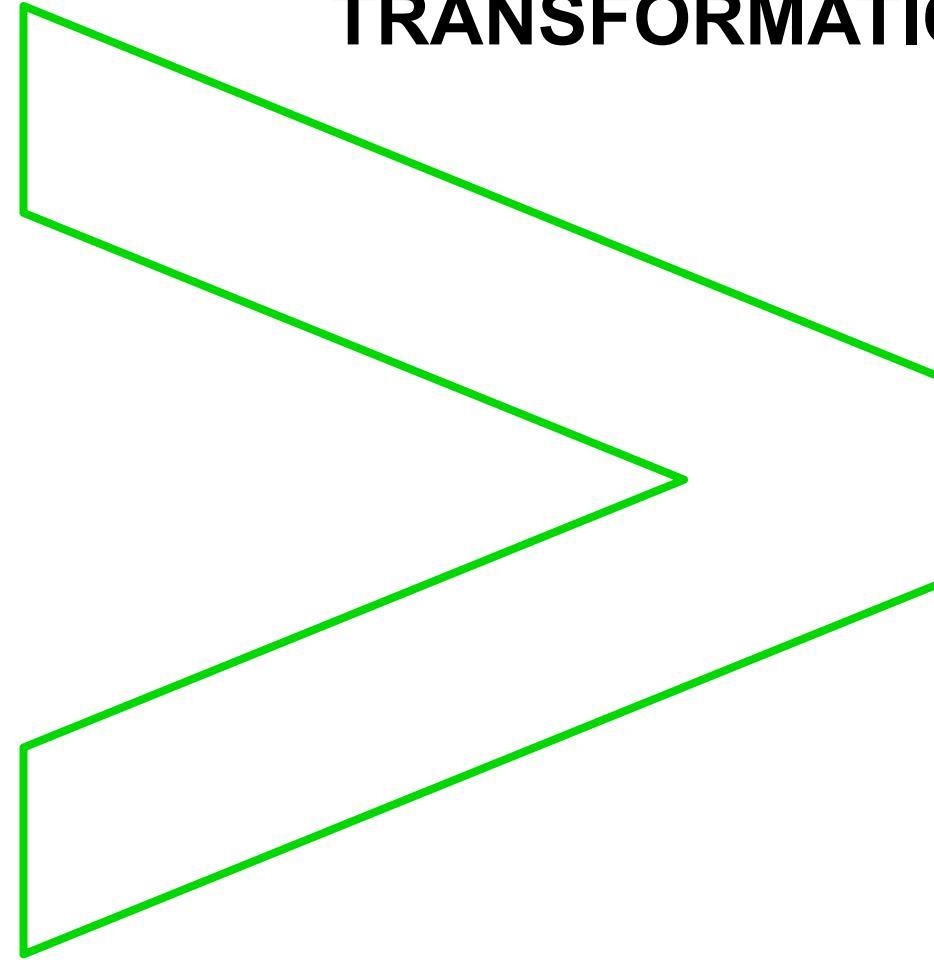


**WHAT GOT
YOU HERE
WONT GET
YOU THERE**

**A STORY OF
TRANSFORMATIONS**



ABOUT ACCENTURE

accenture>strategy

accenture>consulting

accenture>digital

accenture>technology

accenture>operations

Accenture solves our clients' toughest challenges by providing unmatched services in strategy, consulting, digital, technology and operations. We partner with more than three-quarters of the Fortune Global 500, driving innovation to improve the way the world works and lives. With expertise across more than 40 industries and all business functions, we deliver transformational outcomes for a demanding new digital world.

ABOUT ME



Mirco Hering
APAC Lead for ~~DevOps & Agile~~

@mircohering on Twitter

Good Delivery

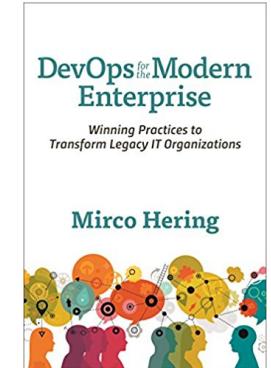
At work

- Run a team of passionate transformation agents
- Create solutions for clients
- Fix problems

