

INTELLIGENT BUSINESS AGILITY



Felice Pescatore - @felicepescatore



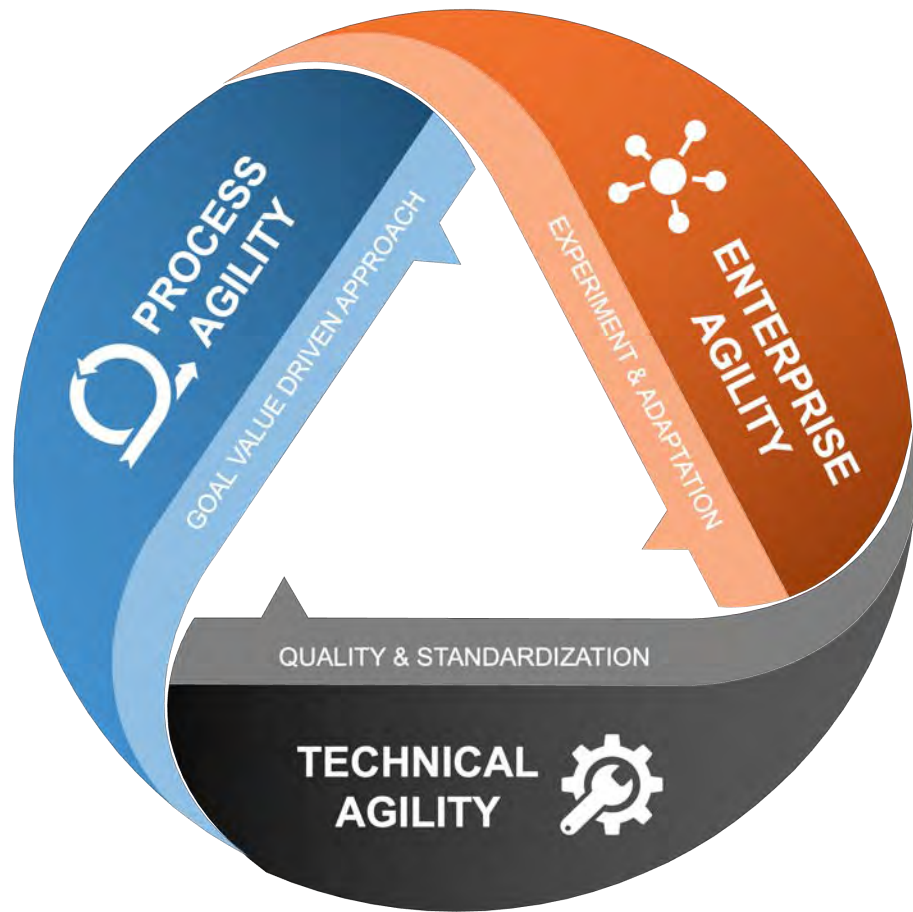


*“You can have the **best strategy** in the world, but if you can’t **execute it**, it doesn’t matter. Execution comes down to culture, and that’s critical”*

