

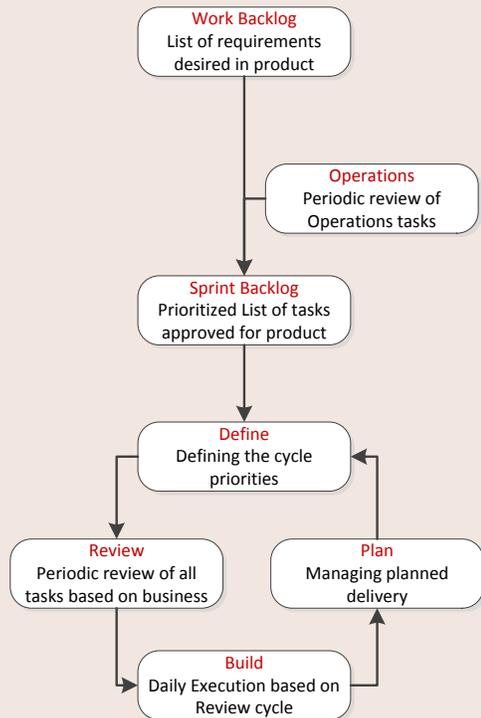


IT Demand Essentials

Self-directed teams use an agile management process. It is iterative and incremental and divides work into compact cadences, known as sprints, with duration of one to three weeks.

This retailer modified its process to include necessary operational interrupts to move with its customers. Daily, the team meets to re-prioritize. At the end of each sprint, the team members meet to evaluate the progress of a project and plan its next steps.

This allows a project's direction to be modified or reconstructed based on completed work, and not predictions.



IT Demand at a High-End Retailer

This global retailer serves its customer with high-end luxury items and truly world-class customer service through several specialty store brands.

Opportunity

Often failing to firmly understand the real impact of unplanned work, or to make sure that the best resources worked the most important projects, this firm's self-directed development teams failed to maintain visibility on the demand and commitments for its resources. SIBRIDGE helped the client to:

- Develop Demand Management processes supporting its self-directed team development methods
- Develop a consolidated view over its planned and unplanned work, aiding in appropriately filling development backlog
- Enable transparent and fact-based decision making

Approach

Collaborating with the client, SIBRIDGE helped the client team identify, integrate and manage relevant demand data coming from disparate entry points. Implementing an innovative cloud solution helped the client to integrate data captured from Help Desk and Support, Financial and Project Management Systems and enable its teams to collaborate with a complete picture of demand.

Results

Process and data integration provided a solution, bringing project office and operational data together into a process that allowed development teams to self-organize around the prioritized demand of the IT organization rather than over-react to unplanned work and fail to deliver on its short term commitments.

Demand Management is now an active process supporting iterative and incremental development and planning by

- Capturing the planning data and knowledge of the organization
- Providing visibility into all IT work and how all supporting resources are contributing to or even creating
- Increasing the coordination between Operations and Development groups where unplanned work is identified



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SIBRIDGE Consulting helps clients align information technology execution with business strategic intent, to better plan and manage major technology initiatives, to optimize processes, and to achieve higher agility and better returns on their IT investments.

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