

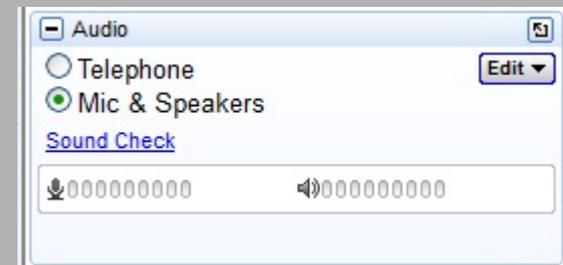
# Welcome to the webinar.

## We will begin shortly.

There are two methods for listening to this webinar.

- Select Audio from the tool box on the right side of your screen, and select either Telephone to call in and listen using your telephone, or Mic & Speakers to use your computer's speakers.
- For telephone access, please use the phone number provided in your webinar confirmation e-mail or the number provided in the tool box. When you dial In, you will be prompted to enter your Access Code and Audio PIN.
- If no phone number is listed, you must use the Mic & Speakers option.
- All participants are muted during the webinar.

FOR DEMONSTRATION PURPOSES





# Agile Service Delivery

**Hosted by:** Marlaina Lombardi, IIBA

**Presented by:** Michael Boyle, Head of Procurro Solutions

# Gain a Competitive Edge with IIBA Membership

Supports your connections, your development and your career growth



## Online Library

- 300+ industry books and videos - a \$15,000 USD value.



## Essential Resources

- BABOK® Guide v3
- Agile Extension to the BABOK® Guide
- QuickTips™
- Member e-newsletters & BA Lens magazine



## Discounts

- Savings of 10-20% on conferences, including Building Business Capability (BBC)
- Training discounts



## IIBA Career Resources

- Career Centre
- Competency Model
- Special Interest Groups



## Connections

- Join your local Chapter
- Volunteer
- Participate in online Community



## Webinars

- Access to webinars on the latest topics

## OUR DRIVER

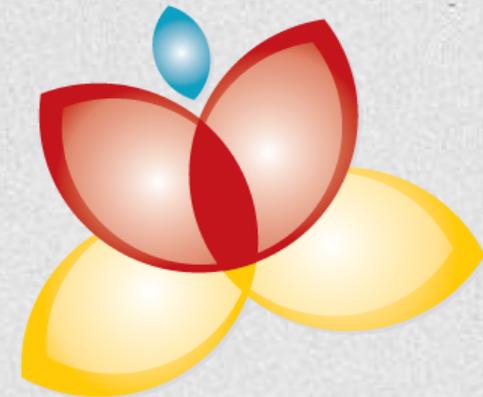
“Unite a community of professionals to create better business outcomes”

- IIBA Core Purpose



# Agile Service Delivery

procurro ⚙️



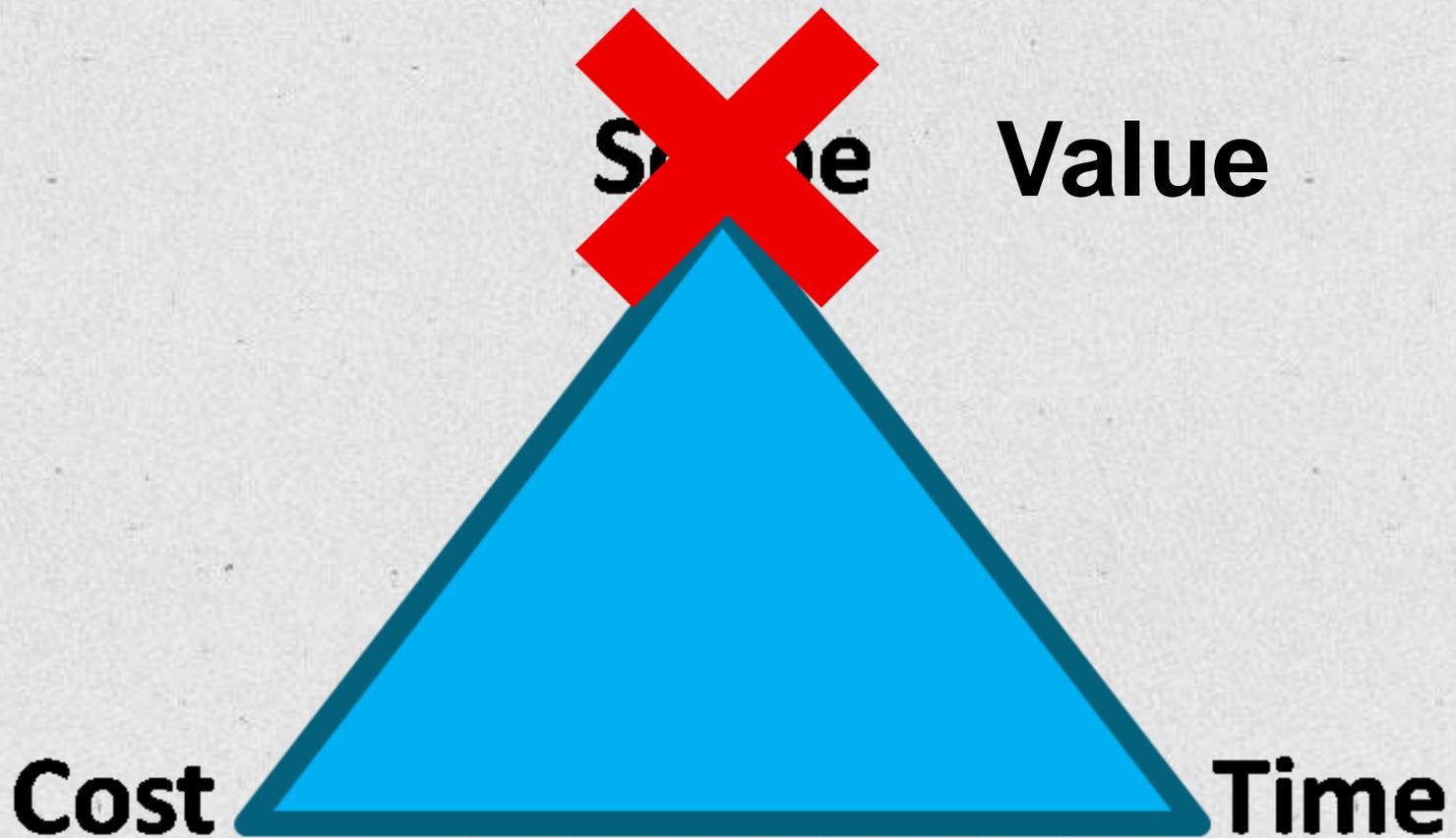
10.10.2017

# Agenda

- ★ Present (where are we now?)
- ★ Problem (what are we confronted with?)
- ★ Proposal (a different way)
- ★ Position (How does a BA fit in?)

