

ITPC at Trenton Computer Festival

IEEE/ACM Information Technology Professional Conference on Friday March 16, 2018

Accelerate Your Technical and Cultural Transformation With Visual Planning

Greg Tutunjian, Agile Coach and Educator
March 16, 2018

Greg Tutunjian: Agile Coach & Educator



- ♦ 20-years of practical Agile experience:
 - ♦ 9-years as a coach, mentor & trainer
 - ♦ 11-years as a technical engagement lead, etc.
- ♦ People-centric Agility: I meet you where you are
- Unconventional and innovative patterns to get to Done
- Proven effectiveness as coach, mentor and trainer amplifying Agile culture and team effectiveness (startups → enterprise)
- Technical leadership roles planning, developing and delivering complex solutions and differentiating products
- ♦ Hands-on software, hardware and systems engineering development and delivery DISCIPLINEDAGILE

experience (startups \rightarrow enterprise)







Advancing Computing as a Science & Profession









CONSORTIUM

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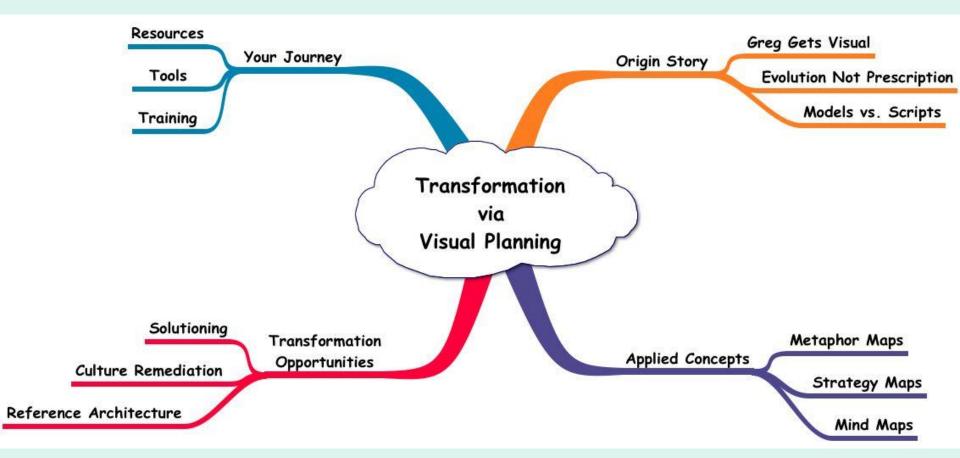




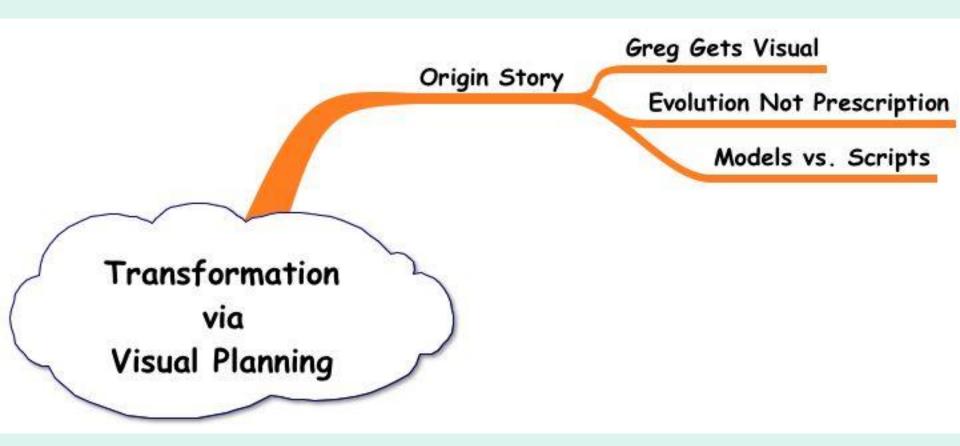




Roadmap



Origin Story



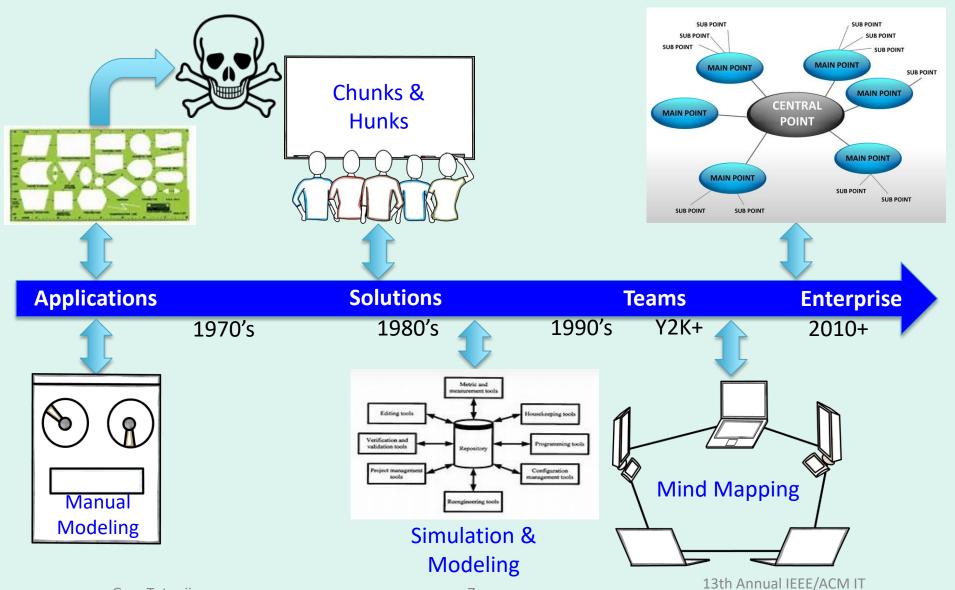
Why Visual Planning

- Accelerated and enhanced participant engagement
- Abstraction is simpler to communicate
- Everyone can participate
- Artifacts become reference architectures
- Flow is visible and discernible
- Far less tedious (and less wait time)
- Reusability

