

The most powerful

Agile measurement & growth platform



AgilityHealth Overview

Enterprise Business Agility

<https://agilityhealthradar.com/EBA>



BUSINESS AGILITY TRANSFORMATION

B I G P I C T U R E



TRANSFORMATION CORE COMPONENTS

Transformation Strategy

Training/Learning Roadmap

Coaching

ENABLEMENT - MAKE IT STICK

Measurement & Continuous Growth
(AgilityHealth)

Enable Self-Learning
(Growth Portal & Agile Videos)

Build Internal Coaches
(TTT, Courseware Licensing)

Transformation Challenges



Clarity & Alignment

- What problem or area are we transforming? What's the maturity roadmap? Do we have a common definition?

Measurement

- How do you measure alignment? How do you know you're improving? What metrics really matter?

Intentional Growth

- Measurement with no action is worthless data. How do you become intentional about growth and improvement? Where is help needed?

The goal of measurement should be to **enable growth**, not for judgment, reward or punishment.

AgilityHealth Overview



AgilityHealth is a *powerful* measurement & continuous growth platform designed for companies that want to *accelerate* the **growth** and **business agility** of their organization.



MEASURE

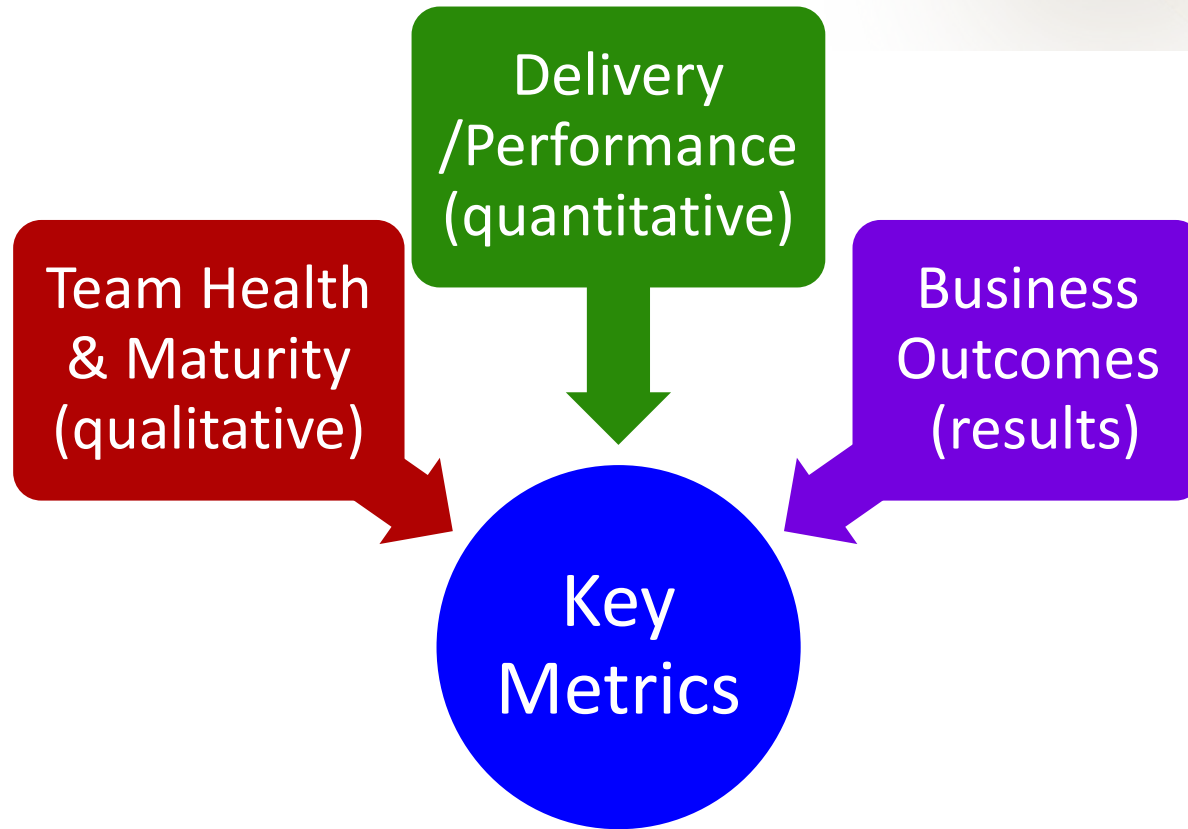


GROW



ITERATE

The THREE Metrics that Matter



AgilityHealth is a **single source of record** for your **enterprise teams** and their maturity, performance and outcomes

AgilityHealth Growth Model

Team Growth

Enables growth at the Team level. This backlog contains Team Growth and Organizational Items for leaders to address.

Multi-Team Growth

Enables growth at the Line of Business, Program or Product levels. This backlog contains Organizational Items from sub-teams and Enterprise Items for executives to address.

Enterprise Growth

Enables growth at the Portfolio and Enterprise levels. This backlog contains Enterprise Growth Items from all levels of the organization.



Who Does What?



Org Leader

- Analyze program, portfolio & LOB data
- Remove Enterprise obstacles



Agile Coach

- Multi-team roll up analysis
- Coaching the target teams
- Measure coaching impact



Managers

- Complete stakeholder survey
- Own removal of organizational growth items
- Measure growth



ScrumMaster

- Schedule and attend retrospectives
- Manage team growth plan



The Team

- Complete assessments
- Analyze results
- Build and execute growth plans

Growth Leadership Team - Overview



Leadership team focused on removing obstacles, coaching and helping mature teams to optimize their performance.

Who is Involved?

- Managers
- Agile Coaches*
- DevOps Coaches
- Program Mgrs/RTE*
- Product Managers*

What do they do?

- Review team assessment results
- Prioritize top 2 or 3 obstacles to remove
- Work as a team to manage the org level growth backlog

How do they operate?

- They manage the backlog in AgilityHealth
- They meet weekly
- They demo their progress to the teams monthly or quarterly

Agile

DevOps

Mgmt.

