



# CASE STUDY

## Government Agency

OPTIMIZING SOFTWARE AT SCALE IN THE FEDERAL GOVERNMENT

**COMPANY OVERVIEW**

COMPANY GLOBAL RANK:  
N/A

REGION:  
USA

INDUSTRY:  
Government Agency

**IMPLEMENTATION OVERVIEW**

SCOPE:  
Business Unit

SEATS:  
300

FRAMEWORK:  
SAFe

TEAM TOOL:  
Jira

LEVEL:  
Portfolio

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**CHALLENGES**

With zero visibility at the top, they couldn't make priority driven decisions at the executive level. Projects were managed in small, business unit silos. Feedback was slow and change was often locked in a slow, methodical process.

Even if projects made sense and came together financially, they were rarely able to bring the work together in a predictable way that made sense in the moment.

The data was manually processed as best, but it was out of date and often changes occurred too late.

**SOLUTIONS**

A focus was created on not only coaching the teams on agility and how to drive better results, but even more impactful, the chance to make better value-based decisions and avoid the cultural issues of mandating uniformity across the teams.

They prioritized actively working on the overall cultural challenges of visibility and control of issues that their teams had struggled with in a bimodal world.

Teams were unified with their bimodal data flowing all through one integrated system. Culture was changed to form more discipline around tooling and work updates.

**RESULTS**

Value-based decision making techniques eliminated much wasted work and increased team engagement as they observed greater customer satisfaction.

As teams began to see the benefits of coaching and culture changes, a healthy bimodal culture began to emerge that allowed teams to collaborate better and maintain control over their work.

Reporting to higher management became more accurate and real-time. Trust was rebuilt between the teams and management.

**BENEFITS**

**REDUCE MANUAL EFFORT**  
Don't spend big money trying to get data from multiple systems in order to compile rolled-up reports by hand. Automatically harmonize reporting at scale.  
*HOW: Real-time enterprise reporting and analytics, Business Intelligence integration.*

**IMPROVE CONCEPT TO CASH CYCLE**  
Utilize lean metrics and work in process to manage smaller batch sizes to improve throughput and productivity leading to rapid delivery.  
*HOW: Multi-Tier Kanban, WIP Reports / Visualizations, Planning Increment, Value Engineering.*

**ENABLE BI-MODAL CAPABILITES**  
Avoid blind silos during the transformation by enabling all teams to plan and collaborate together during the transformation to agile.  
*HOW: Capacity planning, skill set management, unified status reporting, portfolio configuration.*