Greg Gets Visual

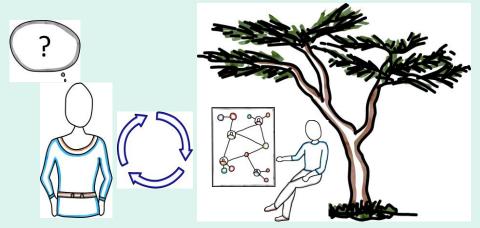
Metaphor & Strategy Maps

Professional Conference at TCF

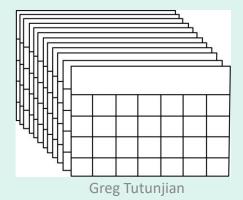


Greg Tutunjian

Evolution Not Prescription



Schedules



& Design

- **Brainstorming**
 - - **Outcomes**



- Paper-based Modeling
- **User Experience Mockups**
- **Rapid Prototyping**
- **Tight Feedback Loops**
- **Direct Observation**

VS.

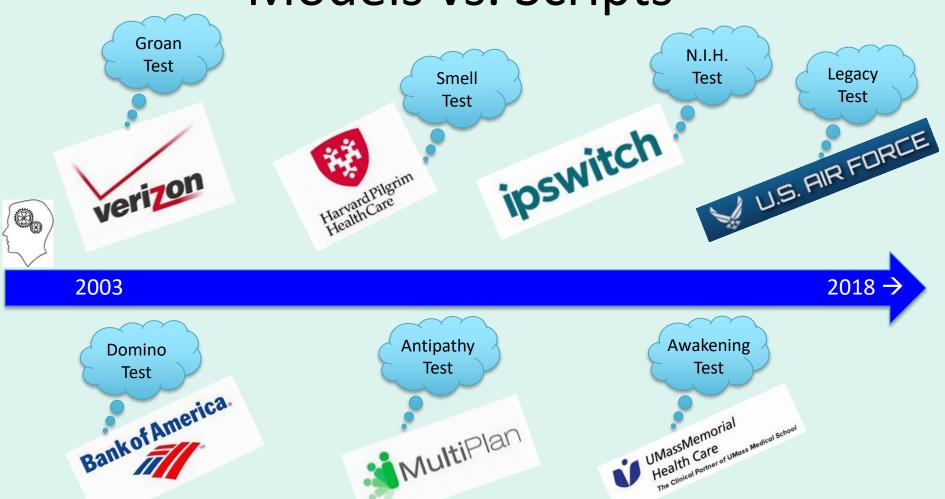
- Formal Architecture
- Wireframes (Designs)
- Phase-based Development
- Weekly Status Meetings and Reports
- Multi-disciplinary Roles

Delighted!