**Conversations among human beings *sound* human. They are conducted in a human voice.**

## What is Agile



## Customer in the Middle



PLEASE LISTEN



TO SCIENCE

## 6. Service delivery

### 6.1 Service level management

-  Service requirements
-  Service level agreements
-  Service catalog records
-  Review records
-  Internal service agreements

Change management

### 6.3 Service continuity and availability management

-  Requirements
-  Risk assessments
-  Service continuity plans
-  Service availability plans
-  Test records
-  Availability monitoring records
-  Review records

### 6.5 Capacity management

-  Requirements
-  Plans
-  Predictive analysis
-  Resource utilization reports
-  Reviews

Change management

### 6.4 Budgeting and accounting

-  Policy
-  Procedure
-  Budget(s)
-  Costs
-  Reviews

### 6.2 Service reporting

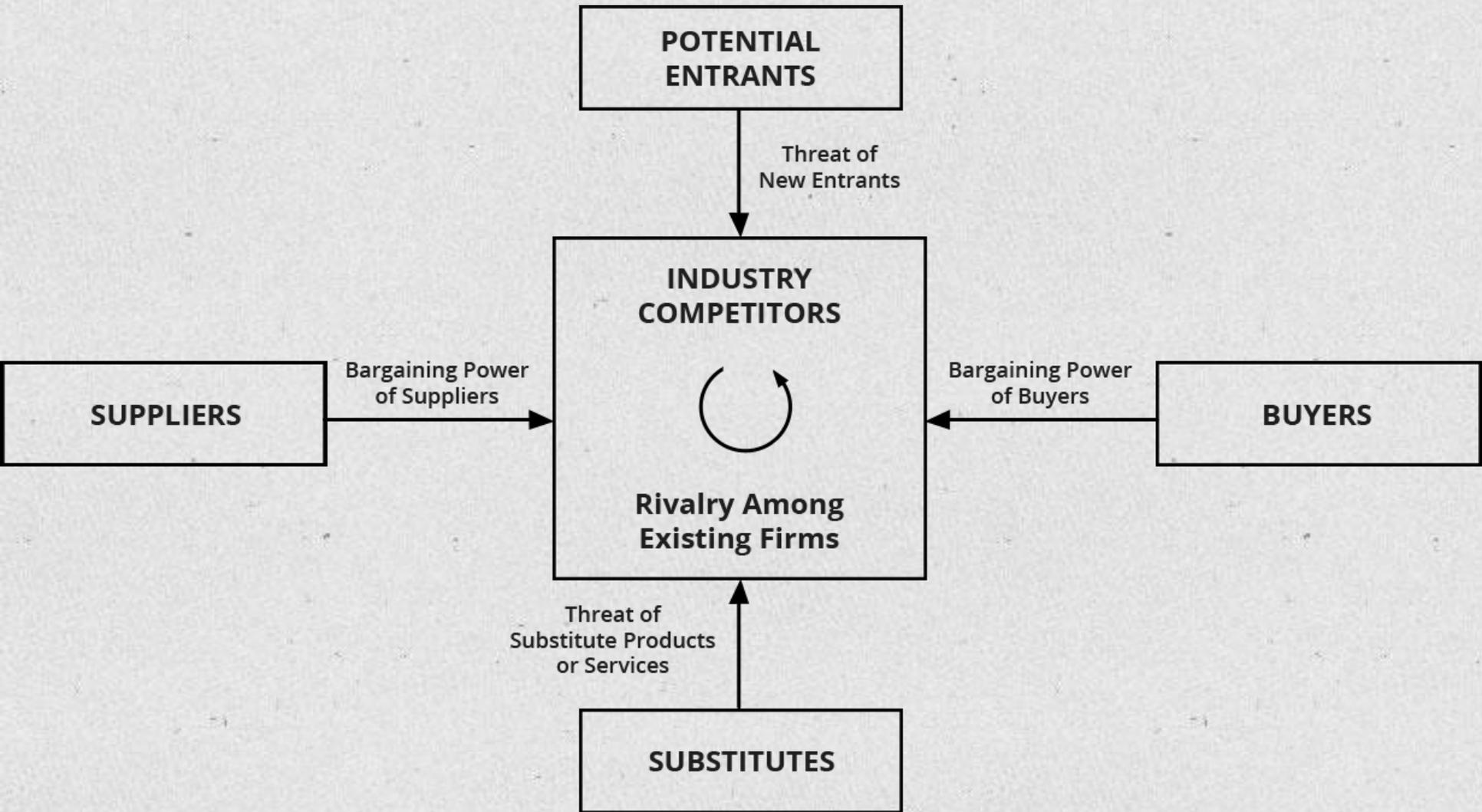
-  Reports definitions
-  Customer agreements
-  Reports
-  Communication plans

