

# Org & Team structures

## Good service delivery

A brief overview

# Governance principles

1. **Don't slow down delivery**
2. **Make decisions when they're needed, at the right level**
3. **Govern with the right people**
4. **See what's being delivered, not reports**
5. **Only do things if they add value**
6. **Trust and verify**
7. **Everyone's on the same team**

# Directorate Project Product

**Directorate**

**Project**

**Product**

Org and Team structures

## Directorate level

**Set the vision and goals of the overall Child Welfare System**

**Empower the project team to make decisions**

**Enable an agile, iterative environment**

**Enable a multi- disciplinary team environment**

**Support the project team to break down silos**

**Secure budget and investment approval**

# Directorate Project Product

Org and Team structures

## Project team

**A single product/service owner**

**Assure the directorate**

**Deliver quality service**

**Set standards and guidance for teams**

**Enable an agile, iterative environment for service**

**Empower teams to make decisions**

# Directorate Project Product



Org and Team structures

## Product team

**Single owner or directly responsible individual**

**Deliver working software that meets the standard**

**Practices modern, best practices in software development and user-centered design**

**Empowered to work in an agile, iterative environment for service**

**Continually measure, assess and improve performance**

**Transparency to support quality assurance**

# Early stages

## Project team



**Project manager**



**Product Owner**



**Technical architect**



**User Needs**

## Product team



**Scrum master**



**2-4 Developers**



**2 Designers**



**Content  
strategist**



**User  
Researcher**

# Multiple teams

## Project team



**Project manager**

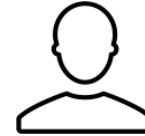


**Product Owner**



**Technical architect**

Works to ensure technical quality & consistency across all team efforts



**User Researcher and Design lead**

Works to ensure design quality & consistency across all team efforts



**Content strategist**

Works to ensure content & writing quality & consistency across all team efforts

**Team 1**  
**Vendor A**

**Team 2**  
**Vendor B**

**Team 3**  
**Vendor A**

