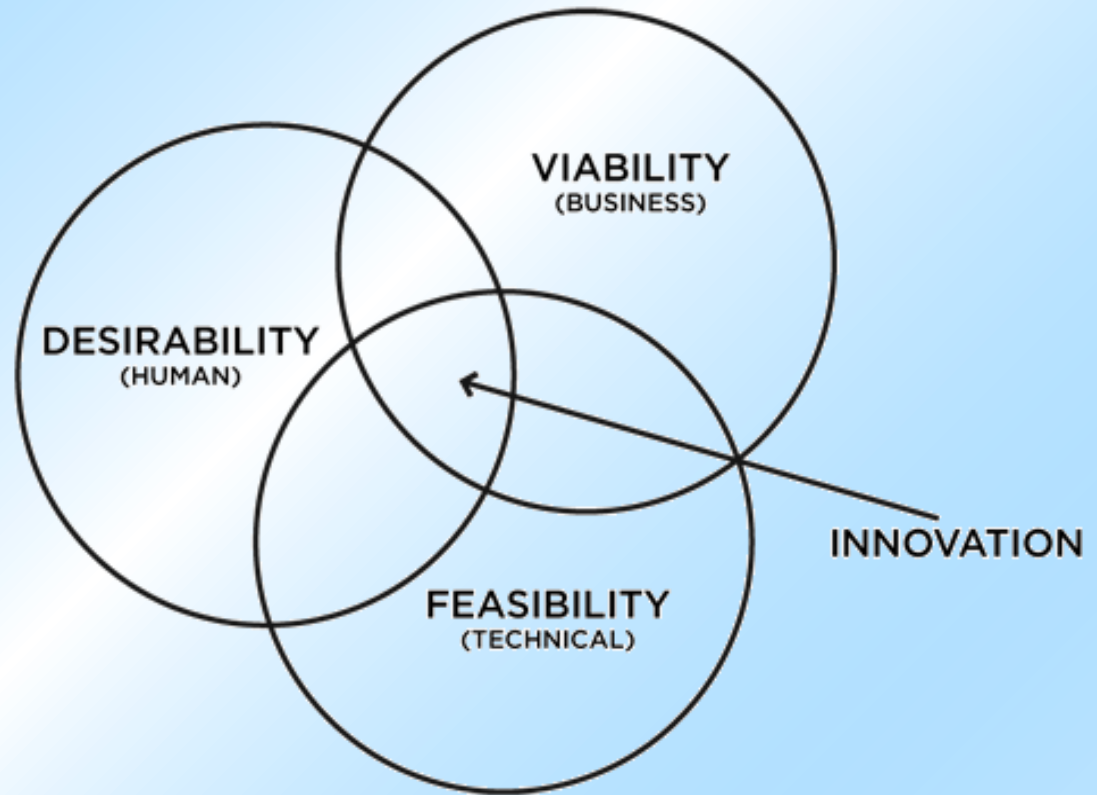


Using Design Thinking and Agile for Delivering Value to Public Administration

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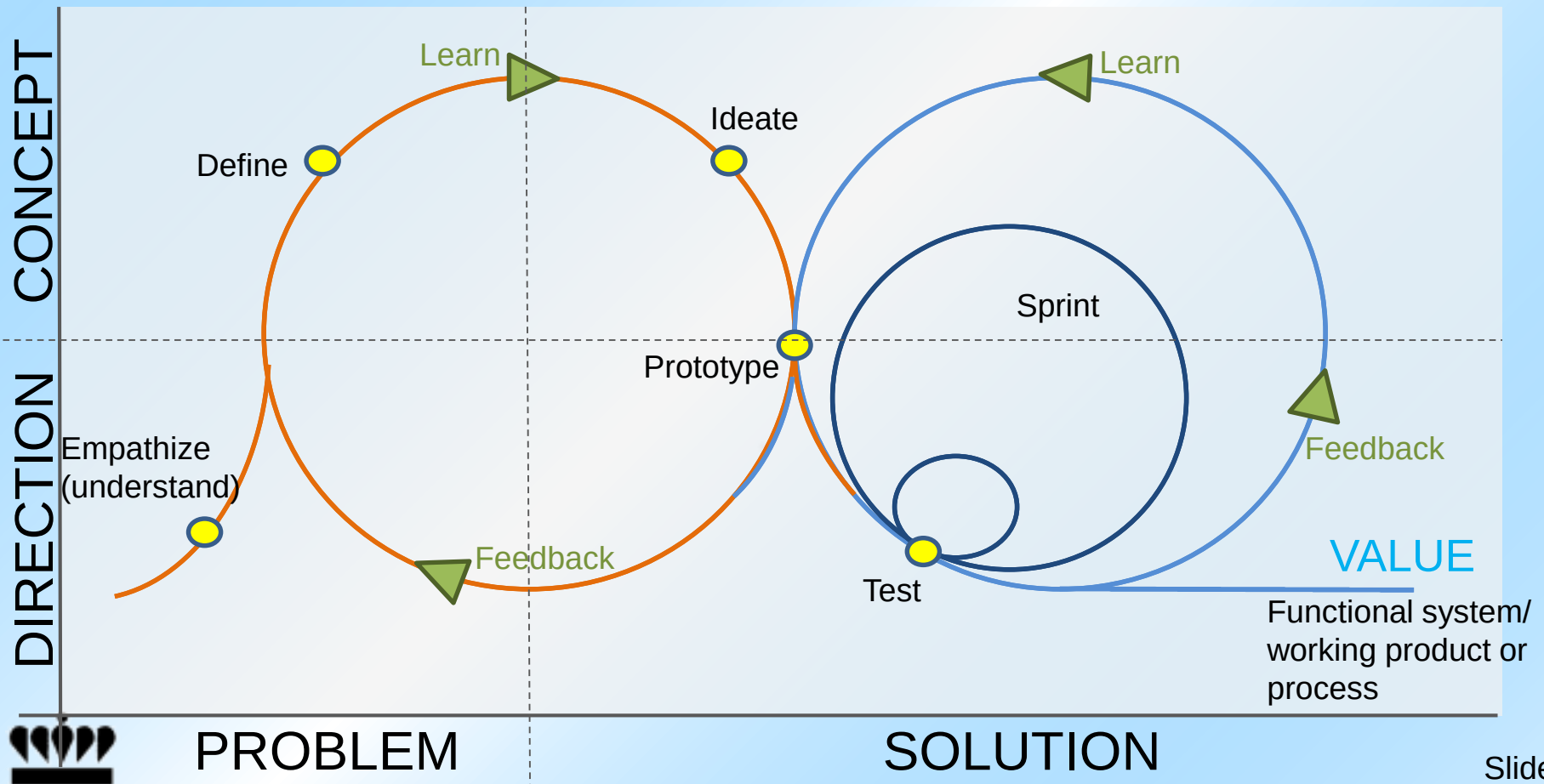
What are the Typical Problems Experienced by Public Administration Agencies or Departments

- Inefficient or outdated processes
- Expertly solving the wrong problem
- Outdated technology
- Lack of support
- Micromanagement
- Lack of direction
- Unattainable goals
- Attracting and retaining millennial talent and knowledge base
- “Scope Creep”



Design Thinking & Agile

DESIGN THINKING	AGILE
Explore the Problem (think)	Build the Thing Right (make)



