dreamOlé

Highly Effective Implementation Teams

Fabrice Cathala / @fcathala
www.saas-components.com

APPIRIO
a wipro company

Highly Effective Implementation Teams

Why?

Budget + Good Skills = Good Delivery

Budget + Good Skills + Effectiveness = **Great Delivery**

Highly Effective Implementation Teams

Key Takeaway

From my lessons learnt, write your own playbook

1. **Accept** that the fate of a project is not set on day 1
2. **Become** effectiveness-obsessed

Definitions

Capacity = what can be achieved with the resources available

Velocity = speed of delivery

Efficiency = ratio of what is actually produced vs. the capacity

Effectiveness = degree of success

Definitions

Agile Flavours...

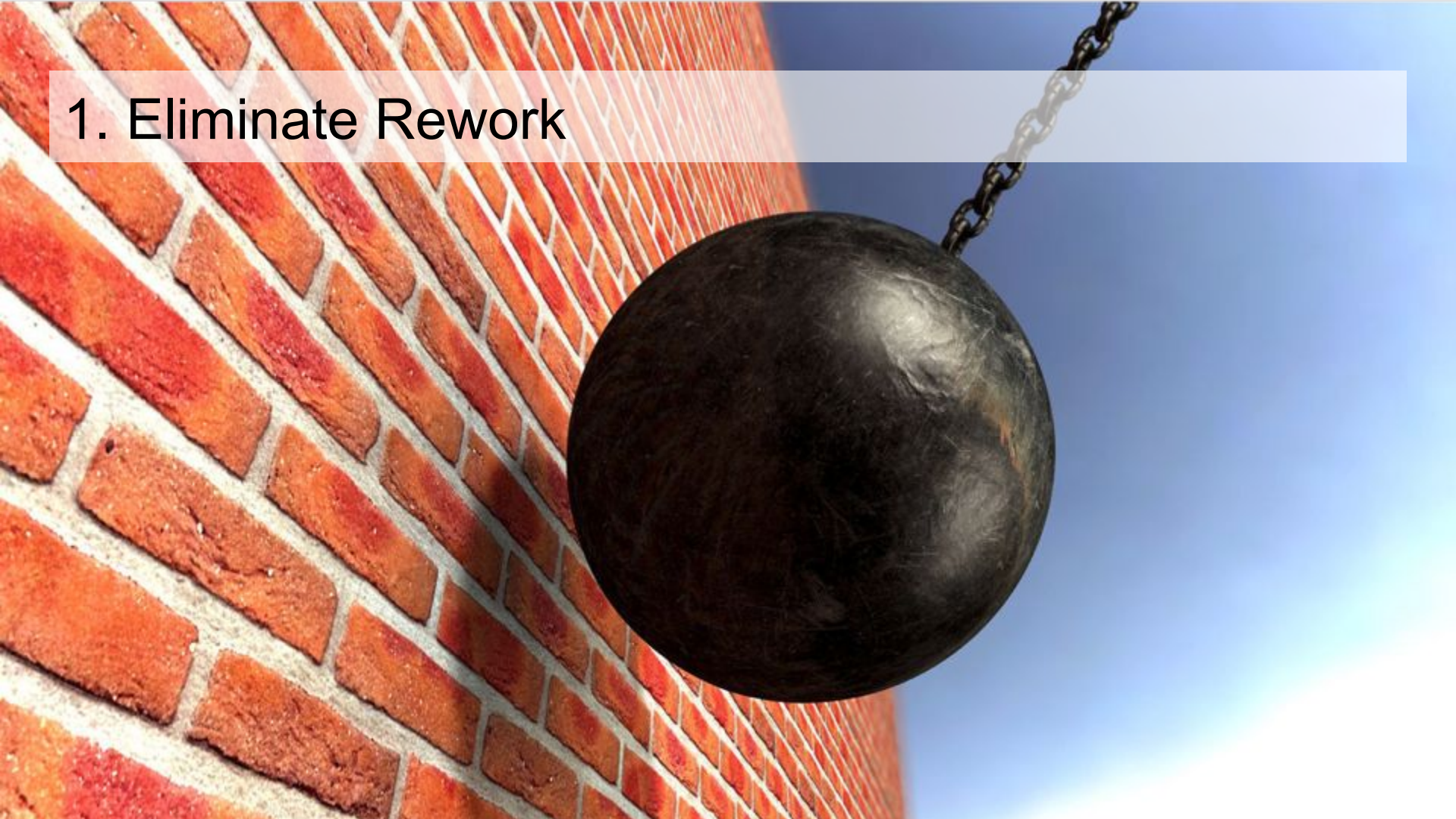
Bespoke App	Commercial App
SI, Customer	**ISV**
Known target	Unknown target
Fixed deadline	Never ending roadmap
Commitment to the stakeholder	“Safe harbor”
Needs predictability	Need value for the masses