Blog at <http://notafactoryanymore.com>



Upcoming Book



What Got You Here Won't Get You There

Discover
the 20
Workplace Habits
You Need to
Break

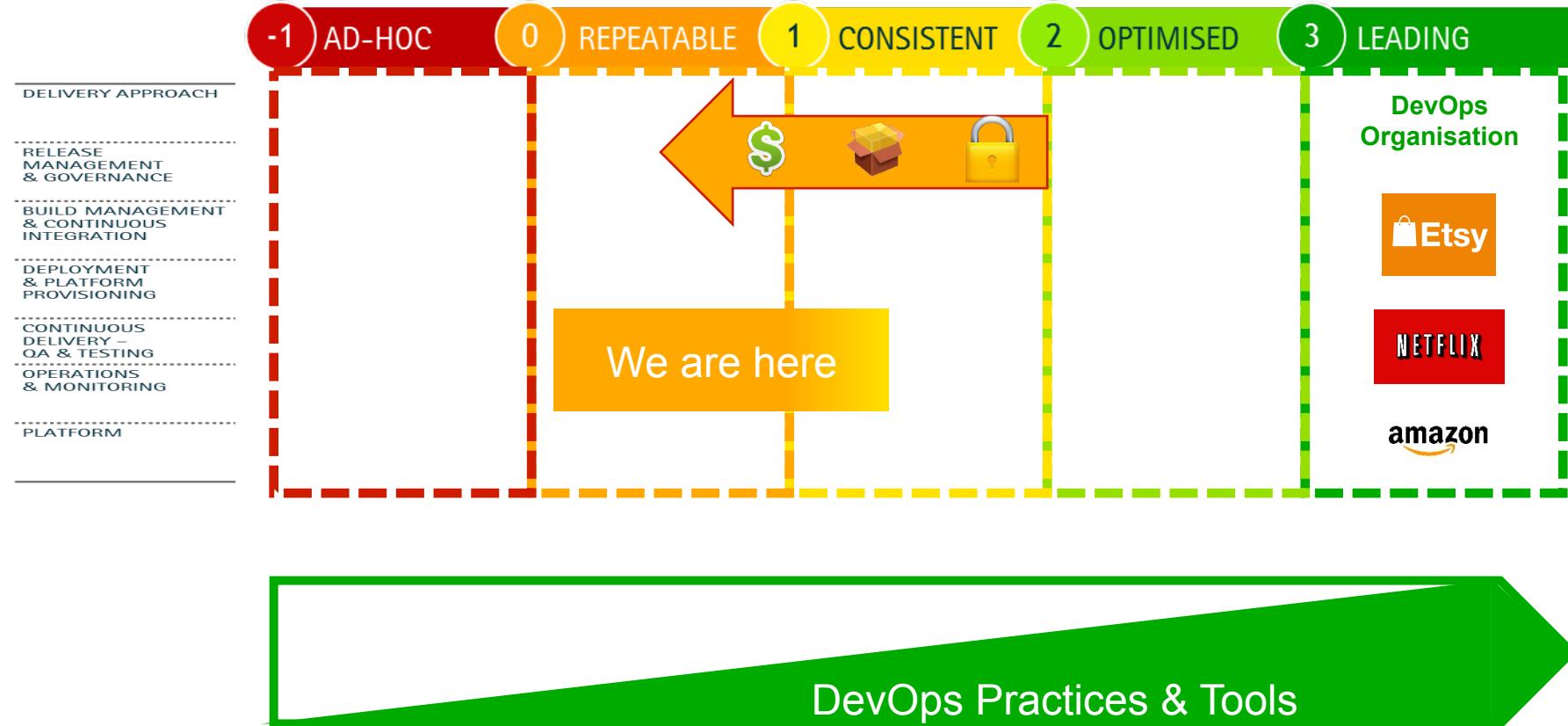


THE PROBLEM AT HAND

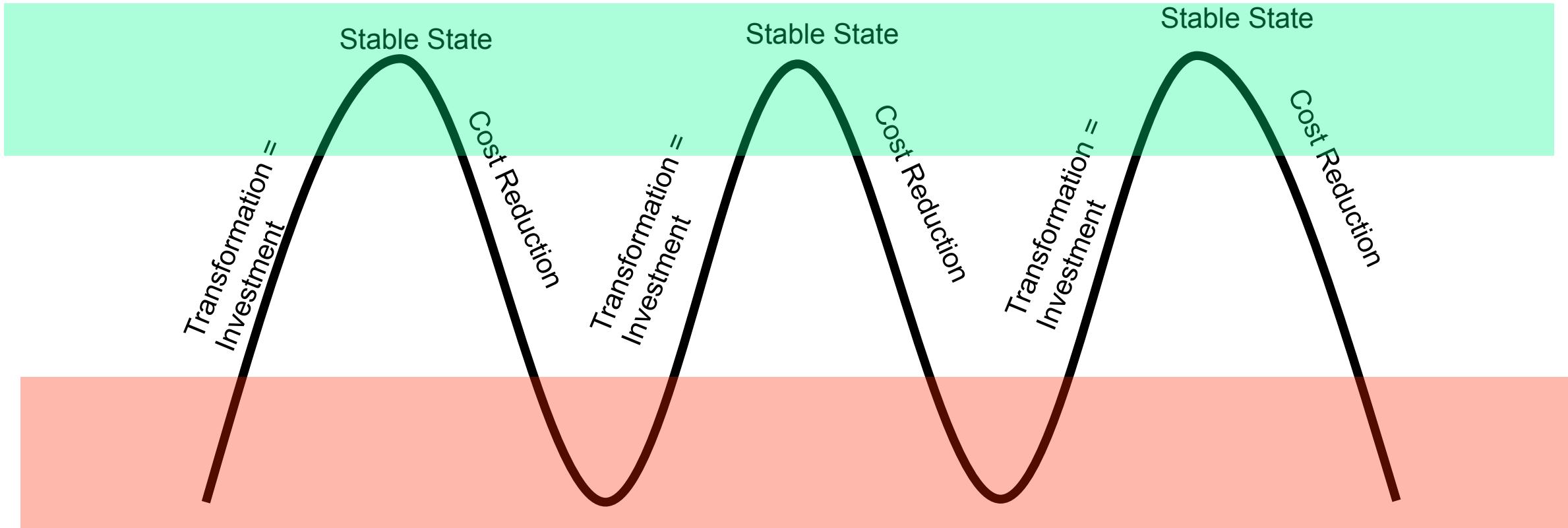


<https://devops.com/still-fighting-problems-devops-15-years-ago/>

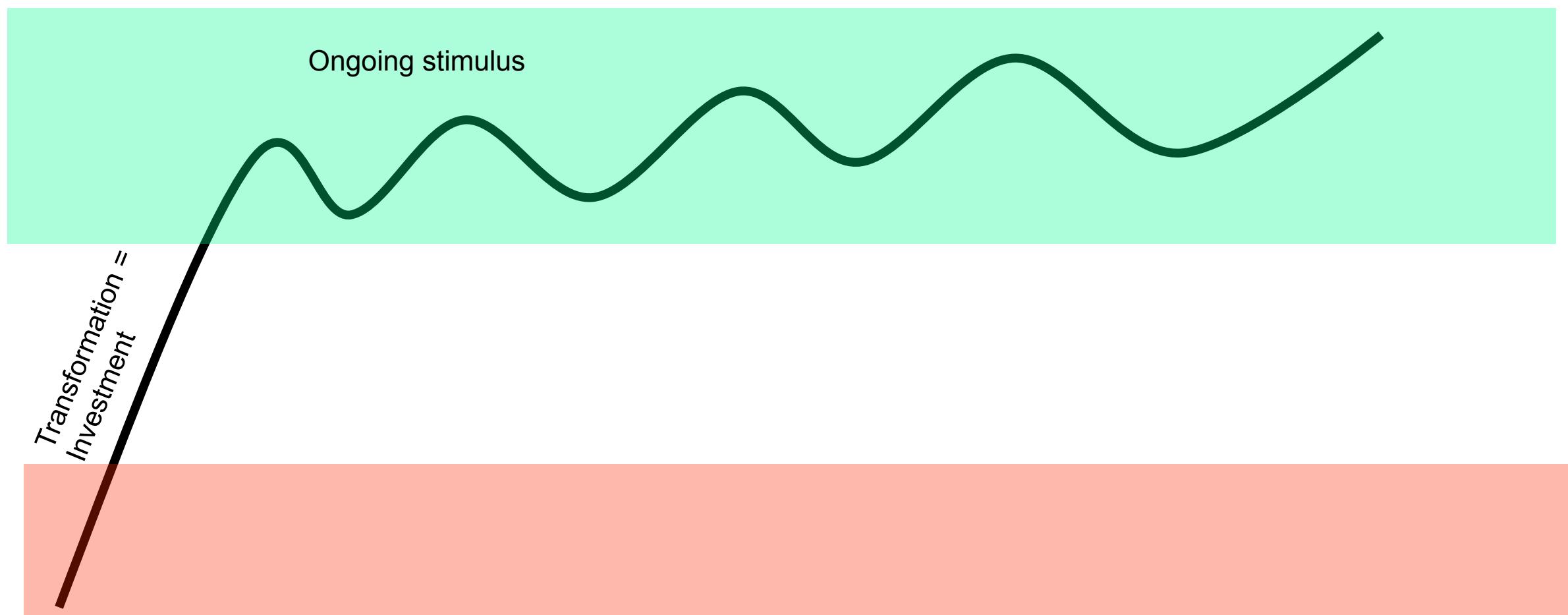
AN ATTEMPT OF AN EXPLANATION