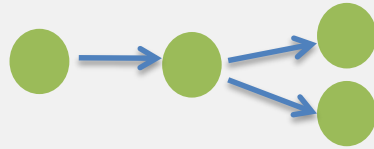
Program

Agile Roles & Talent Development (5x4)

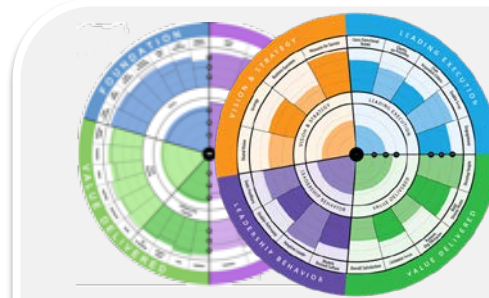
5 Roles, 4 Quadrants



LEARN



Build Role Specific Learning Roadmap



MEASURE

Role Health Radar +
Crawl, Walk, Run, Fly Maturity



ITERATE



Standup or Stabilize
Community of Practice

Show me | Pair with Me | Enable me



GROW

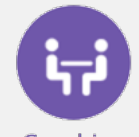
AgilityHealth Growth Portal



Health



Recommendations



Coaching



Videos

Enable Self-Learning

Agile Roles & Talent Development (5x4)

5 Roles, 4 Quadrants



Sr. Leaders



RTEs



Scrum Masters



Managers & Team Leaders



Agile Coaches



Product Owners





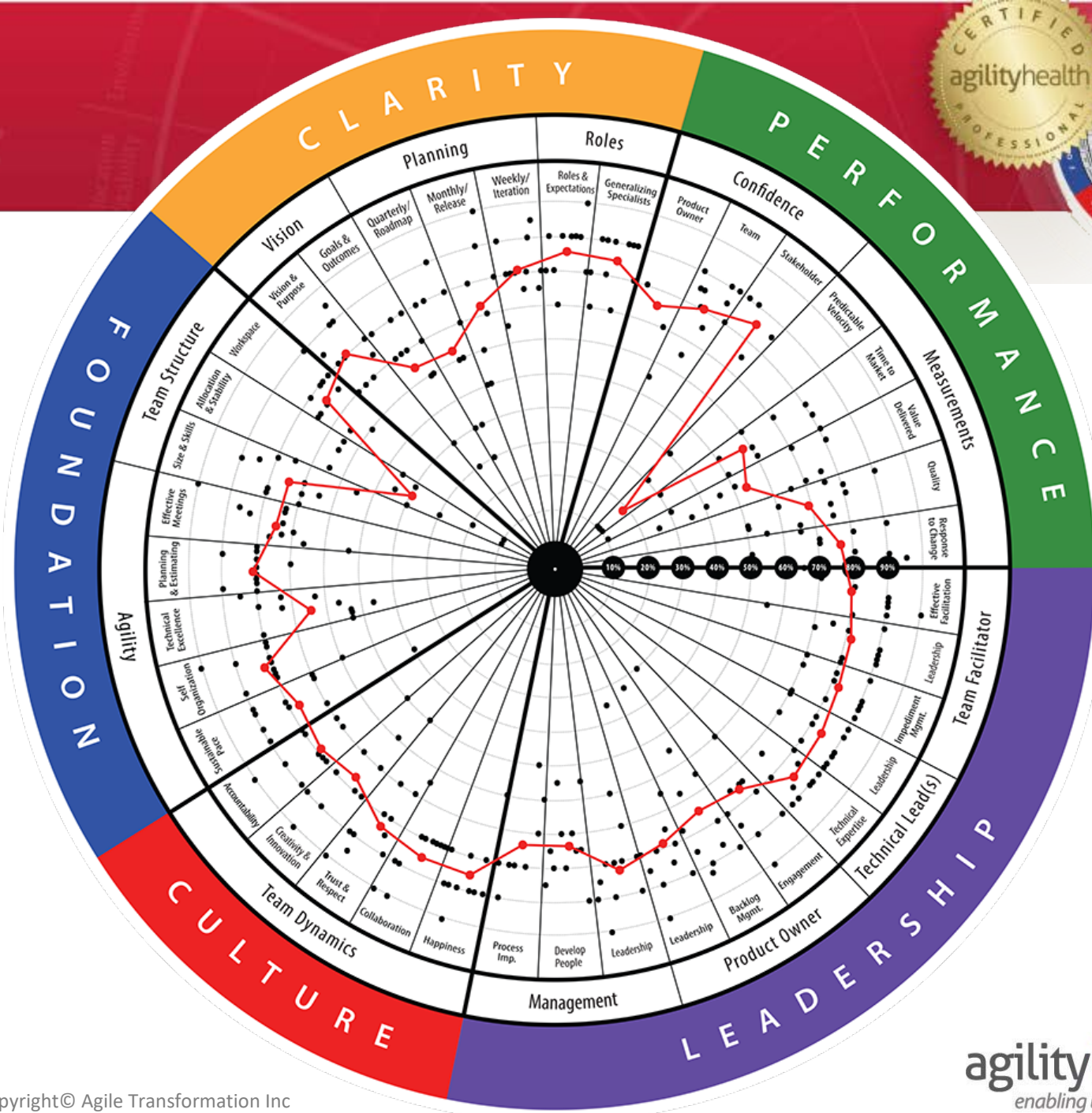
AGILE
TRANSFORMATION



Team Health & Maturity

Qualitative Metrics

Team Health





AGILE TEAM MATURITY ROADMAP



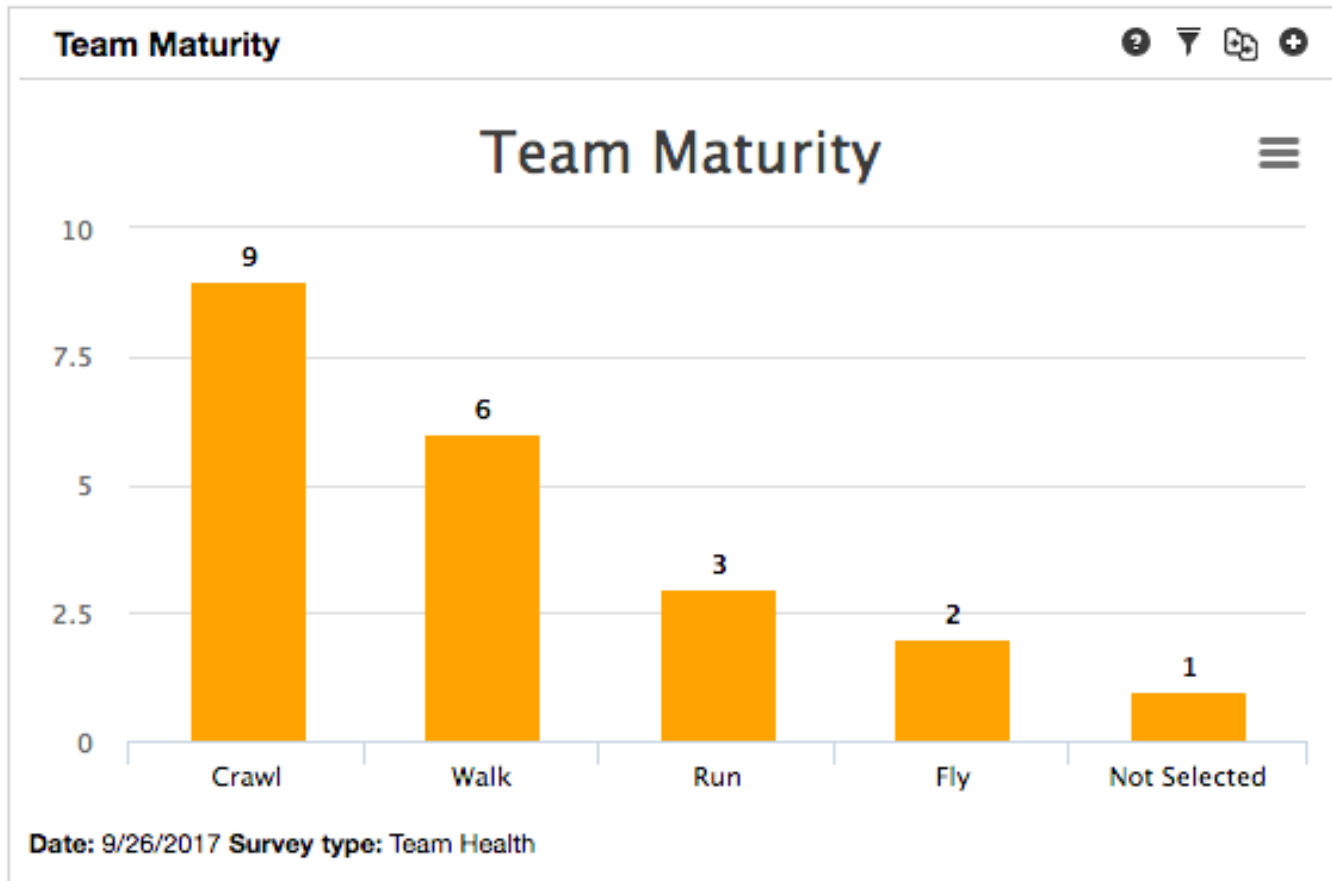
MATURITY
STAGE

CRAWL
(standup)

WALK
(stabilize)

RUN
(optimize)




FLY
(enable)