Dr. Michael Parke

Assistant Professor of Organizational Behavior, London Business School



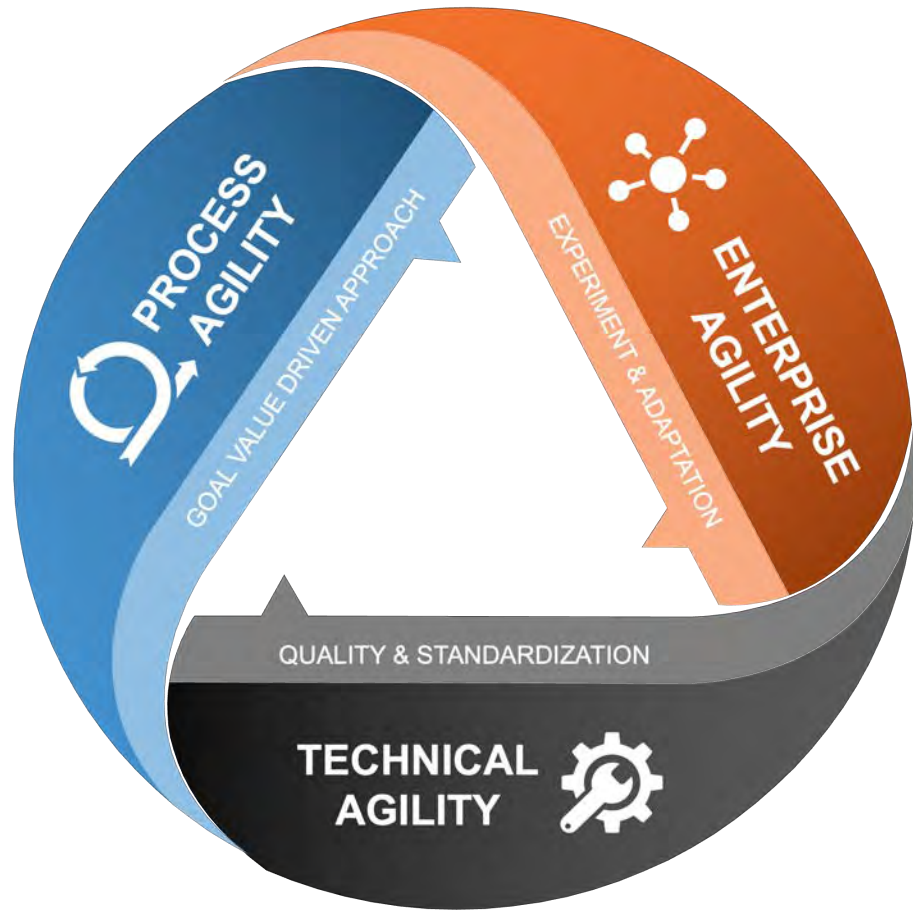


“**Business agility** is an organization’s ability to rapidly adapt to market and environmental changes in productive and cost-effective ways.

Business agility focuses on value realized by having stakeholders identify, prioritize and sequence the work to be done and allocate it appropriately to the product/service teams.”



