Journey towards ZeroOps

Pre-Discovery

Define Digital Strategy and Direction

Strategic priorities

Identify key operational priorities across the client.

Mapped service journeys

Identify current planned and unplanned workflows, touch points, across different providers if

Blueprint

Define principles for new operational model, including hub locations, future service journeys for unplanned and planned work, and future KPIs/Outcome SLAs

Transformation roadmap

Define high level time frame, across tooling, organisation and process changes

Problem statements

Agree Problem Statement [this should be a templated problem statement for each engagement]

Format & Duration

Half day workshop to develop

Inputs

High Level Date gathering, e.g. # Staff, Locations, Incidents etc

Discovery

Observation and Research-led User and System Understanding

Elaborate Problem statement

Implement base analytics platform to identify biggest short term wins

Elaborate through creation of User Stories, defining metrics and outcomes based upon analysis of the analytics

Personas

Understand the future personas within operations [isolve, ADL, ARL etc] and identify roles and skills gaps

Prioritised Product Backlog

From the analytics & skills gaps develop user stories for the required improvements and prioritise.

MVP definition

Define the MVP based on the Prioritised Product Backlog. Define key success criteria which can be measured through the analytics engine. MVP must include process, organisation and tooling elements

Format & Duration

1-4 Weeks of activity, remote working and workshops

Inputs

Available Analytics (manual and automated)

Alpha

Explore Options,
Prioritise and Prototype

Experiment and Prototype

Implement initial improvements as experiments and prototypes to test any identified blockers

Minimum Viable Product

Implement defined MVP across Organisation, Process and Tooling and link with real time analytics engine and dashboards.

Measure success criteria for MVP

Technical & Operational learning

Use experiments & MVP outputs to understand & revise the blueprint, iterating & expanding operating model

Prioritised Product Backlog

Continuous Data Gathering, enhancement of data through additional sources and create User Stories for further improvements, continue to prioritise as implemented improvements will change prioritisation and refine roadmap

Format and Duration

MVP running within 6 Weeks of Prediscovery

Multifunction team running Kanban

Inputs

Continuous real time data capture and analytics, IQ Dashboards

Beta

Iterate, Gather Data and Harden

Industrialise and scale

Start transforming the operational organisation into the Agile Hub model (via IDM), Continue to analyse the analytics, add new feeds and data. Embed IQ Dashboards into teams

Iterate and enhance

Continue to improve and develop automations based upon analytics based upon prioritised user stories.

Testing and feedback

Interlock Agile Hub and Digital Transformation Teams to interlock DevOps through collaboration and scrum of scrums

Operational learning

Reskill and retrain the operational teams during transformation to the agile hub

Prioritised product backlog

Continue to develop and prioritise User Stories based on analytics

Format and Duration

Duration dependent on account size; Beta ends when operations transformed to Agile Hub model.

Multifunction team from DTC plus evolving Agile Hub teams working in Kanban/Sprints collaborating via scrum of scrums

Inputs

Continuous real time data capture and analytics, IQ Dashboards

Live

Iterate, Maintain and Consolidate

Continuous DevOps & integration

Further interlock with Digital Transformation Teams (Dev) and Operational Teams (isolve, ibuild) to create true Product DevOps teams driving to the Digital Hub as unplanned work decreases.

Business service levels

Move away from technical service levels to Business Services Levels (by service or product) linked to the business outcomes.

Continuous Transformation

IQ dashboards and empowered teams continually drive automation through evidence and analytics reducing unplanned work and enabling planned work to be continuously deployed whilst maintaining stability

Evergreening

Ensuring the analytics platforms, dashboards, automations are maintained

Format and Duration

Fully integrated multifunction teams across Development and Operations within Products

Inputs

Continuous real time data capture and analytics, IQ Dashboards