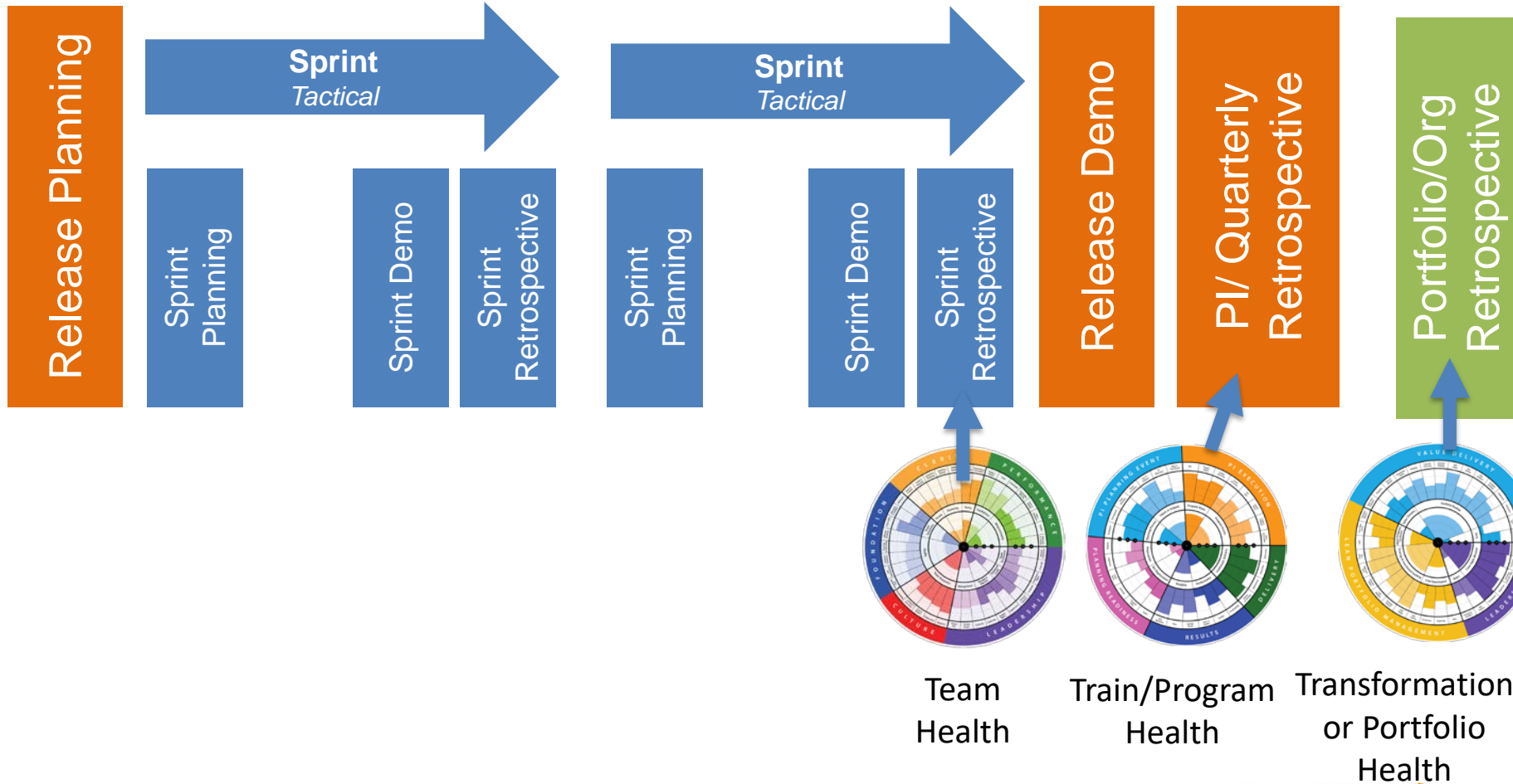
Maturity labels can
be customized



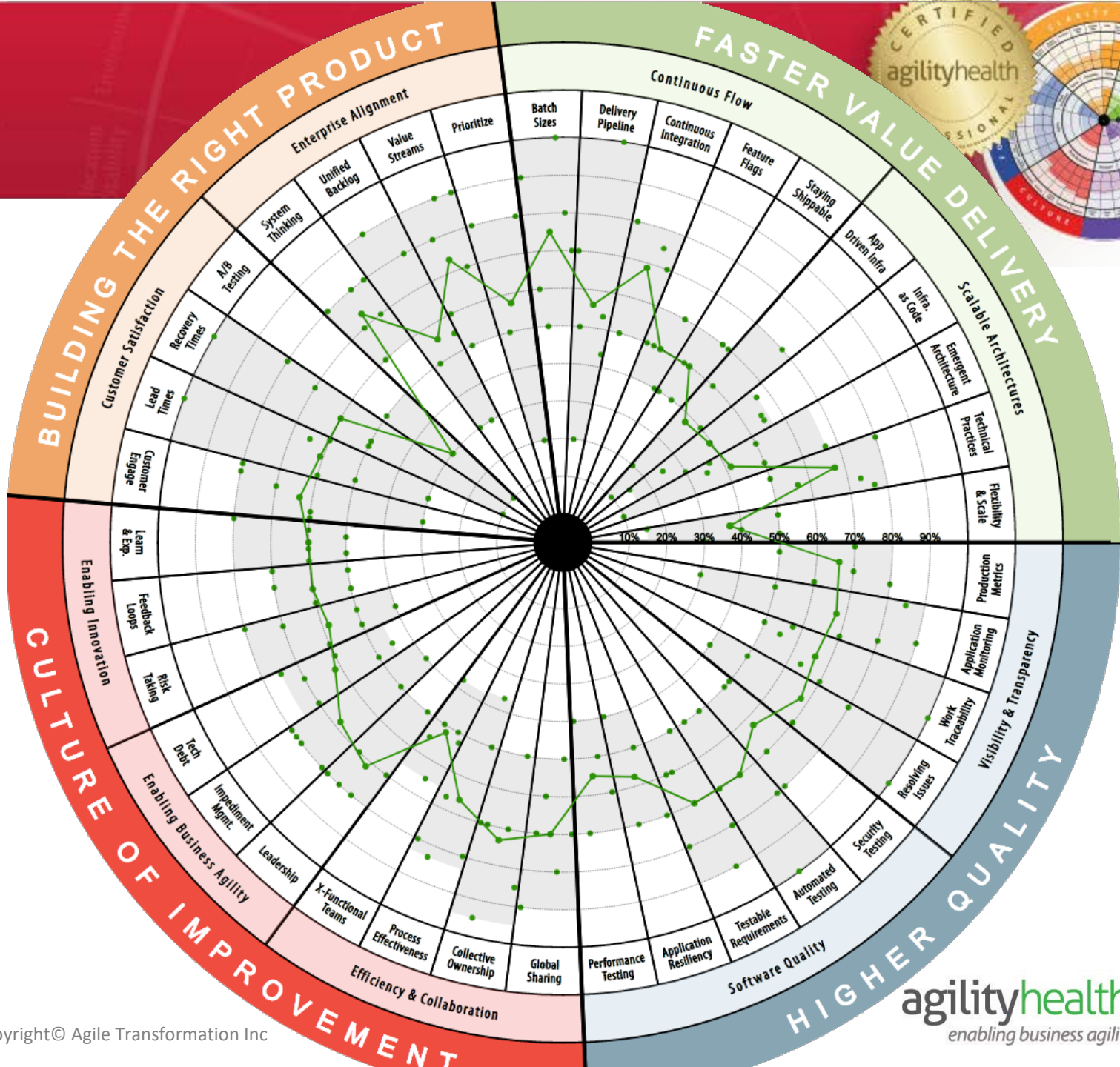
AGILE TEAM MATURITY ROADMAP

 MATURITY STAGE	CRAWL (standup)	WALK (stabilize)	RUN (optimize)	FLY (enable)
 RADAR SYMPTOMS	Most Dimensions below ~ 25%	Most Dimensions ~ 30%- 50%	Several Dimension ~ 60% - 80%	Several Dimension ~ 90%+
 GOALS	<p>1- Bring clarity to team vision, measures for success, backlog, plans and roles.</p> <p>2- Setup teams on basic Agile ceremonies and core practices.</p> <p>3- Setup foundation for success (structure, tools, infrastructure, skills, allocation, standards,..)</p>	<p>1- Remove organizational obstacles</p> <p>2- Strengthen leadership triangle roles</p> <p>3- Begin cultural journey – Agile leadership, collaboration and conflict mgmt. skills</p> <p>4- Begin technical agility and DevOps maturity</p>	<p>1- Enable self-organization and lean processes</p> <p>2- Address enterprise obstacles</p> <p>3- Strengthen technical agility and DevOps</p> <p>4- Mature discovery</p> <p>5- Measure business outcomes</p>	<p>1- Optimize business outcome delivery</p> <p>2- Enable experiments and learning</p> <p>3- Enable knowledge sharing across teams</p> <p>4- Enable change agents and leaders</p> <p>5- Share results and success</p>