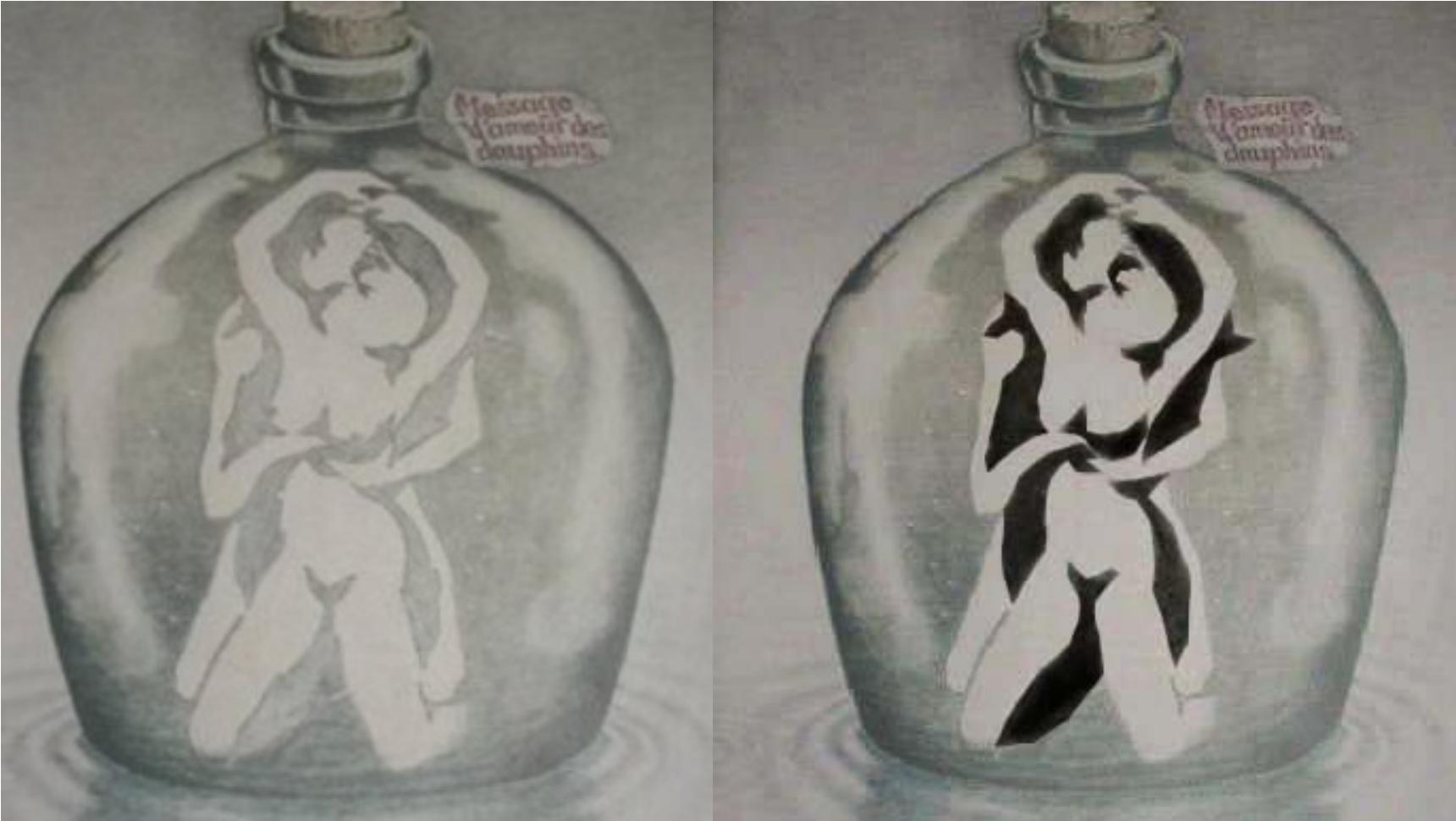
THE TRANSFORMATION LIFECYCLE



THE TRANSFORMATION LIFECYCLE



WORKING WITH THE WRONG MENTAL MODEL



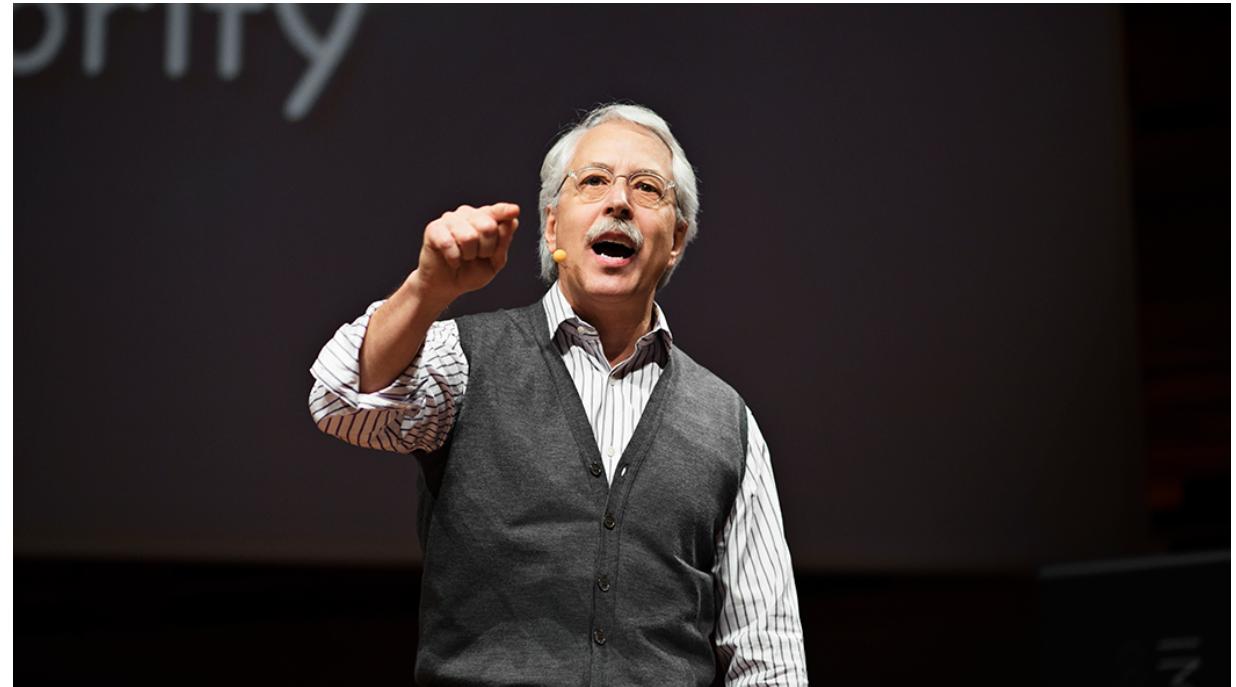
MISALIGNED PRINCIPLES AND PROCESSES

“Right now, your company has 21st century Internet enabled business processes,

Mid 20th century management processes all built

Atop 19th century management principles.”