BUSINESS AGILITY



ENTERPRISE AGILITY

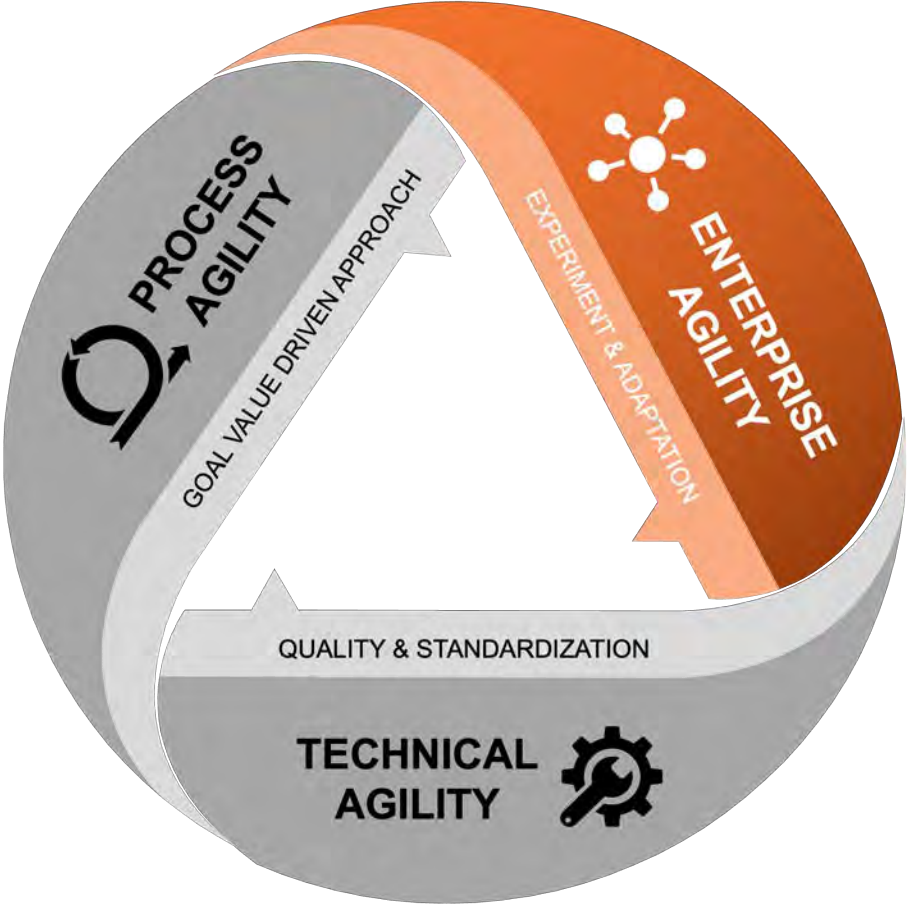
TECHNICAL AGILITY

PROCESS AGILITY

Develop a holistic approach



ENTERPRISE AGILITY



ENTERPRISE AGILITY

- Hosting and Servant leadership
- Beyond Budgeting
- Agile Organization Design
- Lean Principle
- Value Stream

Look at people



TECHINICAL AGILITY



TECHNICAL AGILITY

- eXtreme Programming
- TDD
- DevOps
- Agile Account Practices
- Look Ahead Modeling

Excel in technicality and technology



PROCESS AGILITY



PROCESS AGILITY

- Scrum
- Kanban
- PMI Disciplined Agile
- LeSS
- SAFe
- PMP

Tailor the right models and frameworks



LEADING CHANGE



The 8-Step Process for Leading Change was cultivated from over four decades of Dr. Kotter’s observations of countless leaders and organizations as they were trying to transform or execute their strategies.

He identified and extracted the success factors and combined them to reinforce the likelihood of success in the transformation.

John Kotter, Leading Change



DISCIPLINED APPROACH TO CHANGE



Every ant moves in a coordinated way to collectively help in the big challenge.

In our case, the "ant" is the vector for a "small change" that we selected to help the company make a small improvement, verify it directly in daily work, testing the response of the people impacted and using actionable metrics to evaluate the results.

If these results live up to expectations, we can continue to refine the adoption, if not, this isn't a problem: we can quickly identify a different tactic to adopt and take it to the ant!

We must work like an anthill

<https://www.infoq.com/news/2020/10/disciplined-approach-change/>



SMALL EXPERIMENTS ARE BETTER

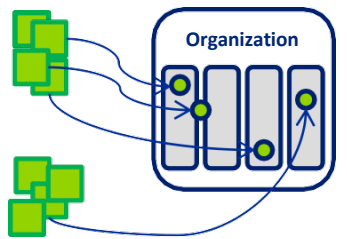
1. Define a starting change model
2. Create a plan made by small experiments
3. Validate continuously the results

Lean Change Canvas & Strategic Change Canvas

Urgency	Target State	Vision	Communication	Change Recipients
VISION: WHAT IS THE VISION FOR THE CHANGE?		EXISTENCE: WHAT IS THE CHANGE EXISTING TO OUR ORGANIZATION?		
SUCCESS MEASUREMENTS: HOW WILL WE MEASURE SUCCESS?		PROGRESS MEASUREMENTS: HOW WILL WE SHOW PROGRESS TOWARDS OUR VISION?		
WHO AND WHAT IS RESISTING: WHAT PEOPLE, DEPARTMENTS AND PROCESSES NEED TO CHANGE IN ORDER TO REALISE OUR VISION?				
HOW WILL WE SUPPORT PEOPLE?: WHAT ACTIONS WILL WE TAKE CHANGE SPONSORS AND CHANGE TURBOCHARGES TO SUPPORT PEOPLE THROUGH THE CHANGE?				
WHAT IS OUR PLAN?	SPONSORS	NEXT	PROGRESS	REVIEW
LIST OF POSSIBLE EXPERIMENTS	DEPARTMENTS AND PROCESSES TO BE INTRODUCED IN THIS PHASE	TO WHAT TYPE OF PEOPLE? (ORGANISATIONAL UNIT)	DEPARTMENTS AND PROCESSES TO BE INTRODUCED IN THIS PHASE	DEPARTMENTS AND PROCESSES TO BE INTRODUCED IN THIS PHASE