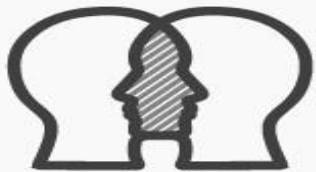
Design Thinking Strategy

Seek to understand the end users and their needs

Brainstorm potential solutions, select and develop the solution approach

Engage in short cycle innovation processes to continually improve the design

Empathise



Define



Ideate



Prototype



Test

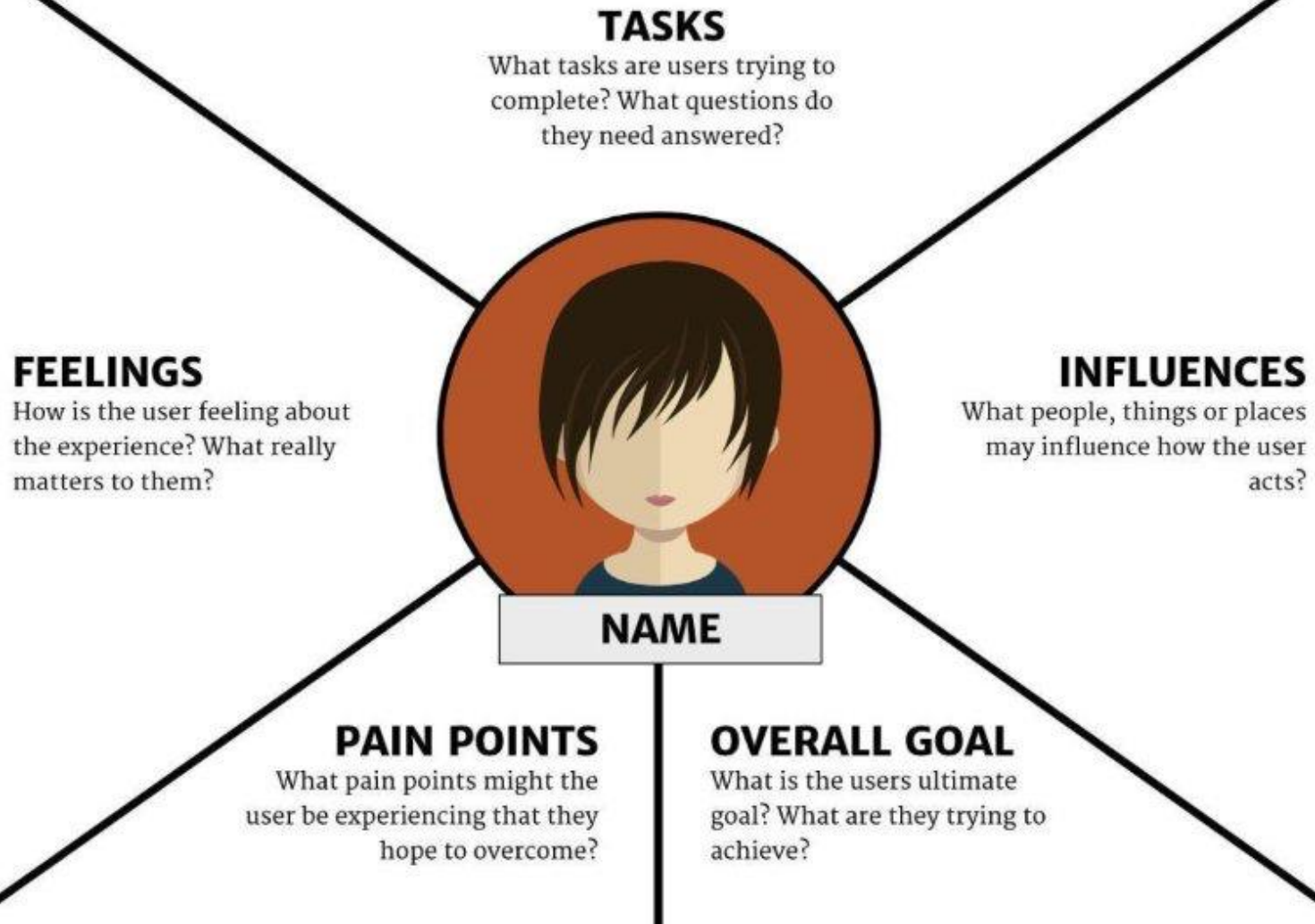


Articulate the problem(s) to be solved

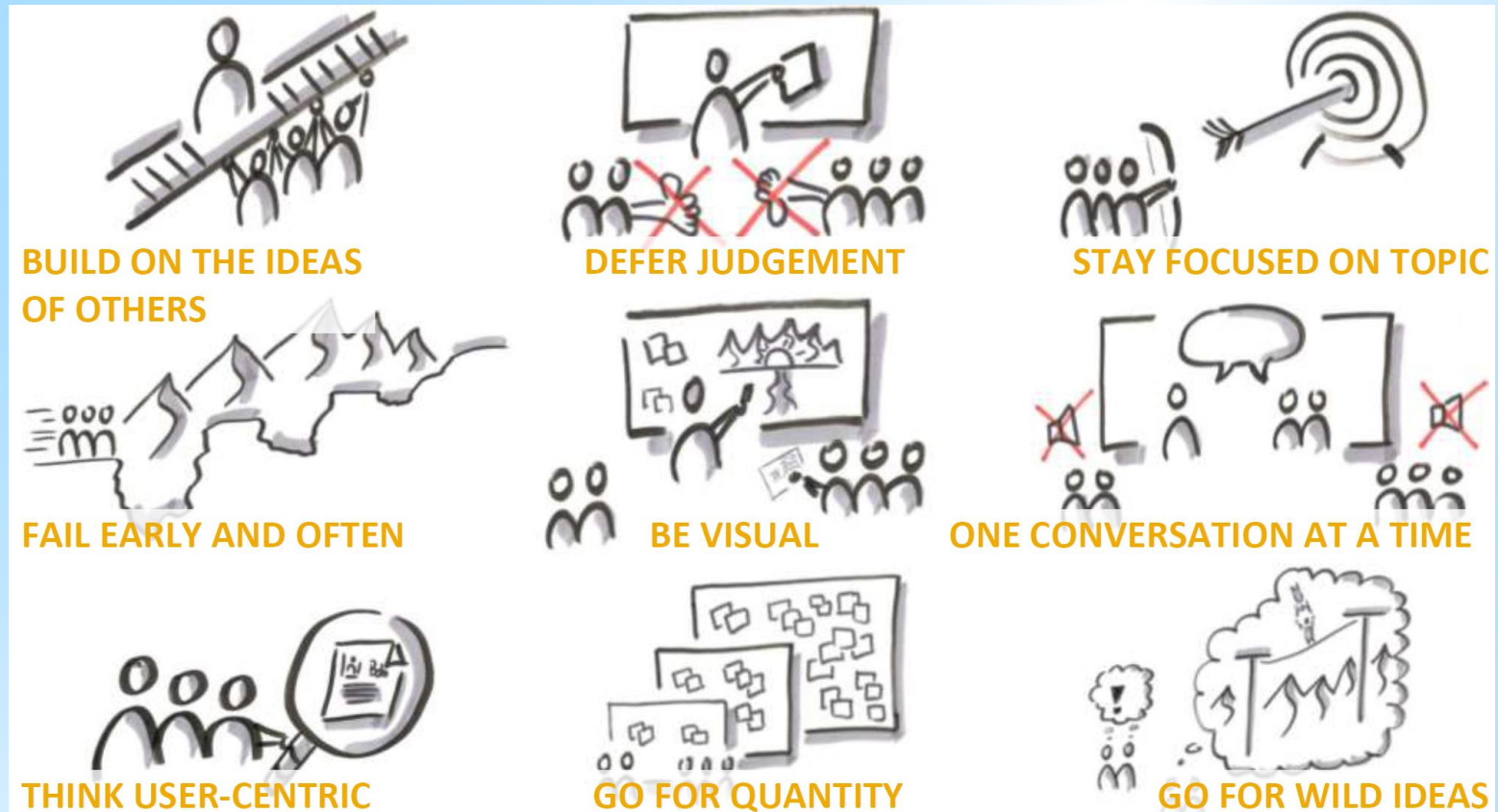
Design a prototype or series of prototypes to test the solution/partial solution