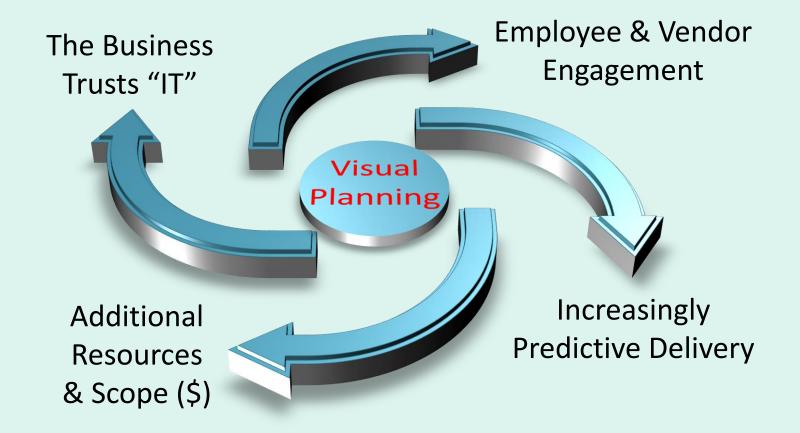


13th Annual IEEE/ACM IT Professional Conference at TCF

Models vs. Scripts



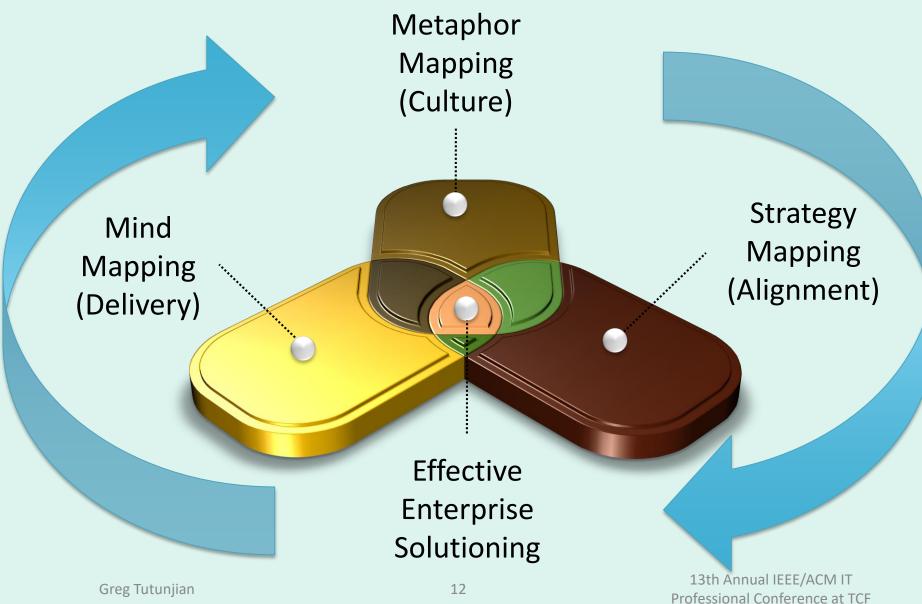
Transformation Outcomes



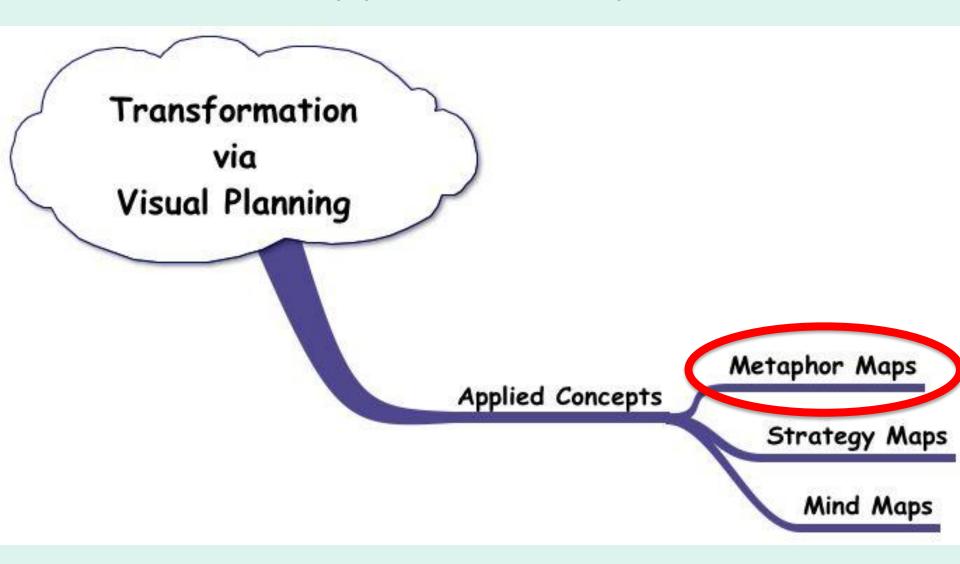
Transformation Details

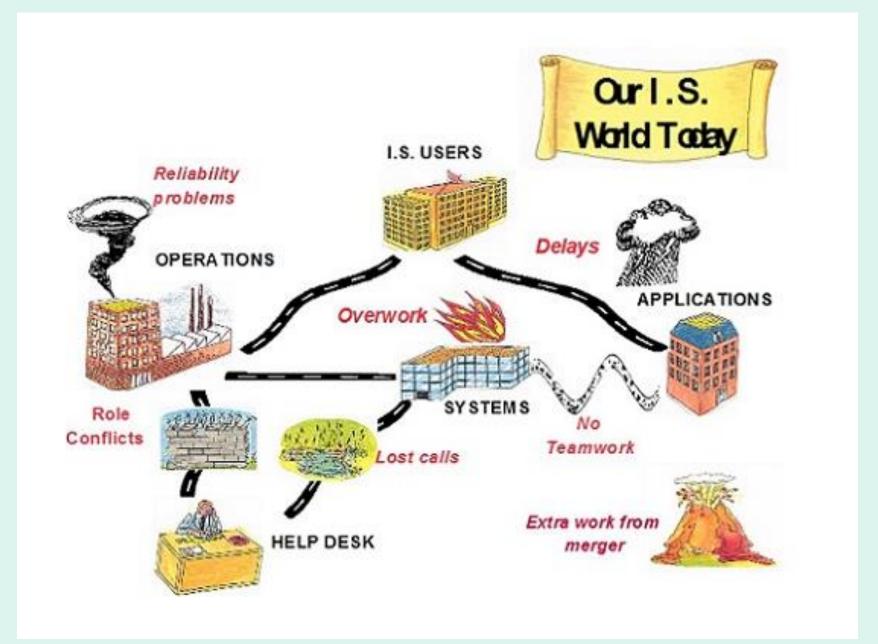
Engagement	Conditions	Transformation
Verizon Communications	2-Year delay of strategic solutionBusiness and IT discord	Aligned distributed teamsBusiness confidence (and \$) restored
Bank of America	Rewritten applications (24) idlePending <i>legacy</i> maintenance fee	Multi-tier solution completedATM solution available to customers
Harvard Pilgrim Health Plan	 3 teams not collaborating Audit finding unresolved	Relationships forged and maintainedAudit finding resolved in time
MultiPlan	Enterprise EDMS rollout stalledVendors not engaged	EDMS program completedVendor participation (including DSU)
Ipswitch	2 previous "new product" failuresLack of confidence in Agile	First new product in 10 yearsTeam room and Kanban adoption
UMass Memorial Healthcare	2-year old procurement 5% utilizedVendor charging/no value derived	Candid appraisal of solution state8 new FTE roles defined
U.S. Air Force	Less then 25% of needs addressedStrategic roadmap in one slide	Robust strategic planning frameworkImproved visibility with vendors

Mapping Progression



Applied Concepts





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Metaphor Maps

- Purpose
 - Collaborative (Action-based) learning
 - Solution evolution (not design)
 - Aha moments
- Styles
 - 1. Zoo (Culture)
 - 2. River (Strategy)
 - 3. Village (Process)

Metaphor Maps

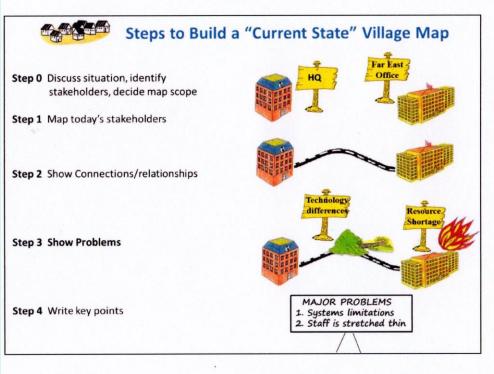
- Outcomes
 - Demonstrable Consensus
 - Barrier Erosion
 - Reference Architectures
- Participants
 - Everyone
 - Everyone, and
 - Everyone

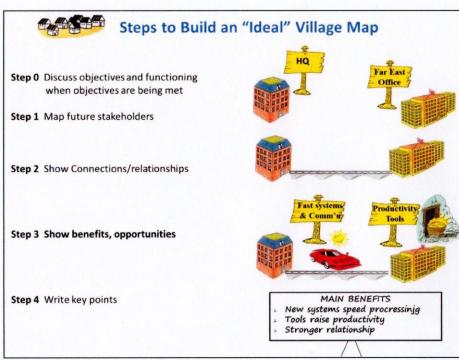


Building a Village Map

Village Mapping assumes you want to improve your operation together as a team. It asks you to think of it as a village and agree on the sticker symbols that best represent today's reality and your ideal vision. You'll plan how to reach your ideal at a later step.