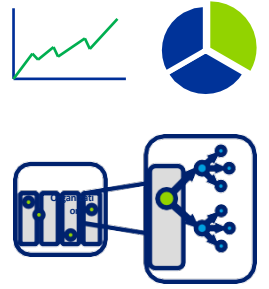
The change plan

Build Minimum Viable Changes (MVC)

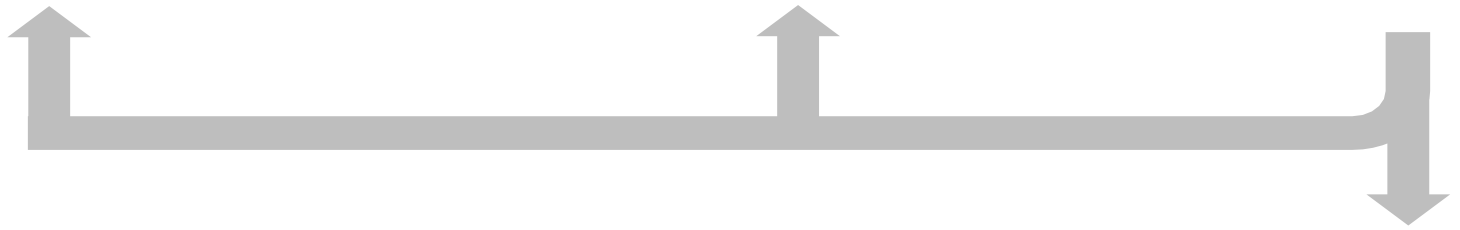


Incremental changes to experiment in the organization

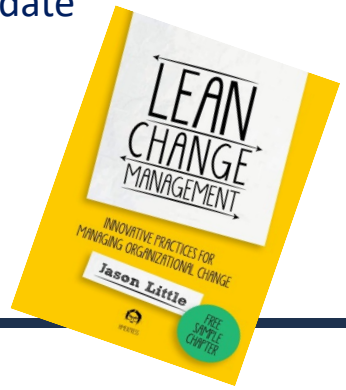
Measure Outcomes



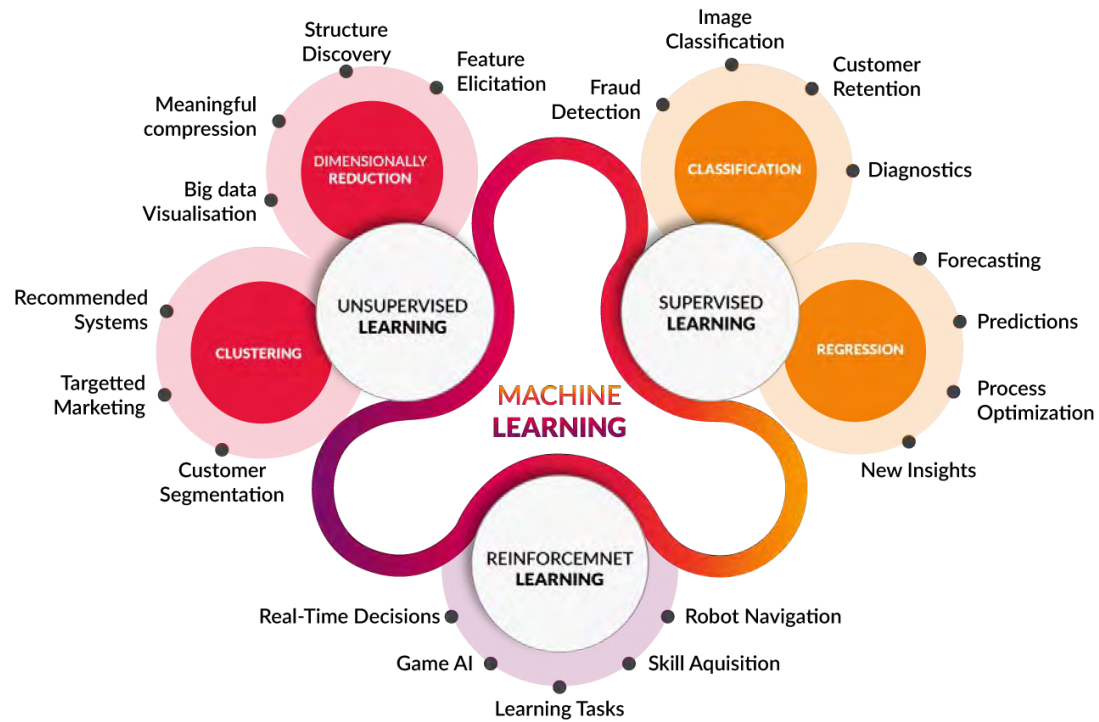
