

The transformation  
marathon. What  
happens after you  
cross the finish line?



IN PARTNERSHIP  
WITH UK GOVERNMENT



# Introducing...

Julia Bellis  
Engagement Manager  
Equal Experts



IN PARTNERSHIP  
WITH UK GOVERNMENT

The transformation  
marathon. What  
happens after you  
cross the finish line?



IN PARTNERSHIP  
WITH UK GOVERNMENT

First a few  
questions for  
you...



IN PARTNERSHIP  
WITH UK GOVERNMENT

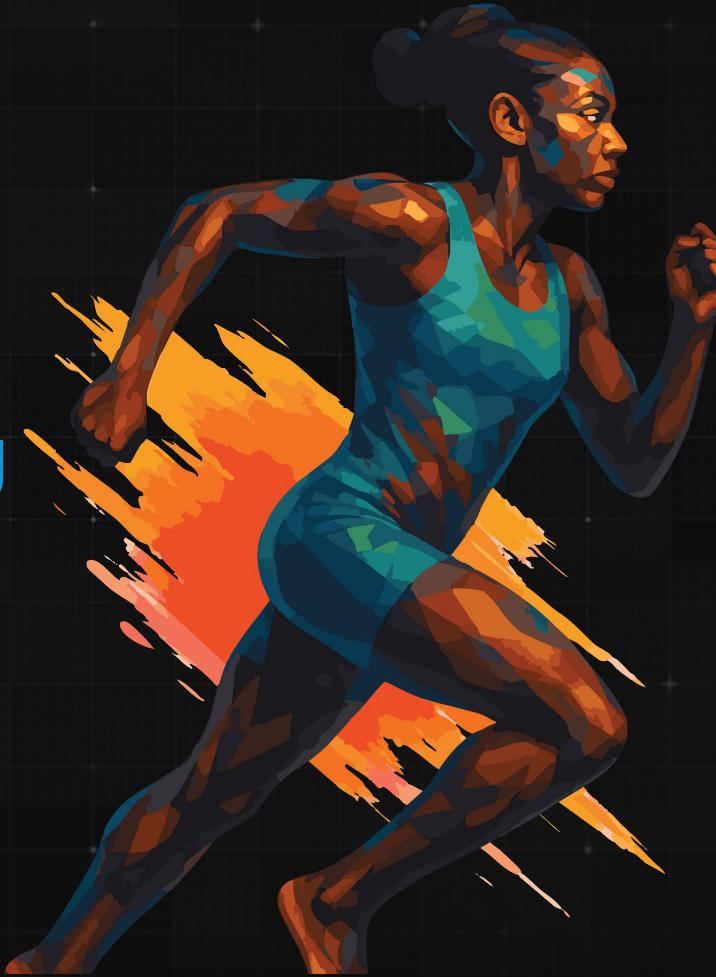
A graphic illustration of three runners in mid-stride, rendered in a stylized, geometric style with warm orange and blue tones. They are set against a dark background with a subtle grid pattern.

# Final stretch the last mile



IN PARTNERSHIP  
WITH UK GOVERNMENT

**It's not about  
running harder.  
It's (still) about  
creative  
problem solving**



IN PARTNERSHIP  
WITH UK GOVERNMENT

Let me tell you  
a story...