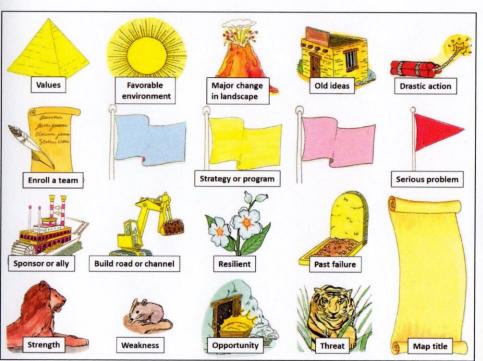
Don't consult data or reports in the Mapping session. Build maps from what you know and what you can imagine. You may include symbols to show the need to later verify any points.

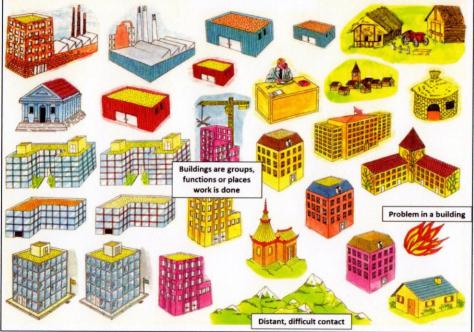




Village Dictionary

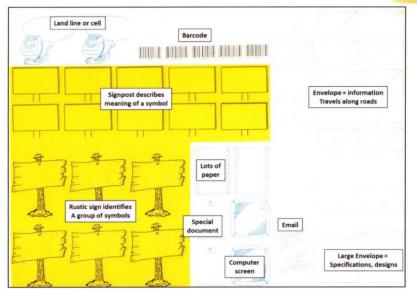




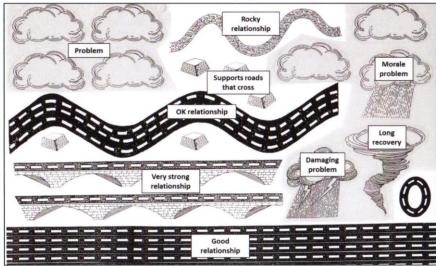


Village Dictionary

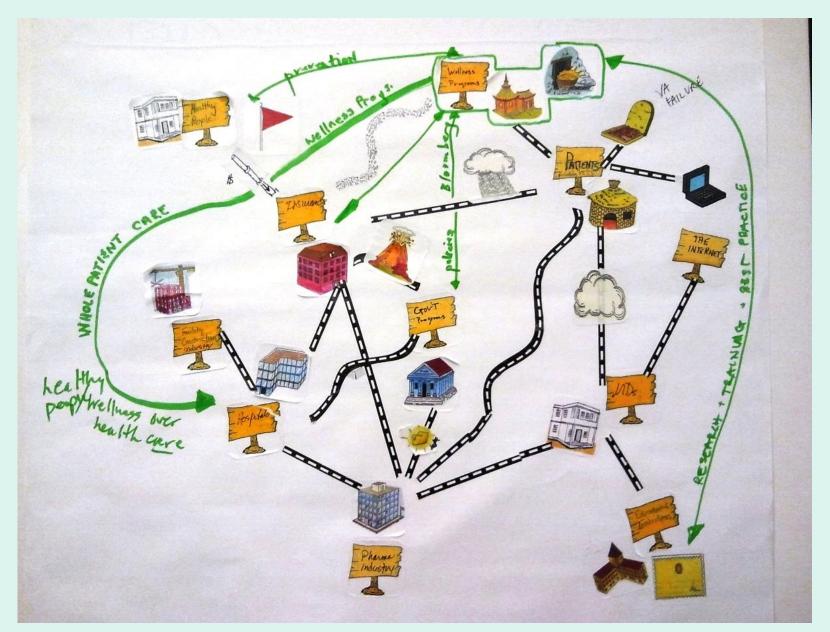




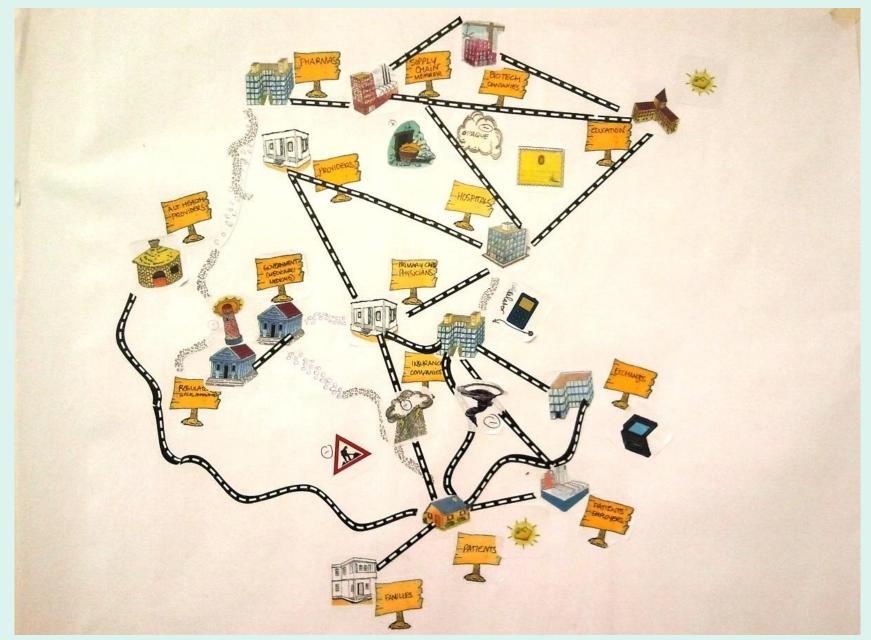




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U.S. Health Care System Model, Boston Facilitators Roundtable, Used With Permission