Validate the results and update the plan



Accelerate Adoption



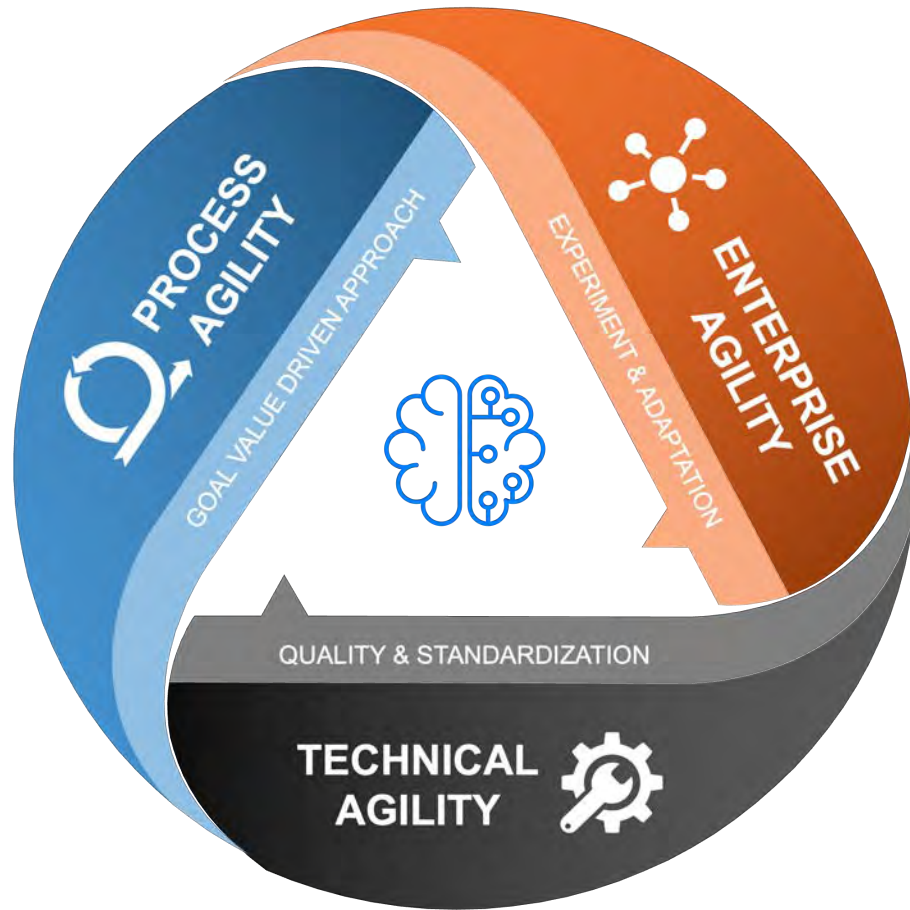
BOOST WITH ARTIFICIAL INTELLIGENCE



Can we **speed** those experiments with a “new” intelligence based on the data that we collect day by day?