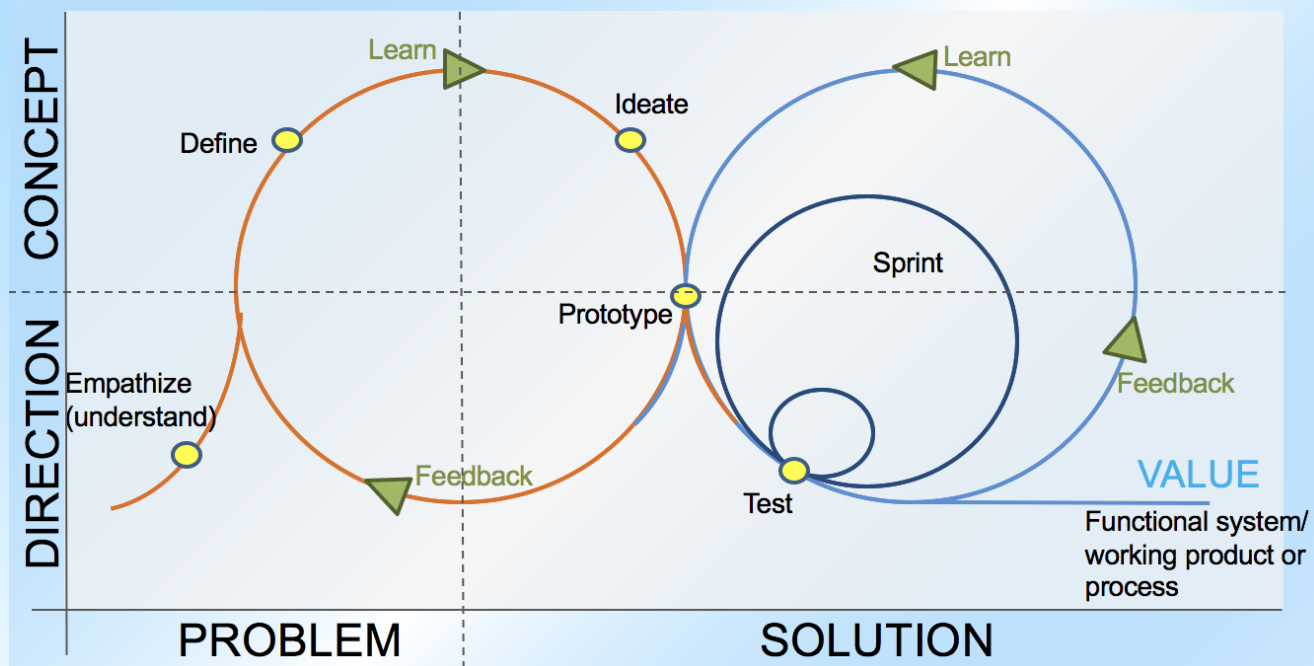
Empathy Maps: Seek to Understand



Ideate through Brainstorming



Evolving a Prototype with Agile Delivery



Waterfall vs. Agile Development

(traditional)

Waterfall

Agile

Fixed

Requirements (Scope)

Cost

Date

Plan-Driven

Value-Driven

\$

Estimated

Budget

Schedule

Features



Agile allows us to deliver value faster and adapt through learning!

What is Agile?

- A mindset that embraces agile values and principles
- Management practices that promote ***transparency, feedback, collaboration, and embracing change***
- Adopting lean processes
 - **Shorter** cycles times/delivery & faster results
 - A **prioritized** work package queue
 - **Regular** demonstrations of working solutions
 - **Incremental** delivery
- All projects can benefit from Agile!



AgileManifesto.org

Manifesto for **AGILE SOFTWARE DEVELOPMENT** 2001

« We are uncovering better ways of developing software by doing it and helping others do it.

THROUGH THIS WORK WE HAVE COME TO VALUE :



INDIVIDUALS &
INTERACTIONS

OVER



COMPREHENSIVE
DOCUMENTATION



WORKING
SOFTWARE

OVER



UNE DOCUMENTATION
EXHAUSTIVE



CUSTOMER
COLLABORATION

OVER



CONTRACT
NEGOTIATION



RESPONDING
TO CHANGE

OVER



FOLLOWING A PLAN

THAT IS, WHILE THERE IS VALUE IN THE ITEMS ON THE [BOTTOM], WE VALUE THE ITEMS ON THE [TOP] MORE. »