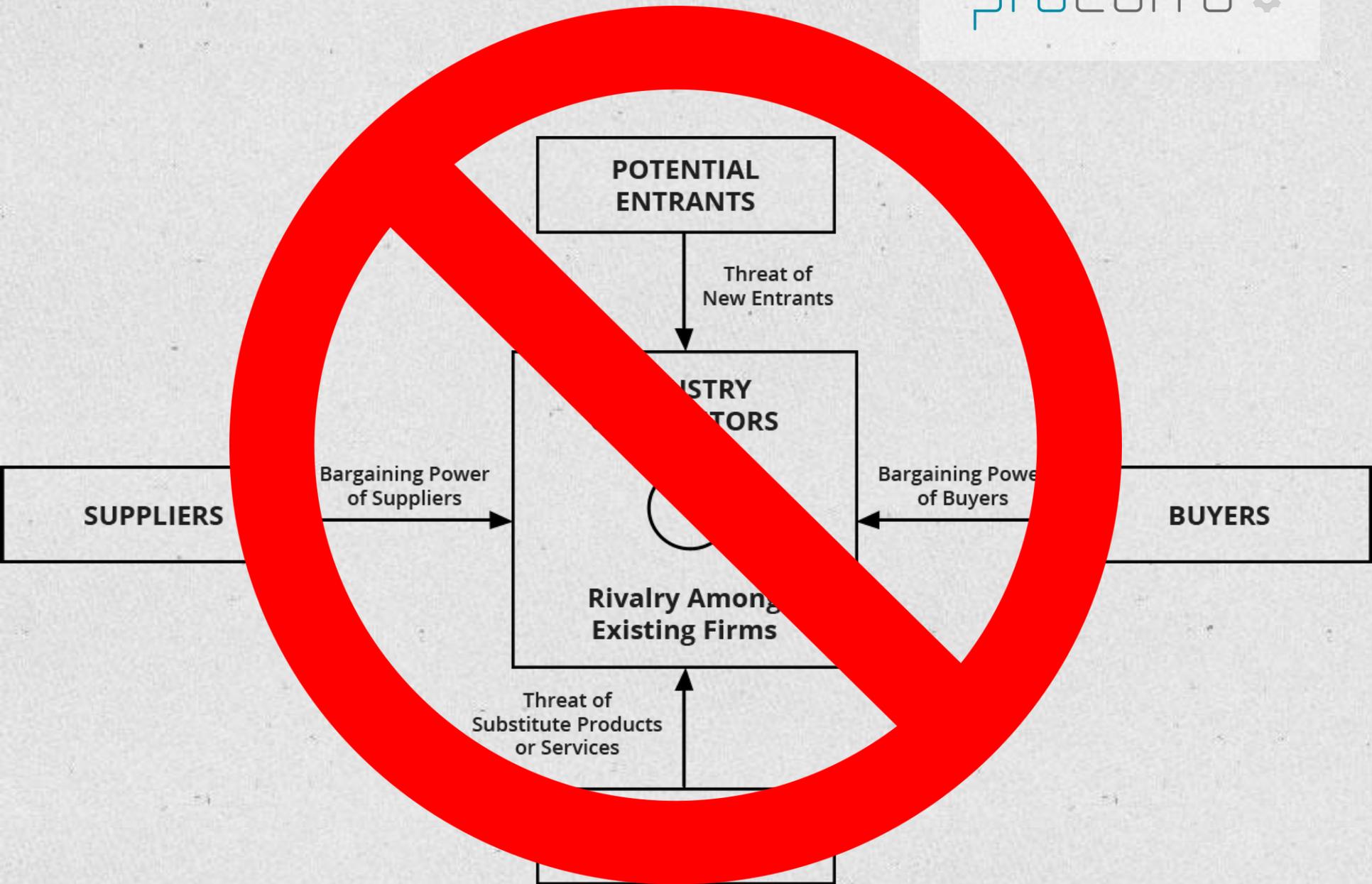
### 6.6 Information security

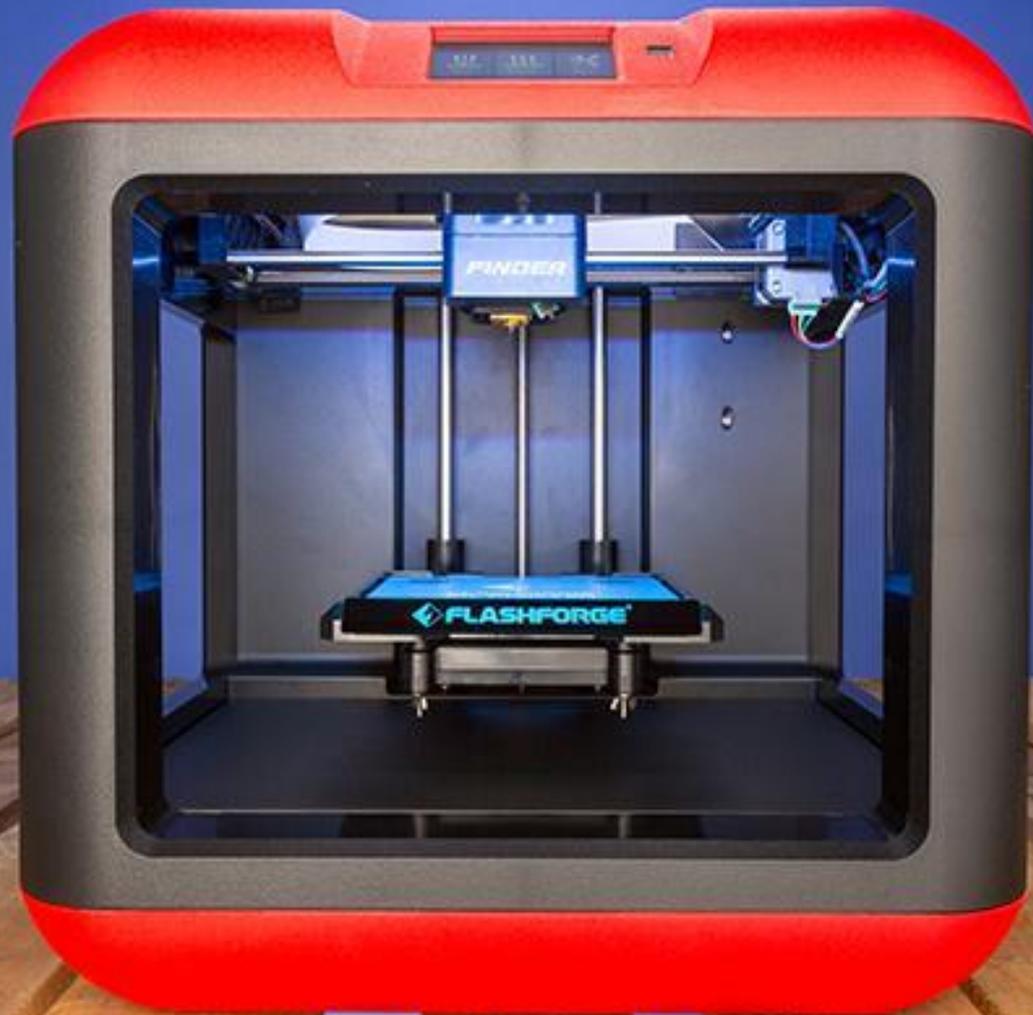
-  Policy
-  Risk assessments
-  Audit records
-  Security controls
-  Security incidents

Choice



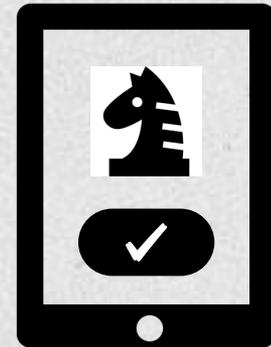
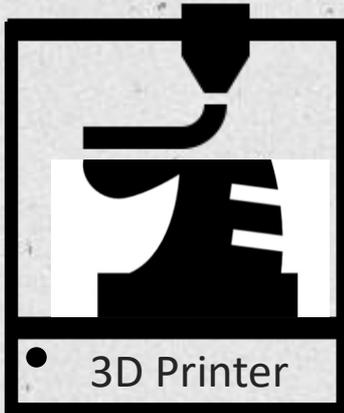