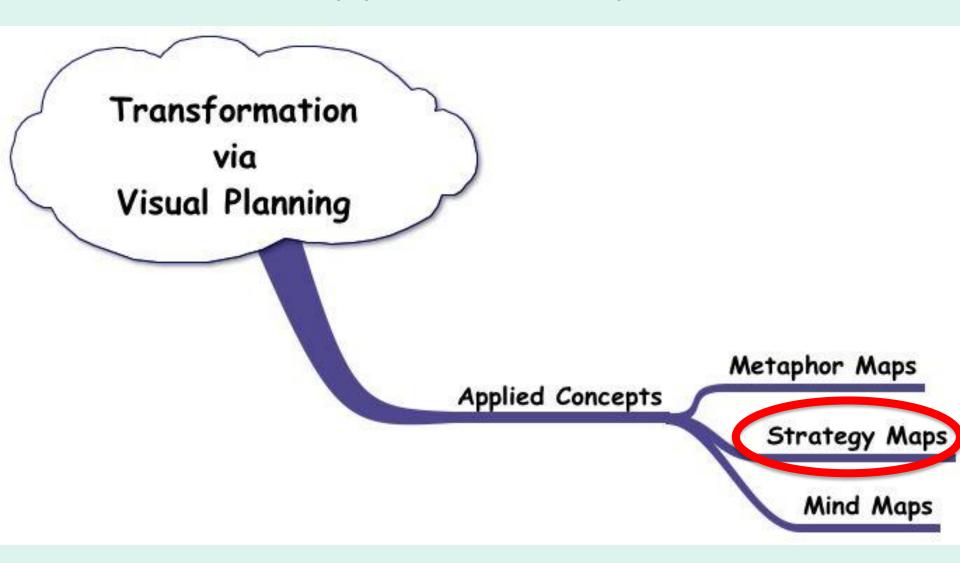


U.S. Health Care System Model, Boston Facilitators Roundtable, Used With Permission

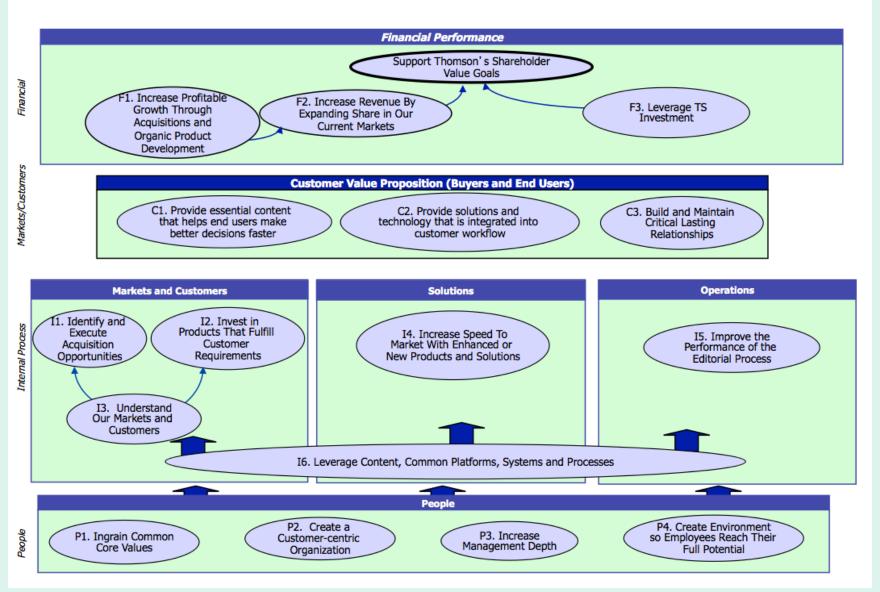


U.S. Health Care System Model, Boston Facilitators Roundtable, Used With Permission

Applied Concepts



Thomson Scientific Strategy Map



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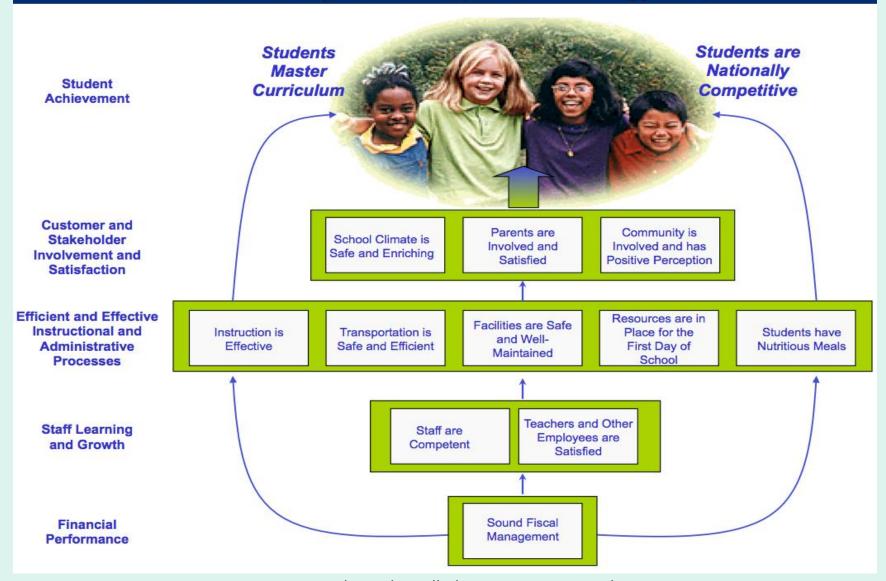
Strategy Maps

- Purpose
 - Organizational-alignment (unforced)
 - Employee engagement
 - Expectation modeling
- Styles
 - 1. Hierarchical
 - 2. Cultural
 - 3. Adaptive

