

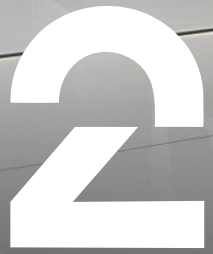
Når udvikling arbejder i SAFe og Service Desk arbejder med ITIL

Anne van der Maas



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story
house

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NORDISK FILM

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Books

Hvorfor agile?

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- "Fra projekter til produkter"
 - "Inkrementel udvikling i mindre håndgribelige bidder"
 - "Kortere vej til at få noget i produktion"
 - "Fokus på System Demo hvor vi viser hvad vi har lavet eller vil lave"
 - "Vi elsker feedback og scope ændringer"
 - "Større sandsynlighed for at levere det rigtige til slutbrugerne"
-
- **"Agile er ikke en undskyldning for ikke at planlægge..."**

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Vores agile organisering

Run the Business

- Incidents
- Problems
- Service Requests
- Change Control
- Overvågning
- ...

Fokus på KPI'er og stabile produktionsmiljøer

Gråzone

Change the Business

Forretningsstrategi
Udvikling af systemer og applikationer
Service portefølje
...

Fokus på dialog med forretning og værdiskabelse



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Vores teams

Security

Digital

Cloud

End-Users

Network

Service Desk & Operations

Agile hierarchy & roles

Portfolio management

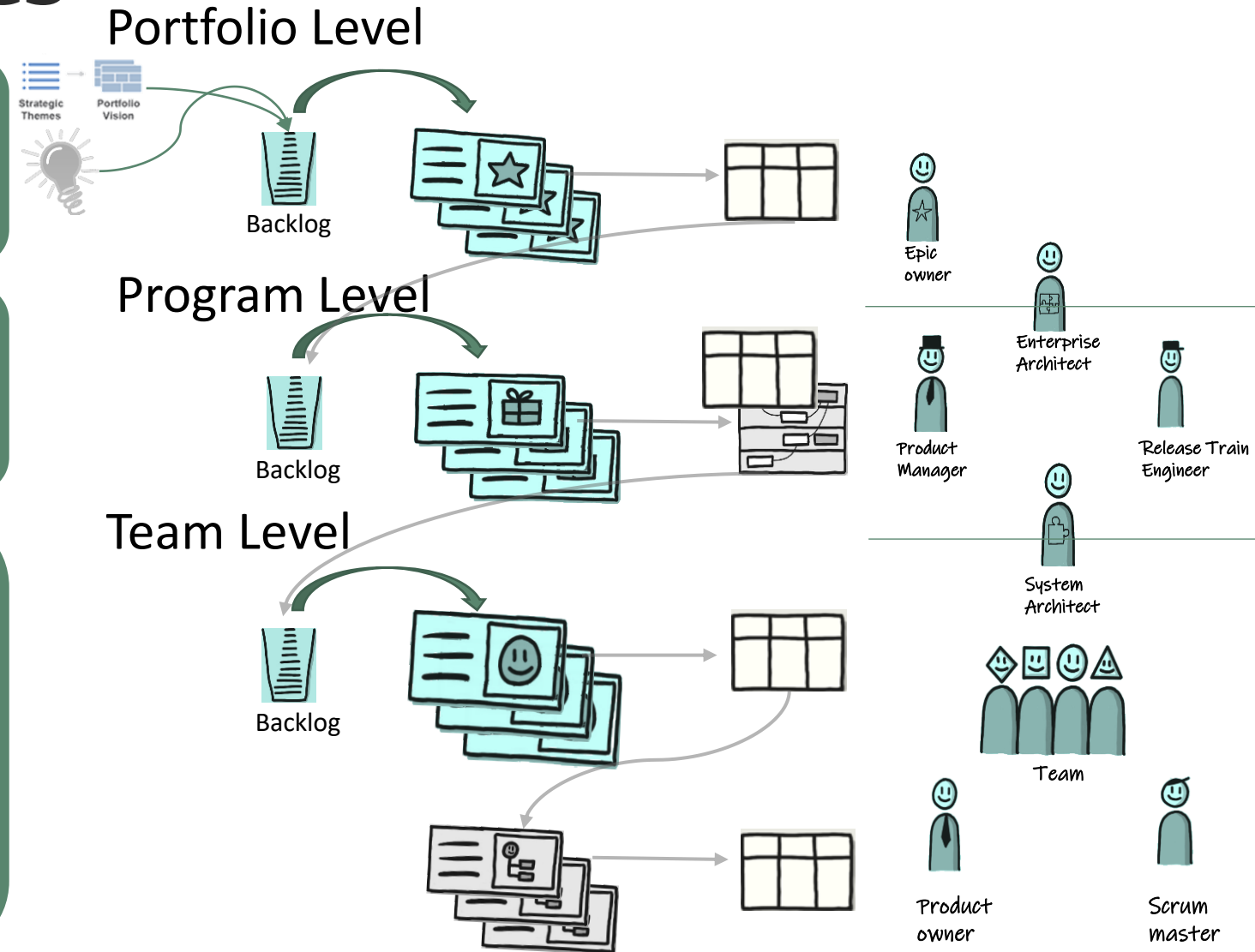
- Define Epics
- Yearly planning of MWB (quarterly review)
- Epics = from 3 months to 1 year of work
- Breakdown Epics to features