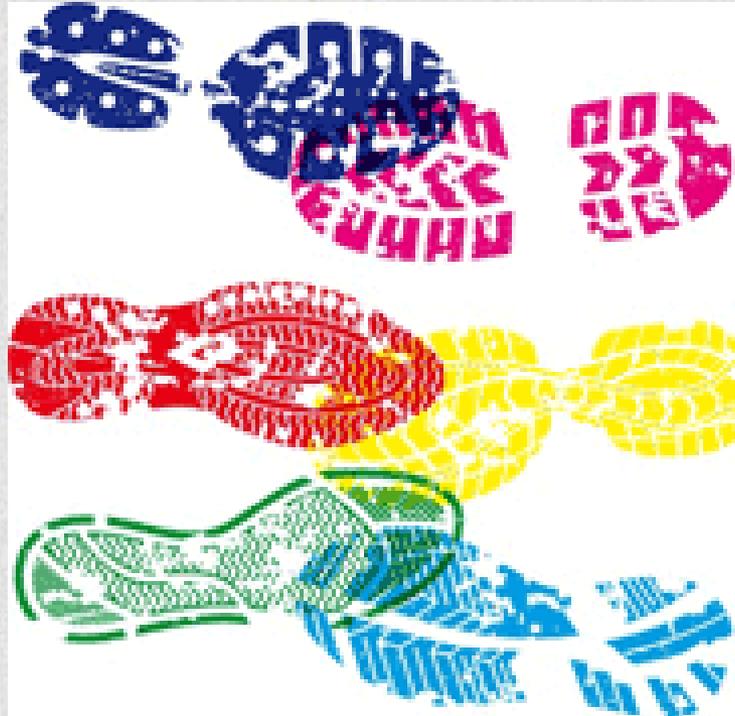
Order Processed



Your Order

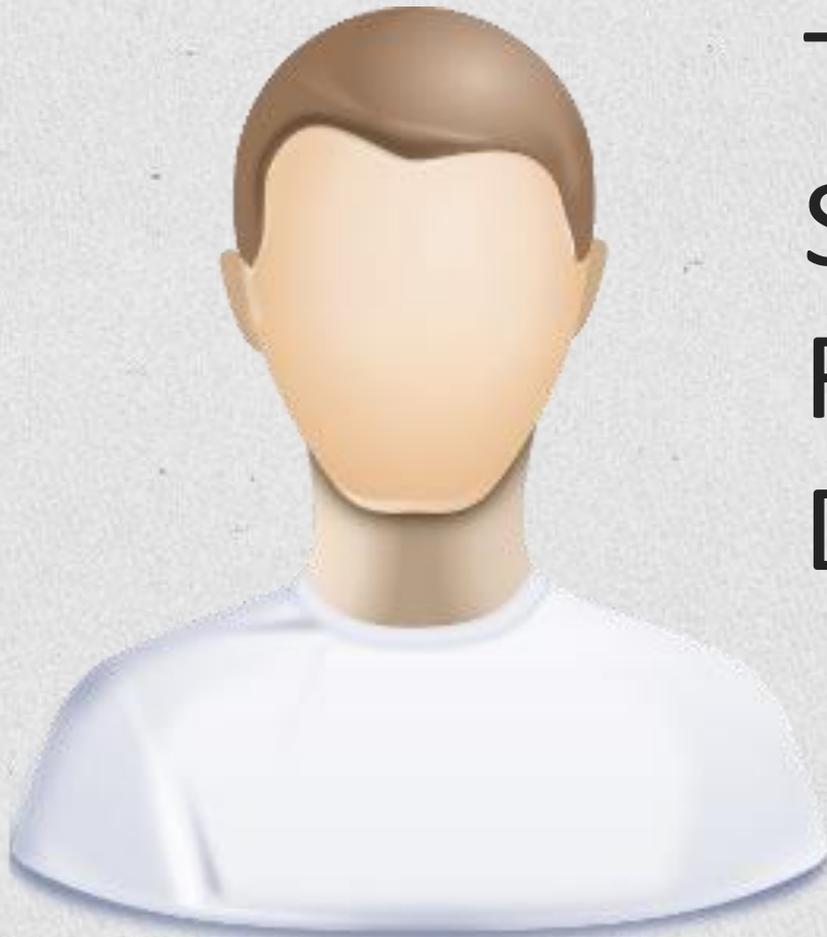
Service  Value

## Oyakudachi



Focus on Individuals and Interactions

## Persona Analysis

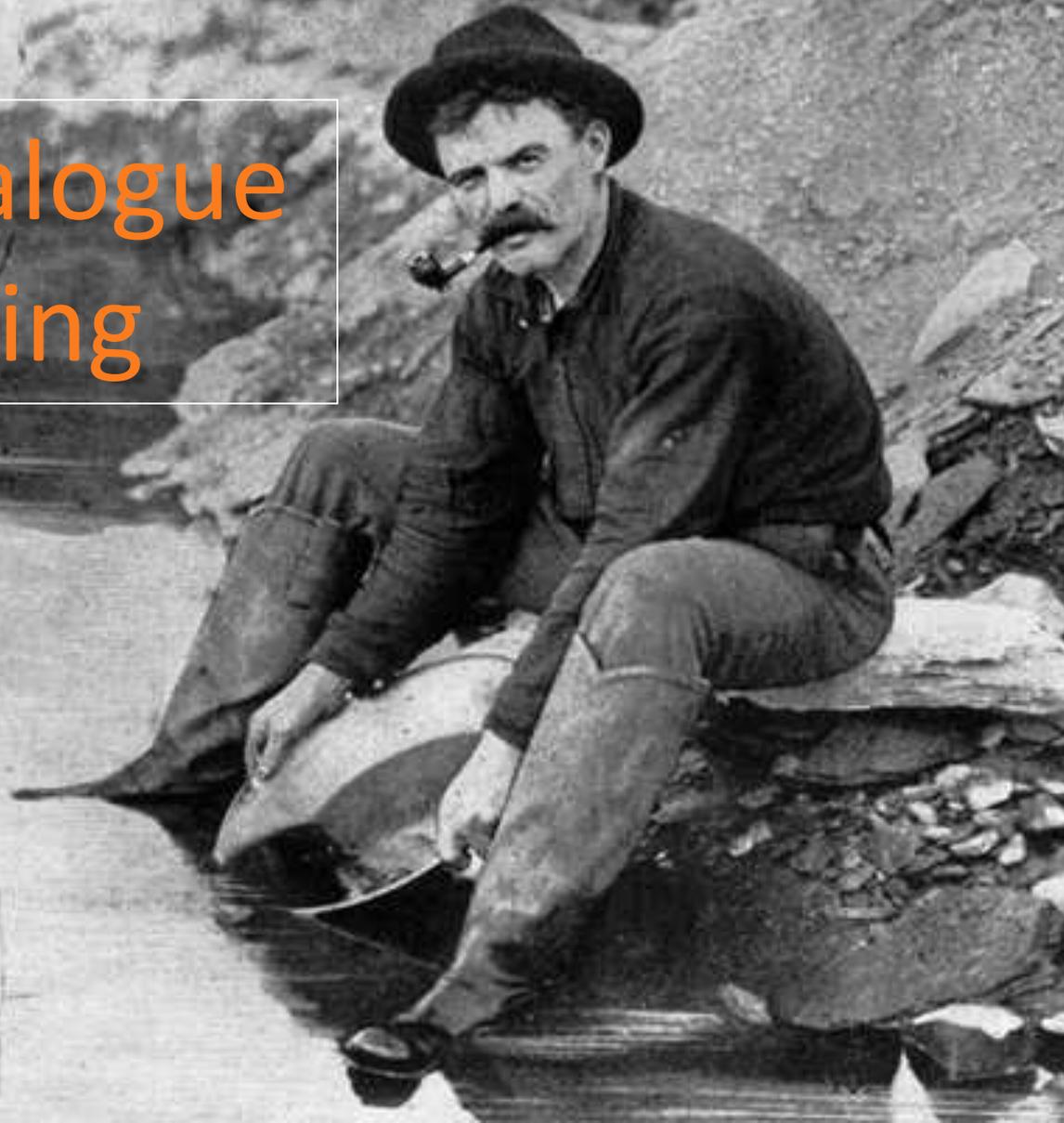


Think  
See (Influencers)  
