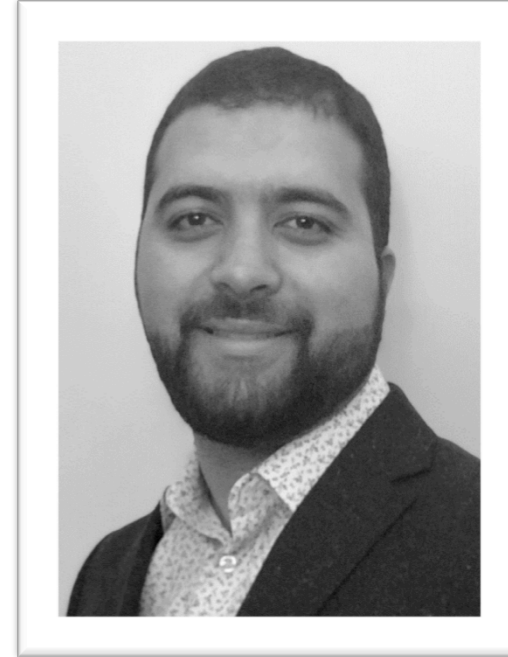




**Norman Meens**

TD Bank Group | TD Insurance & Wealth  
Segment Technology Executive



**Fawzy Manaa**

Deloitte Inc. | Consulting  
Technical Lead - DevOps

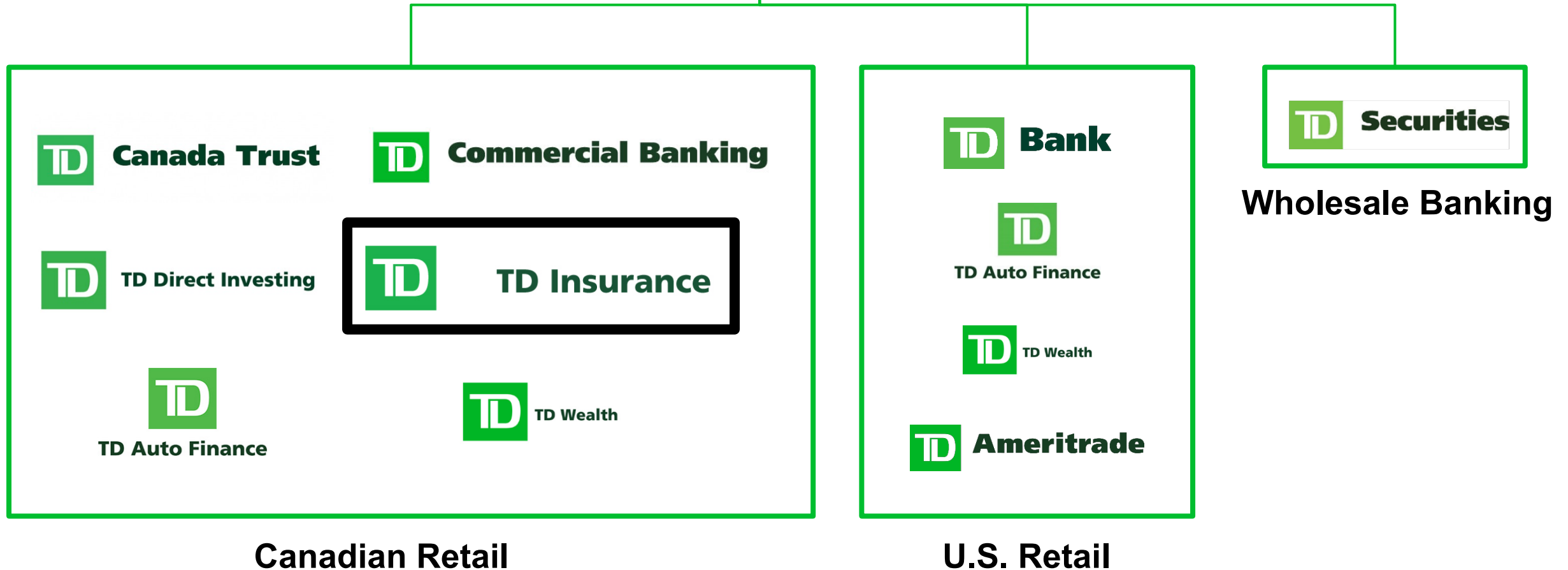


# What is TD Bank Group?

**Deloitte.**



## TD Bank Group



## Range of Services

### General Insurance



### Life and Health Insurance



## Market Position



Largest direct-response home and auto insurance group



One of the top three personal and auto insurance groups in Canada



National leader in critical illness insurance



Pioneer in affinity marketing (marketing insurance to groups)