INTELLIGENT BUSINESS AGILITY



“Intelligent Business Agility (IBA) represents the ability of an organization to develop an adaptive corporate culture, supported by intelligent agents able to help people in strategic and operational decisions, in order to optimize their activities and continuously set new challenging goals.”

Intelligent Business Agility (IBA) -Felice Pescatore



INTELLIGENT ENTERPRISE AGILITY



CUSTOMER: establish an end-to-end strategy on the value stream data



INNOVATION: encourage employees to base the innovation on the evidences

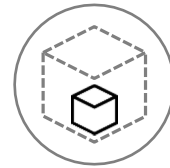
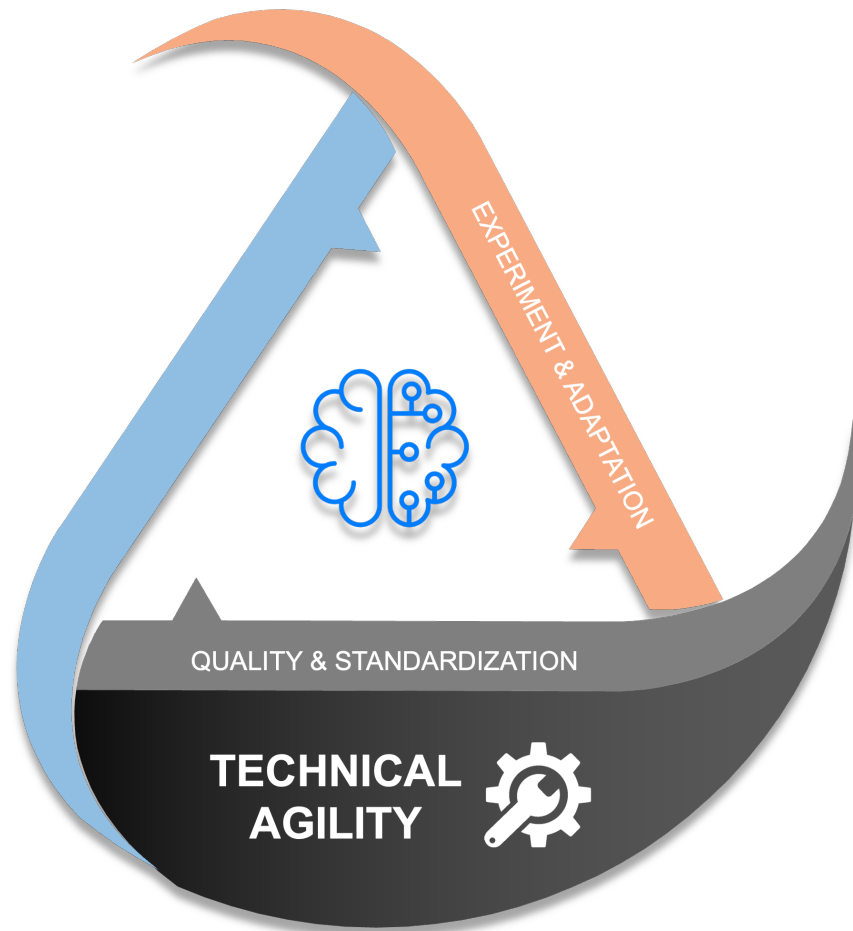


COMMITMENT: promote a holistic strategy supported by leadership and first-line managers

