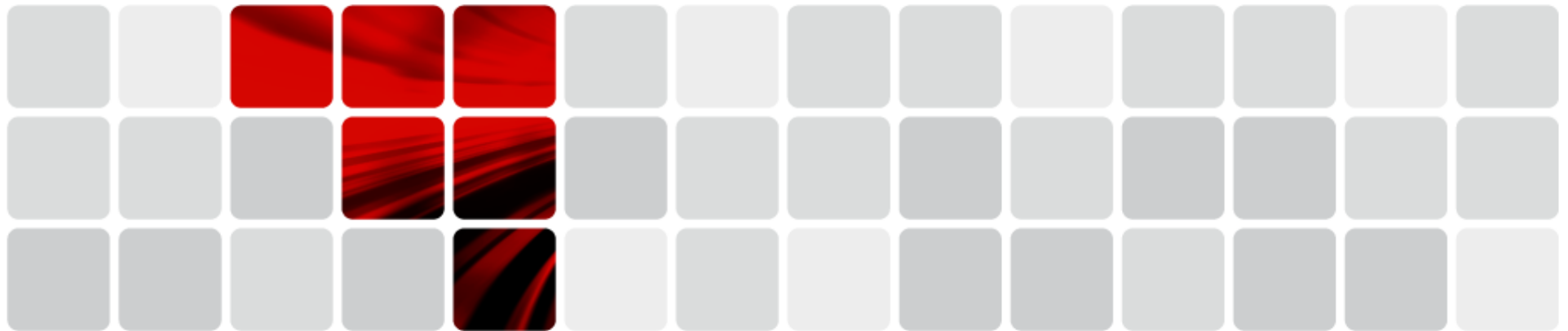


# CSG International (Lean and Agile)

Tomás O'Flaherty  
tomas.oflaherty@csgi.com  
October 2014

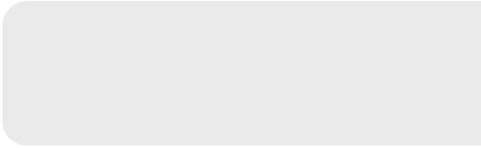




# Agenda



- ▶ **CSG International**
- ▶ **Change Enablers**
- ▶ **Progression Path**
- ▶ **Current Focus**
- ▶ **Next Steps**
- ▶ **Recap**



**CSG International**



**Change Enablers**



**Progression Path**



**Current Focus**



**Next Steps**



**Recap**

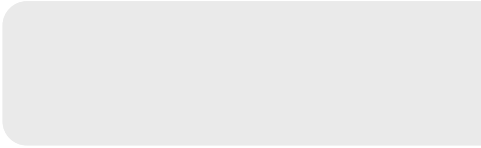


# CSG International



- U.S.
  - Cable and Wireless
  - Print and Mail
  
- International
  - BSS
  - OSS





▶ **CSG International**

▶ **Change Enablers**

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▶ **Recap**

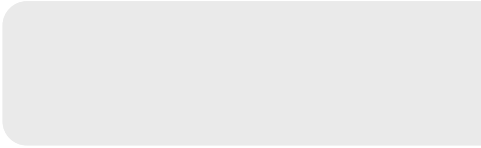


# Change Enablers



- Experience
- Economics
  - Intense competition
  - Tighter margins
- Appetite for Change
  - Acquisition
  - Norms challenged
  - Change Agents





