The Future is Here!

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The future is already here – its just not very evenly distributed

William Gibson
Sci-Fi Author

Quoted by Steve Denning in
Convergence

- Principles over Process
- Feedback Loops
- Single Piece Flow
- Client Focus
- Agile
- Theory of Constraints
- Ops Mgmt
- ITIL
- Standardized Work
- Six Sigma
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- Standardized Work
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About Us

Agile Champions & Coaches
AgilehoodKC Board Members
Love to talk about Continuous Delivery & DevOps!
Steve Denning Learning Consortium

- Group of Global businesses sharing best practices in business agility
  - Steve Denning – Author and Contributing Editor to Forbes Magazine

- Site visits

![Image of Steve Denning's book](image-url)
Four Main Themes

• Nurturing Culture
• Delighting Customers
• Descaling Work
• Enterprise-Wide Agility
When push comes to shove, culture eats strategy for lunch.

No company can sustain high productivity without culture change.

Jack Welch
Former CEO, GE

Named “Manager of the Century” in 1999 by Forbes Magazine
Culture is the Key

• Being Agile, not just doing Agile
  • A *never-ending* commitment to actively *nurture*, and systematically *strengthen*, entrepreneurial mindsets and behavior throughout the organization
  • Beware of the Cargo Cult
  • You can’t buy Agile

• Structure follows Strategy
  • Prevent Conway’s Law
  • One size does not fit all
Quality in a service or product is not what you put into it. It is what the client gets out of it

Peter Drucker

“The Founder of Modern Management”
Delighting Customers

How the customer explained it
How the Project Leader understood it
How the Analyst designed it
How the Programmer wrote it
How the Business Consultant described it
How the project was documented
What operations were installed
How the customer was billed
How it was supported
What the customer really needed
Delighting Customers

• Know the true client
  • Internal
  • External

• Teams must have direct accountability to the end client

• Focus on Users
  • Usability Labs
  • Interaction Design
94% of problems in business are systems driven and only 6% are people driven.

W. Edwards Deming
Descaling Work

• Systems Thinking

• DevOps and Continuous Delivery
Descaling Work

• What is DevOps?
Descaling Work

• Systems Thinking

• DevOps and Continuous Delivery
  • “Think it, build it, ship it, tweak it”
  • In a VUCA world, big difficult problems need to be disaggregated

• Enablement teams to drive flow
  • Drive standards and tooling

• Distribute execution and ownership
  • Adhere to standards
  • Shared code/process ownership
"The whole is greater than the sum of its parts."

Aristotle
Enterprise-Wide Agility

• Strategic Alignment
  • Strategic initiatives funded
  • Portfolio priorities clear

• Evolving Hiring Practices
  • DevAcademy model

• Extend to all parts
  • from Dev → Ops (Deployments, Implementations etc.)
  → Sales → Finance → HR
Enterprise-Wide Agility

• Now, Next and Beyond
  • 3 Horizon Planning
  • See potential disruption before it happens

• The bigger the company, the greater the potential to be disrupted
  • History brings false security
  • Arrogance blinds
  • Bureaucracy slows

• Innovation Labs
  • Venture Capital approach
  • Lean Startup model
Full Report

http://sdlearningconsortium.org/
Thank you!