Feel  
Do

# CUSTOMER JOURNEY



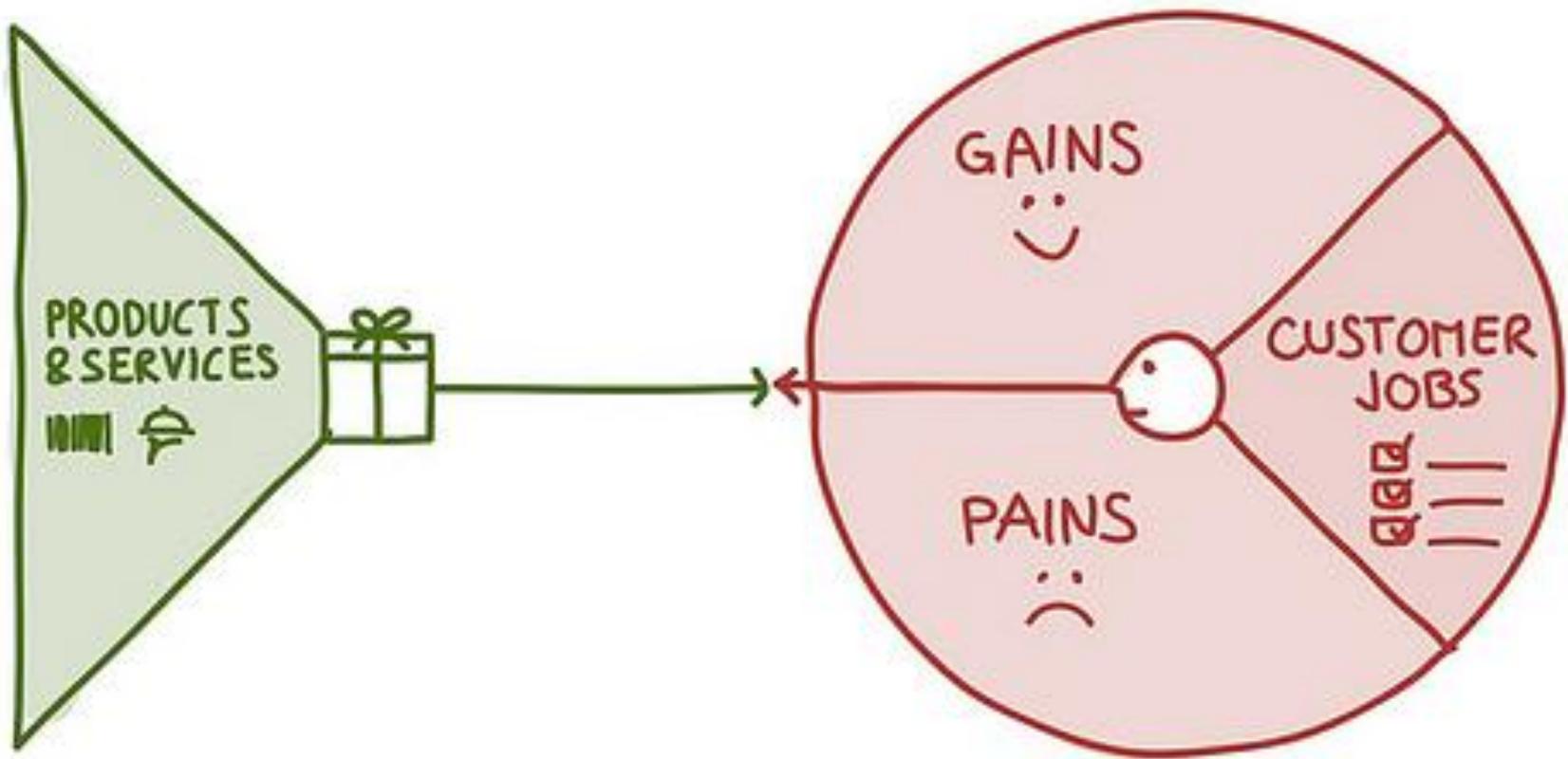
# Catalogue Mining

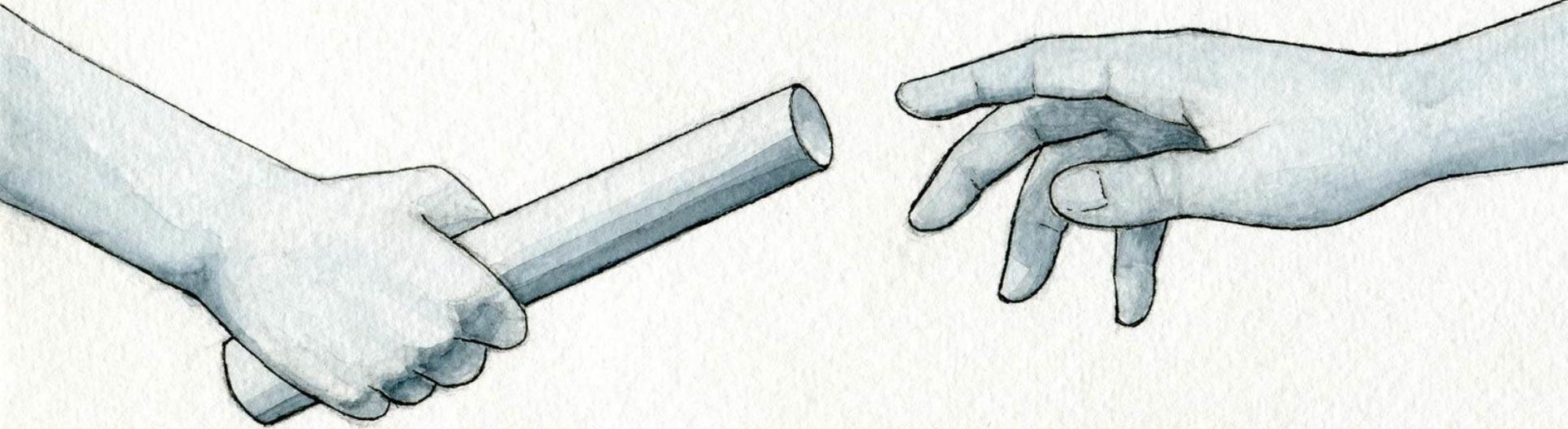


- Establish Customer Touchpoints
- Put together the cross-functional team
- Discuss customer pain-points
- Establish Catalogue