- Gary Hamel, American Management Expert



IT CAN BE MANAGED BASED ON ENGINEERING/ MANUFACTURING PRINCIPLES



Predictable Production Process allowing you to measure Productivity and define output



Based on functional specialisation of labour



Importance of upfront planning



Automation is improving productivity



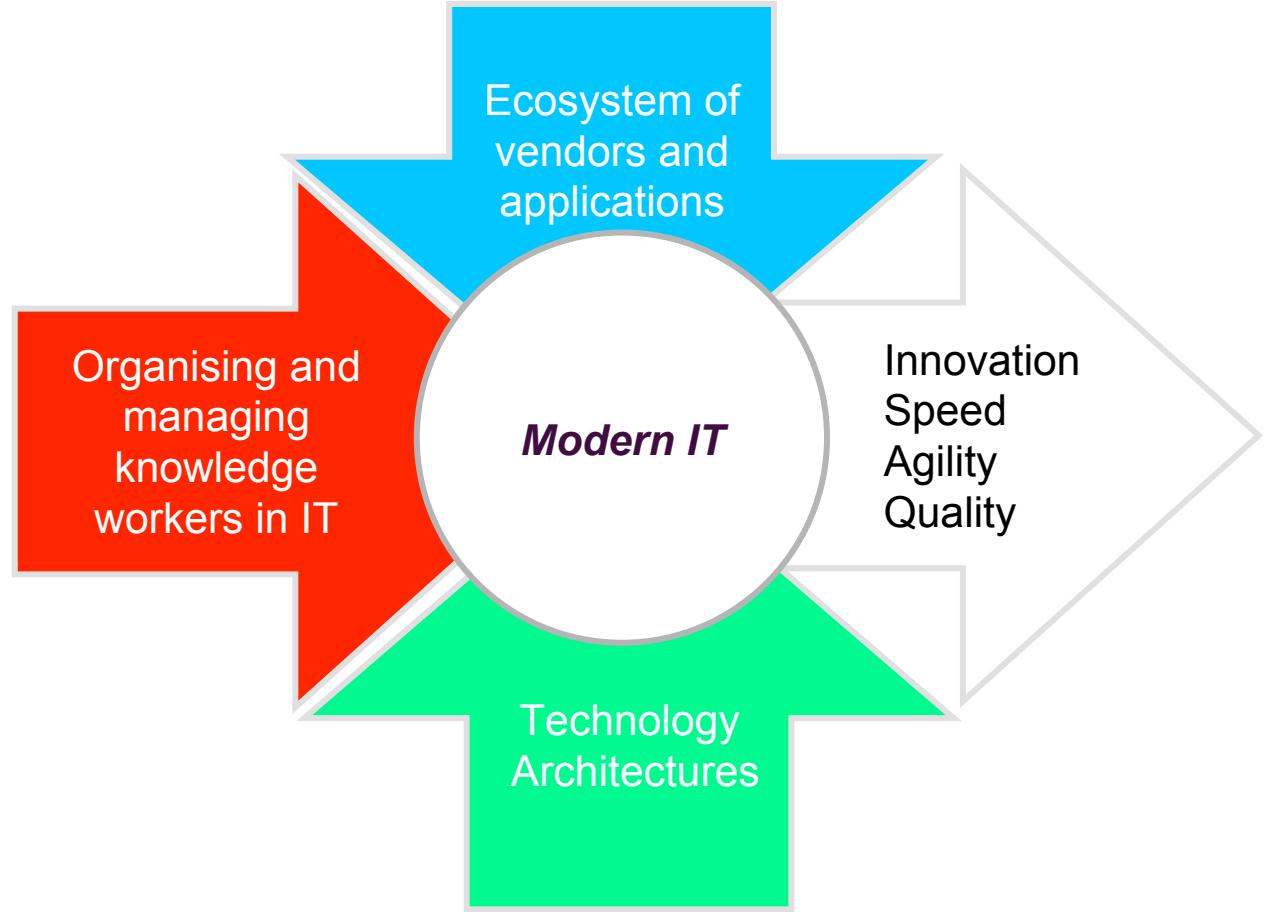
Economies of Scale and effort of scaling