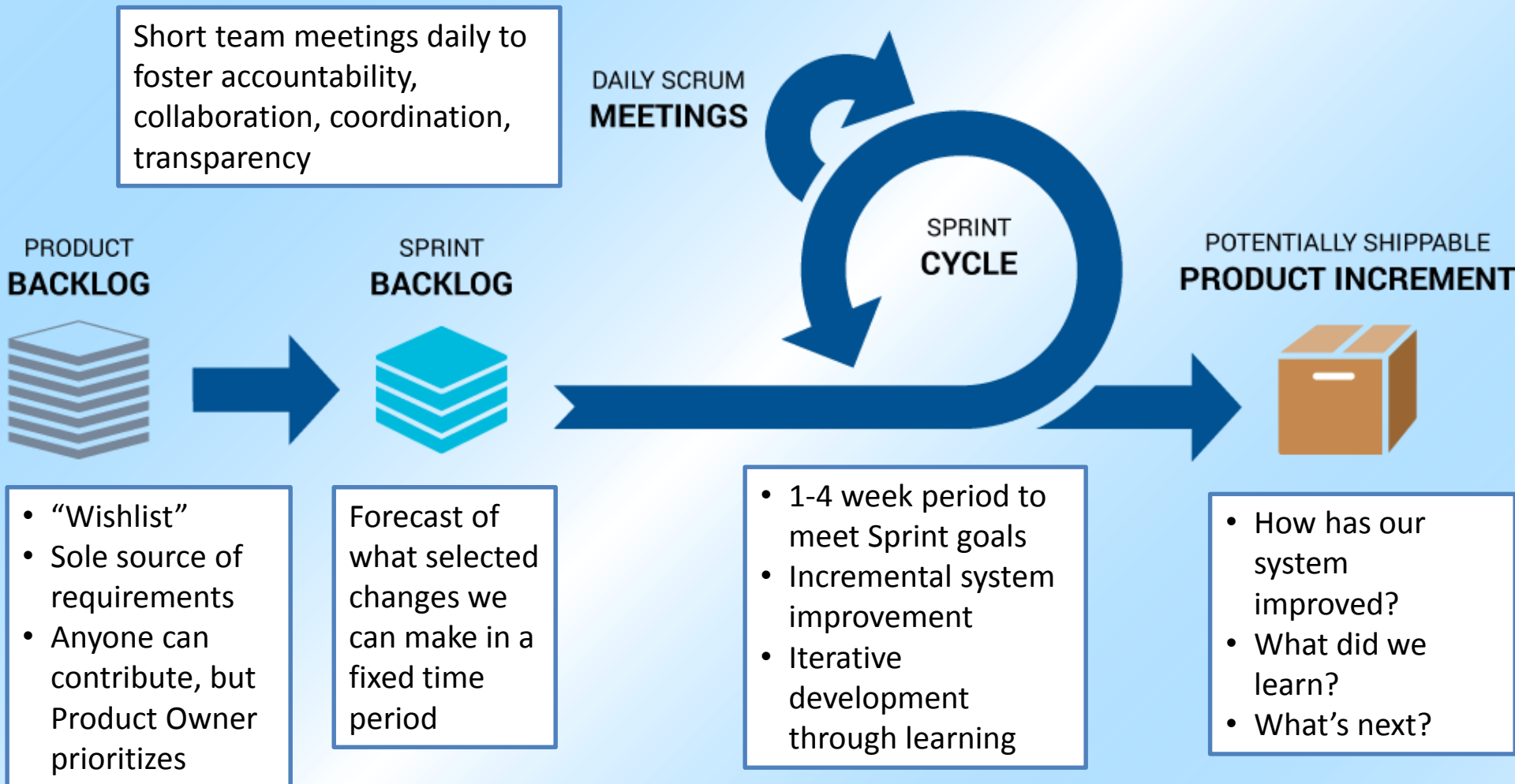


12 Agile Principles

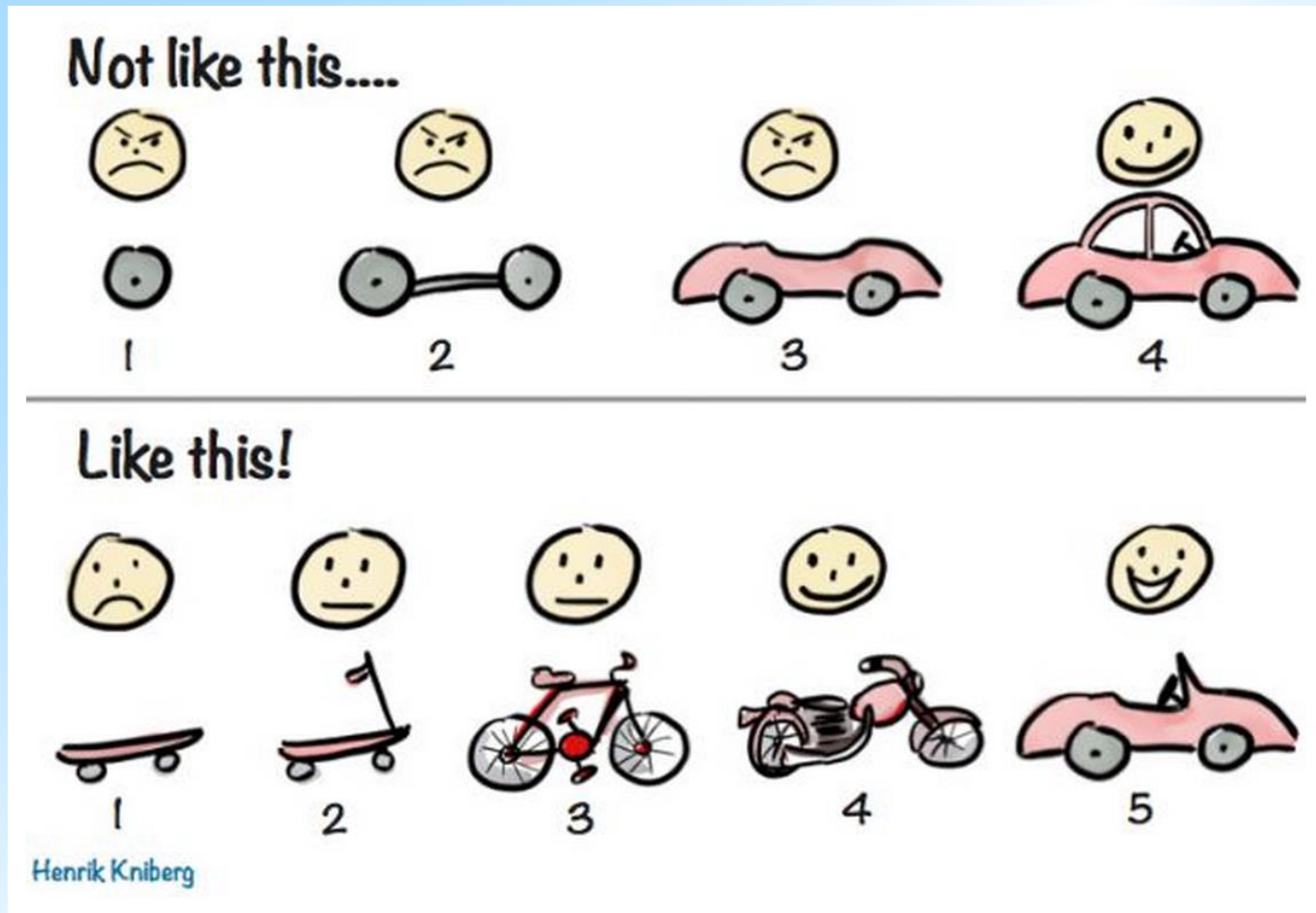
1. Strive for **customer satisfaction**
2. Accommodate **changing requirements**
3. **Frequently** deliver results
4. **Collaborate** between the business and technical stakeholders
5. **Support, trust,** and **motivate** the people involved
6. **Face-to-face** interactions
7. Demonstrate progress with **working systems**
8. Support **consistent** development pace
9. **Continuously improve** skills and design to sustain change
10. **Simplicity** – Develop just enough to get the job done for right now.
11. Empower **self-organizing** teams
12. Regularly **reflect** to become more effective



Agile Development using Scrum Methodology



At the end of every sprint, we have value



Allow the vision to drive evolution!

Facilitating Innovation in Public Administration

- Eliminate unnecessary organizational barriers
- All stakeholders matter: internal and external
- Foster communication, coordination, transparency, trust & learning
- Empower self-organizing & cross-functional teams
- Prepare for & welcome organizational culture shifts!



Questions?



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