### **Save time and be more efficient...**

- ✓ Simplified processes (more automation, less manual tasks, faster quote creation, etc.)
- ✓ Fewer questions asked, easier to understand products, and automatic detection of data entry errors



### **...and enable better access to information...**

- ✓ Simplified policies making insurance easier to understand for customers
- ✓ A single searchable source for all data, with access to enhanced analytics to better understand customers and business needs

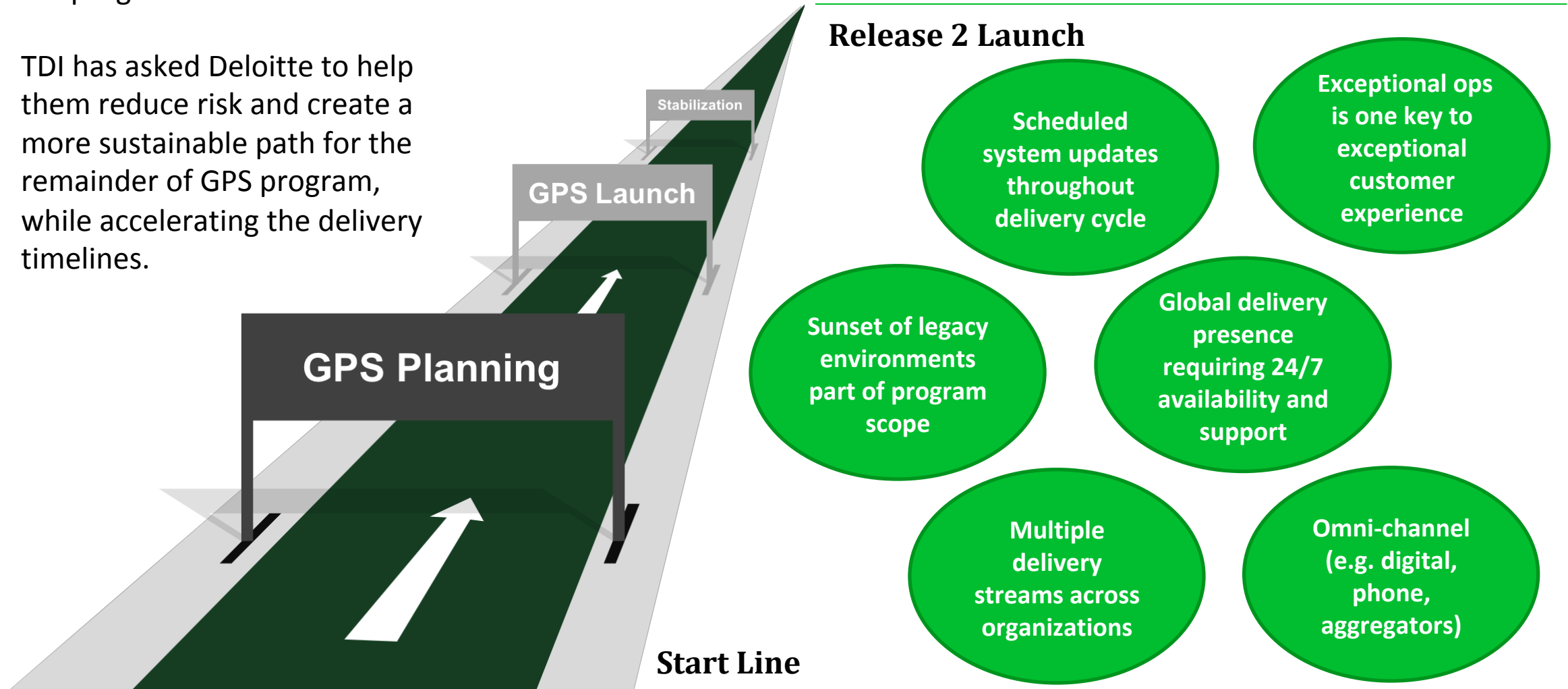


### **...to deliver Exceptional customer experience**

- ✓ In-depth understanding of customer needs, making it easier to deliver the right advice at the right time
- ✓ More time to deliver personalized and convenient customer experiences

GPS is a large complex program spanning multiple releases. The following is a depiction of some of the complexities the program will encounter:

TDI has asked Deloitte to help them reduce risk and create a more sustainable path for the remainder of GPS program, while accelerating the delivery timelines.





