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THE POWER OF BUSINESS AGILITY IN LEGAL

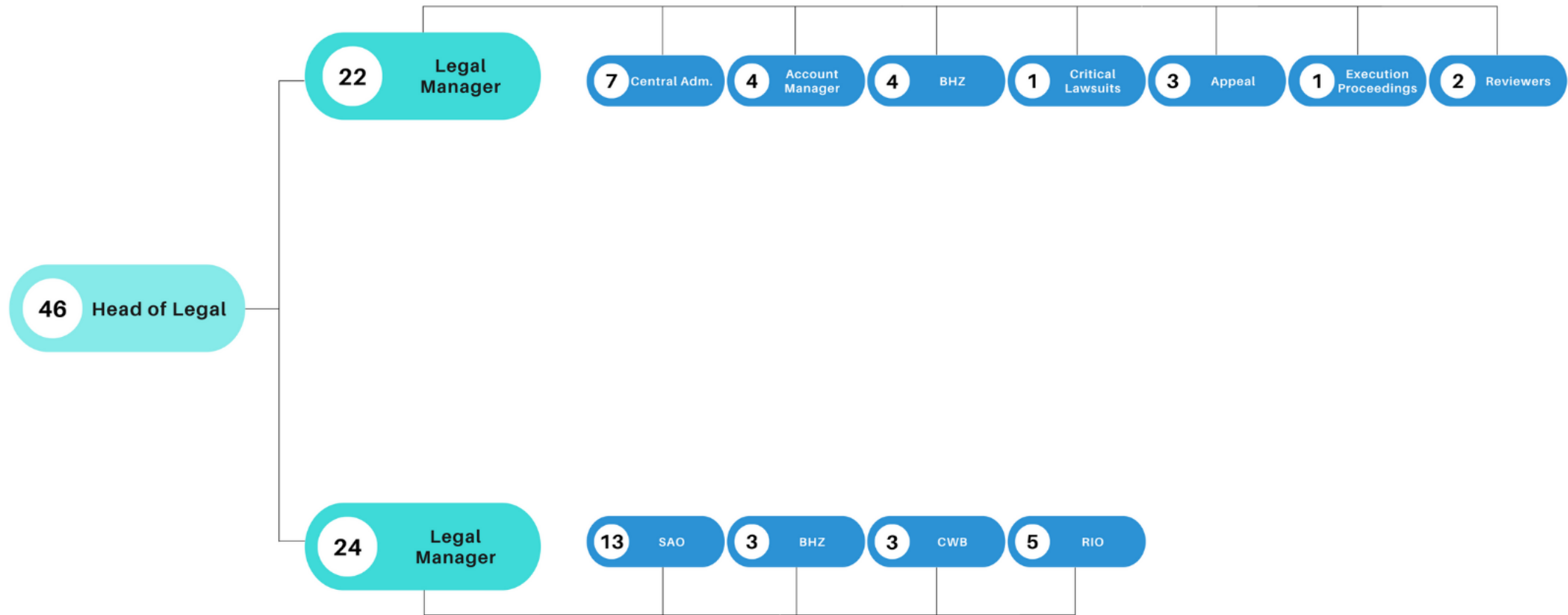
Leandro Gonzales





Itaú

PREVIOUS STRUCTURE: TAYLORIST MODEL