Program management

- Prioritize features
- Facilitate 3 months planning event (PI)
- Features = max. 3 months work

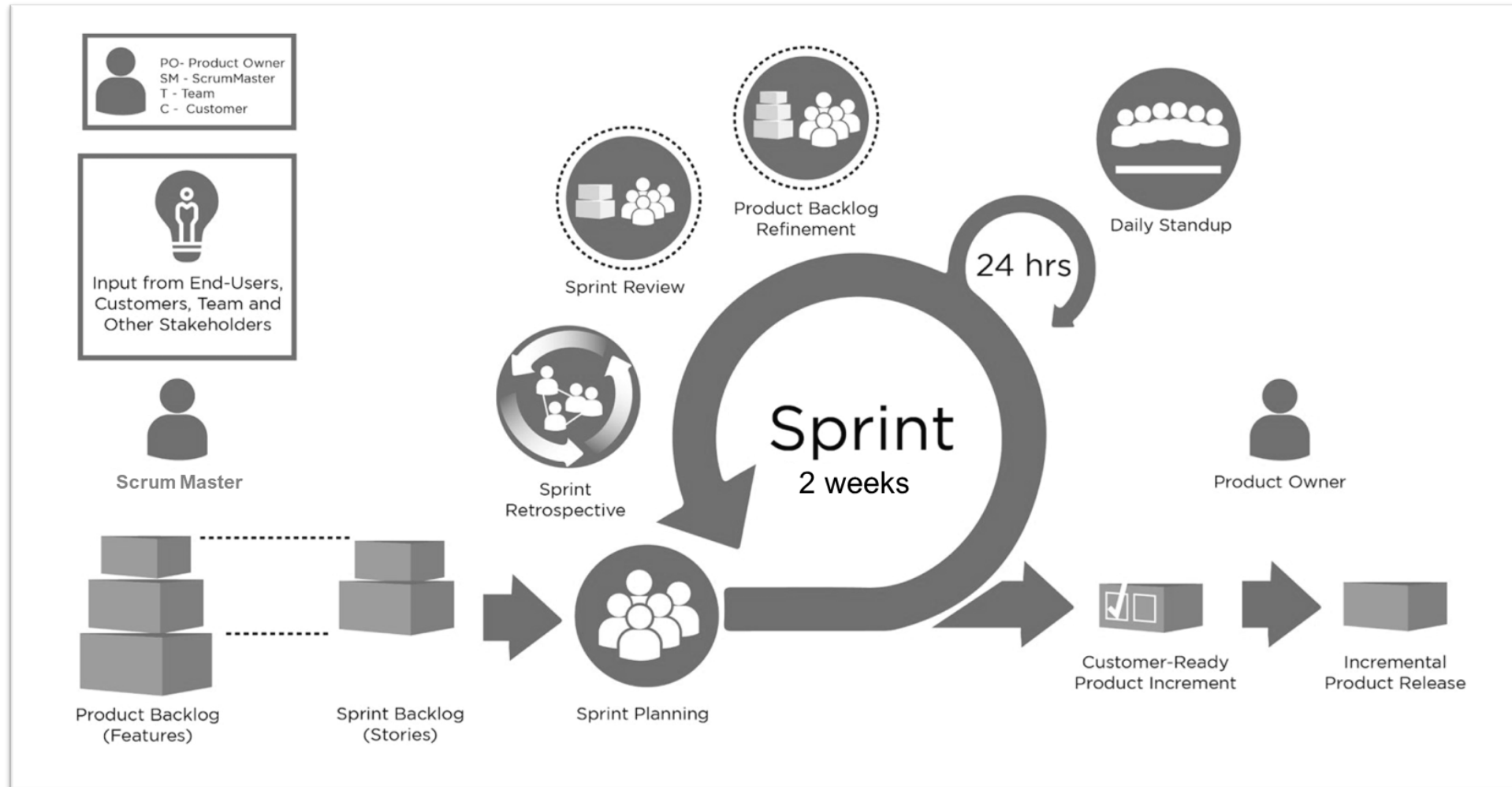
Product teams

- Breakdown features to user stories and tasks
- Execute sprints of 2 weeks
- User stories = max. 2 weeks work



