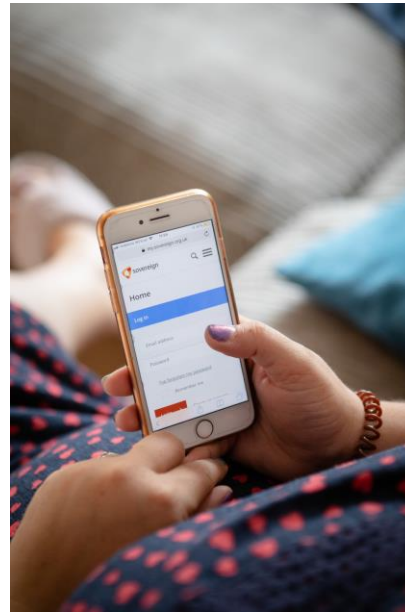
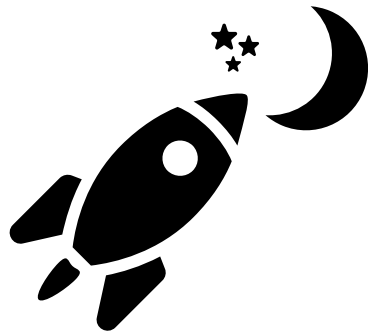


Digital Transformation Mindset over Matter

Sept 10







Vision



Mindset



Control





1

Channel
Shift



2

Manage
Customer
Demand



3

Deploy
Resources
where
they're most
needed



4

Proactively
Manage Risk



5

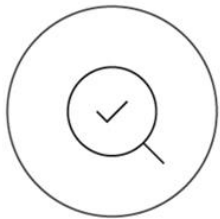
Deliver Service
more Efficiently



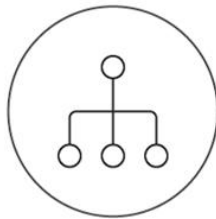


Products, instead of Projects

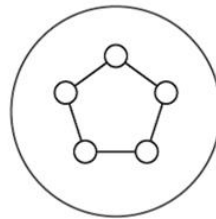
Scrum Principles



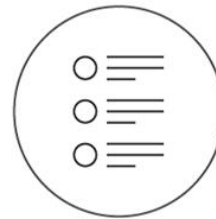
Empirical
Process Control



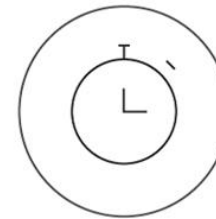
Self-
organization



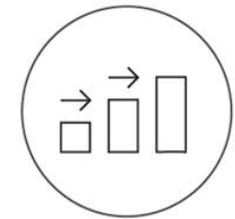
Collaboration



Value-based
Prioritization



Time-
boxing



Iterative
Development

Source: SQLI group

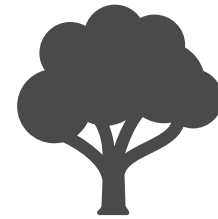




Technology is an
Enabler



Outcome Focused Requirements



Scalable
Solutions



Configuration over Code

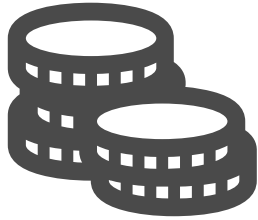


Become a Technology
Consumer



Leverage the Cloud





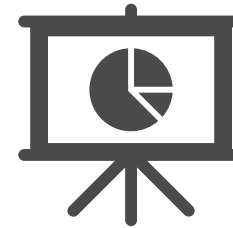
Capped Time and Materials,
instead of Fixed Price



Prioritise on benefit,
appose to 'who shouts loudest'



Work with a
Technology Partner



Make decisions
based on Insight

Having Impact



Our Mobile Optimised customer Portal MySovereign, is changing how customers do business with us

Being Influential



Using Dynamics Field Service will enable a new Operating Model within our Tenancy Management team

Being Innovative



Using Cognitive Services to showcase the future of customers reporting repairs online

Inspiring People



Using Digital Technology to transform our Contact Centre Agents working environment

Lessons



Early Supplier Engagement

Test Scope, Deliverables and Technology Capabilities before committing to details within a Tender



Commercial Negotiation

CCS Frameworks are a swift, compliant and structured way to run competitions, factor in time to allow for constructive commercial negotiations



Data Quality

Teams are quick to focus in on technical outcomes and solution design. Ensure equal time is allocated to assessing and improving data quality



Programme Discovery

Allocate time at the start of the programme for teams to get to know each other, share business outcomes and future ambition



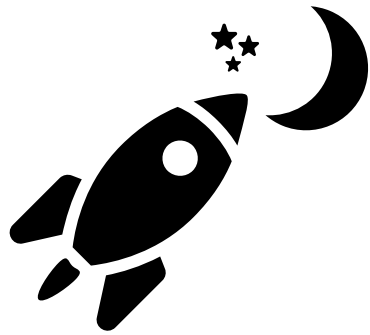
Proof of Concepts

Don't jump straight into Product configuration. Use an initial sprint to lay the foundations for success



Agile Development Toolset

Leverage the capability within tools such as Microsoft Azure DevOps, to run all aspects of Agile development processes



Vision



Mindset



Control

Thank you