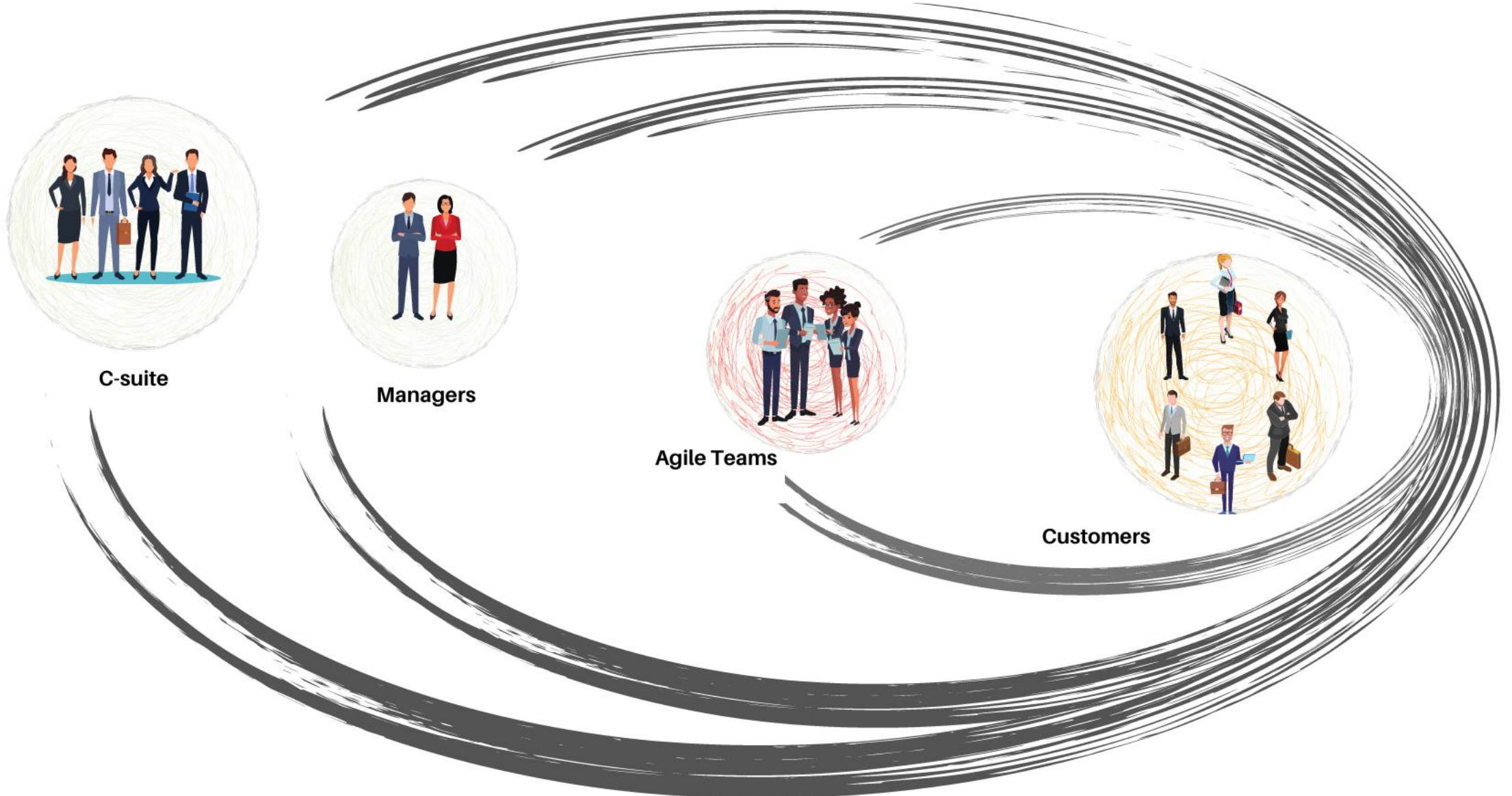


DECISION

INTRODUCE AN AGILE
FRAMEWORK

SCRUM

NEW MANAGEMENT PARADIGM



New Accountabilities

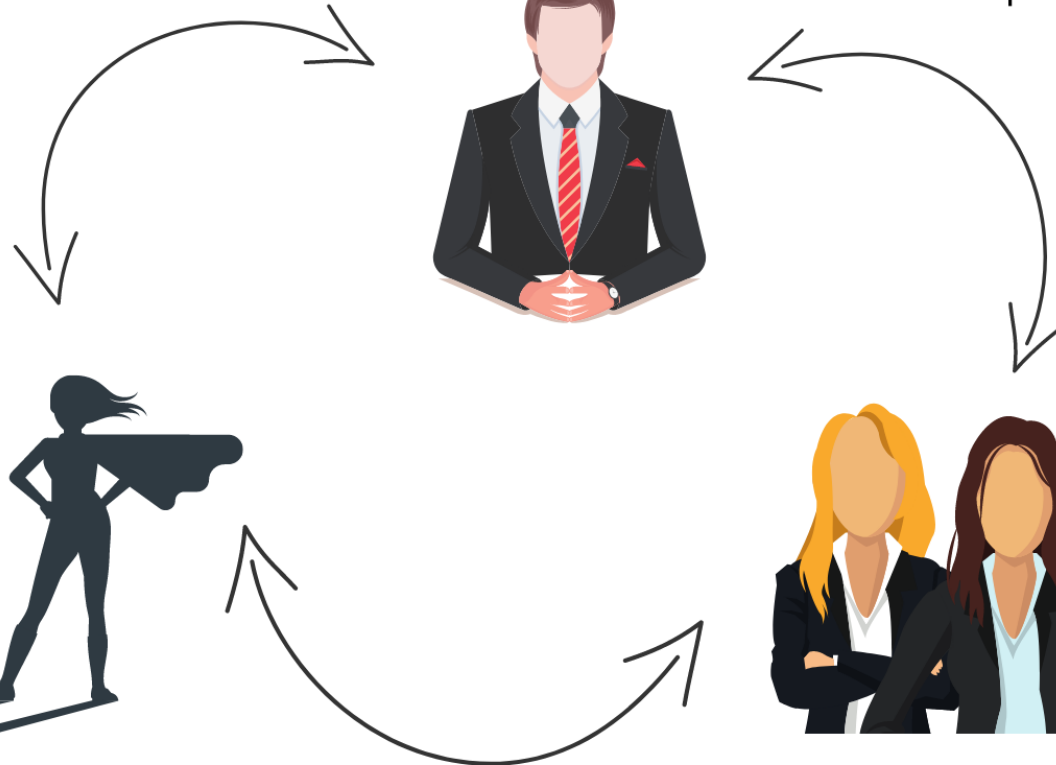
SCRUM MASTER