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Team processes & events



Vores agile organisering

Service Desk & Operations = Service Run

- Responsible for monitoring operations and respond to predefined alerts
- Monitor and report on performance
- Report KPI, SLAs and availability
- ...

**Fokus på KPI'er og stabile
produktionsmiljøer**

Agile teams = Service Owners

- Define necessary alerts and actions
- Define performance targets
- Define KPI, SLA and availability targets
- ...

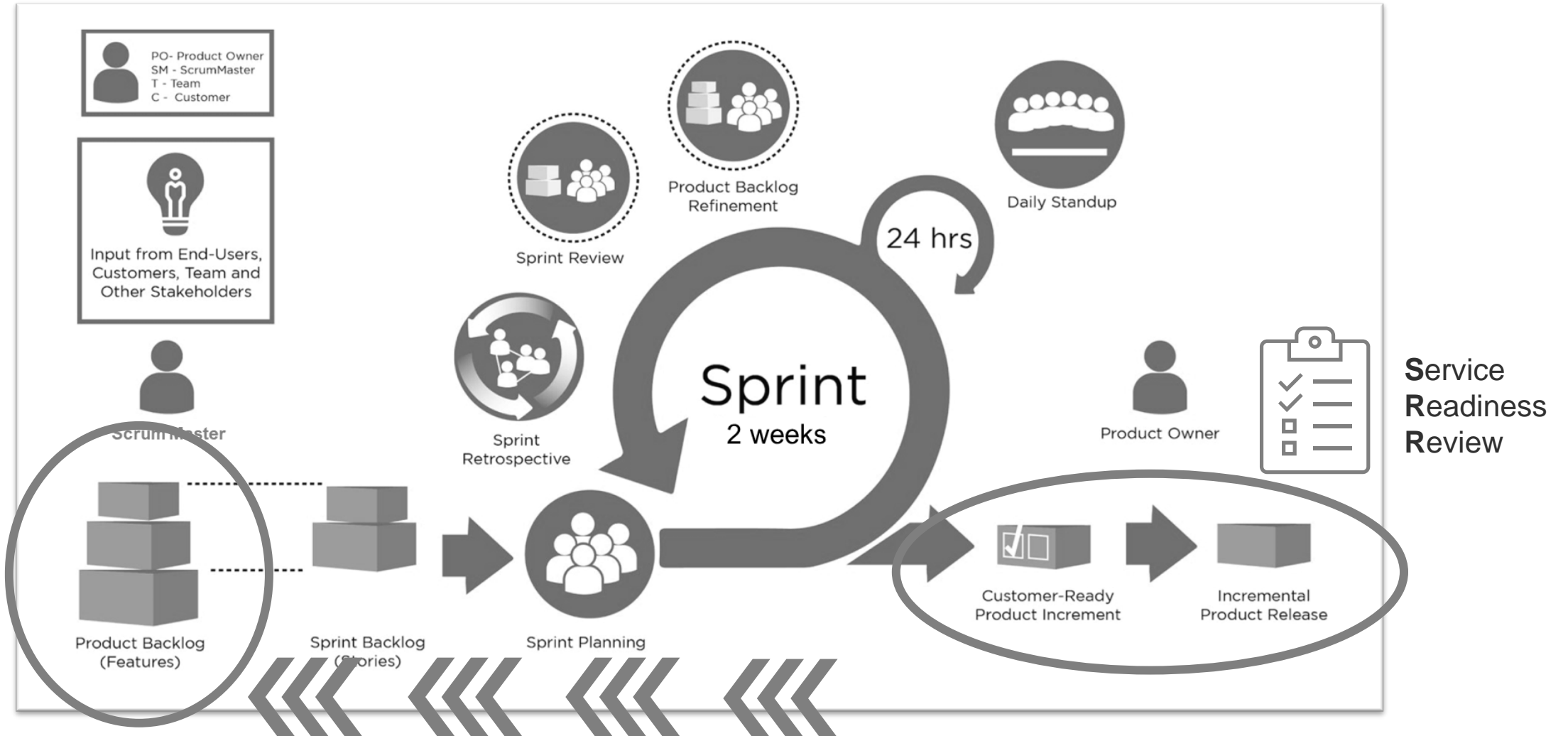
**Fokus på dialog med
forretning og værdiskabelse**