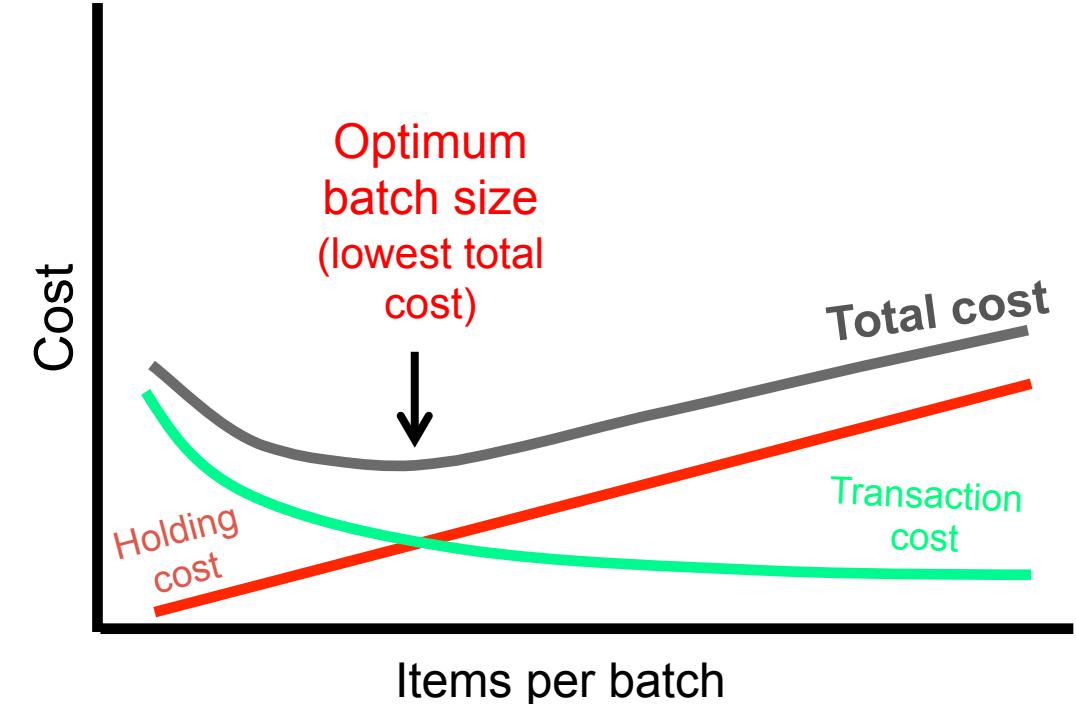
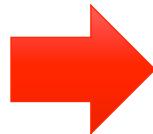
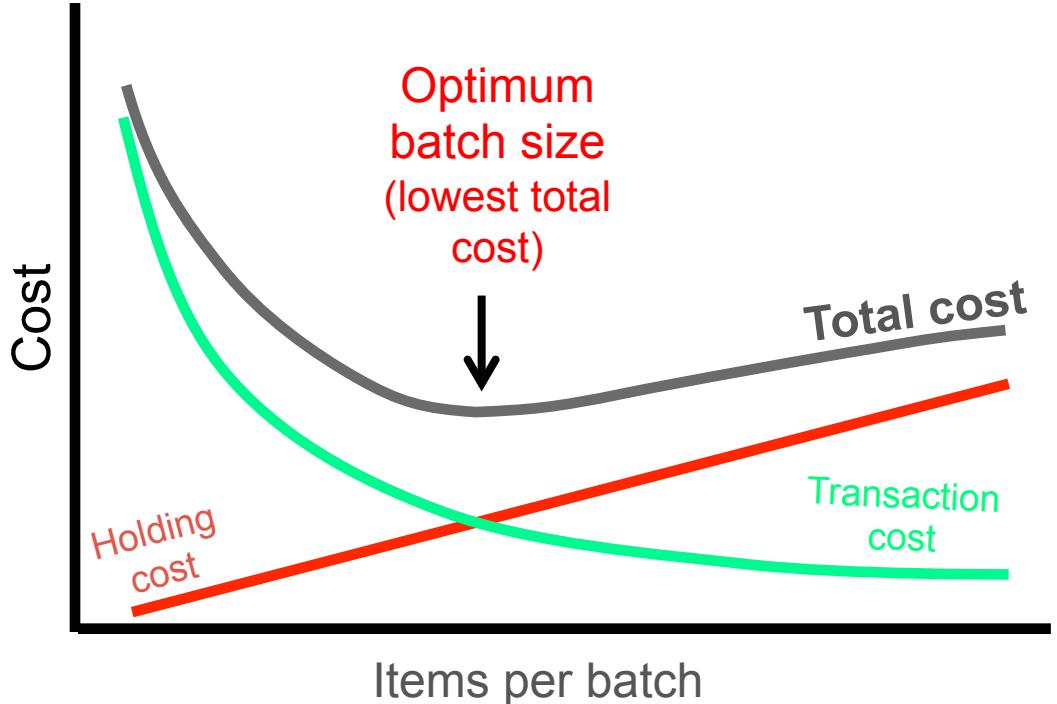
NOT A FACTORY ANYMORE?