Accountable for the
Scrum Team's
effectiveness.
A true leaders who
serves the Scrum Team.



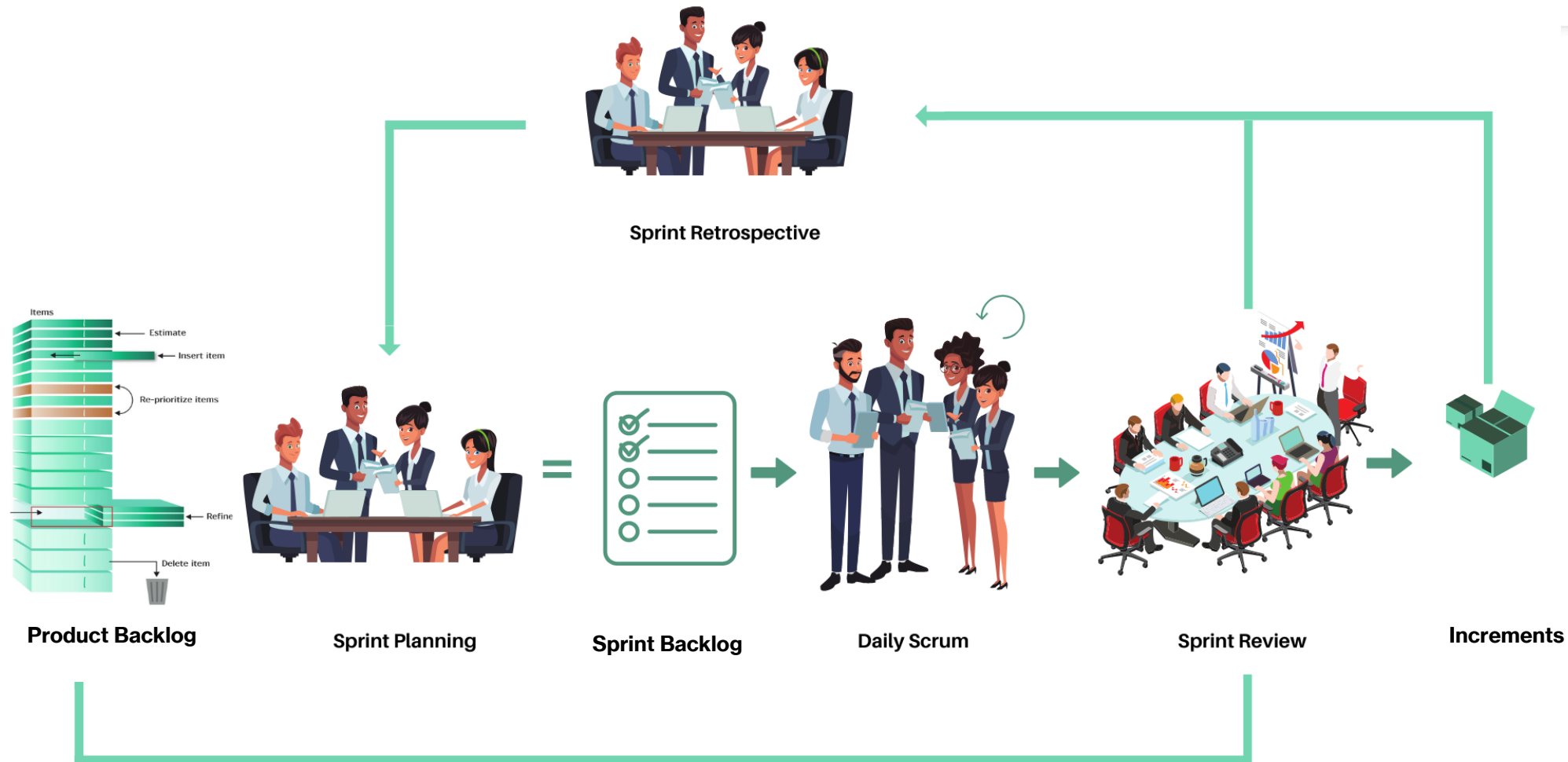
PRODUCT OWNER (PO)
Accountable for maximizing
the value of the product.