This Talk

Effectiveness Killer #1

Rework

1. Eliminate Rework



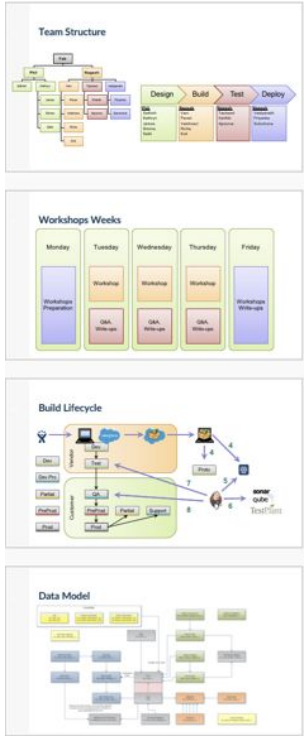
Effectiveness Killer #1: Rework

Team Management

Don't start before you're ready

Stay aligned

Build right first time



Team
Alignment
Deck

Effectiveness Killer #1: Rework

Stakeholder Management

Educate on backlog management

Demo regularly

Progress with stakeholders sign-off

Avoid late coming stakeholders

Effectiveness Killer #2

Overhead

2. Reduce Overhead

Effectiveness Killer #2: Overhead

Eliminate Waste

Balance the need for reporting

"*Over-documentation*" is a thing

Justify every meeting

Get the right attendees in every meeting

Identify unnecessary non-productive work / **be lean**

Effectiveness Killer #2: Overhead

Managing Time

Managing time takes time, but it's worth it

Stay in control of your calendar (aka "ring fencing")

- Avoid multitasking
- Reserve thinking slot
- Block 5 hours a day

Effectiveness Killer #3

Carelessness

3. Provide Support

Effectiveness Killer #3: Carelessness

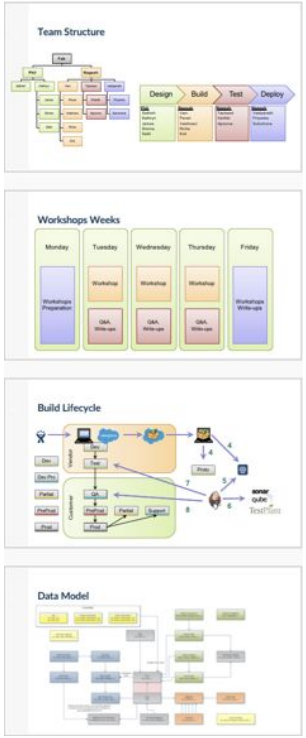
Caring For The People

~~Nobody is~~ some people are irreplaceable

Drive motivation

Beware of exaggerated long hours

Onboarding is key



Team
Alignment
Deck

Effectiveness Killer #3: Carelessness

Caring For The Tools

Provide the right tools

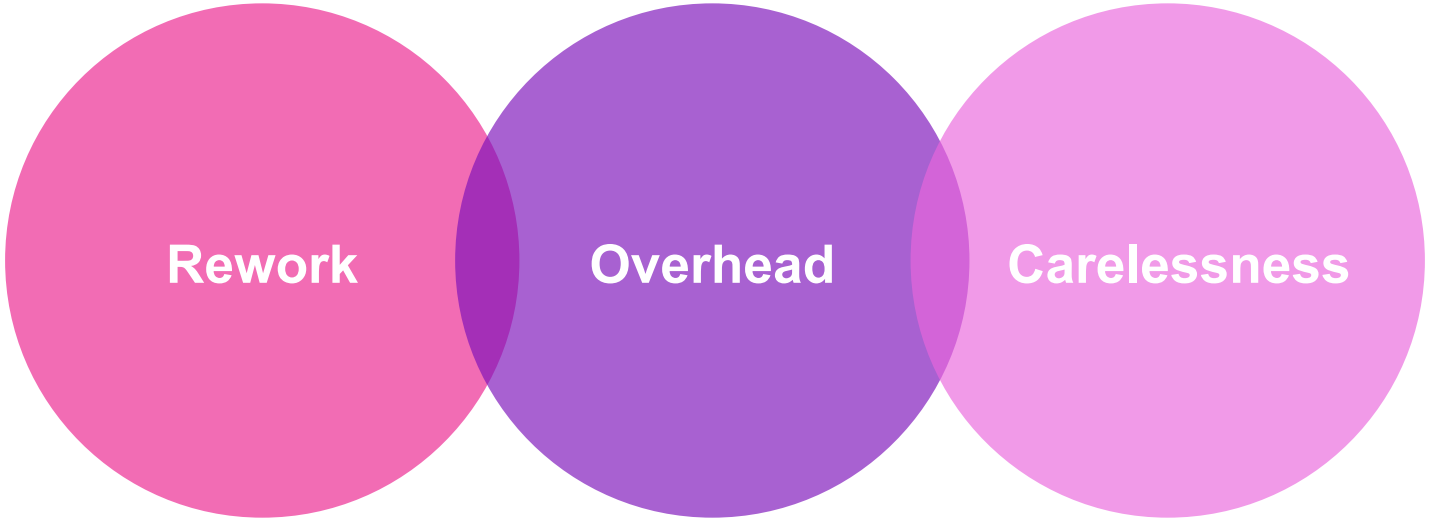
Master your tools

Improve continuously the methods used

Highly Effective Implementation Teams

The Framework

Avoid...



Highly Effective Implementation Teams

Summary

- Accept that the fate of a project is not set on day 1
- Become effectiveness-obsessed
- Build your own playbook

Muchas Gracias

Q & A

copa.do

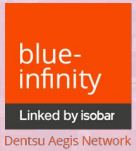
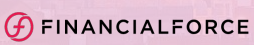
omega crm

Cognizant

FORMTITAN

resco.net
technology on the move

MAKEMECLOUD
consulting

aircall

blue-
infinity
Linked by isobar
Dentsu Aegis Network

FINANCIALFORCE

wefox

BLACKBIRD