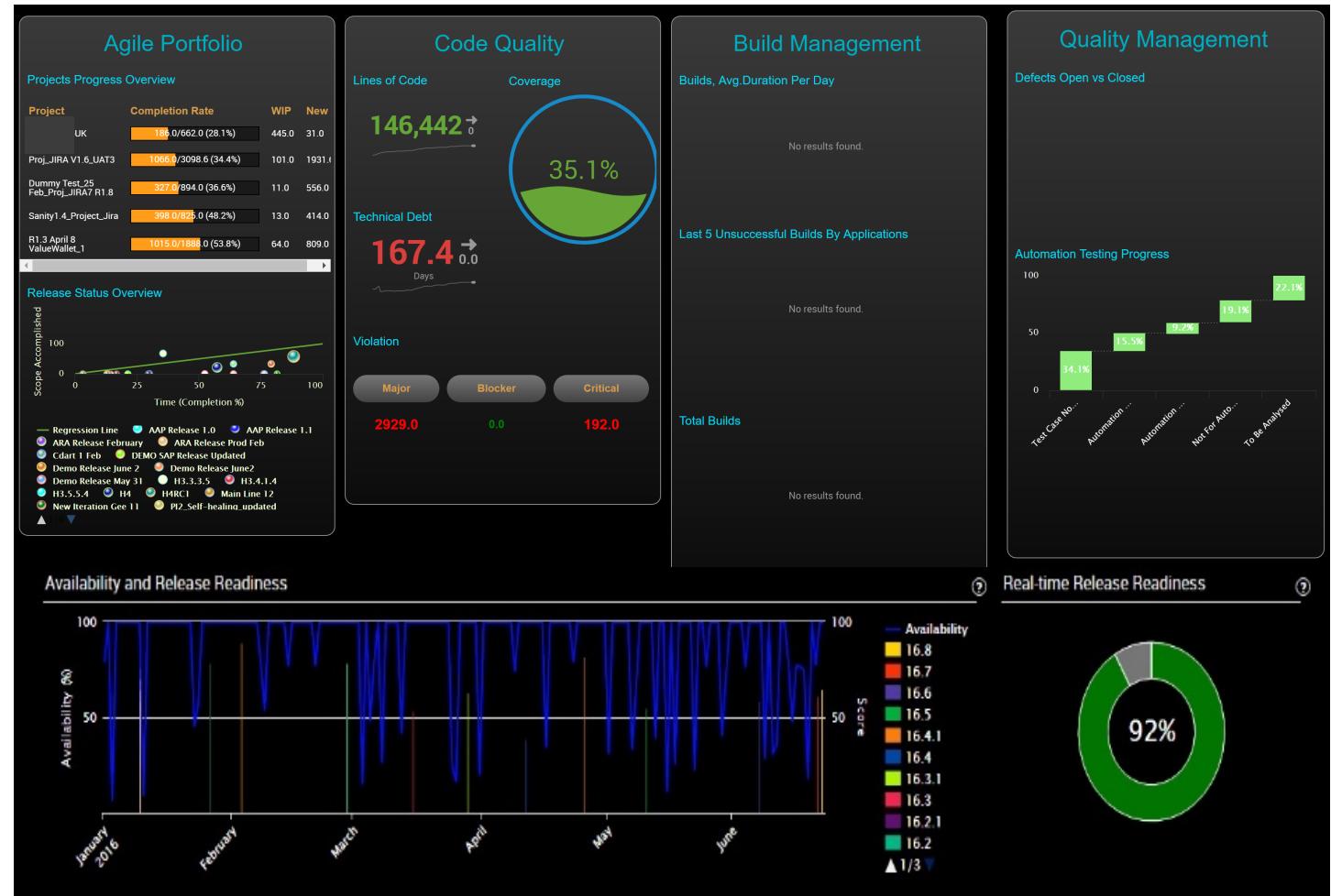
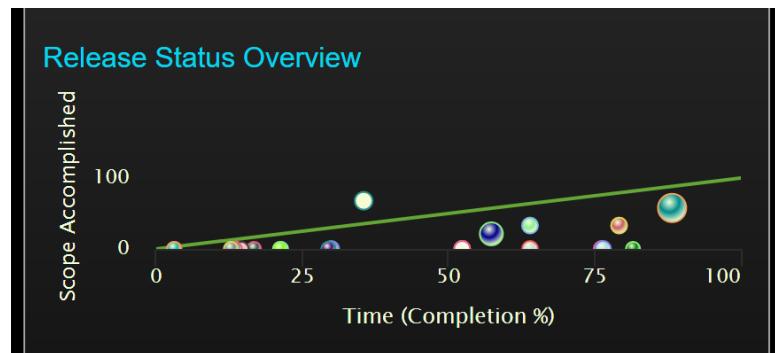
THREE DIMENSIONS OF CHANGE



