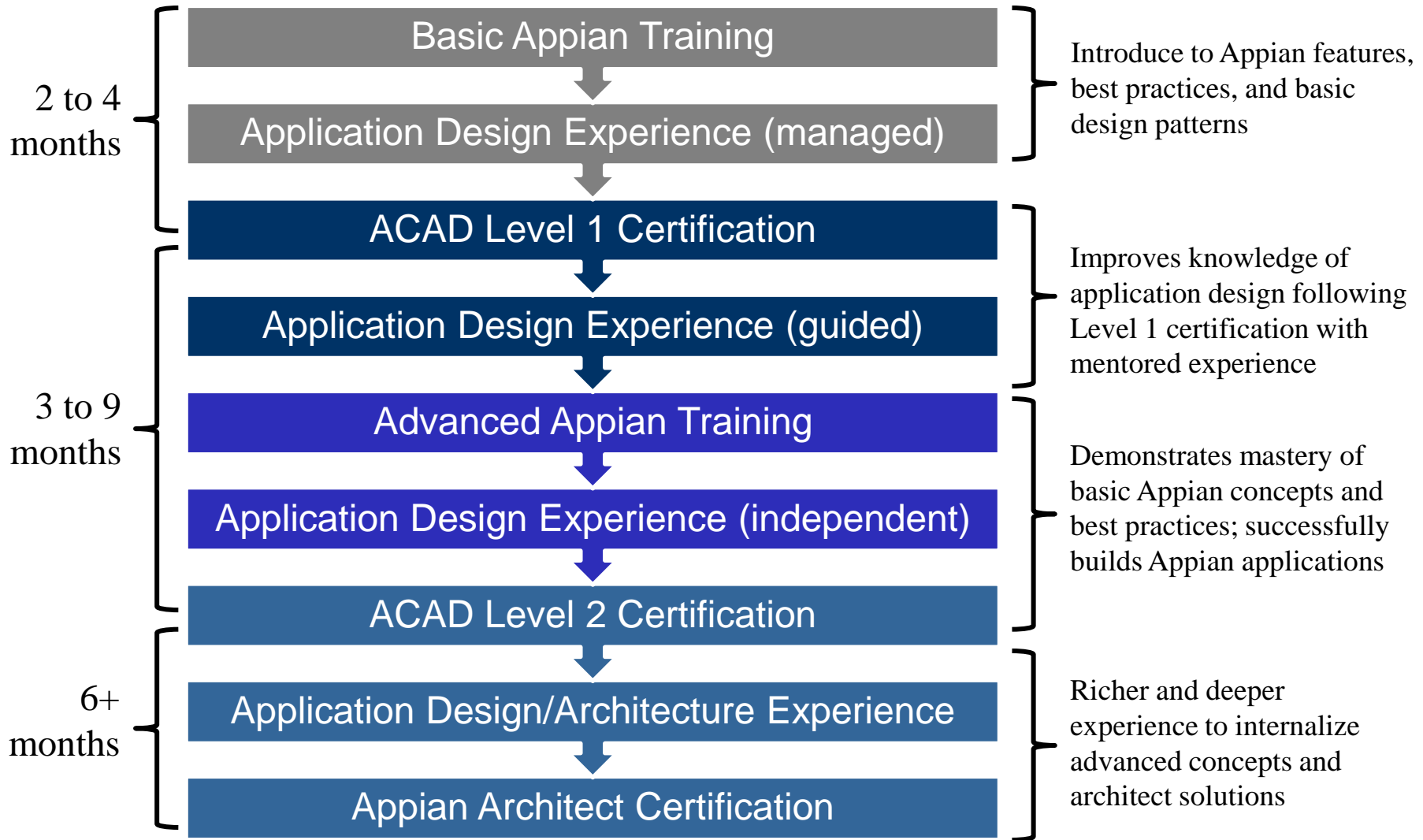
- Executes complex designs
- Enforces best practices
- Understands deep technical topics
- Assists with solution architecture
- Assists with solution planning
- Mentors designers