300%

Increase in  
Number of  
Development  
Environments

80+

Legacy  
Systems  
Abstracted in  
Certain  
Environments

10

Number of  
New Virtual  
Services  
Created to  
Support  
Testing

7+

Number of  
Enablement  
Teams  
Represented in  
Working Group

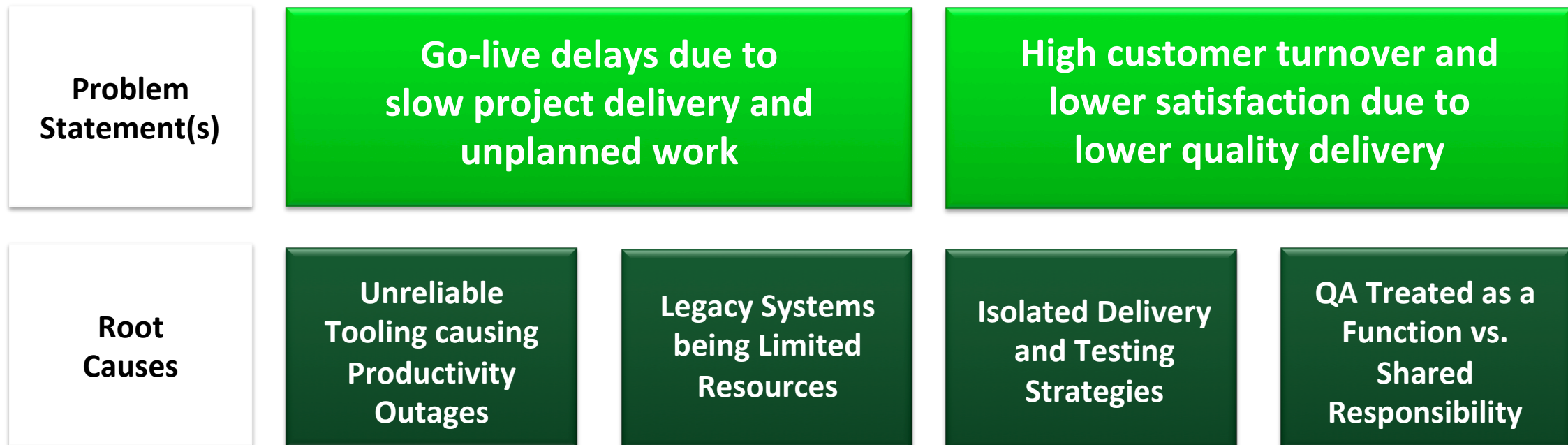
25%

Percentage of  
Issues caught  
Earlier in the  
Lifecycle

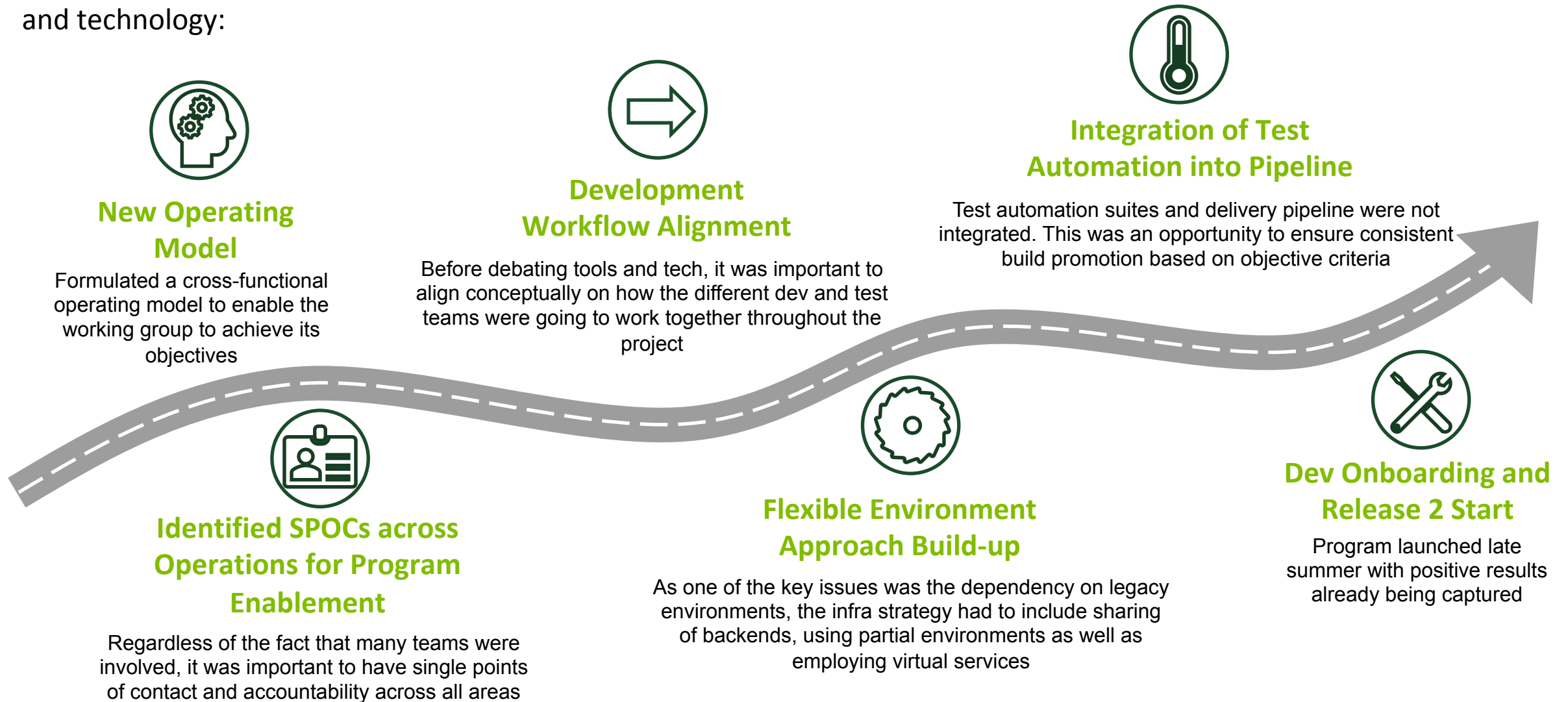
20%

Projected  
Performance  
Improvement due to  
Planned Tech Debt  
Improvements

In order to deliver on an ambitious delivery schedule, TDI had to reflect on learnings from past releases and utilize DevOps principles and practices to address speed and quality bottlenecks in the upcoming release:



The following are some of the key actions taken toward 'DevOps' enablement across the pillars of people, process and technology:





If there is anything we learned about DevOps enablement, it's that how you do it matters. Here is how we organized the enablement team to achieve the aforementioned results:



## Fast and Iterative

Enablement work divided into smaller batches and executed through sprints with high visibility to the rest of the project



## Active Leadership Support

Leadership that's proactive in addressing issues and near-issues in real-time, including exerting influence outside of working group when needed



## Integrated Working Group

Blurred boundaries between all teams working toward common enablement goals, composed of shared services (ITS) and TDI-specific platforms and tooling teams (including Deloitte and other stakeholders)

1

DevOps enablement must focus on addressing constraints and bottlenecks. Otherwise, it won't really matter (as much)!

2

No matter how hard you try to get it done right the first time, you'll have to re-iterate again and again. So, master continuous improvement instead



Automate developer laptop setup to allow for early testing and validation and shift the quality cycle left



Continue exploring the use of public cloud to introduce more agility in operations



Extend CD beyond QA region into higher-level environments and pushing boundaries towards production



Self-serve the ability for developers and testers to do more instead of continued reliance on shared services teams

# Thank You!

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