

EXPECTATIONS

We expect you to...

...create and deliver value

This means...

you continuously work with what creates the most effect towards prioritized SVT eco system goals

you measure the effects of what you develop using mixed methods

you continuously share the desired effects and actual outcomes of your work

you evaluate risks, insights and other factors that affect our work

you consider stable systems as a foundation for creating value

This does not mean...

you are a feature factory

that everything needs to be perfect to release

We expect you to...

...learn, as teams and individuals

This means...

you understand that learning is the foundation for staying relevant to our users

you do research and experiment – and handle findings and insights in a structured manner to spread knowledge and help each other learn

you are responsible for your own learning development

you enable your colleagues' development

This does not mean...

you can't do stuff that is simple or already common knowledge

you can't ask for help or support

We expect you to...

...communicate

This means...

you listen to and actively try to understand what others have to say

you speak up when you have something to contribute

to be clear with intent – why and when information is shared

to get confirmation that your message has been understood

This does not mean...

you must always speak

you need to participate in every discussion

you can't retreat when needed

We expect you to...

...work and take responsibility as teams

This means...

you work according to the SVT design principles,
e.g. AI should be used as a standard

you all – as individuals – have a joint responsibility
for successes as well as failures

you are all responsible for onboarding new team
members

you collaborate on work that needs to be done,
regardless of your roles within the team

you collaborate on work that needs to be done
together with the teams needed

This does not mean...

you as an individual have no responsibilities

you can overlook individual needs in the name of
the team's best interest

We expect you to...

...collaborate

This means...

you always collaborate within the team

you work in a way that eliminates personal dependencies

you collaborate with other teams and departments

you collaborate to contribute to the overall focus of the SVT eco system

you help each other

you ask for help

you disagree and commit

This does not mean...

that everyone in the team is expected to have deep knowledge about everything

that you can never work individually

We expect you to...

...work in an agile manner

This means that...

you reflect and learn to improve product and process

you work in an effect and experiment driven manner

you make balanced decisions where business value, user value and feasibility are all equally important

you work iteratively to reduce risk

you are expected to make mistakes, if you don't
you are either not being challenged or not feeling safe

This does not mean that...

you must follow a specific agile framework, since you own your process and choose your tools

the balanced decision depends on the number of people within each perspectives