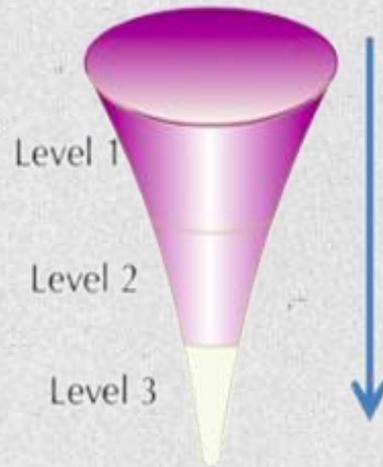
## Service-Market Fit





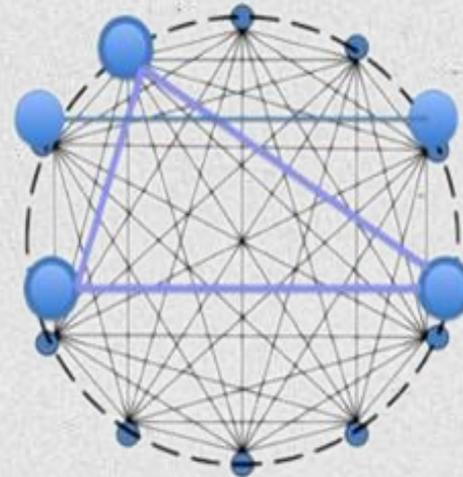
Unnecessary handoffs impair quality

Old Model: Streaming



*Escalation  
based process*

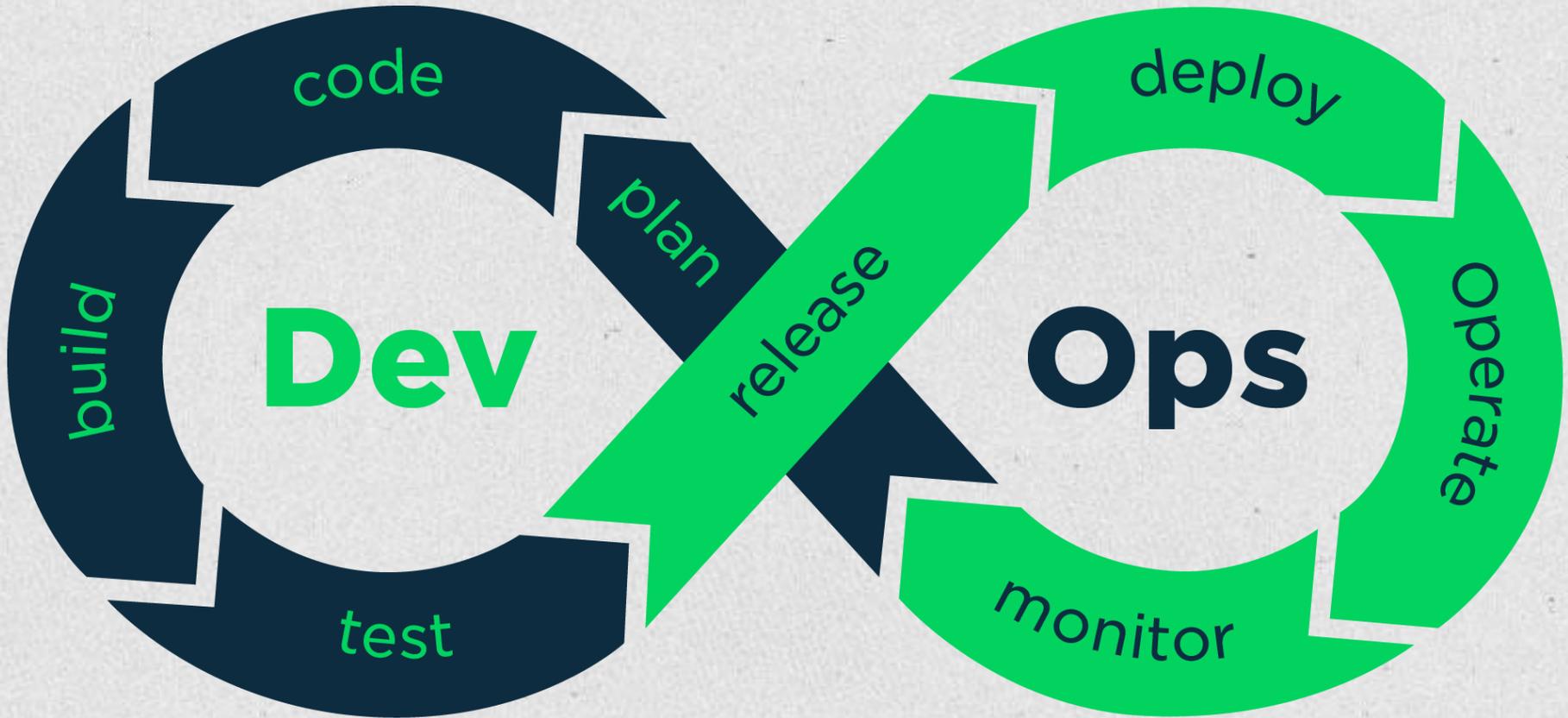
New Model: Swarming



*Collaboration  
based process*

Network structure, not hierarchy





Where are the other stakeholders?

## Continuous Delivery

Short- Term Goals (Operations)

Medium-Term Goals (Operations/Middle Management)

Long-Term Goals (Middle/Upper Management)

