The South African EA Forum

The EA Forum is a networking event sponsored by The Open Group in South Africa. It started in 2004 and is hosted every second month or so, with events in Durban, Johannesburg and Cape Town. At the EA Forum, industry leaders share their experiences and knowledge of architecture and related topics. Real-world case studies highlight how business problems are solved using the discipline and practice of architecture. The event is also an opportunity for the architecture community members to network and collaborate.

For more information or to submit your presentation topics please contact <u>Stuart Macgregor</u> (s.macgregor@opengroup.org)

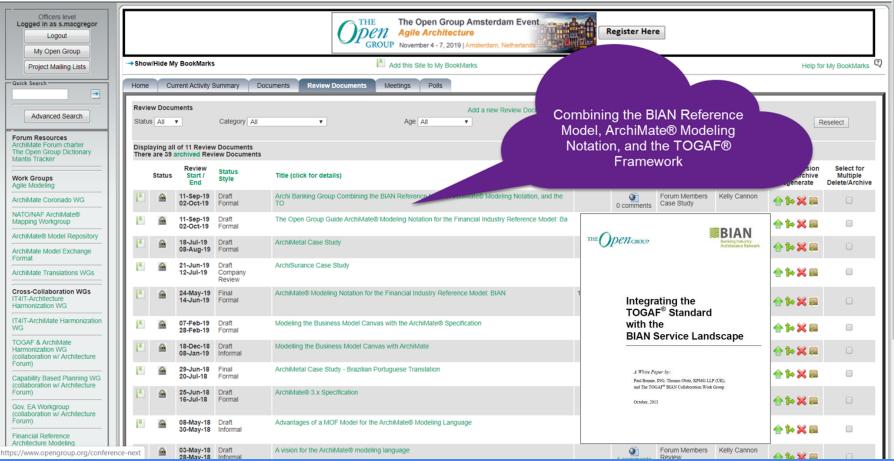




ArchiMate Forum Members - Home Page

"The starting point for member information about the ArchiMate Forum"

You are here: > ArchiMate Forum Members - Home > Review Documents



Standard Bank's New Ways of Working

During his EA Forum presentation two years ago, Josef Langerman described the journey Standard Bank undertook called "New Ways of Working". He focused mainly on Agile and Lean management, with a special emphasis on the cultural changes needed to drive these changes.

At this month's EA Forum, Josef has returned to share his experiences at Standard Bank during the past two years. His presentation will focus on business transformation and the role that Programme and Portfolio management have played. He will also touch on culture as the key differentiator, and the role that Enterprise Architects can play in guiding the organisation.

Josef Langerman is the Executive Group Head for Technology Strategy, Architecture and Transformation at Standard Bank. In this role he is responsible for the transformation of Standard Bank Group Technology into a high velocity, customer-centric organisation. This entails changing the ways of working to Lean, DevOps and Agile methodologies, as well as establishing the cultural and industry communities that will enable this large scale transformation. Josef holds a PhD in Computer Science and is a Professor of Practice at the University of Johannesburg where he teaches Honours and Master level courses in Technology Management.









IT Challenges (circa 2014)

IT is 29% of Operating Cost (Best in class 15%)

Complexity - 2,200+ Applications Disruptions Within
Our Market

Unit Cost = 3x Peers (R32,000 / functional unit)

OHI Index (Culture & Climate) 3rd quartile

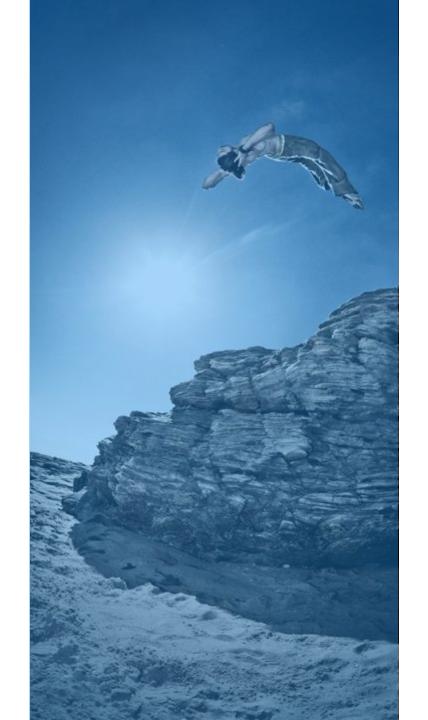
300+ Days to Deliver

Low Customer Satisfaction

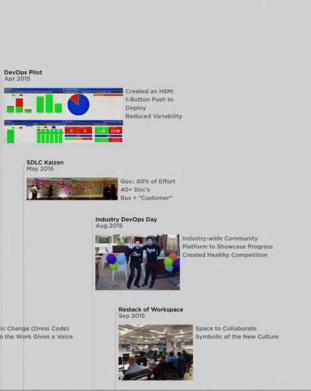
Digital Customers'
Expectations
Changing

800+ Projects

Instability - Too Many Outages Inability to Disrupt Market Making the
Shift to
Agile at
Scale



SHIFT





Internet Banking Refresh Jan 2014



irst Agile Project efining an MVP olied Basic Scrum

Visit to Silicon Valley

Jun 2014

Culture Crafters Nov 2014

Saw New Possibilities

oftware for Cont. Delivery



Symbolic Change (Dress Code) Those in the Work Given a Voice

Teams Move to SAFe OpMod Jul 2016

而

Training Jul 2016

Co-located Teams

Pull From a Backlog - Visualised Work Cross-functional Teams

9 Ground Rules

Basic Agile Principles Co-location with Business Remove Hand-off's Single-page Reporting