## Appian Architect (Independent)

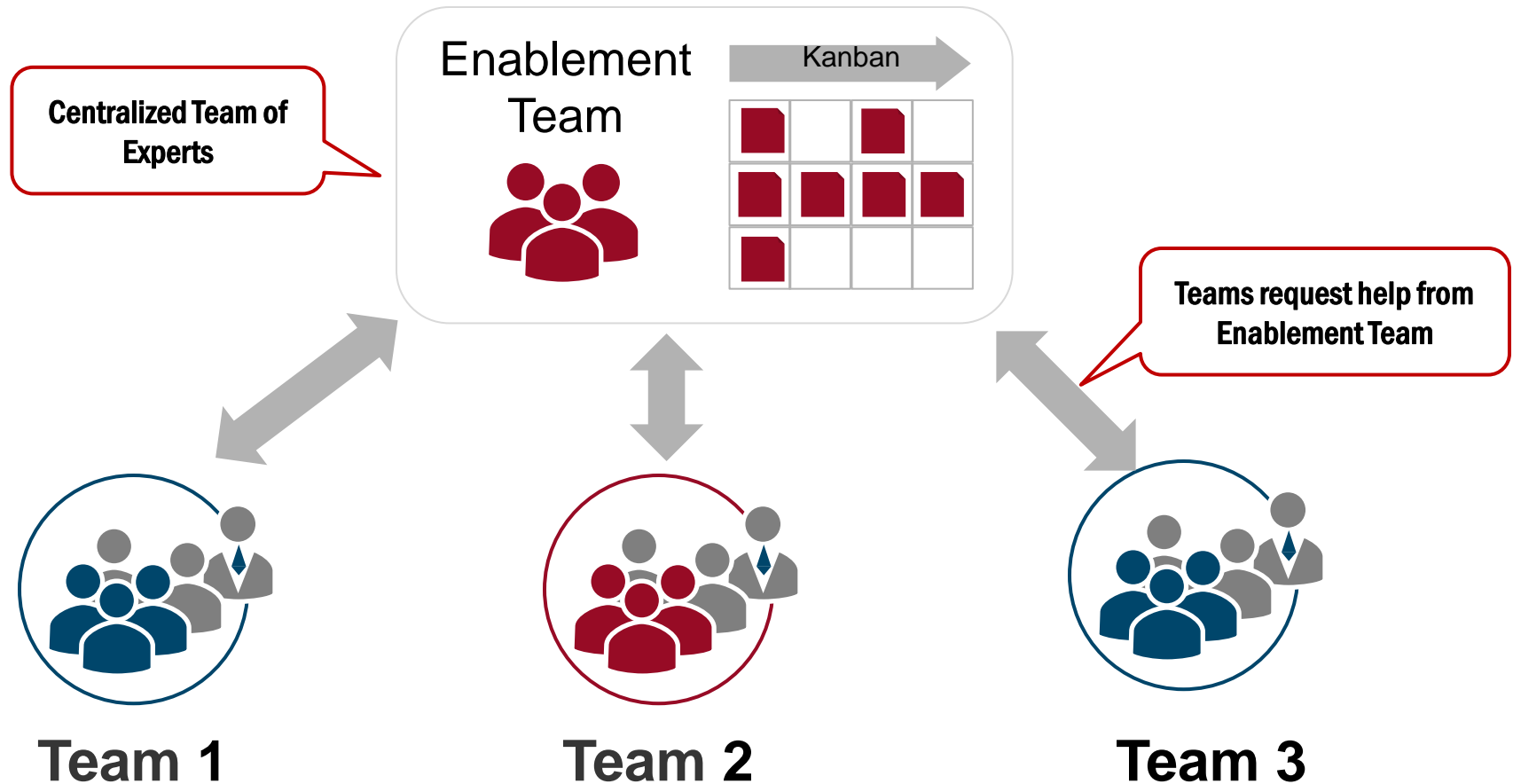
- Enhances best practices
- Architects solutions
- Plans for solution enhancements
- Mentors designers and architects
- Understands broad and deep technical topics