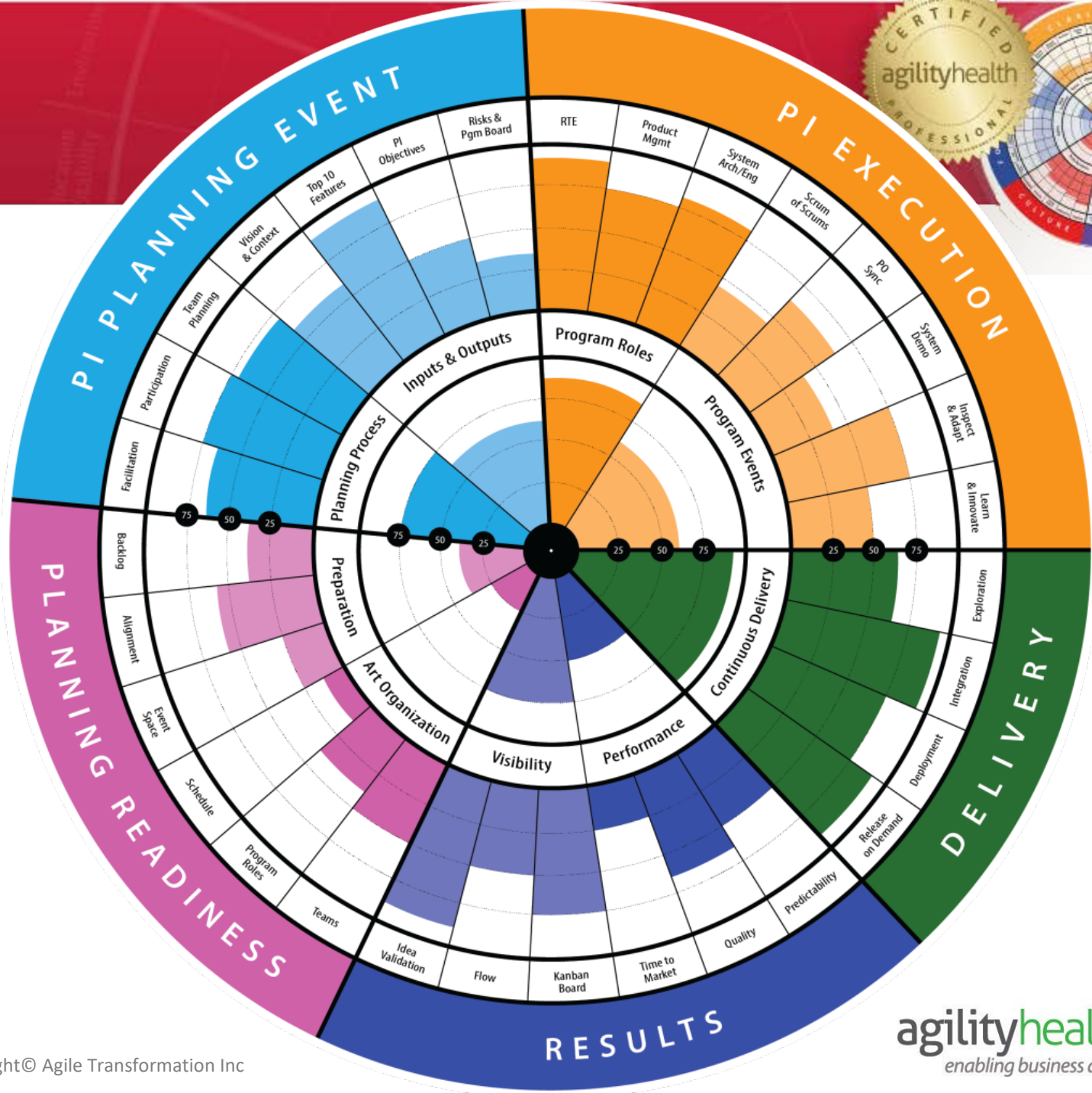
Tactical vs Strategic Retrospectives



DevOps Health



SAFe® Release Train Health Radar





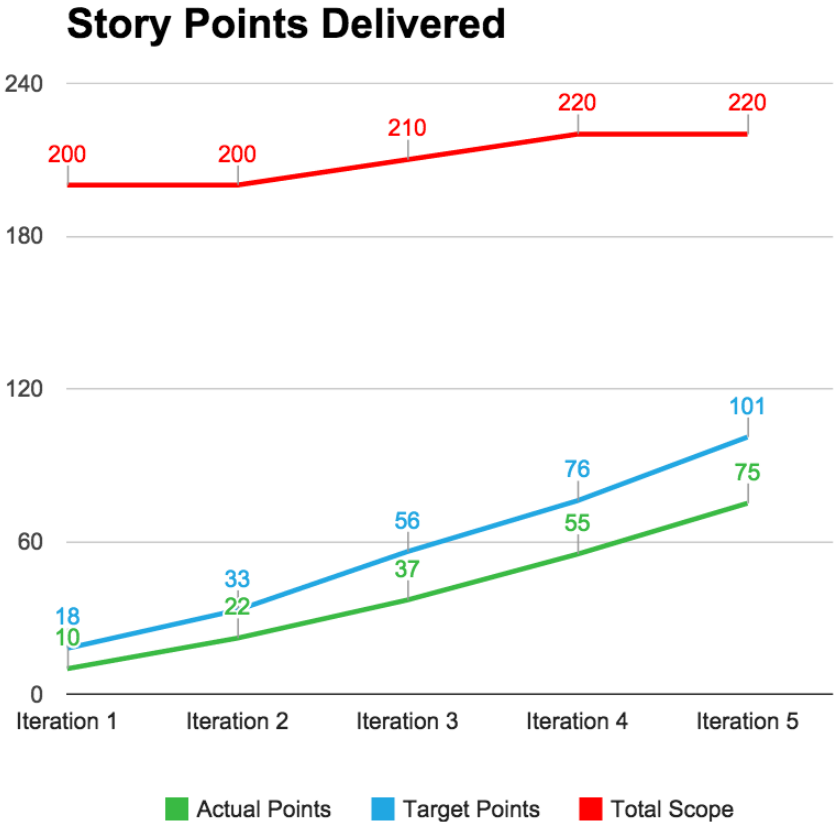
AGILE
TRANSFORMATION



Delivery and Performance Quantitative Metrics

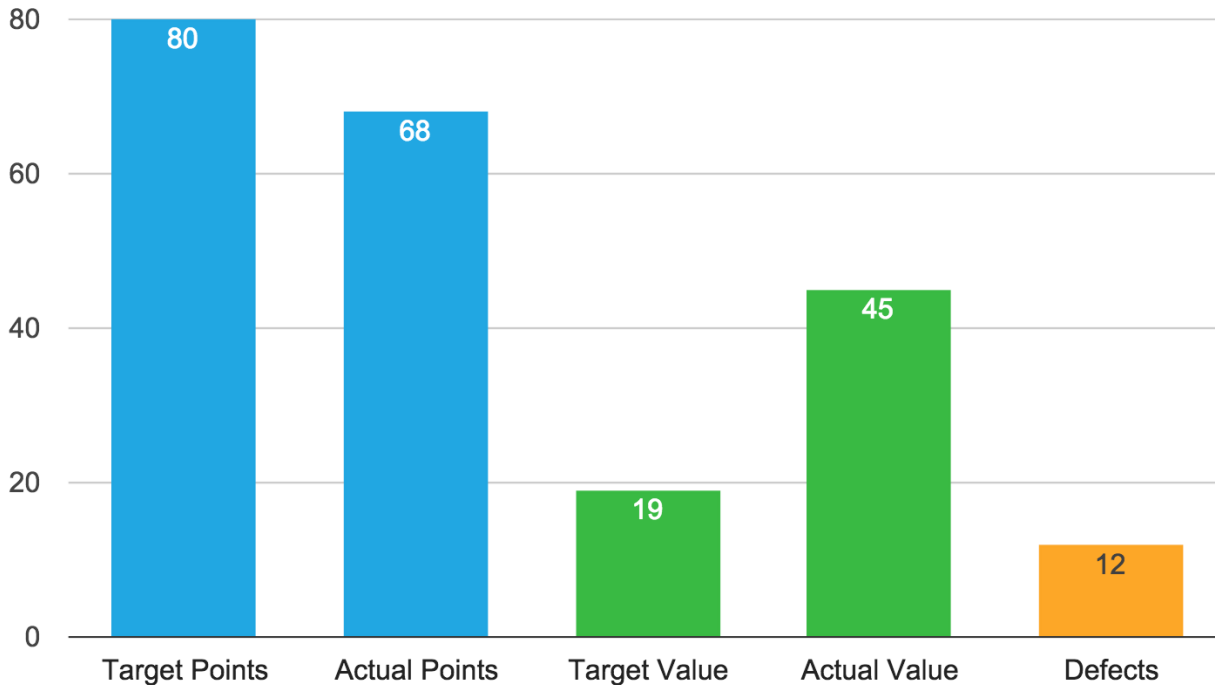
Team Performance Metrics

AgilityHealth integrates with Jira, Rally, VersionOne, HP & others to pull a few quantitative metrics