▶ **CSG International**

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# SAFe Value Proposition



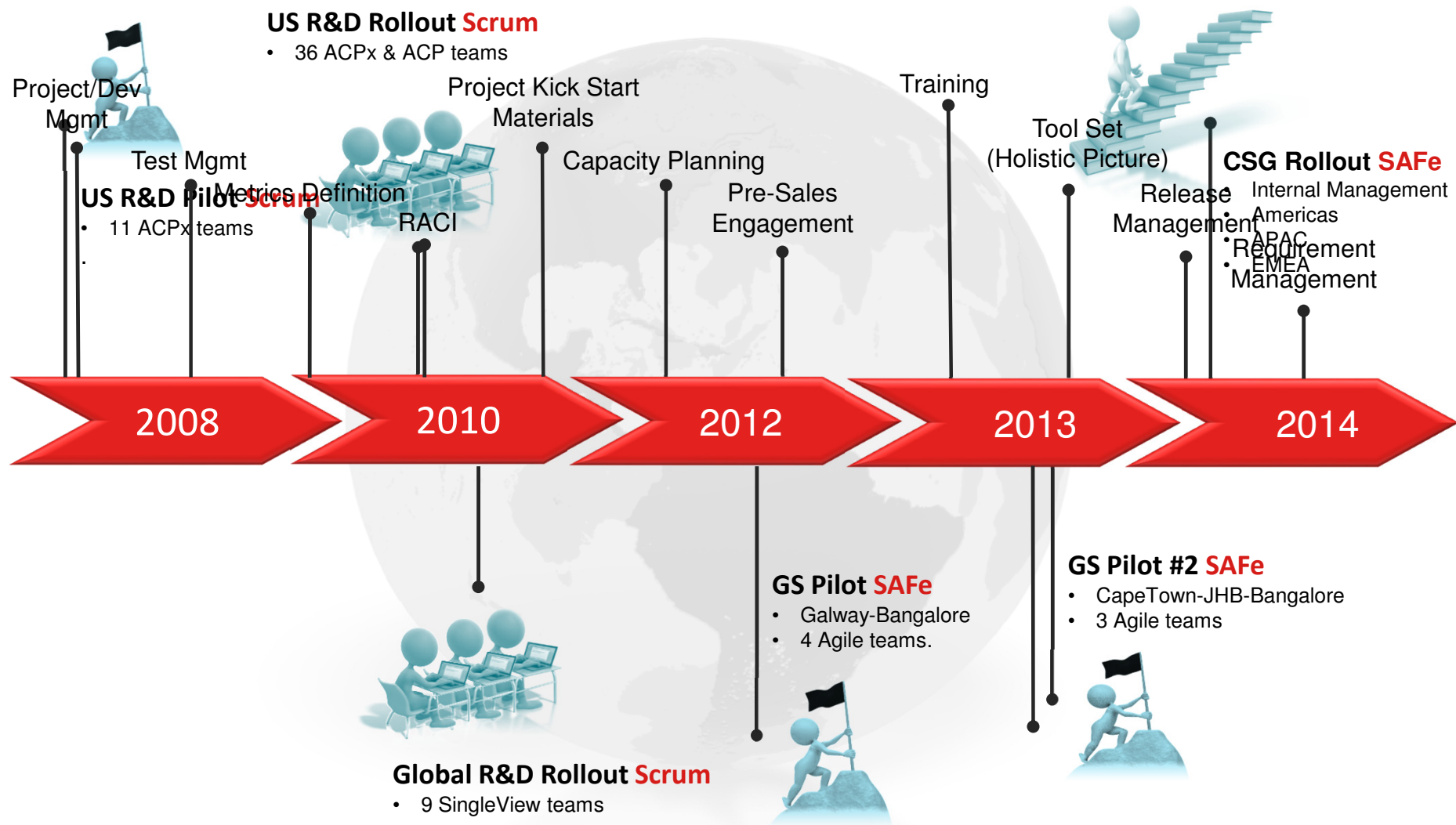
- Accountability
- Collaboration & Communication
- Visibility
- Adaptive
- Incremental Business Value
- Minimise Risk







# CSG International's Agile Timeline





# Review against SAFe Value Proposition



## Accountability

- Individuals are accountable for their work



## Collaboration & Communication

- Daily communication with customer on clarifications
- Daily collaboration between Product Owner, Developers and Testers



## Visibility

- Customer involved in Features and stories within iterations
- Earliest customer visibility through frequent releases
- Greater visibility of schedule, e.g. where additional work required



## Adaptive

- Development being guided by customer
- Change Requests occurring during build
- Team have adapted to complete methodology change and new tools
- Testing the system, not a document



## Incremental Business Value

- Small releases being provided for customer validation, but not production



## Minimise Risk

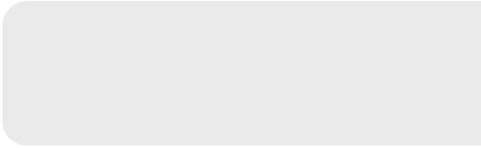
- Early customer visibility and feedback reduces risk
- Result of many of the above



