

# Enterprise Agility in SAFe Hands

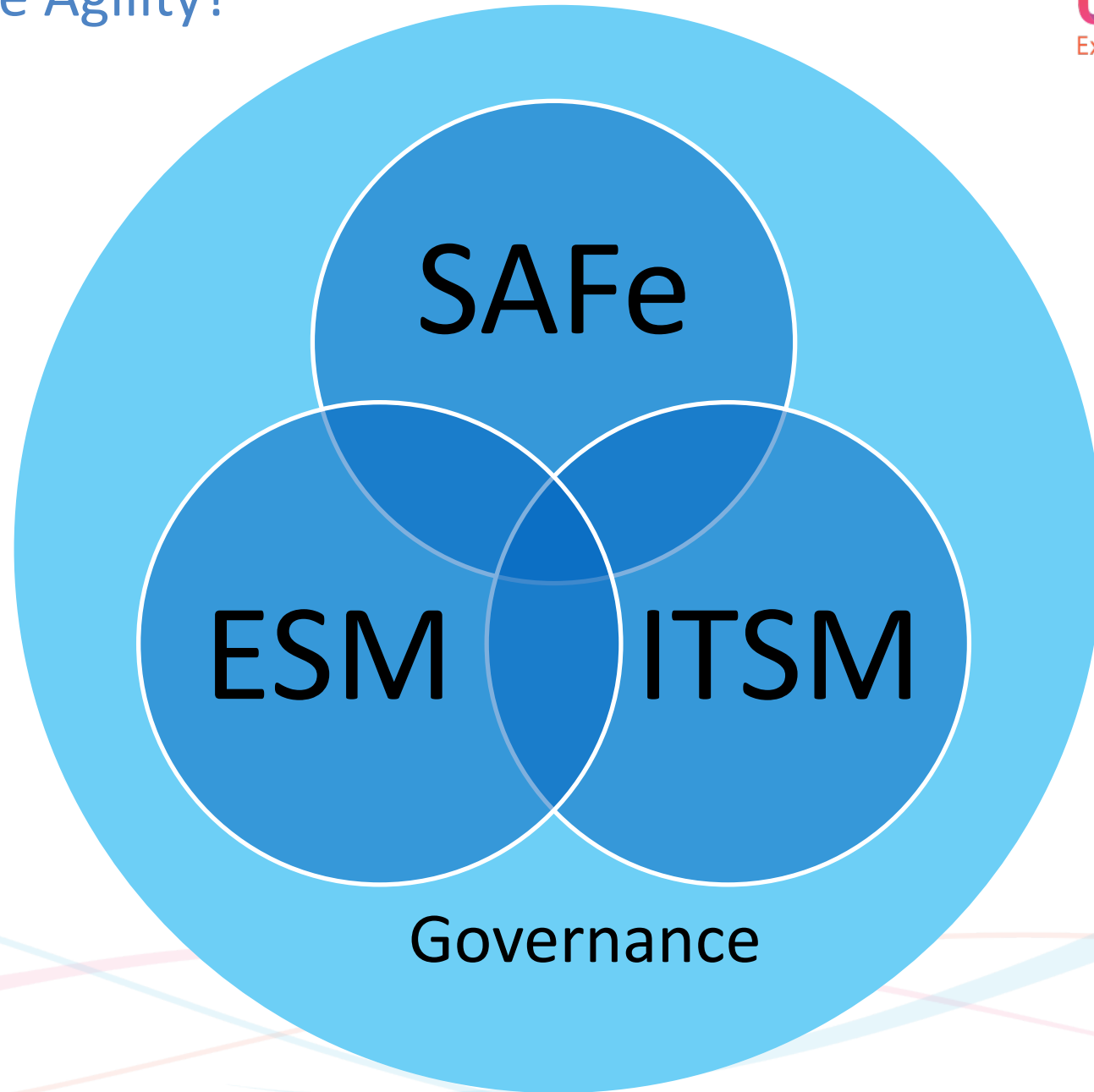
BCS CMSG Conference

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Applying IT disciplines to internal non-IT functions to deliver timely value to the business