...about  
applications  
that were still in  
the legacy  
system



IN PARTNERSHIP  
WITH UK GOVERNMENT



0.001% x 7 million  
x many years != 0



IN PARTNERSHIP  
WITH UK GOVERNMENT

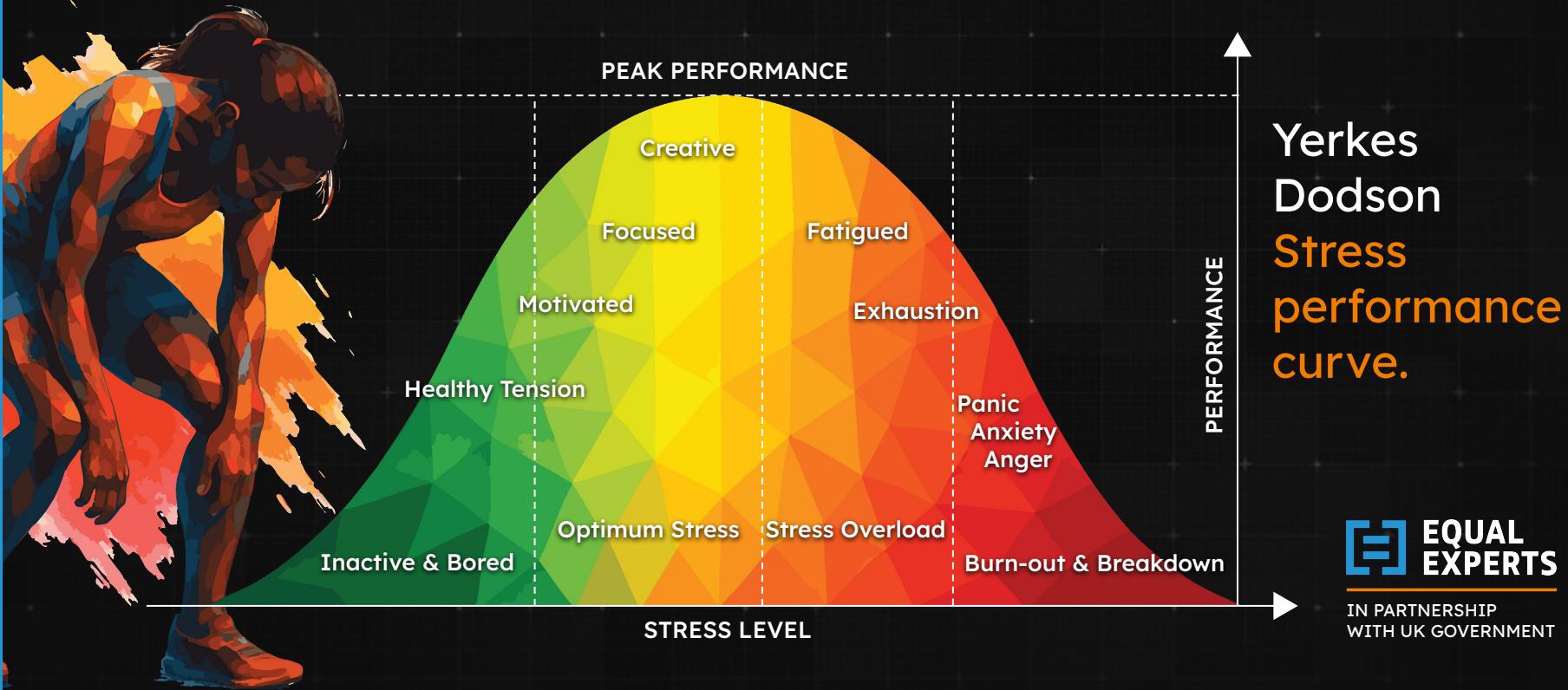


- Creativity
- Collaboration



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Burnout - kills creativity



# Overtime - three rules



Always a request. Not a demand



Generously paid.



Everything you need is available.

# Independent review as a useful tool.



Get an objective view on  
when you are ‘done’