Strategy Maps

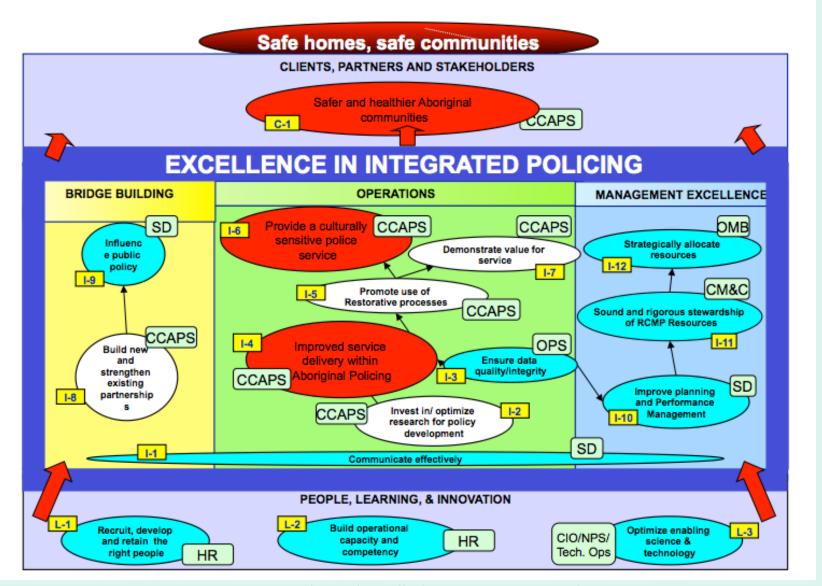
- Outcomes
 - Demonstrable Consensus
 - Barrier Erosion
 - Reference Architectures
- Participants
 - Centralized decision-making
 - Decentralized decision-making
 - Everyone

Fulton County School System Strategy Map



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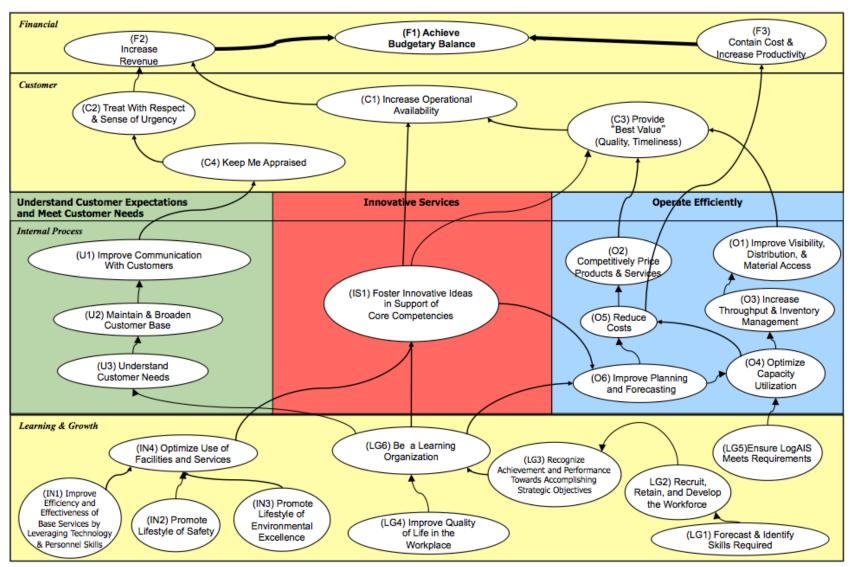
Aboriginal Communities Strategy Map



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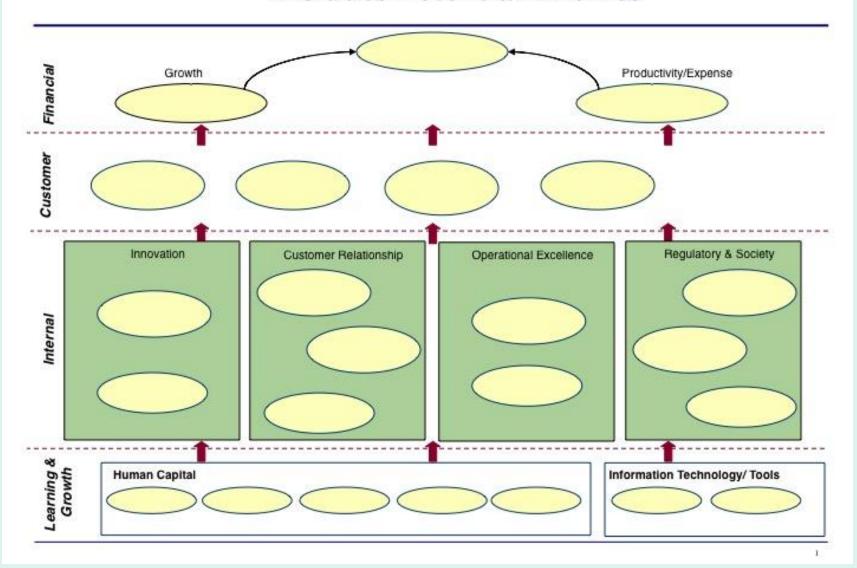
Marine Corps Logistics Bases Strategy Map