Release Health Metrics

Release Data



Features
Delivered
85%

Value
Delivered
237%

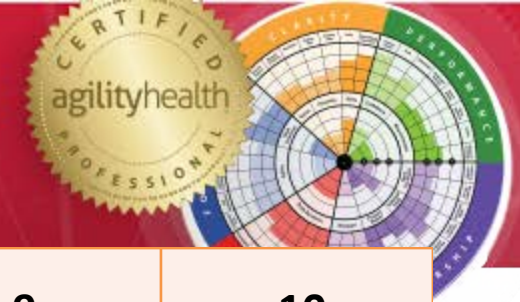
Escaped
Defects
12

Target Date
6/09/2015

Actual Date
6/19/2015



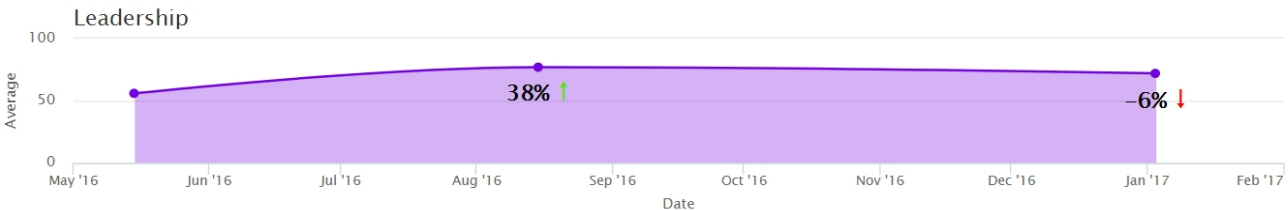
Performance Scale



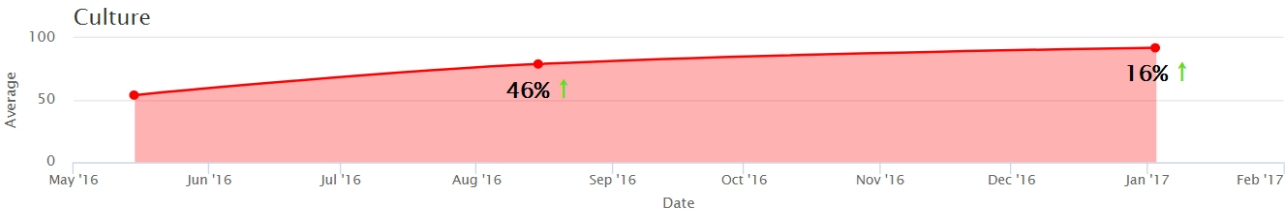
Customer NPS	<5	5 - 7	7 - 8	9	10
Delivery Cadence Ability (time to market?)	Bi-Annually or Annually	Monthly, Quarterly	Bi-Weekly	Weekly	Daily+
Responsiveness (Feature Cycle Time)	10+ wks	8 wks	6 wks	4 wks	<2 wks
Quality (defect density, tech debt)	Very Low	Low	Medium	High	0 Sev 1 defects
Predictability	<30%	30 – 40%	50 – 60%	70 – 80%	90%+
Team Happiness	<5	5-7	7 - 8	9	10