## Increased Quality

- Result of many of the above





▶ **CSG International**

▶ **Change Enablers**

▶ **Progression Path**

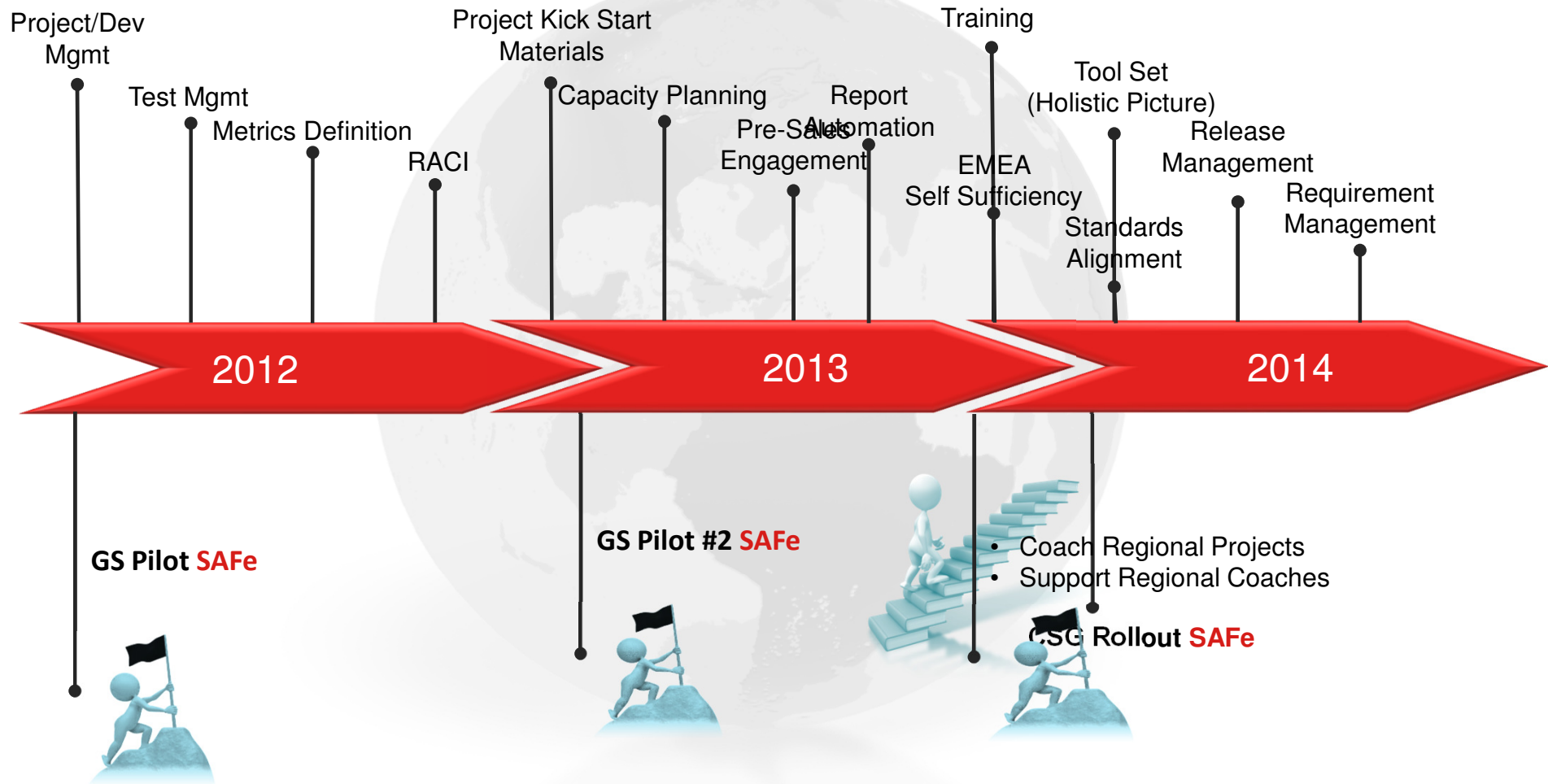
▶ **Current Focus**

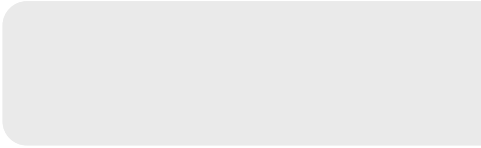
▶ **Next Steps**

▶ **Recap**



# CSG GS Agile Timeline





▶ **CSG International**

▶ **Change Enablers**

▶ **Progression Path**

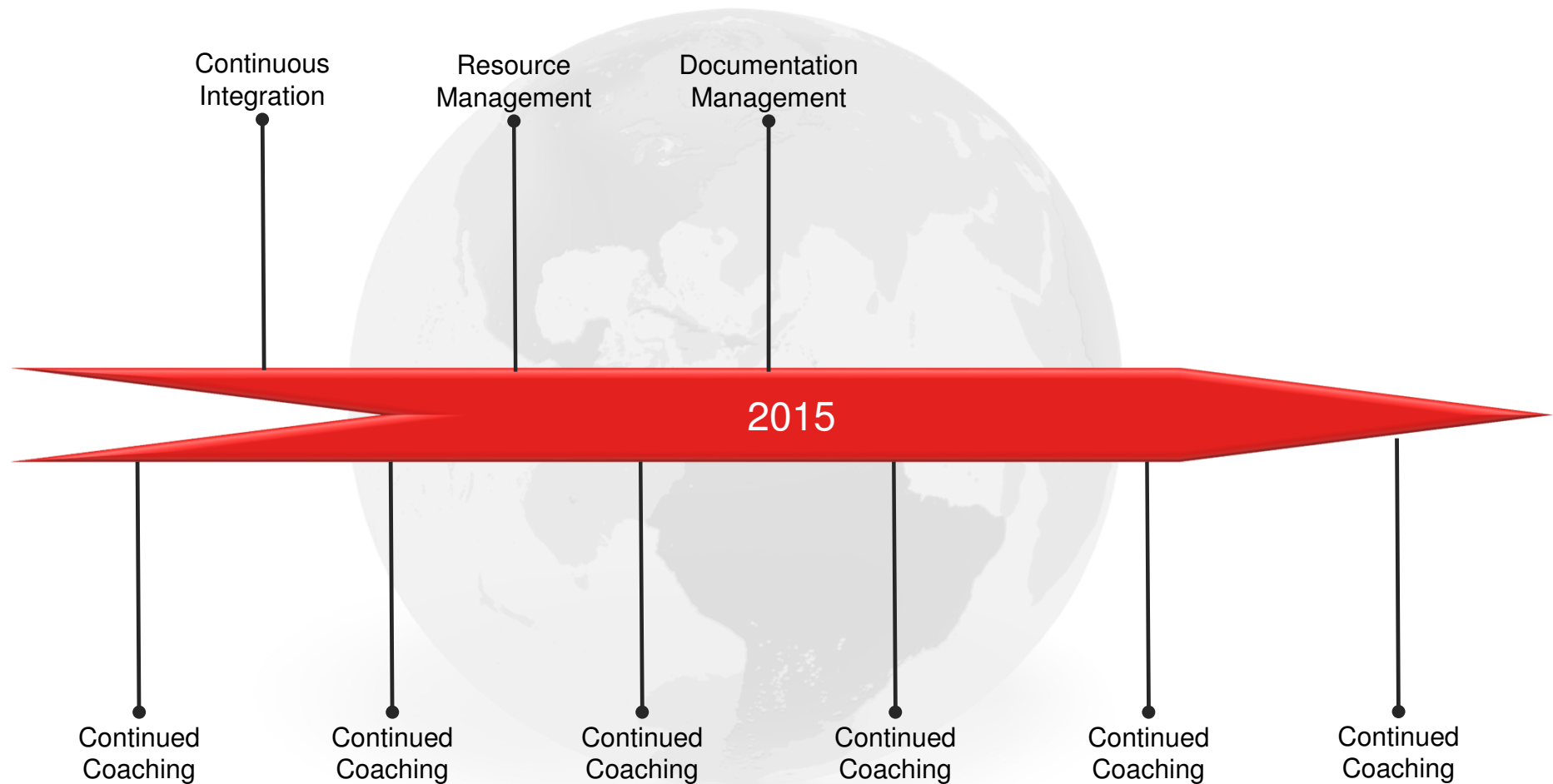
▶ **Current Focus**

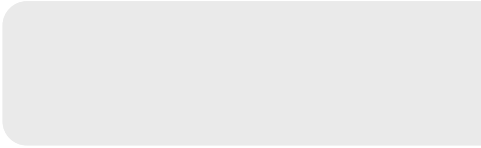
▶ **Next Steps**

▶ **Recap**



# CSG GS Agile Timeline





▶ **CSG International**

▶ **Change Enablers**

▶ **Progression Path**

▶ **Current Focus**

▶ **Next Steps**

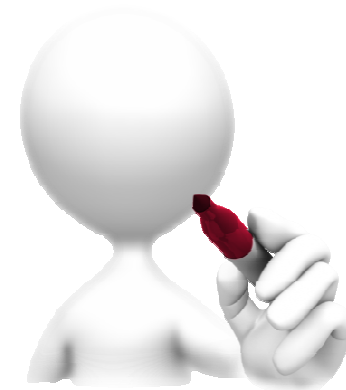
▶ **Recap**



## Recap



- Executive Buy-In
- SAFe Aligned
- Incremental Build-Out
- Support Structure
- Integrated Tool-Set
- Resource Alignment
- Continuous Improvement







# More Questions?