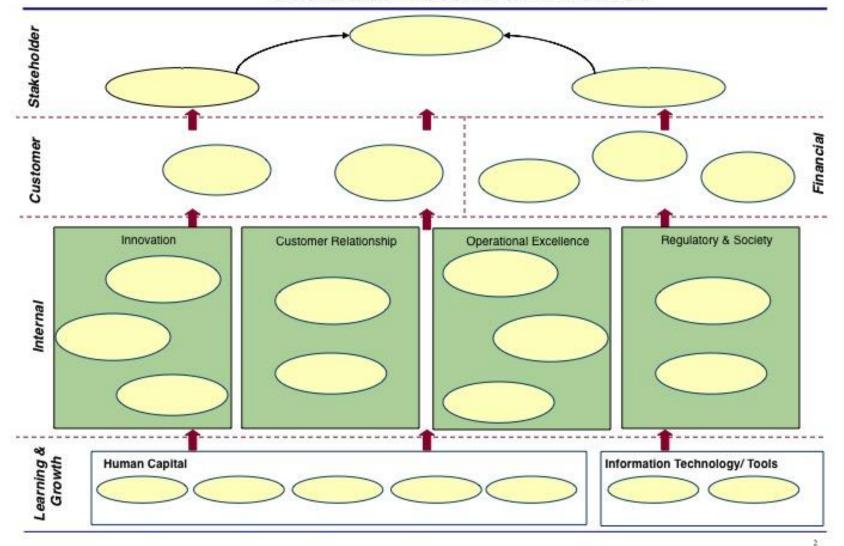


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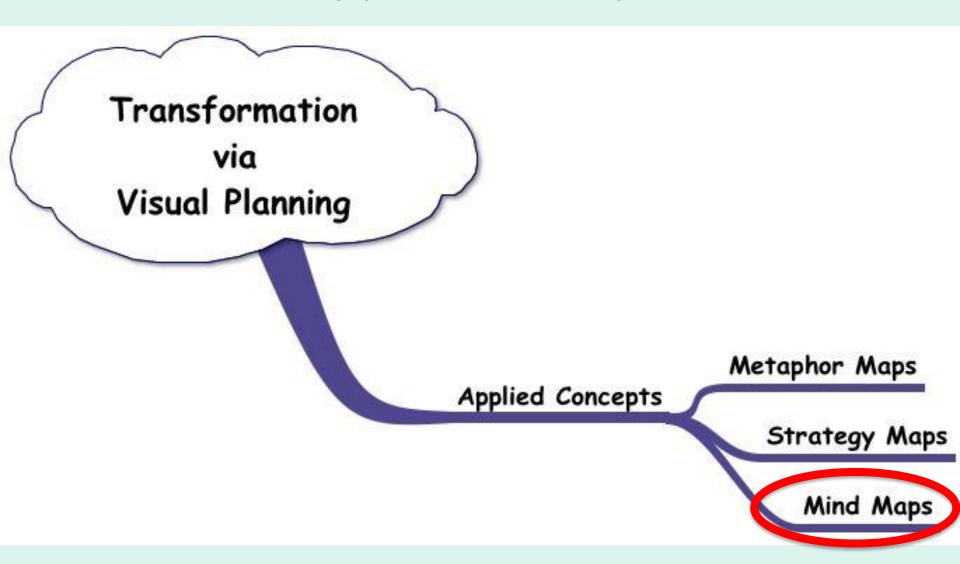
Strategy Map Template – Private Sector Includes Potential Themes

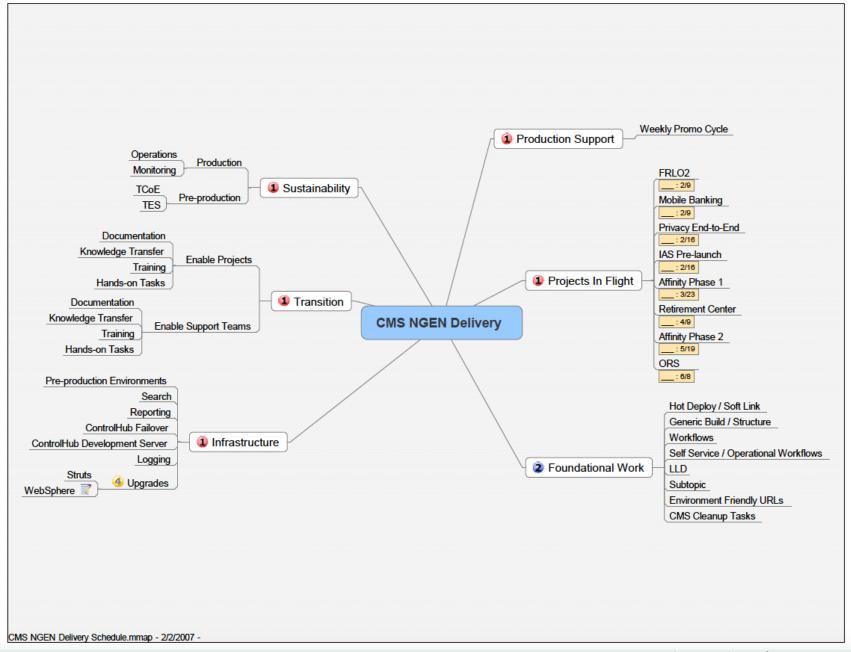


Strategy Map Template – Public Sector Includes Potential Themes



Applied Concepts





Mind Maps

- Purpose
 - Delivery team(s) alignment
 - Employee engagement
 - Expectation modeling
- Styles
 - 1. Product
 - 2. Process
 - 3. Investigatory

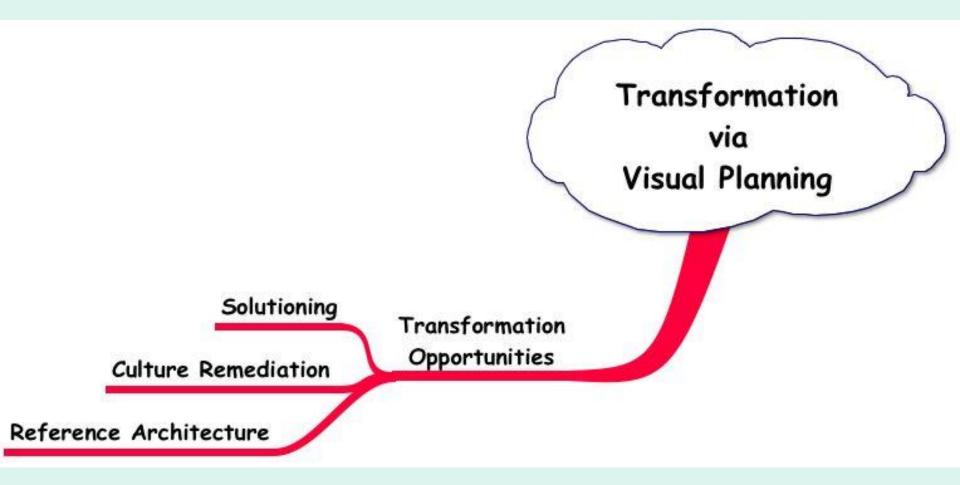
Mind Maps

- Outcomes
 - Demonstrable Consensus
 - Barrier Erosion
 - Increasingly finite planning (vs. plans)
- Participants
 - Closest to the work
 - Evolutionary refinement of vision and delivery
 - Top-down definition, bottom-up sizing