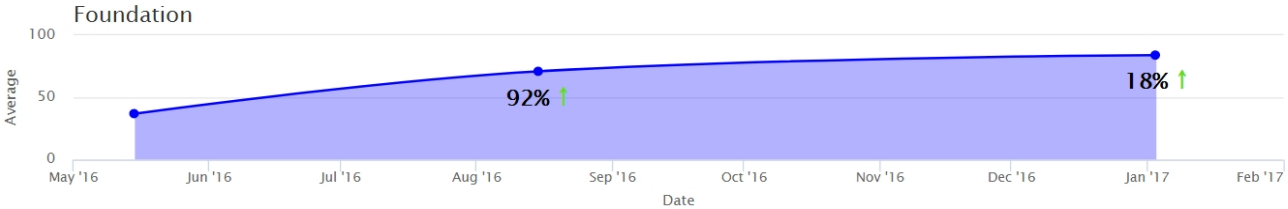
Program Improvements - Quarterly



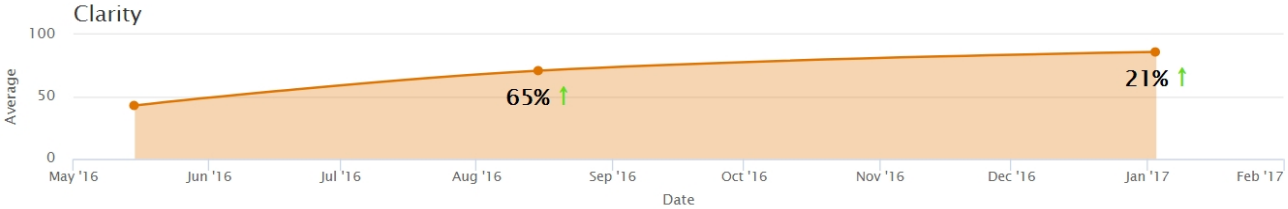
Leadership decreased by 32%



Culture Improved by 62%



Foundation Improved by 110%



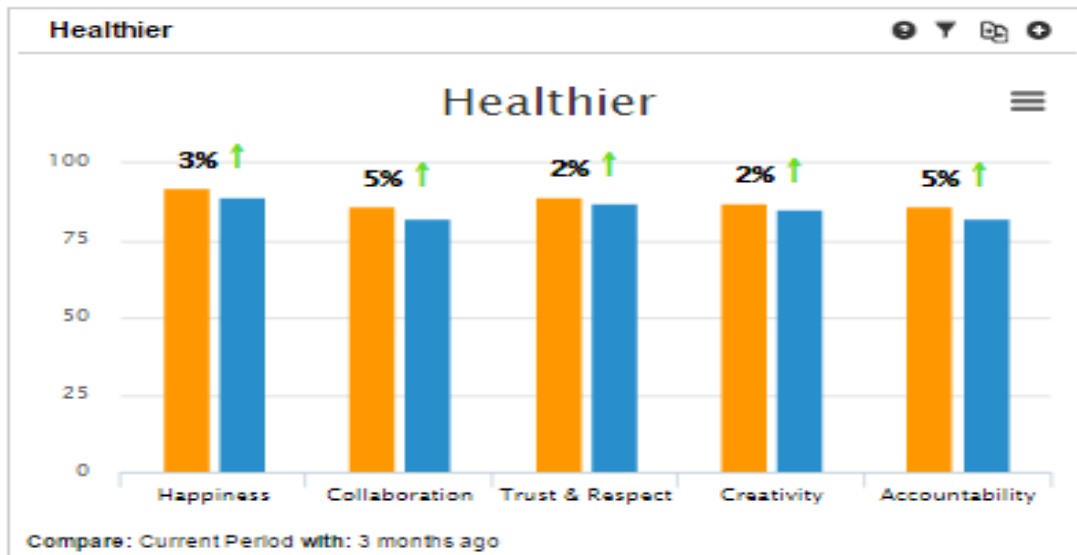
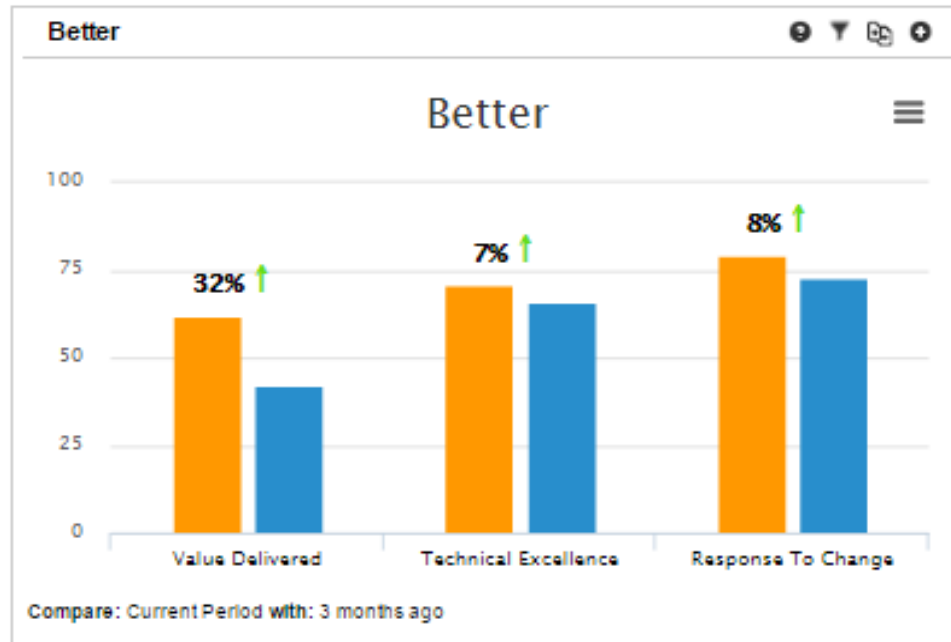
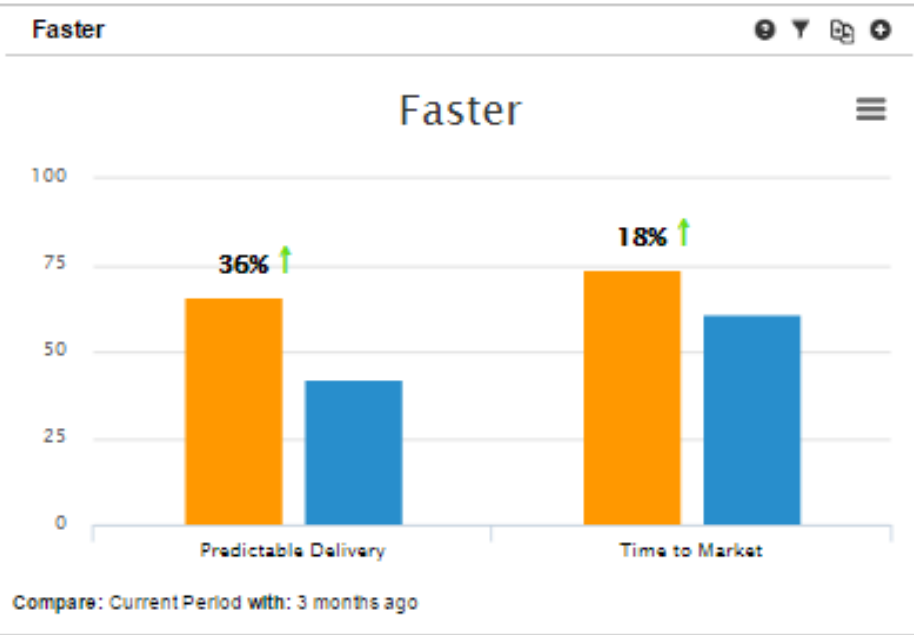
Clarity improved by 86%



Performance Improved by 134%

Enterprise Dashboard

Visualize Growth & Maturity Across All Teams



Improvements over the last quarter



AGILE
TRANSFORMATION



Business Outcomes

Outcome Definition | Team Level

Objective Title:

Increase customer conversion

Hypothesis Statement/Description:

We believe that by improving the usability of Product search and browse pages on our site, we will increase conversions from shopping cart to checkout.

Overall Progress:



Estimated ROI:

\$500,000




Estimated Capacity Cost:

\$160,000

Key Results / Metrics:

[+ Create New](#)

Calculated based on # of weeks per team, X avrg. cost per team 20k/week

Title	Progress	Metric	Now	Goal	By Date	Groups/Team(s)	# of Weeks (est)
Increase checkout conversion 		Checkout completion	50%	70%	May 30 2018	Mktg	
Reduce time to find relevant product.		Time between Search to Add to Cart	2min	30 sec	Dec 31 2017	BACA Team	4 Sprints (8 Weeks)

Outcome Definition | Team Level

Objective Title:

Increase quality and reduce escaped defects

Hypothesis Statement/Description:

We believe that by investing in test automation for our critical path customer journey use cases we will decrease the number of escaped defects in production.

Overall Progress:





43%