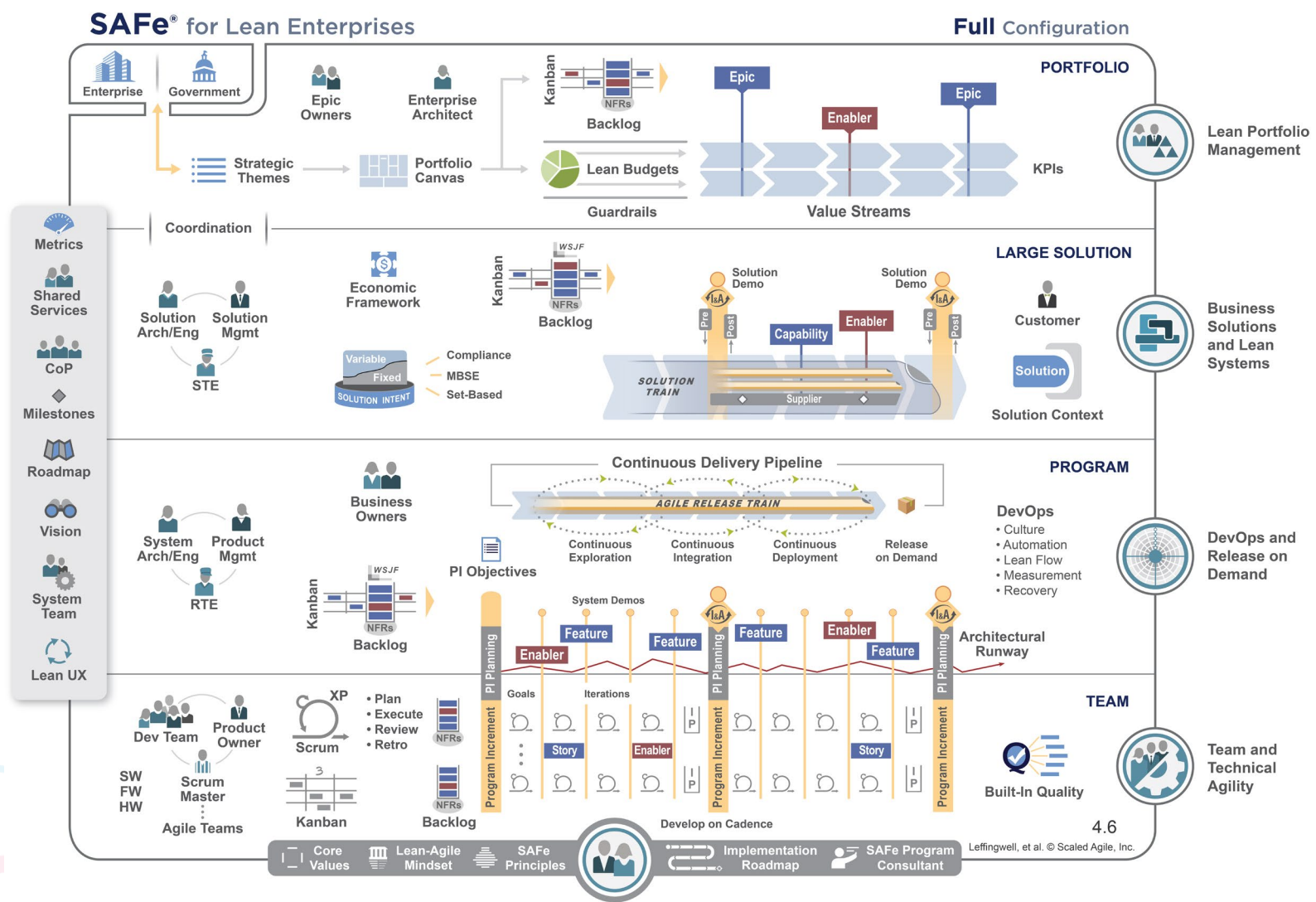
# What is Enterprise Agility?



# The Key Components

- Governance
  - Directs Evaluates and Monitors to achieve a common goal
- Enterprise Service Management
  - Enables specific internal business functions
- ITSM
  - Archetypes for internal business functions
- SAFe
  - Scales agility to an enterprise level

# SAFe® 4.6 for Lean Enterprises



Is it...

- Because we have a framework and we are going to use it

Or

- IT isn't the only part of the enterprise that struggles to deliver at business cadence

IT is not the real barrier  
to delivering business value

# Where is it appropriate?

- HR
- Facilities management
- Finance
- Legal
- IT

All areas where legitimate functional cadence is out of step with business cadence

All Areas where point solutions degrade business value



## Synchronicity and Predictability

## An E2E perspective

- Personnel able to function in their job when the business needs them
- Including everything they need to work
- Funds available to support business imperatives
- Flexible contracts allowing quick decisions
- IT embedded in all of the above

# Do Lean- Agile Principles Apply?

- Take an economic view
- Apply systems thinking
- Assume variability and preserve options
- Build incrementally with (fast) integrated learning cycles
- Base milestone on objective evaluation of working systems
- Visualise and limit queue lengths and manage queue lengths
- Apply cadence and synchronise with cross domain planning
- Unlock the intrinsic motivation of knowledge workers
- Decentralise decision making

6 Degrees of James Finister

Town Hall or keep it small

Common Media

#HumanOps

# Who is in charge?



Is probably the wrong question to ask HAL

- Agile experts are fixated on devs
- Delivery experts still lack the big picture
- Skills and attitudes
- Collaboration and communication
- Recognising the e2e customer story
- The catalogue, SLAs and KPIs
- The day job
- Governance

1. Business cadence challenges more than just IT services
2. Understands E2E Customer journey is key
3. Frameworks are not the complete answer
4. Intelligent scaling
5. Automation at scale
6. Collaborate using highly connected individuals
7. Governance really is the one ring to rule them all