Engagement Examples

- 1. New eLearning Product Development
- 2. Product and Services Stagnation
- 3. Reimagining Product and Services
- 4. Cloud-based Multi-module Baseline
- 5. Cloud-based Multi-module Data Modeling
- 6. Global Solution Readiness Assessment
- 7. Incident Response Assessment
- 8. Agile Adoption Custom Plan
- 9. Agile Working Group Plan
- 10. Global Deployment Release Plan
- 11. Agile Maturity and Training Plan

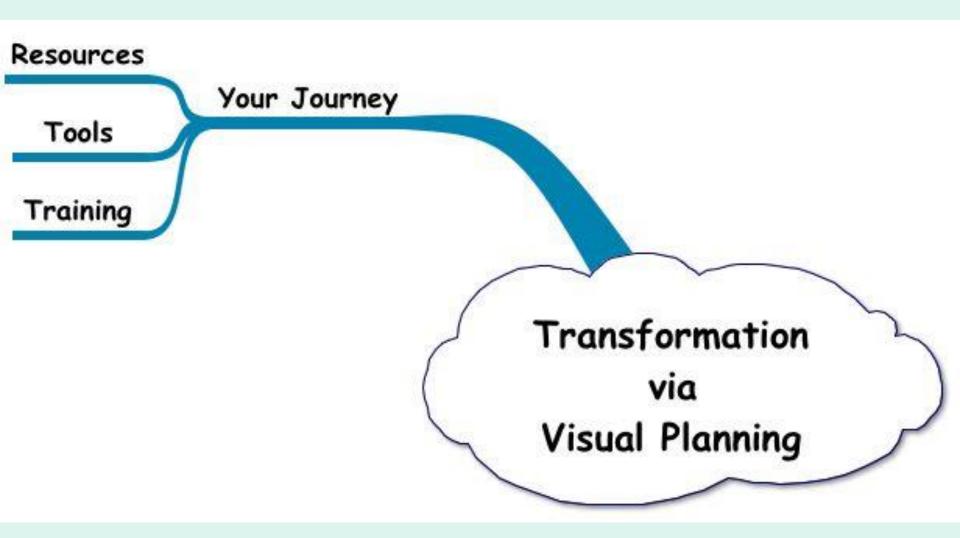
Transformation Opportunities



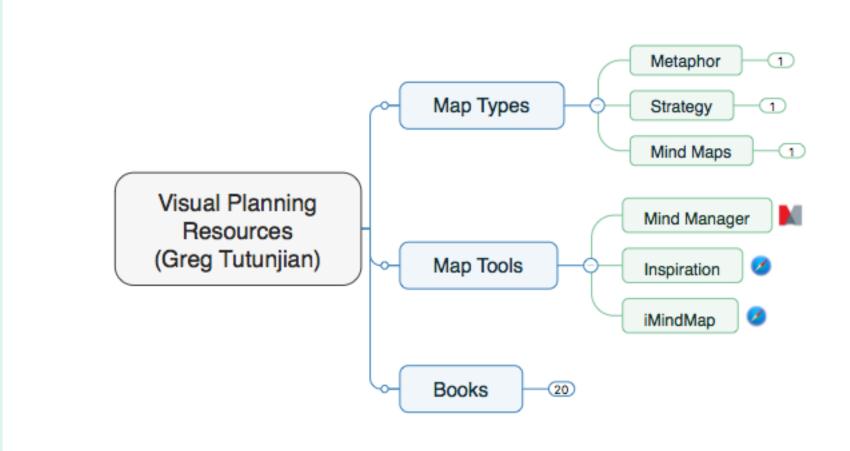
How To Get Started

- Solutioning
 - Model (early and often with everyone)
 - Refinement (leads to granular sizing)
- Culture Remediation
 - Evolutionary (not transformative out of the box)
 - Resistance (is not futile)
- Reference Architecture
 - Product framework
 - Service delivery

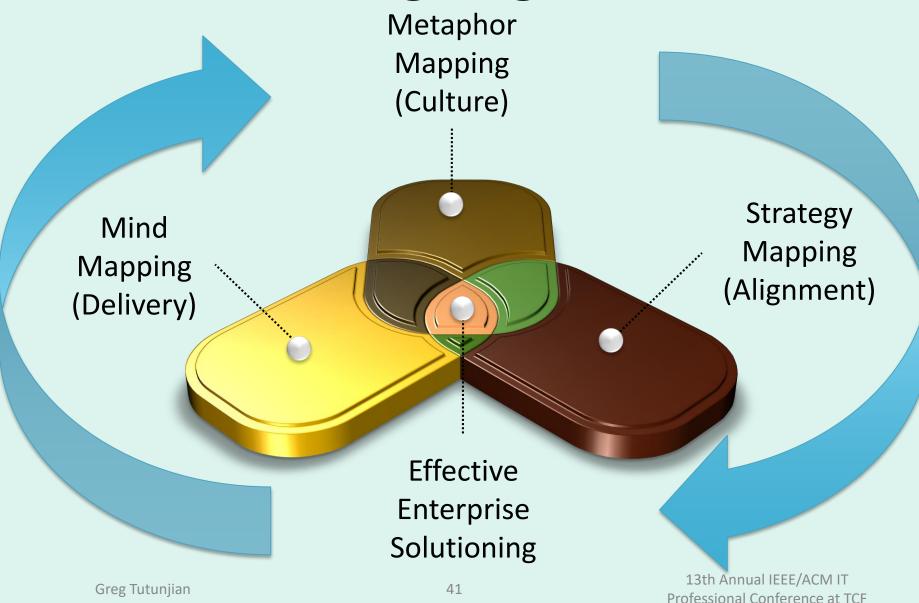
Your Journey



Visual Planning Resources



Mapping Progression





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