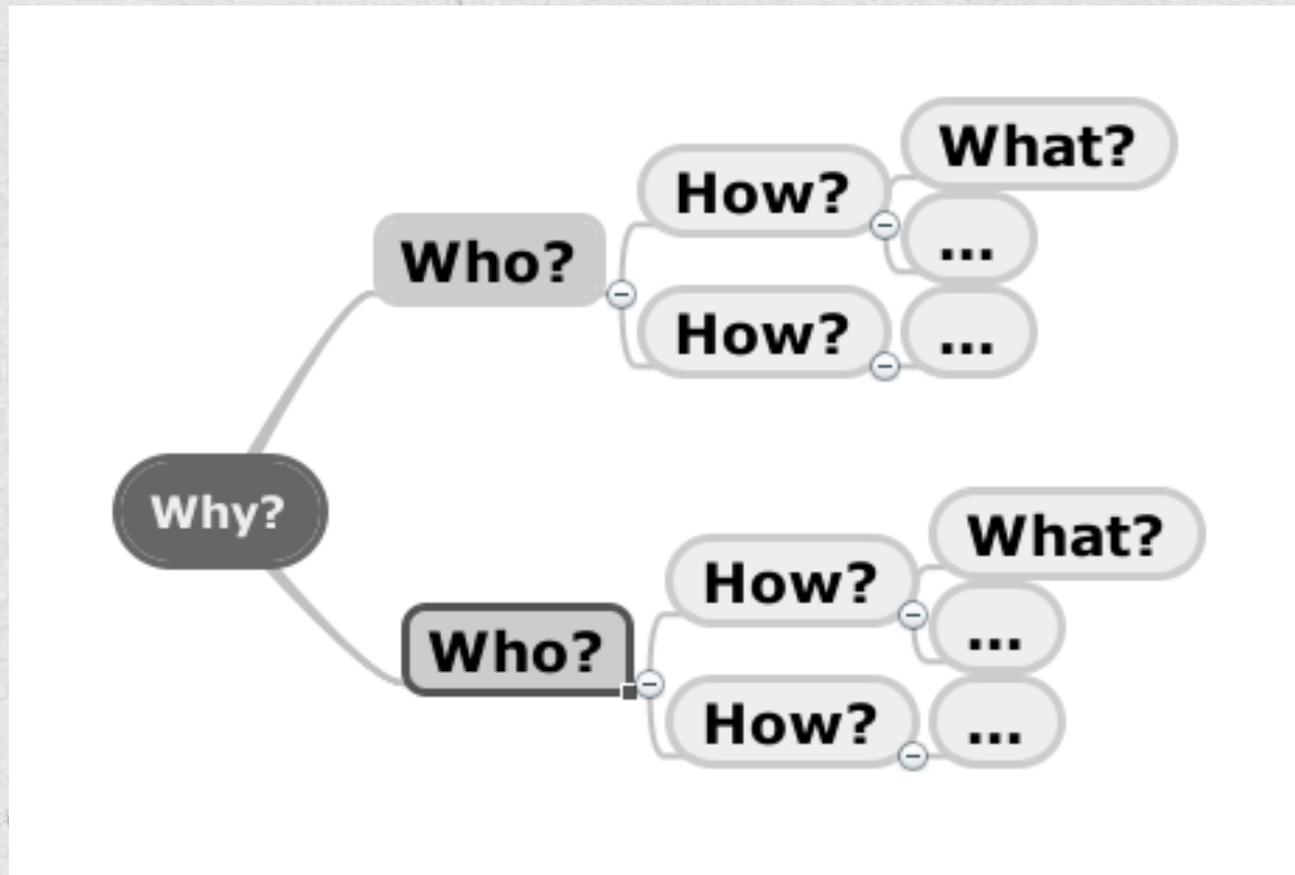
Important  Urgent

# Continuous Delivery

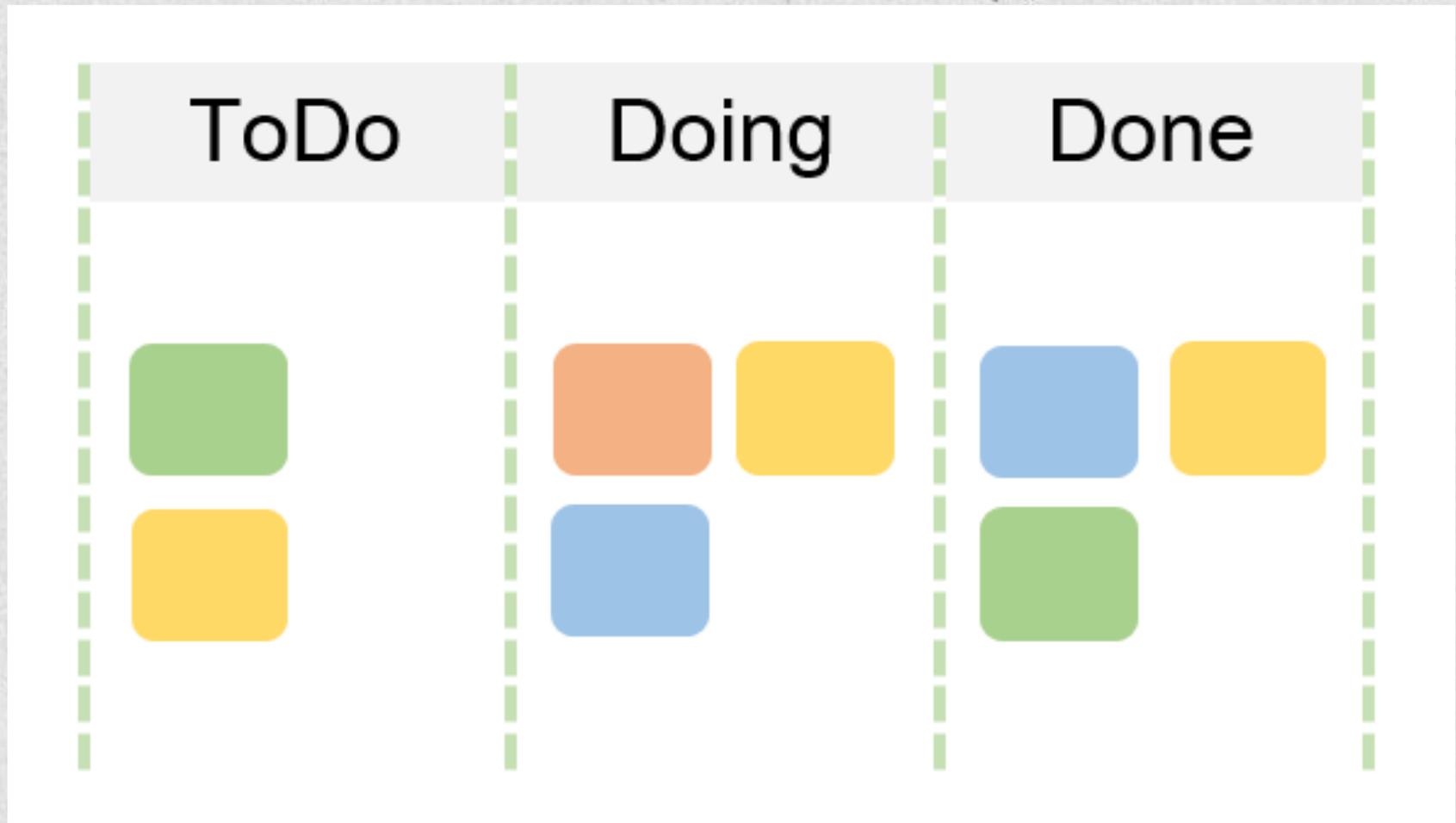
Helps Define

- Done
- Ready
- Value
- Benefits

## Business Rules Impact Mapping



# Kanban

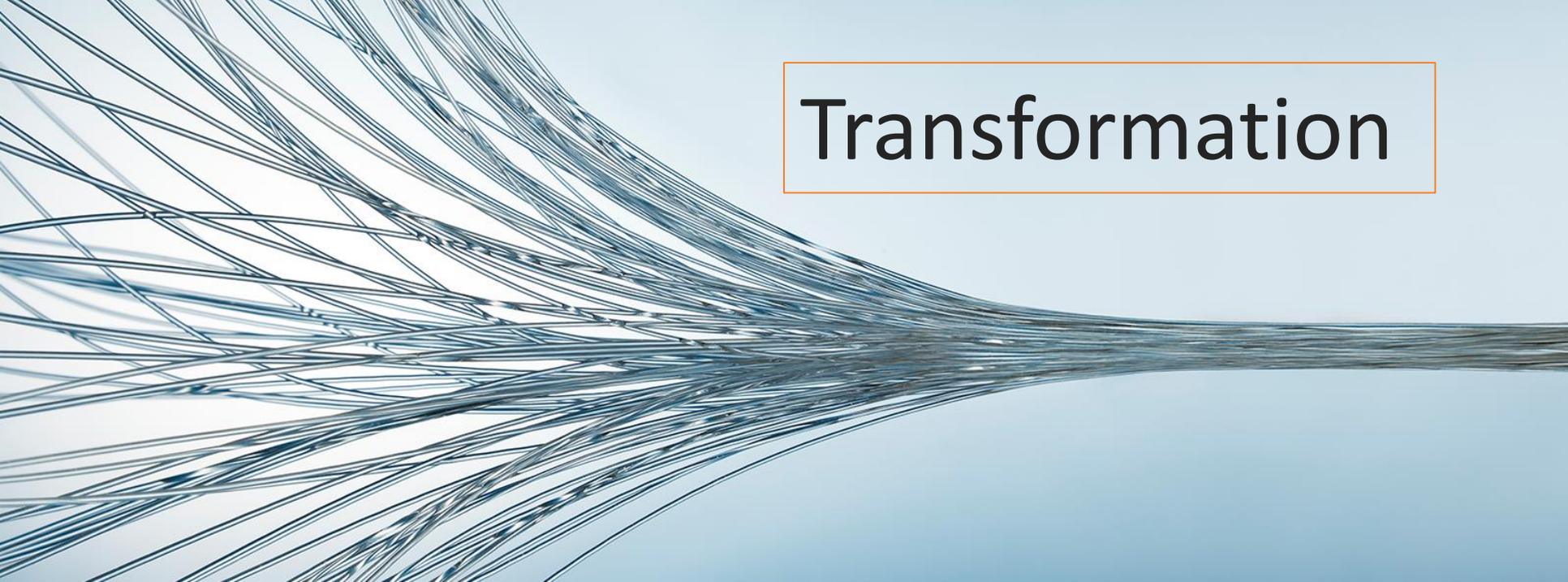


## Business Analysis Roles

Requirements



# Business Analysis Roles

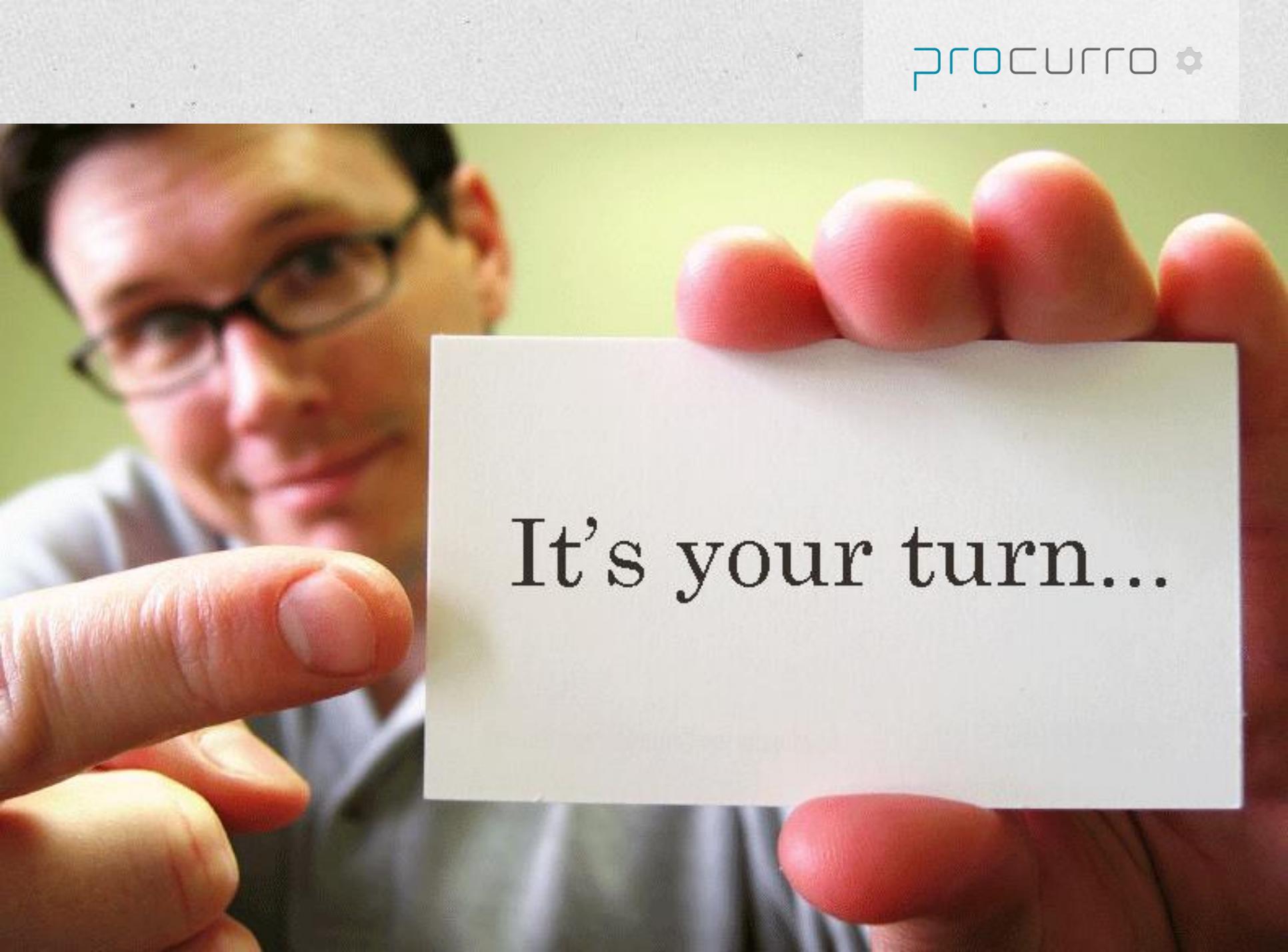


Transformation

## Business Analysis Roles

Satisfaction  
Models



A man with glasses is holding a white sign that says "It's your turn...". The sign is held by his right hand, and his left hand is pointing towards the camera. The background is a plain, light-colored wall.

*It's your turn...*

<https://www.lynda.com/Project-Management-tutorials/Program-Management/580636-2.html>

Business > Project Management

## Program Management Foundations



## Business Analysis on Udemy

	<p><b>Learn About Strategy and How to Get Your Solution Approved</b></p> <p>Michael</p> <p><b>LIVE</b></p> <p>\$200.00 - Public</p>
	<p><b>Drive Your Career With Business Analysis</b></p> <p>Michael</p> <p><b>LIVE</b></p> <p>\$200.00 - Public</p>
	<p><b>Processes, Analytics &amp; Forecasting with Business Analysis</b></p> <p>Michael</p> <p><b>LIVE</b></p> <p>\$200.00 - Public</p>

## Info on Me



### Michael Boyle

- Managing Director, Procurro Solutions
- Location: Vienna, Austria
- Specialize in Agile and Frugal Innovation
- CBAP, PMP, ITIL v3, PfMP, CPRE, RE@Agile
- <http://www.agile-service-delivery.com>
- <http://www.procurro.com>
- <http://www.frugalinnovation.io>
- <https://at.linkedin.com/in/mboyle2>



Thanks