Jul 2017 Sep 2017 Nov 2017 Jan 2018 Mar 2018 May 2018 Mar 2014 May 2014 Jul 2014 Sep 2014 Nov 2014 Jan 2015 Mar 2015 May 2015 Jul 2015 Sep 2015 Nov 2015 Jan 2016 Mar 2016 May 2016 Jul 2016 Sep 2016 Nov 2016 Jan 2017 Mar 2017 May 2017 Jul 2018



Internet Banking Refresh Jan 2014



First Agile Project
Defining an MVP
Applied Basic Scrum

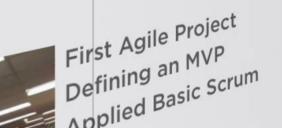


Visit to Silicon Valley Jun 2014



Saw New Possibilities Software for Cont. Delivery



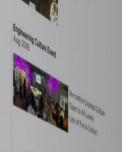






p 2014





Culture Crafters Nov 2014



Lam.a.leader By acknowledging that people are ntegral to everything we do And actively removing obstacles from each other unleash my personal growth



We strive for the elegance of simplicity

By focusing on the minimum viable in everything we do We create products that are just right
And we get it to our customers



We are a team

it.is.all.about.people

By allowing ourselves to self-organise across all levels And celebrating the successes of the We unlock power greater than any



We are constantly making everything

And reflecting on our performance rather than resorting to blame. We can fearlessly push the boundaries.



We partner with customers By putting the customer's voice in everything And taking their feedback constantly

We unlock value



We are proud to put our name to it By putting quality first in everything

And by taking pleasure in our craft We ensure great and reliable products

Symbolic Change (Dress Code) Those in the Work Given a Voice



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Mar zuis

Jan 2015

Nov 2014



DevOps Pilot Apr 2015



Created an HSM!

1-Button Push to

Deploy

Reduced Variability









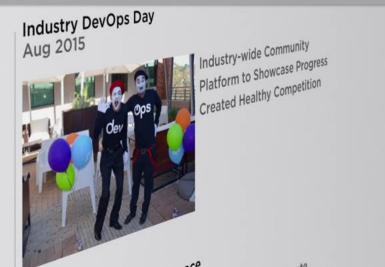
SDLC Kaizen May 2015

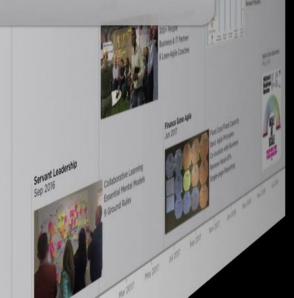


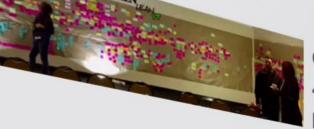
Gov.: 80% of Effort

40+ Doc's

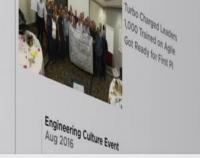
Bus = "Customer"







Gov.: 80% of Effort
40+ Doc's
Bus = "Customer"



Industry DevOps Day Aug 2015



Industry-wide Community
Platform to Showcase Progress
Created Healthy Competition

Jul 2016





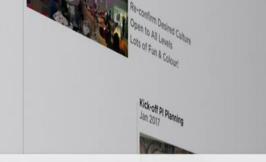
Space to Collaborate
Symbolic of the New Culture



ess Code)



Platform to Showcase Progress
Created Healthy Competition



Restack of Workspace Sep 2015



Space to Collaborate
Symbolic of the New Culture

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Teams Move to SAFe OpMod Jul 2016



Co-located Teams
Pull From a Backlog
Visualised Work
Cross-functional Teams



Turbo Charged Leaders 1,000 Trained on Agile Got Ready for First Pl



Training Jul 2016



Turbo Charged Leaders 1,000 Trained on Agile Got Ready for First Pl





Turbo Charged Leaders
1,000 Trained on Agile
Got Ready for First Pl

Engineering Culture Event Aug 2016



Re-confirm Desired Culture
Open to All Levels
Lots of Fun & Colour!





Servant Leadership Sep 2016



Collaborative Learning
Essential Mental Models
9 Ground Rules



Open to All Levels
Lots of Fun & Colour!

Kick-off PI Planning Jan 2017



5 Product Areas Together 300+ People Business & IT Partner 6 Lean-Agile Coaches

ership







Lean-Agile Coaches



ning odels

Finance Gone Agile Jun 2017



Fixed Cost/Fixed Capacity
Basic Agile Principles
Co-location with Business
Remove Hand-off's
Single-page Reporting

Earn Your Wings Oct 2017

L Cost / Fixed Capacity

Change Artifact Freeze Advisory Frequency of Time of Requirements Level Deployments Only exceptional CAB for No limits Auto-generated Intra-day information on changes change freeze through 5: Private Jet pipeline 4: Dinky Plane 3: Helicopter 2: Hot Air Balloon After hours All to be All freeze CAB for all 5x changes and on presented periods apply changes per week 1: Kite weekends at CAB

Increase Team Autonomy
Enable Continuous Delivery
Reward Mastery

Together

rtner

ches



Agile

Agile Goes Business May 2018



Jul 2018

r 2018

Moving Forward

Business Agility

SHIFT



Focus areas for the Future



Working with Exco

- Leadership Culture
- Leadership Agility

Project Blue Goo

Cross silo processes

Lean Portfolio Management

- Making work visible across the enterprise
- Enterprise Visibility Rooms