Building partnerships between people



INTELLIGENT TECHNICAL AGILITY



PERIMETER: align your technology choice to the real needed solutions



MAXIMIZE: the value of your solutions increasing the related technical quality

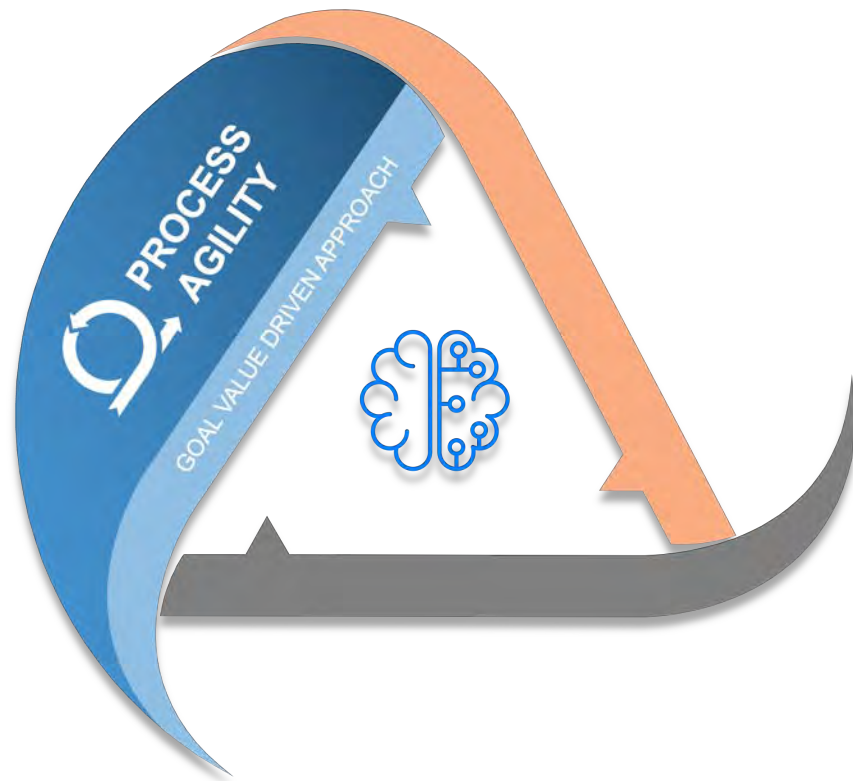


STEP-BY-STEP: enable the systems to continuously learn and improve

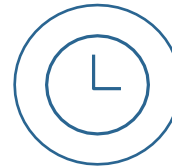
Search for the needed excellence



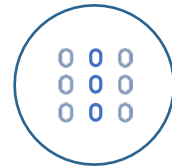
INTELLIGENT PROCESS AGILITY



MONITOR: narrow your choice in relation to the company climate and maturity



ACCELERATE: boost you company broaden with accurate trend analysis



ACCURACY: prepare your data and adjust the practices using to them

Optimize and Improve the Way of Working





Empowering and Inclusive

Create a culture of sharing and collaboration



Make those that know your business a central piece of your transformation process