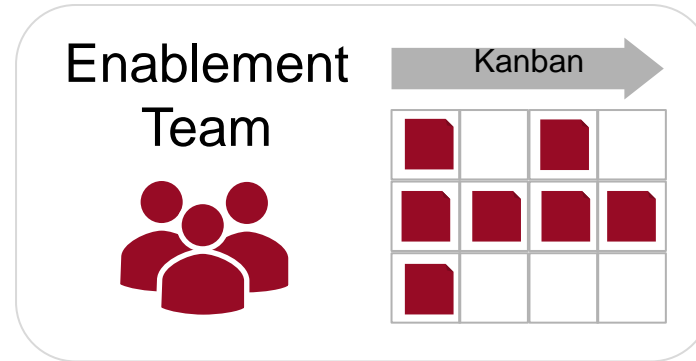
# Learning Roadmap Example



# How to Structure Enablement?



# Goals of Enablement Team



**1**

**Improve Quality**

**2**

**Improve speed**

**3**

**Promote Self-Sufficiency**

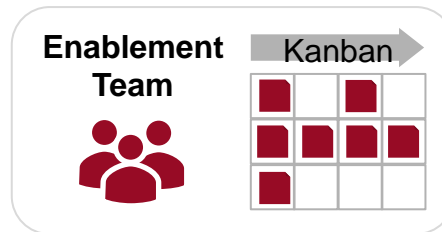
**4**

**Reduce Risk**





# How to Structure Work of Enablement Team

**What they do and don't do**

- 1 **Reviews**
- 2 **Targeted Training**
- 3 **Proofs of Concept (POCs)**
- 4 **Refactors**
- 5 **Research**



**How work is prioritized**

-  **Expedite**
-  **Fixed Delivery**
-  **Standard**
-  **Time Permitting**

# Enablement Team Work Item Benefits

| Activity          | Description   | Benefits  |
|-------------------|---|---|
| Reviews           | Reviews before and after development at use case and user story levels                  | Identify reuse, reduce risk, increase quality, enforce best practices |
| Targeted Training | Structured training for most relevant topics  | Improve velocity, reduce on-the-job learning curve                    |
| POCs              | Create examples to demonstrate and test design patterns and guide ongoing work          | Improve velocity, reduce risk, enforce best practices                 |
| Refactors         | Redesign technical areas that require changes due to performance, maintainability, etc. | Improve quality, reduce maintenance and defect risk                   |
| Research          | Obtain answers and information for complex questions or decisions                       | Improve velocity, reduce on-the-job learning curve, reduce risk       |

