# TEAMING & WORKFLOW

## *OPERATIONAL AGILITY - FRAMEWORKS, TOOLS, & DASHBOARDS*

## RAPID AND CONTINUOUS DELIVERY OF NEW PRODUCTS AND SERVICES

In today's competitive marketplace, more and more companies are facing unprecedented pressure to adapt, respond, and innovate at breakneck speeds. Unaccustomed to such short business cycles, these companies are struggling to transform how they plan, collaborate, and execute delivery of their products and services.

SURGE™ is a flexible framework designed to guide companies of any size through rapid, continuous planning and execution of new products and services. The adaptive design utilizes Lean-Agile practices to generate innovation and collaboration at all levels, without structural disruption and reorganization.

SURGE™ promotes a style of intentional collaboration critical to establishing rapid learning; supporting multiple execution methods such as Scrum, Agile, Lean, Hybrid, and Waterfall.

SURGE intentionally designs and deploys cross functional and cross organizational teaming models that support strategy, program management, and delivery/execution.

**SURGE™ includes four primary product learning cycles that move work through the organization:**

1. **Value Scan:** Clarifying product intent and business value to prioritize a Portfolio that delivers value to your company.

2. **Calibration:** Forming the resource network, defining project parameters, and reducing risk to ensure technical and commercial success.

3. **Strategic Partnering:** Creating initiative vision and roadmaps by establishing cooperative partnerships that improve design processes.

4. **Development and Delivery:** Launching product and service releases with established Reporting/Monitoring/Escalation plans for end-to-end product development.

### VALUE SCAN

**Manage a backlog of big ideas with game-changing potential.**

- A Quick Scorecard helps you evaluate requests based on overall business strategy and development capacity.

- An Initiative Backlog provides an understanding of deployment, field support, and customer care/service required for each request.

- A stakeholder network ensures widespread understanding of criteria for technical and commercial success, resource coordination, and input on overall development design.

### CALIBRATION

**Define the parameters of a project and determine the resources needed to initiate work.**

- Formation of a cross-functional Continuous Innovative Team (CIT), providing ownership of a business request and breaking it down into functional components.

- Organized addition of roles and expertise into the product development cycle to provide functional diversity, leadership, and feedback on capacity and roadblock mitigation.

- Rich network of stakeholders to support a robust vision and initiative roadmap.

- Diverse and collaborative team to identify and reduce risk and uncertainty.
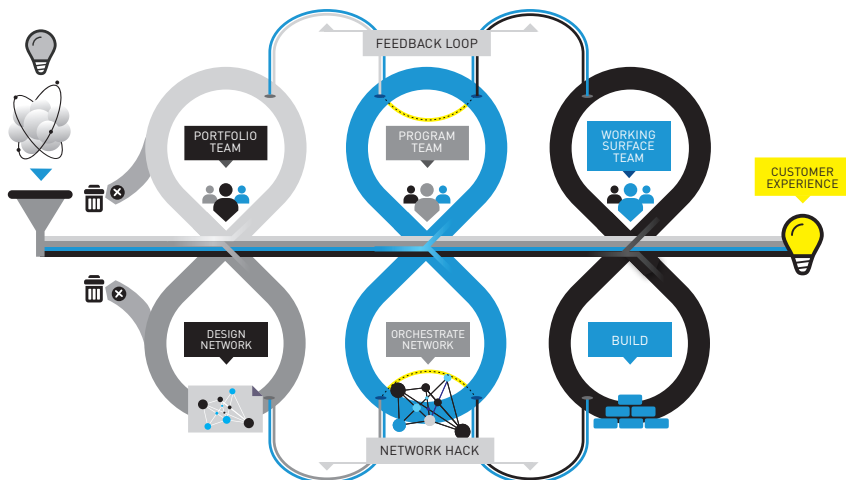
### STRATEGIC PARTNERING

**Establish cooperative partnerships that cross organizational functions and boundaries.**

- Identification and reduction of dependencies to improve resource utilization and timelines.

- Determination of specific development and operational resources to implement solutions.

- Transparency to enable trade-offs between stakeholders and business partners, made in the open and without political fall-out.

### DEVELOPMENT AND DELIVERY

- Accountable end-to-end product delivery of the working system, service, or solution to real customers and employees.

- Continuous flow of information that enhances collaboration, visibility, trust, and innovation across the whole portfolio.

- Integration of technical and operational work to align teams across organizational boundaries throughout the product development cycle.

- Synchronization and coordination to provide oversight, guidance, and roadblock removal.

SURGE™ is intentionally built to handle complexity and uncertainty, use collaborative learning to address the needs of multi-stakeholder initiatives, and provide increasing structure and process in order to optimize and deliver innovation.



### PORTFOLIO TEAM

- A diverse group of stakeholders working across organizational boundaries.

- Engaged early in the process to coordinate workflow among divisions/functions and the working surface teams.

- The single point of engagement for multiple business units seeking to use the internal technology services of the organization.

### PROGRAM TEAM

- Orchestrates the network of cross-functional representatives that previously collaborated with the Portfolio Team and business owner(s).

- Evaluate and develop the initial goals and solution ideas for the product initiative.

- Includes an initiative specific Continuous Innovation Team (CIT) responsible for breaking the request into functional components called Features.

### WORKING SURFACE

- A diverse group of execution teams (able to leverage different formats such as Scrum, Kanban, Hybrid, or Waterfall) intentionally networked to ensure information flow and learning.

- Responsible for breaking Features into Stories and delivering them as finished products or services.

- Works in partnership with an Initiative focused Delivery Manager, CIT, and Program Network.

**For more information on Agile GPS or Gear Stream's other products or services, contact us at 800-935-1420 or www.gearstream.com**