IN PARTNERSHIP  
WITH UK GOVERNMENT

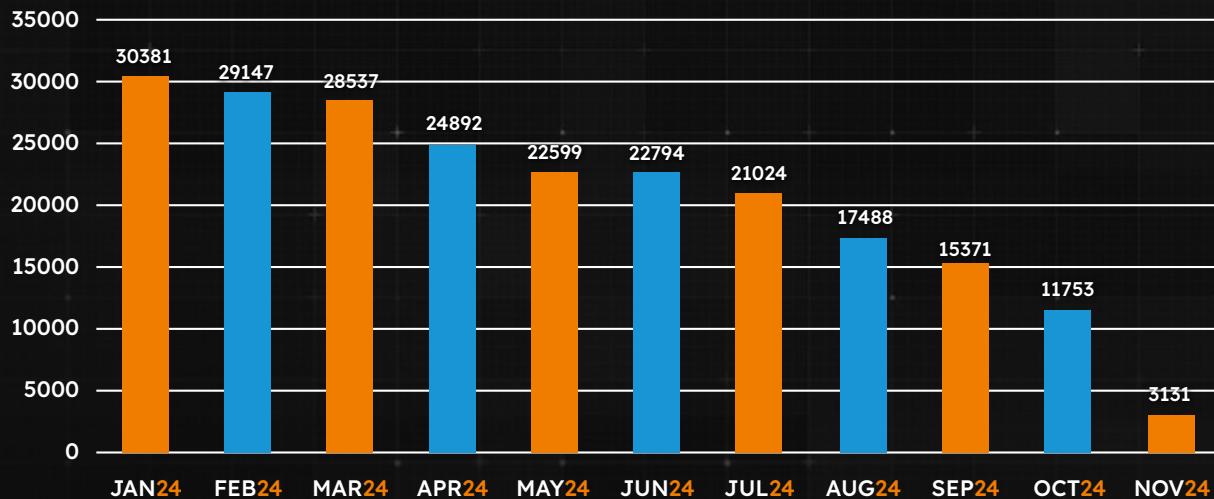
# Crossing the line - what happens next?



**EQUAL  
EXPERTS**

IN PARTNERSHIP  
WITH UK GOVERNMENT

# What are we laser focused on now? We've lost our North Star



IN PARTNERSHIP  
WITH UK GOVERNMENT

# What are we laser focused on now?

## Our Southern cross?

- DORA metrics
- Cost per application
- Time per application
- User experience



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Daring to look at our backlog.

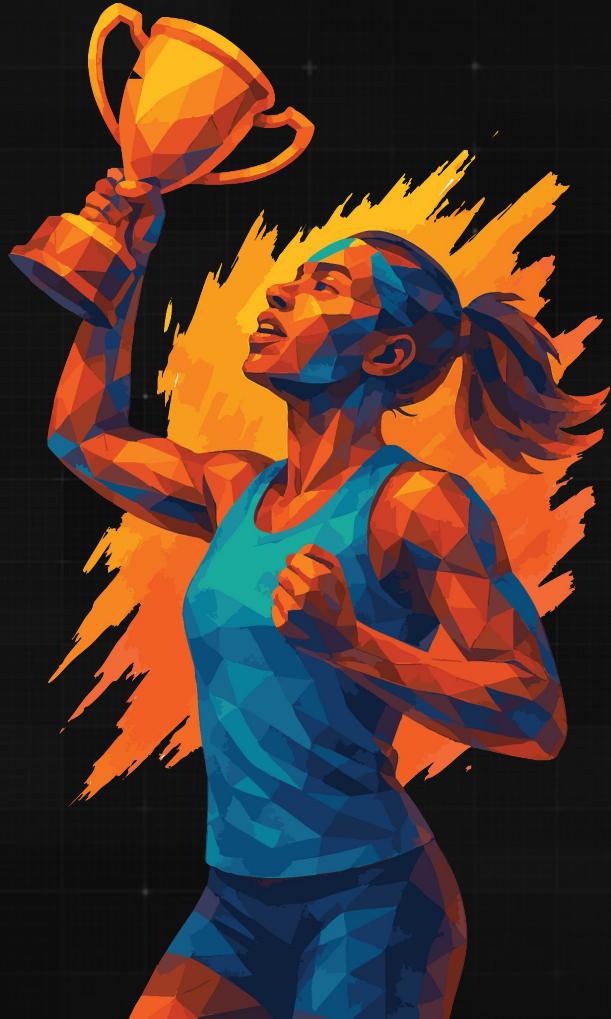
Pandora's box is a metaphor for something that brings about great troubles or misfortune but also holds hope.

