



Agile Consultancy 2 Mini Case Studies September 2021

Included:

Extracare

South Gloucestershire County Council



Mini Case Study 1

Consultancy for Agile Transformation within South Gloucestershire Council

“Howie supported us in reviewing our approaches, our ceremonies and our thinking, often going above and beyond to explain concepts - drawing from his huge wealth of experience.”

Helen Magee

Discovery and Design Manager - Information, Technology and Digital -
South Gloucestershire Council

Overview

South Gloucestershire Council (SGC) perform vital functions for residents, businesses and visitors. As an organisation they maintain strategic partnerships, allowing them to deliver actions that support the development of South Gloucester as a “great place to live and work.”

This boils down to ensuring:

- Health and well-being
- Economy and skills
- Safer and stronger communities



SGC's Needs

Introduce Agile to a workforce creating value through multiple facets, including rapid, iterative project development. This being the first time SGC had introduced Agile into its practices, the 12 staff members who attended the course were new to the concept and implementing its teachings throughout the organisation. Despite post-course feelings being hugely optimistic and enthusiastic, a few issues and questions quickly arose. Therefore, commissioning Howie Bartrip (Quanta Agile consultant) was necessary to provide clarity and reason.

Agile Consultation

Howie supported the team onsite initially through a review of their Agile approach. This included a deep dive into the team's approaches, ceremonies and thinking. Utilising not only Agile knowledge, but also implementation experience, aiding integration of the learned Agile methodology. Howie was able to provide direction via analogies, using his experience of similar crises facing the team. With an expert onsite, the team was able to adapt their current working style through collaboration with a consultant who truly understands how an Agile team should be performing.

Outcome

Helen Magee and the IT & Digital team at South Gloucestershire Council felt they had the guidance to competently implement a new Agile way of working; one that they felt wouldn't be in place without Howie's consultancy. Helen now highly recommends Howie's Agile work throughout the whole Agile implementation process.



Mini Case Study 2

Extracare Charitable Trust Agile Consultancy

“Agile consulting for us is coaching support, drastically speeding up implementation. It's having an expert say ‘Okay, this is what we've done. Are we on the right path?’ Howie provided fascinating insights and great advice. The team would walk away from a day of consultancy buzzing with ideas, new perspectives and confidence.”

Dave Bosworth

Head of Project Management Office & Customer Insight
Extracare Charitable Trust

Extracare Overview

As a charitable housing trust, Extracare run retirement communities with a difference. Residents in Extracare housing have enjoyable lifestyles created, with care provided for those who need it. Through a holistic approach to services, the organisation runs with a focus on building better lives from those in their care.

Problem

A primary problem faced by Extracare was the lack of structure within the project management office, creating a methodology void. Project owners were guided by a few brief governance documents that were lacking robust qualities.

This highlighted the need for a cradle to grave methodology – from feasibility and the foundation of a given project, to incremental development and rapid value release. An obvious solution to the issue was an Agile course of learning, bringing focus to the processes and principles involved in Agile project management.

Why Quanta?

Quanta were chosen not only because the Agile training they offered, but because of the partnership they'd receive through follow up consultation. Being that almost everyone in the team was an Agile novice, consultancy promised a far more rapid integration of the lessons gained through training



alone.

Agile training

Across the course of a week, training was delivered to 45 team members participating in an **Agile awareness seminar**, before then moving on to the more interactive approach of gamification (the Quanta Agile game “**Raise the Terror**”).

Qualities such as cohesion were entrenched through a more personal activity session.

AgilePM of course defined the solution that those in the project management office sought. The course offered a deeper insight into effective project management **Scrum** and creating a robust organisational Agile methodology.

Consultancy

Quanta’s Howie Bartrip not only delivered the training to Extracare, but was also placed into the company as a consultant.

Those in the organisation were able to see instances of how product development would work within real scenarios. An example being the development of a new supplier database. Howie was able to oversee and advise on converting principles into tangible results. In the instance of the database, maintain supplier relationships took on a whole new, more efficient shape.

“Howie helped to contextualise our understanding. He was really useful in our understanding of approaching procurement in a more Agile way. And if you get stuck, there’s help to find the recipe you’re after.”

Outcomes

One of the main benefits of Agile consultancy highlighted by Extracare was the improved speed of integrating what they’d learned into viable, workable project management solutions.

Extracare were able to gain a deeper understanding of making decisions



within the organisation on a much tighter timescale; not to mention making it easier to sell the idea of Agile internally. From prioritising resources, to defining product requirements – everything came about faster and easier.

Ultimately, consultation aided in embedding Agile project management within the team, and has been acknowledged as squeezing superior value from the initial Agile training.