Service Transition Workbook

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Service Transition Workbook



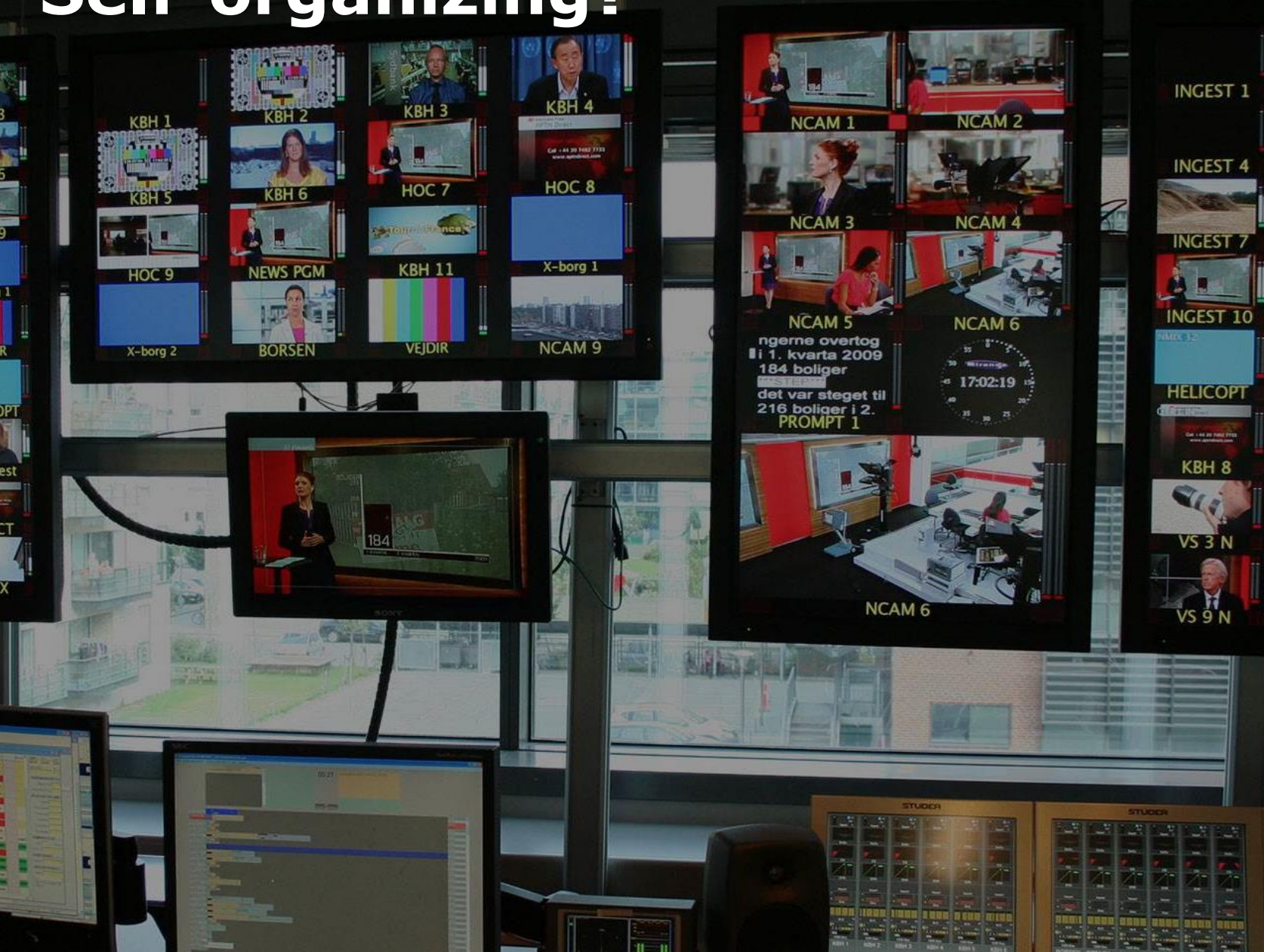
Spørgsmål

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Self-organizing?



- "Man må indstille sig selv på spild de mange første par iterationer"
- "Brug feedback loops som "Retrospective" i stedet for on-the-spot korrigering"
- "Grovsortering i det væsentlige og uvæsentlige"



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