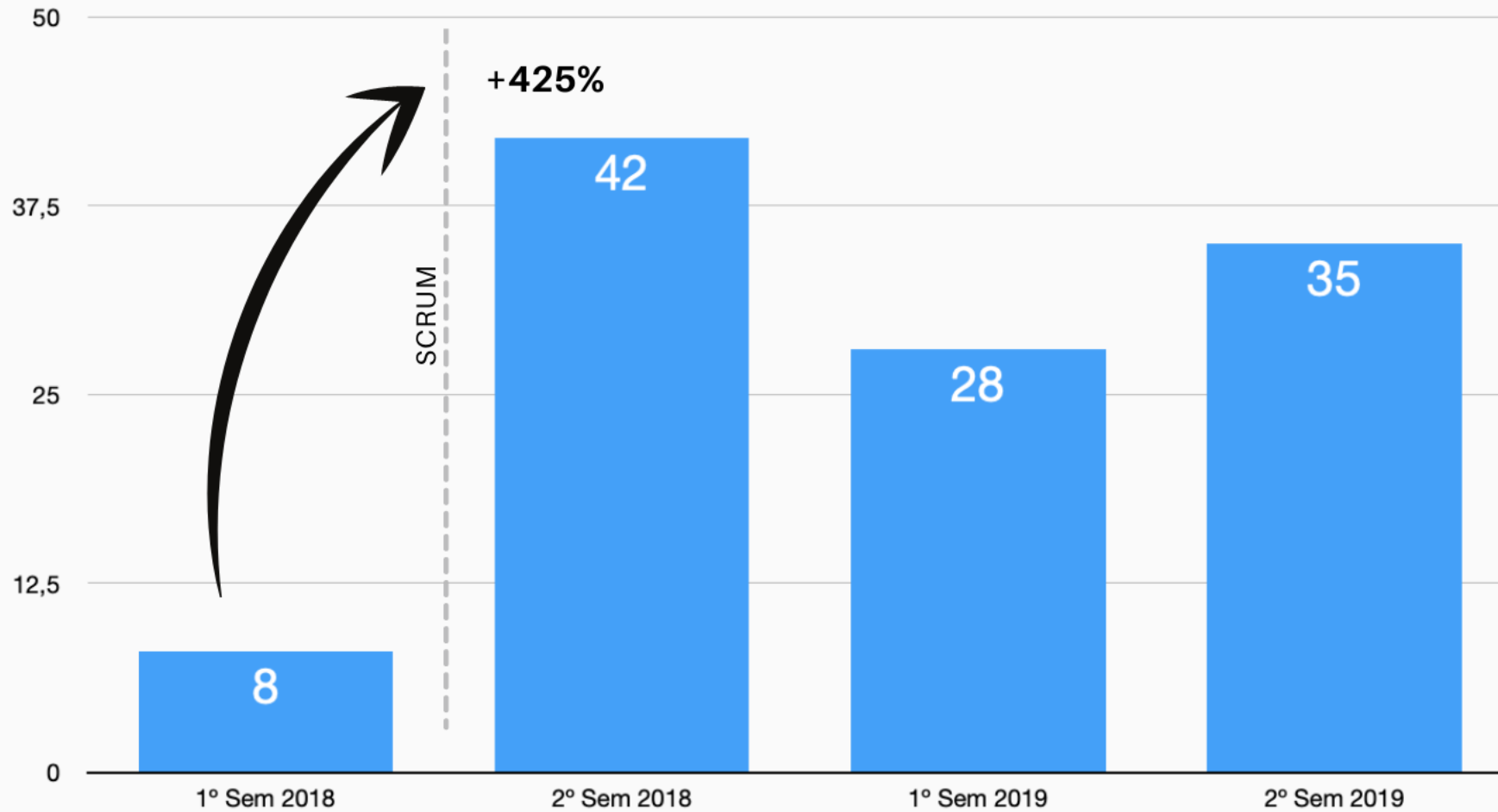
LAWYERS



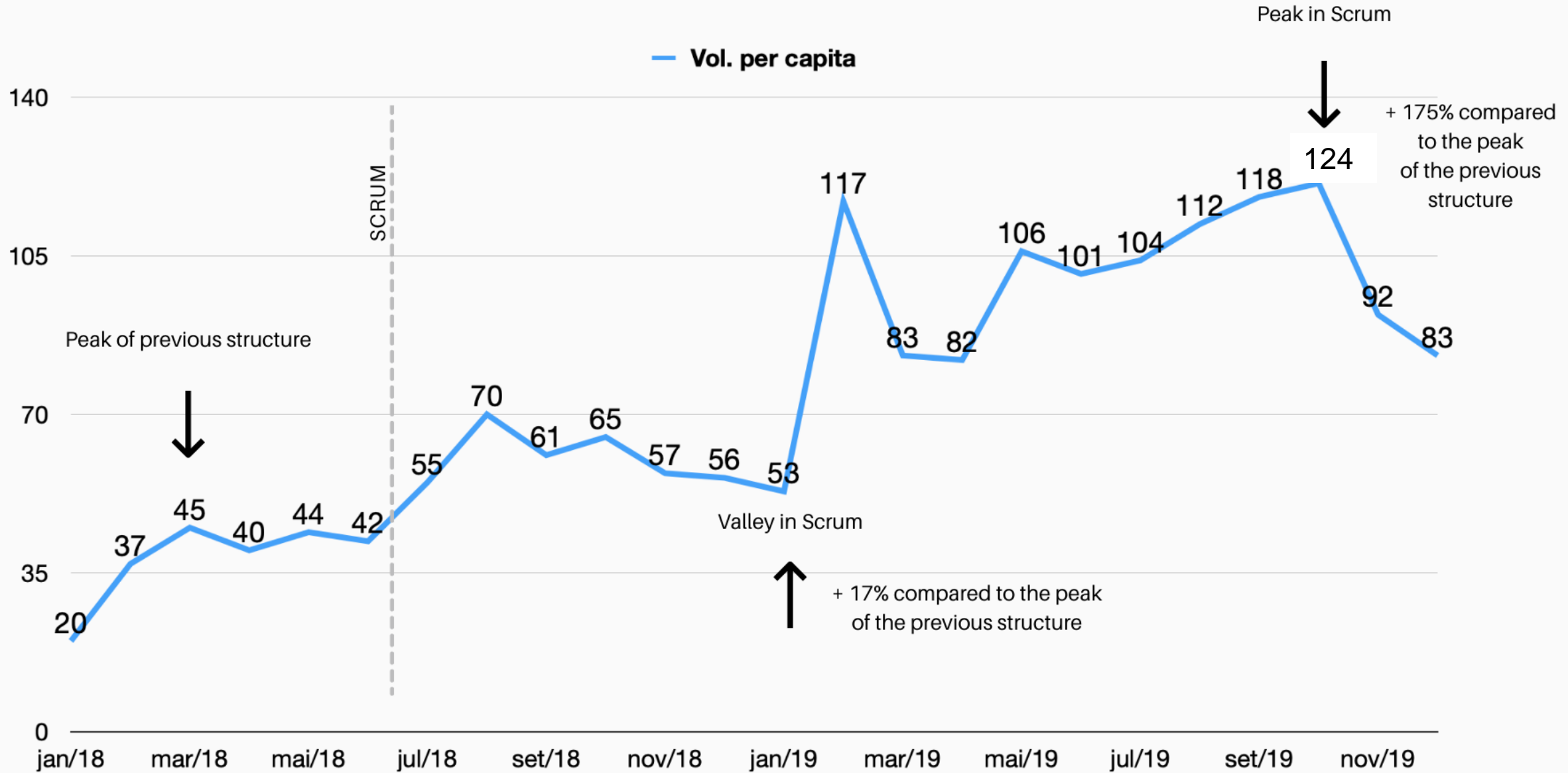