Estimated Capacity Cost:

\$240,000

*Calculated based on # of weeks per team
X avg. cost per team 20k/week*

Key Results / Metrics:

Title	Progress	Metric (baseline)	No w	Goal	By Date	Groups/ Team(s)	# of Weeks (est)
Customer satisfaction 		NPS (5)	6	9	Feb 30 2018	Customer Success	
Test automation coverage for critical path use cases		Automation (0%)	20%	100%	Dec 31 2017	LAVA Team	6 Sprints (12 Weeks)
Reduce escaped defects in production		Escaped defects (14)	7	0	Dec 31 2017	LAVA Team	Included above

Outcome Definition | Program Level

Objective Title:

Improve customer satisfaction

Hypothesis Statement/Description:

We believe that by addressing the top 3 pain points for our top 3 customers we will achieve higher customer satisfaction.

Overall Progress:

60%

Estimated ROI:

\$500,000

Estimated Cost:



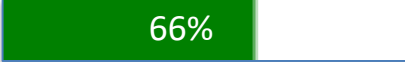

\$280,000

55

Value Pts

Calculated based on # of weeks per team, X avg. cost per team 20k/week

Key Results / Metrics:

Title	Progress	Metric	Now	Goal	By Date	Groups/Team(s)	# of Weeks (est)
Increase NPS score above 8 		NPS (4)	5	7	April 30 2018	Mktg	
Conduct 3 customer interview meetings		Interview meetings (0)	2	3	Dec 31 2017	Mktg	1 Week
Fix top 3 pain points for top 3 customers		Pain Points (0)	5	9	Dec 31 2017	Program Alpha (5 sub teams)	13 Weeks



Customer/org Impact metric

Business Outcome | Portfolio Level

Objective Title:

Launch new SMB health product to market

Hypothesis Statement/Description:

We believe that by launching the new SMB health product to market we will increase our market share for small business members.