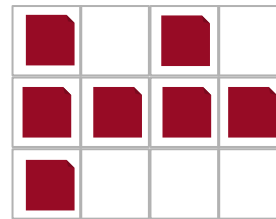
# How Enablement Team Does Its Work

**Manages capacity and demand to optimize response time to team**

**Enablement Team**



**Kanban**

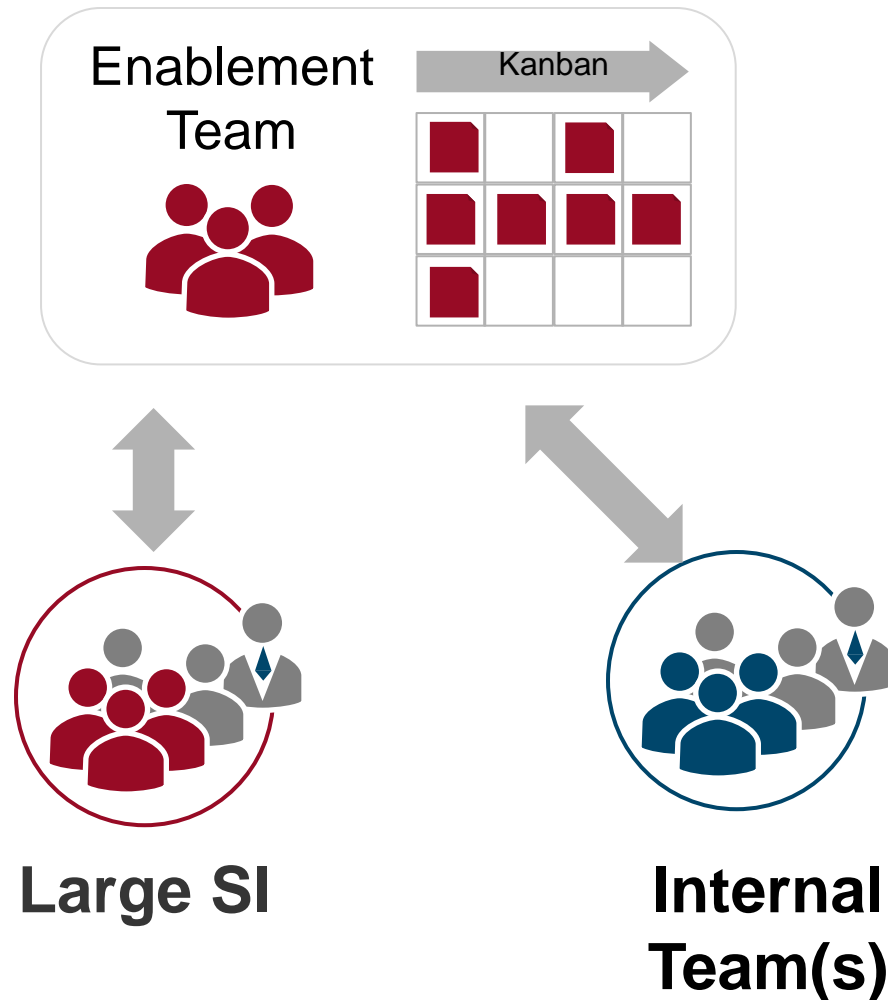


**Leverage queuing system (Kanban)**

**Value is measured, managed and reported**

**Includes standardized workflow, work in progress limits (WIP), visualization**

# Example: Large Financial Services Customer



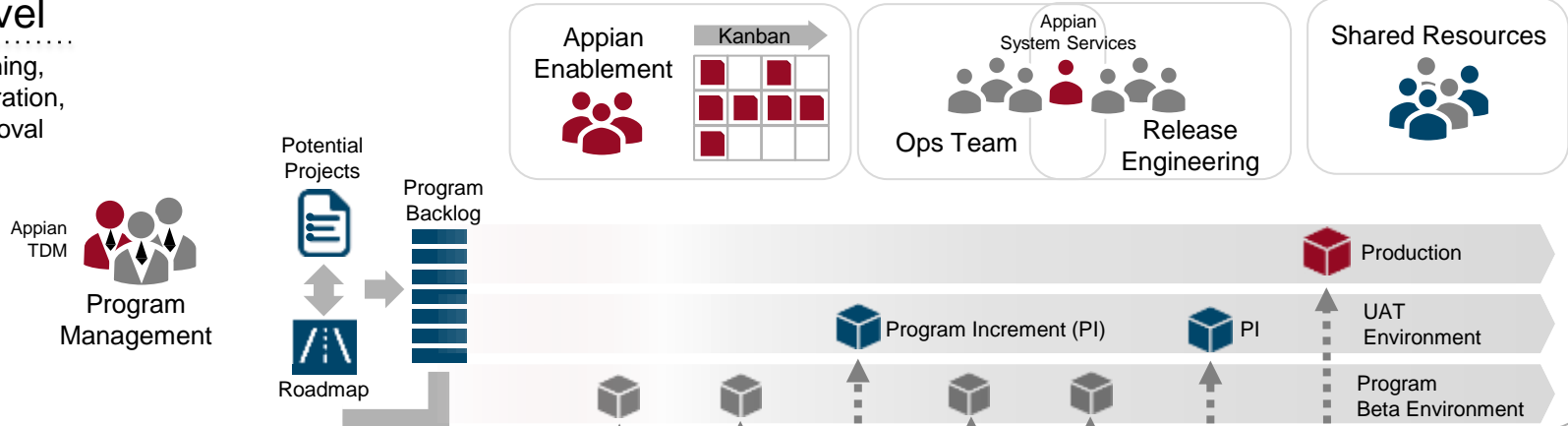
## Key Benefits

- 1 Functional Quality
- 2 More Self-Sufficiency
- 3 Increased Velocity
- 4 Knowledge Sharing

# Appian Can Help You Build Successful Programs

## Program Level

System Level Planning,  
Coordination, Integration,  
& Impediment Removal



## Project Level

Design, Build, Test,  
& Integrate Solutions





# Taking Your Program to Next Level

- People matter: enable teams
- Learning journey through training & enablement
- Growing program requires structure to support
- Centralized model = success across teams