Symbolically, the box represents the curiosity and desire for knowledge that can lead to both negative consequences and positive outcomes.



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Celebrate!



IN PARTNERSHIP  
WITH UK GOVERNMENT

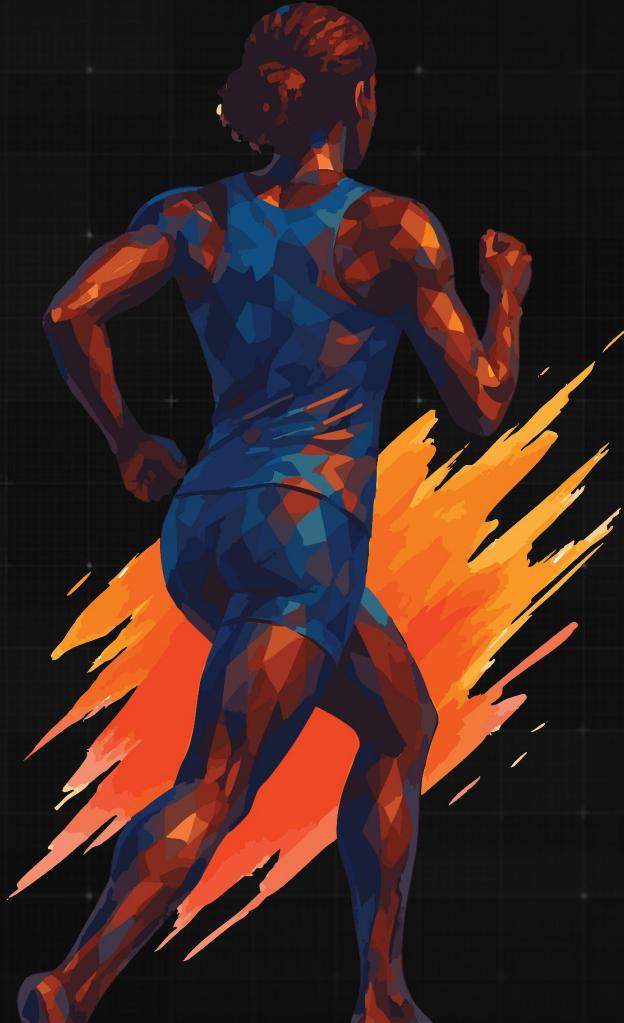
# Celebrate!



**EQUAL  
EXPERTS**

IN PARTNERSHIP  
WITH UK GOVERNMENT

# Shifting gears: Programme to Product



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Shifting gears: moving to product led delivery



**EQUAL  
EXPERTS**

IN PARTNERSHIP  
WITH UK GOVERNMENT

Mindset shift  
Move away  
from the quick  
fix mentality



**EQUAL  
EXPERTS**

IN PARTNERSHIP  
WITH UK GOVERNMENT



# Reassess your focus.



“Will this help us turn off the legacy system?”

---



That question no longer helps us achieve our goals.

---



Adopt new habits of sustainability and seeking out the route cause

# Reflect and regroup

“If you develop a program for a long period of time by only adding features but never reorganizing it to reflect your understanding of those features, then eventually that program simply does not contain any understanding, and all efforts to work on it take longer and longer.”

Ward Cunningham



IN PARTNERSHIP  
WITH UK GOVERNMENT



# Actionable insights

## Our key learnings



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Keep the focus on creative problem solving



**EQUAL  
EXPERTS**

IN PARTNERSHIP  
WITH UK GOVERNMENT

# Reflect and regroup

You can't keep going at the same pace indefinitely.



**EQUAL  
EXPERTS**

IN PARTNERSHIP  
WITH UK GOVERNMENT

# Bring the whole organization with you:



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Thank you!

What's your  
Southern  
Cross?



IN PARTNERSHIP  
WITH UK GOVERNMENT

# Thank you!



IN PARTNERSHIP  
WITH UK GOVERNMENT