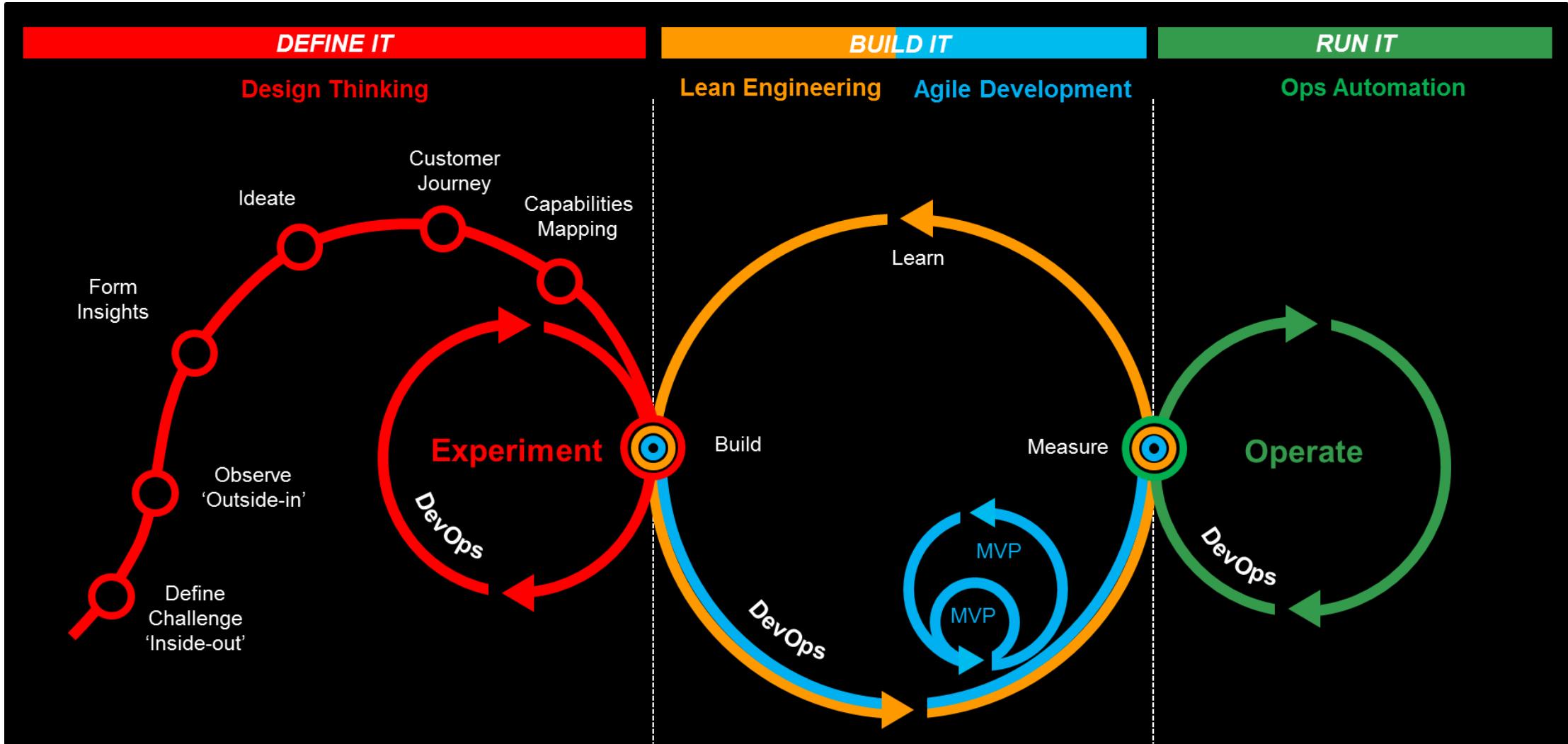
TECHNOLOGY – ENABLING SMALL BATCHES



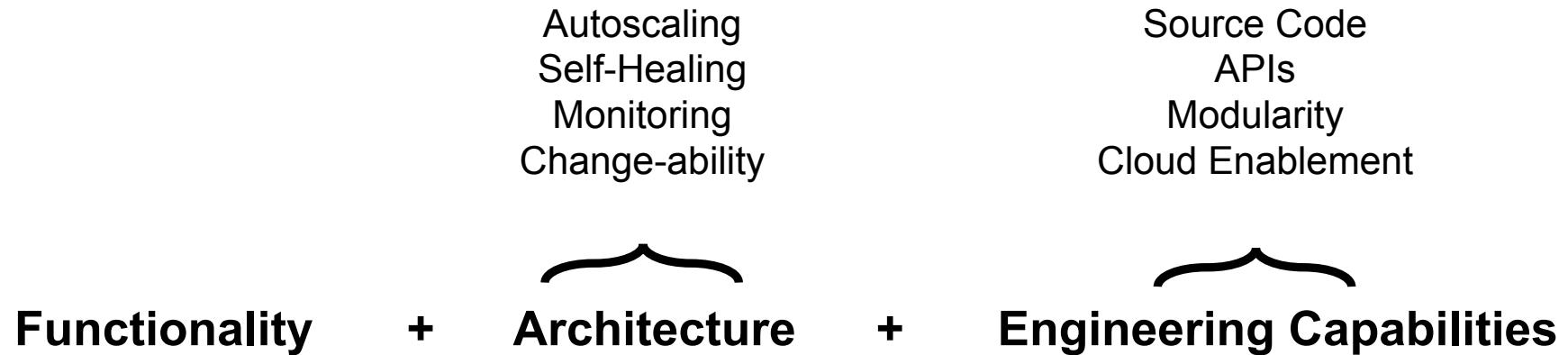
TECHNOLOGY – GOVERNING DELIVERY



PEOPLE – PROVIDING CONTEXT



ECOSYSTEM – EVALUATING SOFTWARE VENDORS

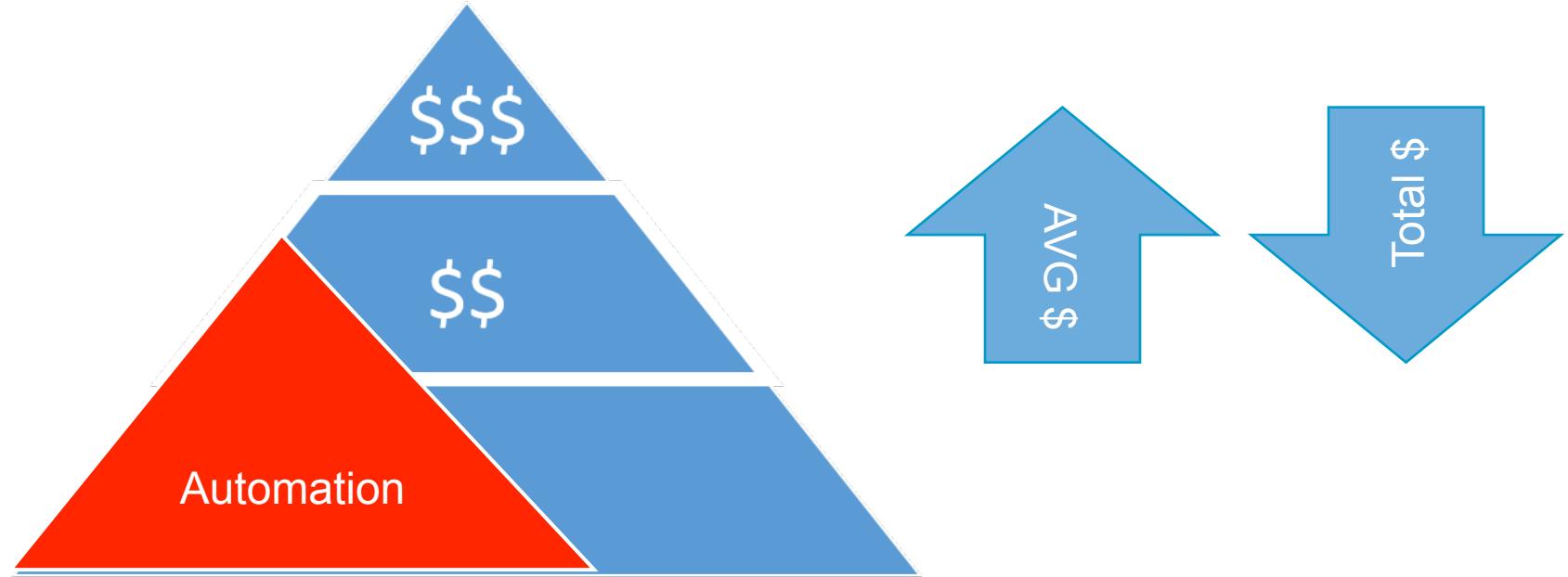


In-House IT Capabilities

ECOSYSTEM – THE EVALUATION CHALLENGE

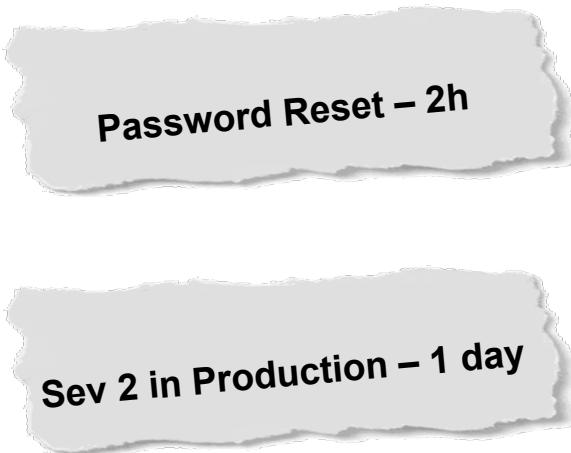
Vendor A: 100 Dollar per day

Vendor B: 80 Dollars per day

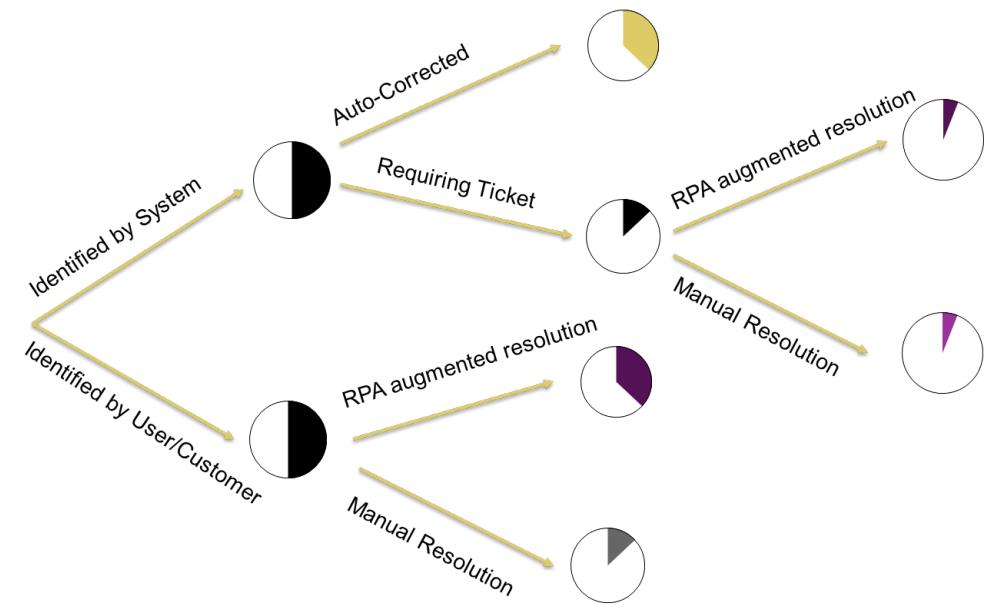


ECOSYSTEM – THE EVALUATION CHALLENGE -PART 2

SLAs



First Time Resolution Rate/ Resolution Time



ECOSYSTEM – PARTNER OR VENDOR

Are you using average daily rate as indicator of productivity, value for money, etc.?

