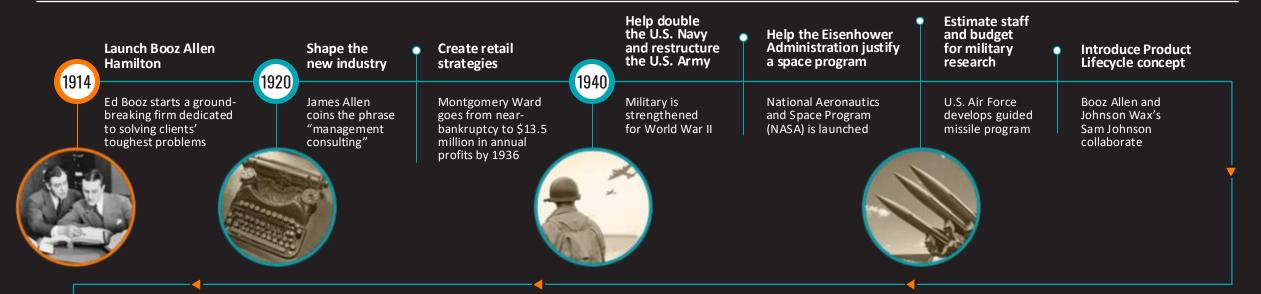


Countercultural: Backstage for Consultants

Lizzie Salita | Chief Engineer, Chief Technology Office NOV 2024

Booz | Allen | Hamilton®

110 YEARS OF MOVING MISSIONS FORWARD





Support Apollo 11

Assist NASA with theoretical strategy



for Moon landing



Pave the way for the first Super Bowl

Help American and National Football Leagues merge

Help General Electric transform

GE becomes an innovative powerhouse

Provide creative research expertise

Agency later becomes Defense Advanced Research Projects Agency (DARPA), creator of the internet

Help engineer successful Chrysler turnaround

1980

Automaker pays off loans 7 years ahead of schedule

Help design Hubble telescope for astronomical research

Spacecraft still operates today



110 YEARS OF MOVING MISSIONS FORWARD

Assist in the merger of British Petroleum and Amoco

> BP formed, world's third largest oil company

Support in-orbit assembly of International **Space Station**

Work extends to

today's operations

Deliver emerging tech for defense

> Develop directed energy prototypes for the U.S. Navy

Assist with the **U.S.** Department of **Homeland Security** after 9/11

Help the U.S. Bureau of Investigation (FBI) create a Regional Computer Forensics laboratory

Go public

2010

Booz Allen announces its initial public offering and joins the Fortune 500

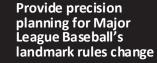
Help transform the Internal Revenue Service (IRS)

IRS2Go becomes the government's most-downloaded app

2024

Support Healthcare.gov

Help millions of Americans secure health insurance many gaining coverage for the first time



Extended Replay launched

Deliver innovation for Artemis launch

Support NASA with digital engineering and emerging tech



Launch Booz Allen Ventures

Establish venture capital fund to accelerate deployment of commercial tech for federal clients

Launch The Helix Center for Innovation

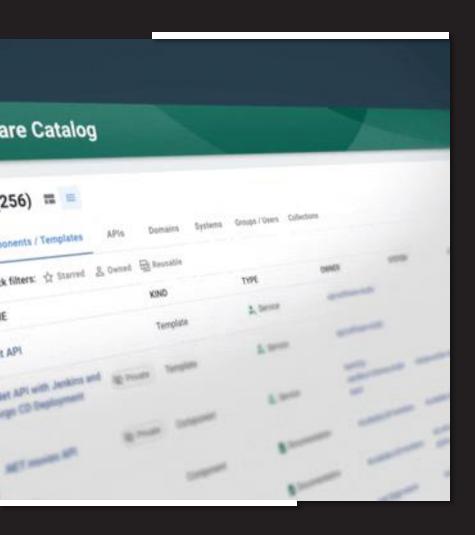
Immersive showcase demonstrates transformative technologies

110 YEARS YOUNG Building on our legacy of transformation

Delivering mission impact at scale by leveraging emerging technologies to change the world







OUR BACKSTAGE INSTANCE

- 2 years in production
- Comprised of community, custom, and Spotify commercial plugins
- Leveraging catalog, templates, and tech docs
- Initial focus on **Discovery**
- Pilot for provisioning microservices via Backstage
- Proving ground for how developer portals can help our clients
- 2k+ unique users

CULTURAL TENSIONS

Corporate & Government Consulting	Tech & Open Source Culture
"Need to Know" mindset	Transparency
Time charging policy	Volunteering time
Hierarchy	Meritocracy
Passionate Service to clients, program silos	Community-driven, Collective Ingenuity
Layers of policy & legislation	Agile & lean startups



- ☑ What cultural tensions exist within your organization?

ADKAR CHANGE MANAGEMENT MODEL

Change we are trying to create:

- Register sharable code in the catalog
- Leverage reusable code to save time and improve quality
- Reduce friction through the single pane of glass view

Awareness

 Announce the change and explain your reasoning

Desire

 Guage reactions and identify champions

Knowledge

Provide training and resources

Ability

• Conduct trial runs and adjust as needed

Reinforcement

 Encourage employees to continually follow the new process

Booz Allen's Reuse Strategy empowers our talent to leverage reusable assets for accelerated speed to mission and reduced risk, so they can spend more time on mission critical elements of delivery.

Awareness

 Connect Backstage to company strategy

Desire

 Relatable success stories and examples

Knowledge

processes for repositories
for various types of

Ability

- Top-down support from leaders
- Diversity of stakeholders/

Reinforcement

Demonstrate ROI

Technical Experience Groups (TXGs) are firm-sponsored, member-led technical communities that facilitate networking and professional development, connect members with new career paths and opportunities, and help them stay abreast of technological advances.

Awareness

- Events
- Newsletters

Desire

- Identify champions
- Shared goals

Knowledge

- Training
- New hire onboarding

Ability

- Alpha testing
- User feedback
- UI/UX surveys

Reinforcement

- Funding
- Recognition & awards

IN SUMMARY

Listen to developers to understand cultural tensions

+

Find your allies. They might be in unexpected places!