Data-driven



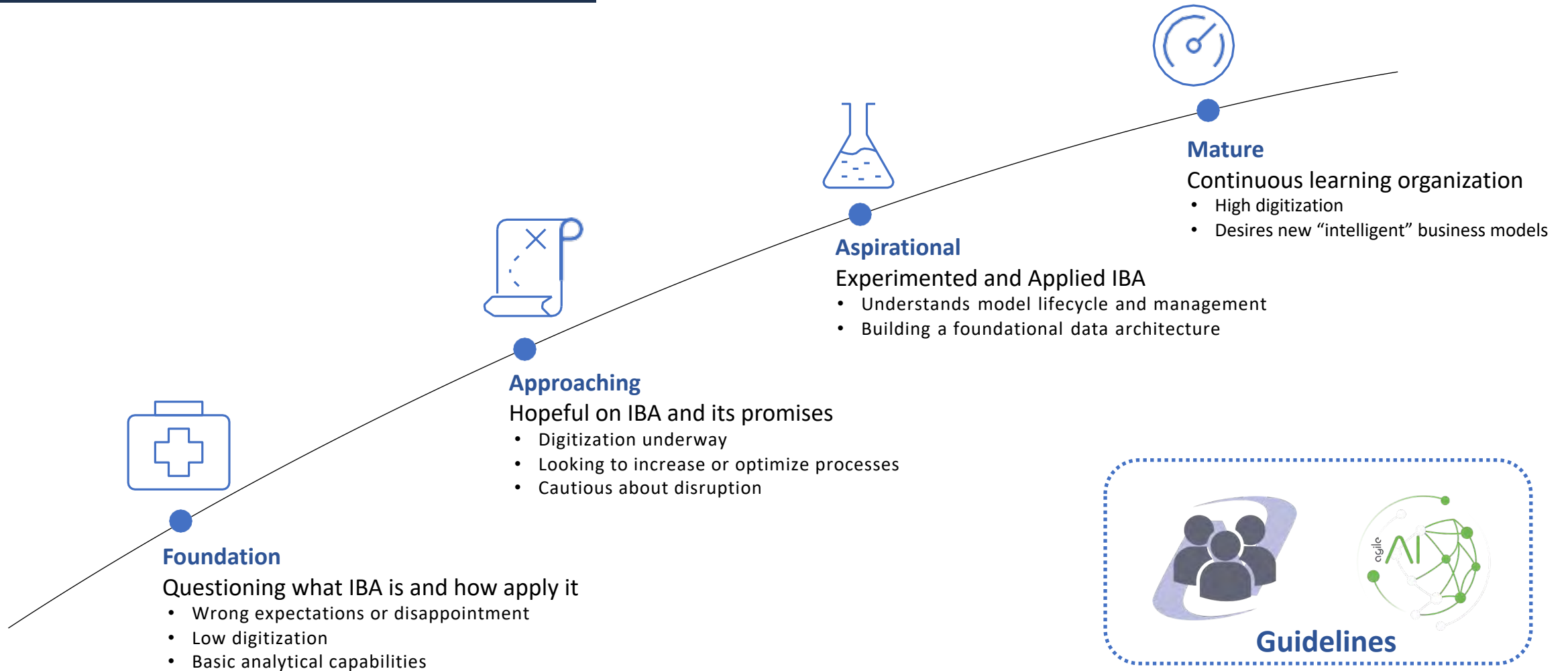
Share data across your organization



Adopt rigorous data practices



IBA IMPLEMENTATION JOURNEY



4 ideal steps



S.T.A.I.R. GUIDELINE



Security and Privacy



Transparency



Accountability



Inclusiveness



Reliability and Safety





Protect private information and resist to attacks

1. Design the intelligent systems to de-identify and maintain the integrity of personal data
2. Protect the system from bad actors
3. Conduct security and privacy reviews





**Understand how to clearly
supports organizational decisions**

1. Share the key elements
2. Leveraging simpler models and generating intelligible explanations of the model's behavior
3. Train people on how to interpret suggestions





Maintain responsibility over the suggested improvement

1. Ensure people are properly trained to use and maintain the solution
2. Keep humans with requisite expertise in the loop
3. Put in place a clear system of accountability and governance





**Empower everyone and engage all
the people**

1. Leverage human review and domain expertise
2. Attract a diverse pool of talent
3. Research and employ best practices, analytical techniques, and tools





Operate in a reliably, safely, and consistently way under every conditions

1. Auditing the supporting systems for intended and unintended circumstances
2. Provide detailed explanation of system operation
3. Easily report performance issues





Get started with pre-built AI



Leverage AI development tools



Develop by People for People



Build an AI-ready data estate





Felice Pescatore
Business Agility Advisor
Agile Coach



Advisors Group Member



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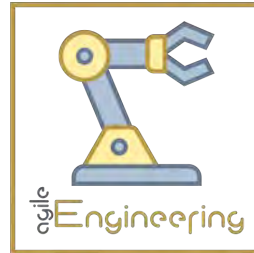


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