Do have a mechanism in place that allows your SI to share benefits with you when they improve through automation or other practices?

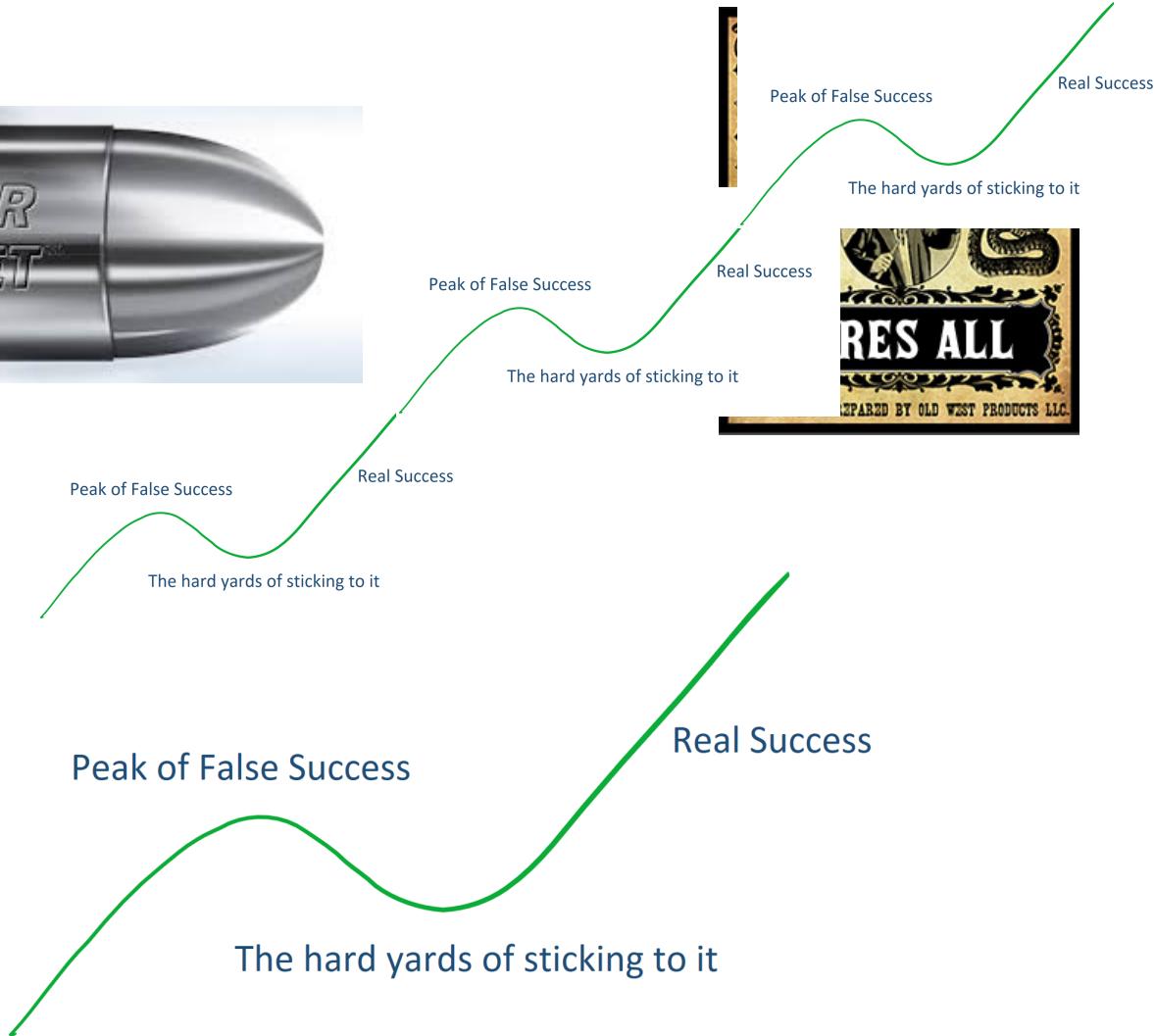
Do you give your SI the “wiggle room” to improve and experiment and do you manage the process together?

Do you celebrate or at least acknowledge failure of experiments?

Do you know what success looks like for your SI?

Do you deal with your SI directly?

SILVER BULLET OR SNAKE OIL?



HERE ARE THE PROBLEMS THAT STILL REMAIN

How do we work together as partners not vendor/client?

How can we measure how all sides benefit from a relationship or not?

How do we avoid to get stuck in the transformation or create an anti-transformation transformation?