

# B E R T E I G

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Real Agility™  
Delivery Track

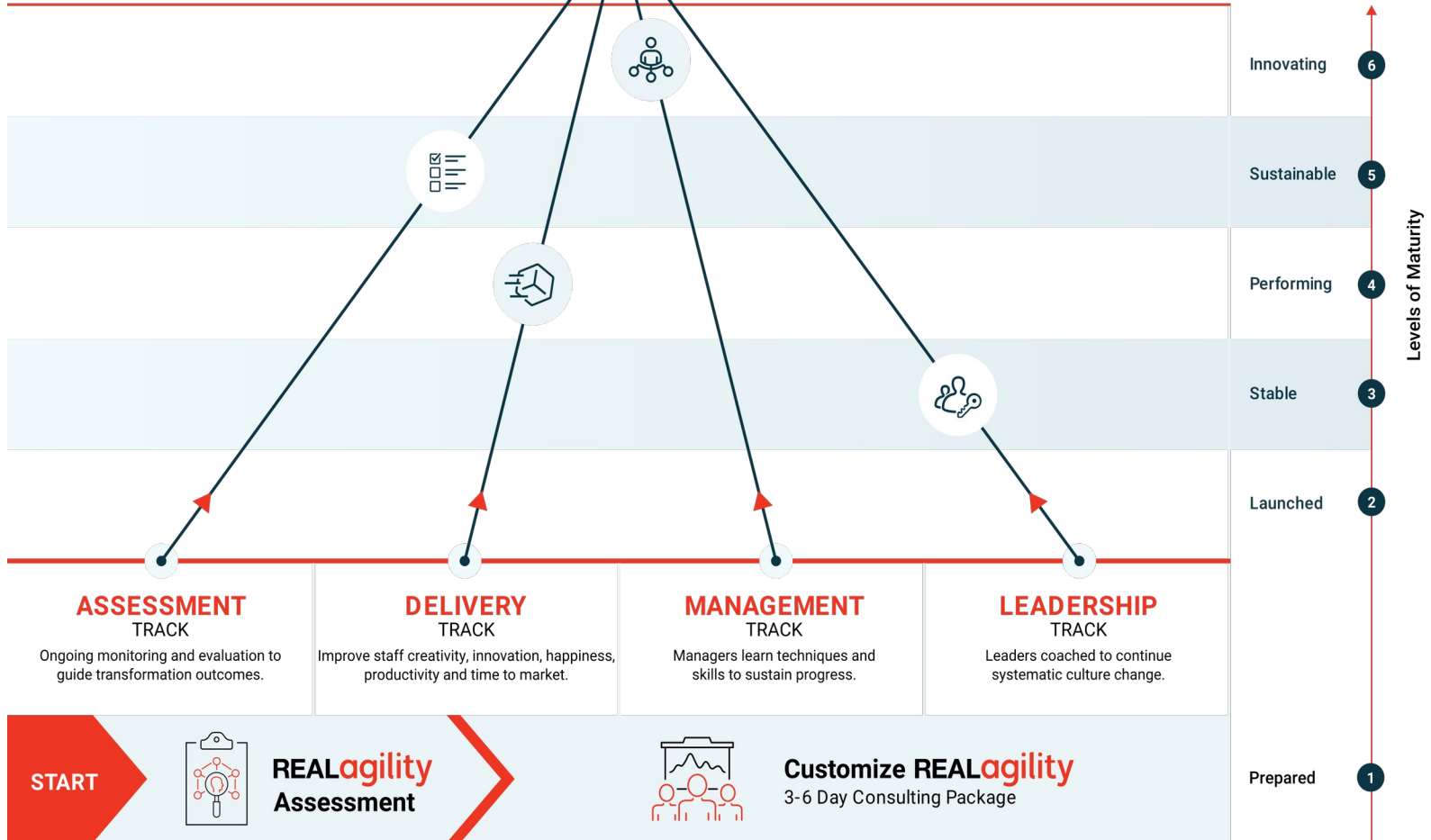


# Delivery Track Overview

- Double your teams' productivity... or better.
- The Real Agility™ Delivery Track is a systematic agile team coaching program for helping teams delivering work product (e.g. projects, products, services, operations) to achieve a high level of agility.
- The Delivery Track has been tested and refined since it was first used in 2005 at Capital One.
- The Delivery Track has a preparation stage and then runs through twelve steps on a one or two-week cadence (3 months or 6 months).
- The Delivery Track is part of the larger Real Agility™ Program that also includes the Assessment, Management and Leadership Tracks.

# REALagility

- Lasting Change
- Faster Delivery
- Less Waste



# Delivery Track Benefits

- Improve team performance as measured by:
  - Higher business return on labour investment
  - Shorter lead time for delivery
  - Reduced defect rates
  - Robust delivery risk management and mitigation
  - Happier team stakeholders and team members
- Typically the Delivery Track provides a 10:1 ROI within the first year following your investment

## The Delivery Track Includes:

- **Team Benchmark Assessment**
- **Training Support**
- **Management Support**
- **Team Coaching Support**

# Team Benchmark Assessment

- Real Agility Assessment Survey and Analysis – team benchmark (RAASA-T)
- Client KPIs (current state and near history)
- Real Agility Personal Aptitude
- In-depth team discovery workshop

# Training Support

- 2-day “Introductory” training for the team
- 2-day “Team Facilitator” training for the team lead(s)
- 2-day “Business Agility” training for the business lead(s)

# Management Support

- Team engagement and communication support
- Weekly or bi-weekly stakeholder briefings
- Advisory support as-needed
- Stage-based KPIs
- NOTE: does not include management training, coaching or mentoring as that is included in the Management Track



# Team Coaching Support

- Customizable 12-step coaching program
- Each step includes:
  - Team workshop (3 to 6 hours)
  - Planning session (1 to 3 hours)
  - Execution support (as-needed between workshops)
- On-demand 1-on-1 coaching for team members
- Each step includes approximately 2 days of direct support from our coach plus as-needed additional time for preparation

# Team Coaching Support – Program Steps

- 1) Launch/Reset
- 2) First Delivery
- 3) Focus on Reflection
- 4) Focus on Learning
- 5) Focus on Planning
- 6) Focus on Action
- 7) Focus on Process
- 8) Focus on Events/Meetings
- 9) Removing Obstacles
- 10) Goal Setting
- 11) Building Capacity
- 12) Culture and Performance

# Delivery Track Logistics

- Delivered virtually
- Milestone-based billing
- Team size: 5 to 11 people
- Unlimited stakeholders
- Clear business objective
- Stable team membership
- No part-time members
- No “shared resources”

NOTE: a team may have part-time members or may rely on shared resources, but those people cannot participate in the program. Only long-term, dedicated-full-time team members can participate in the workshops and receive the coaching support.

# Delivery Track Timeline

- Benchmark Assessment (1 to 2 weeks)
- Training Support (2 weeks)
- Team Coaching Support – Steps 1 to 12 (12 to 24 weeks)
  - Management Support – ongoing
  
- Elapsed time: 15 to 28 weeks depending on the step cadence

# Delivery Track Pricing and Billing Milestones

- Total price: CA\$120,000 + expenses and applicable taxes
- Billing milestones, CA\$30,000/milestone
  - 1) Benchmark Assessment and Training Delivered
  - 2) Steps 1 to 4 Delivered
  - 3) Steps 5 to 8 Delivered
  - 4) Steps 9 to 12 Delivered