Overall Progress:





16%

Estimated Capacity Cost:

\$1,280,000

*Calculated based on # of weeks per team
X avg. cost per team 20k/week*

Key Results / Metrics:

Title	Progress	Metric (baseline)	Now	Goal	By Date	Groups/Team(s)	# of Weeks (est)
Increase SMB membership 		Membership (30k)	30k	60k	July30 2018	Sales	
Launch SBM Health Product		Launch ()	Not Done	Done	Dec 31 2017	Program JAMZ (5 teams)	12 Weeks
Receive 100 quote applications for new product		Quote (0)	0	100	Feb 2017	MKTG	4 weeks



Customer/org Impact metric

Kanban View Design

Change view to a different LOB/Portfolio/Product

Filter by:

Line of Business A



#quality



This Quarter



Strategic Priorities

Quarterly Outcomes Backlog

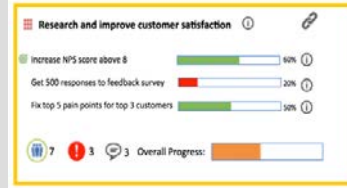
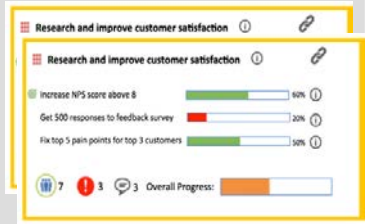
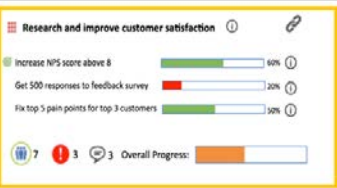
Product/Program A

Product/Program B

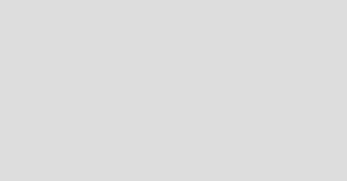
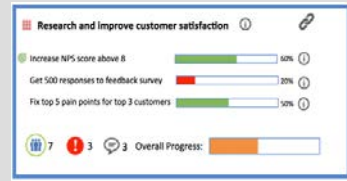
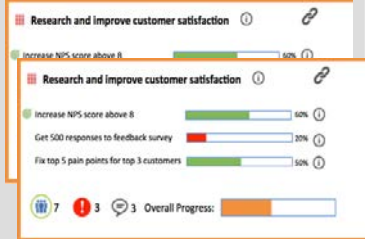
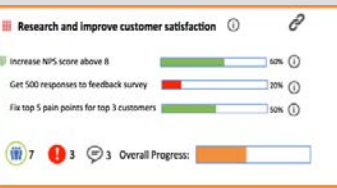
Top Obstacles



Communication between our team and other project/ BAU teams



Communication between our team and other project/ BAU teams



Communication between our team and other project/ BAU teams

Company level strategic priorities for this year

Quarterly Outcomes not pulled yet by programs/teams

Quarterly Outcomes pulled by this program/dept group

Top organizational impediments impacting current outcomes

Getting Started - AgilityHealth



Pilot

- Identify pilot teams and scope
- Execute pilot, rollup results, decision to rollout

Get Baseline

- Assess teams to get baseline of their current health, maturity and performance

Target & Rollout

- Identify key LOBs with growth potential
- Design growth strategy
- Train internal change agents and facilitators

Grow

- Execute growth plan

Iterate

- Re-assess each quarter
- Repeat



AGILE
TRANSFORMATION



Learning Roadmap by Role

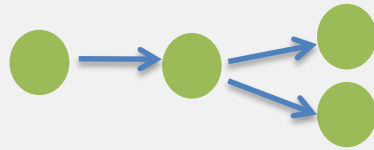
Agile Roles & Talent Dev. Strategy



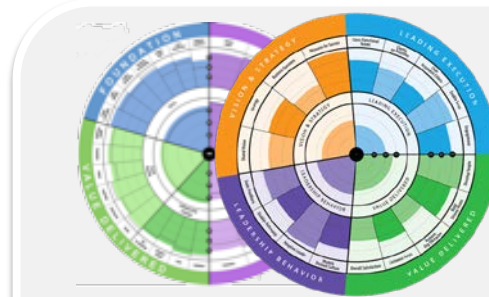
Agile Roles & Talent Development



LEARN



Build Role Specific Learning Roadmap



MEASURE

Role Health Radar +
Crawl, Walk, Run, Fly Maturity



ITERATE



Standup or Stabilize
Community of Practice

Show me | Pair with Me | Enable me



GROW

AgilityHealth Growth Portal



Health



Recommendations



Coaching



Videos

Enable Self-Learning

Agile Leaders and Managers Learning Roadmap

One workshop every ~3-4 months



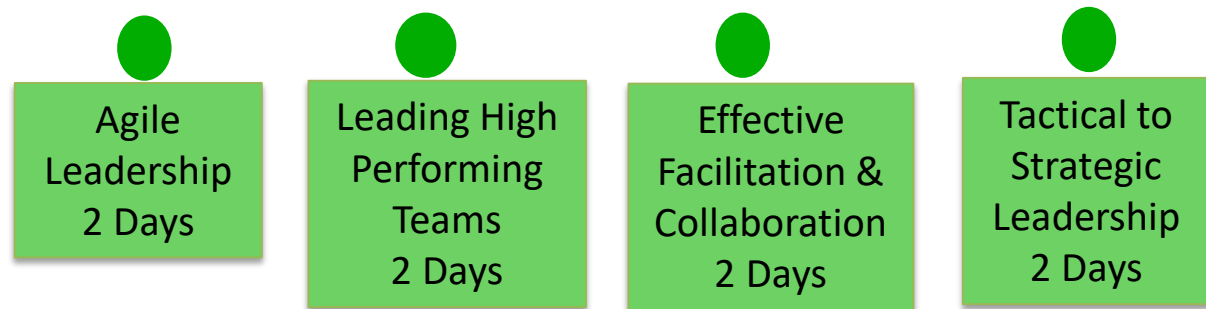
LEARN



Sr. Leaders



Managers & Team Leads



RTEs and Agile Coaches Learning Roadmap

One workshop every ~3-4 months



LEARN



RTEs

●
Real World
Agile for
Teams
3 Days

●
Leading
SAFe
2 Days

●
SAFe Release
Train
Engineer
3 Days

●
Effective
Facilitation &
Collaboration
2 Days



Agile Coaches

●
AgilityHealth
Facilitator
Certification
1 Day

●
Scaling
Measurement
and Growth
1 Day

●
ACI
Coaching
Agile Teams
(3 Day)

●
AgilityHealth
Agile Coach
certification
3 Days

SMs and POs Learning Roadmap

One workshop every ~3-4 months



LEARN



Scrum Masters

●
Real World
Agile for
Teams
3 Days

●
Leading
High
Performing
Teams
2 Days

●
Effective
Facilitation &
Collaboration
2 Days

●
Leadership
Triangle
Collaboration
1 Day



Product Owners

●
Real World
Agile for
Teams
3 Days

●
Agile for POs
Deep Dive
2 Days

●
Agile
Leadership
2 Days

●
Leadership
Triangle
Collaboration
1 Day