New Framework: Scrum



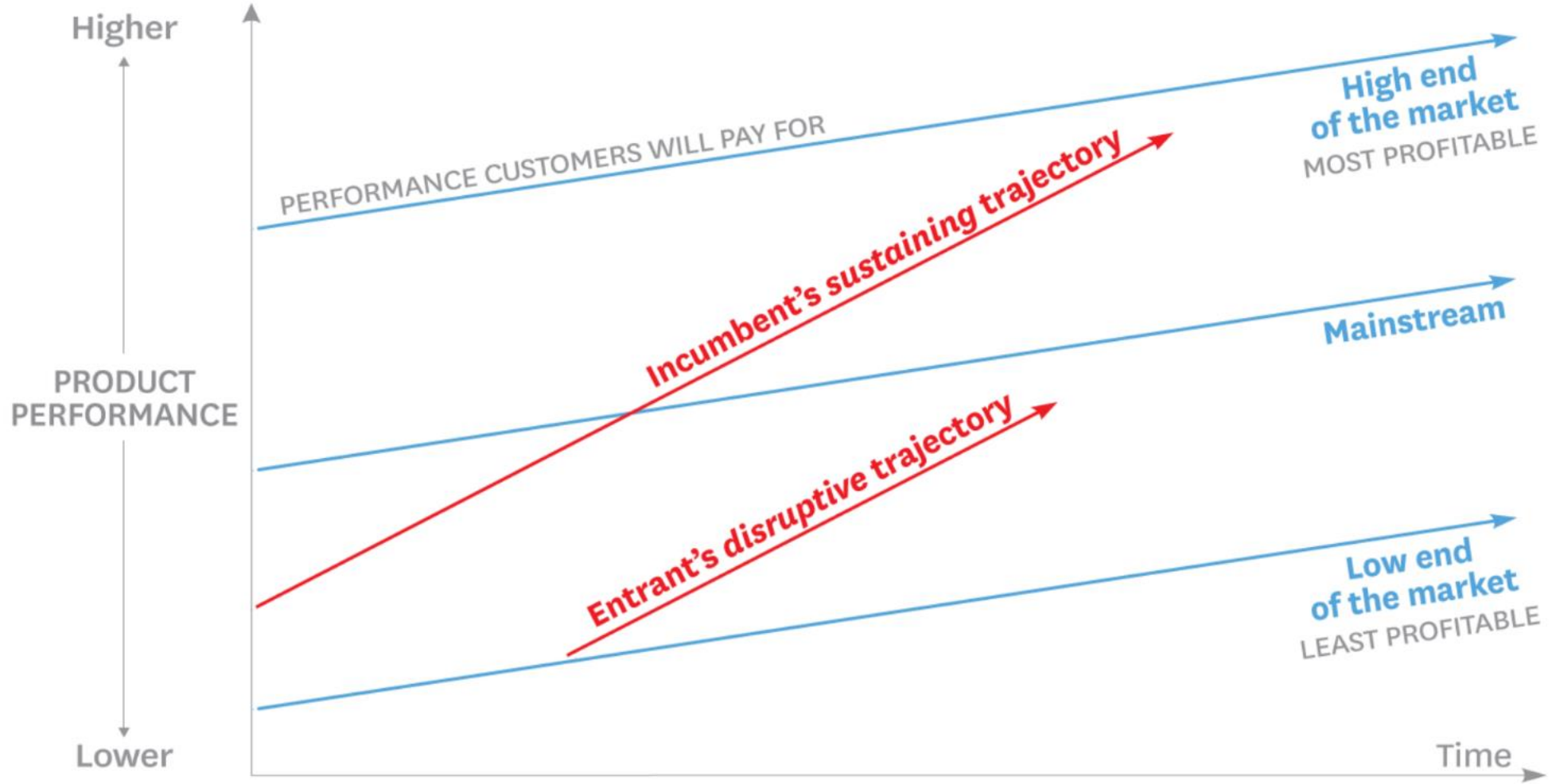
INPUT VOLUME OF LAWSUITS BEFORE AND AFTER SCRUM, PER CAPITA



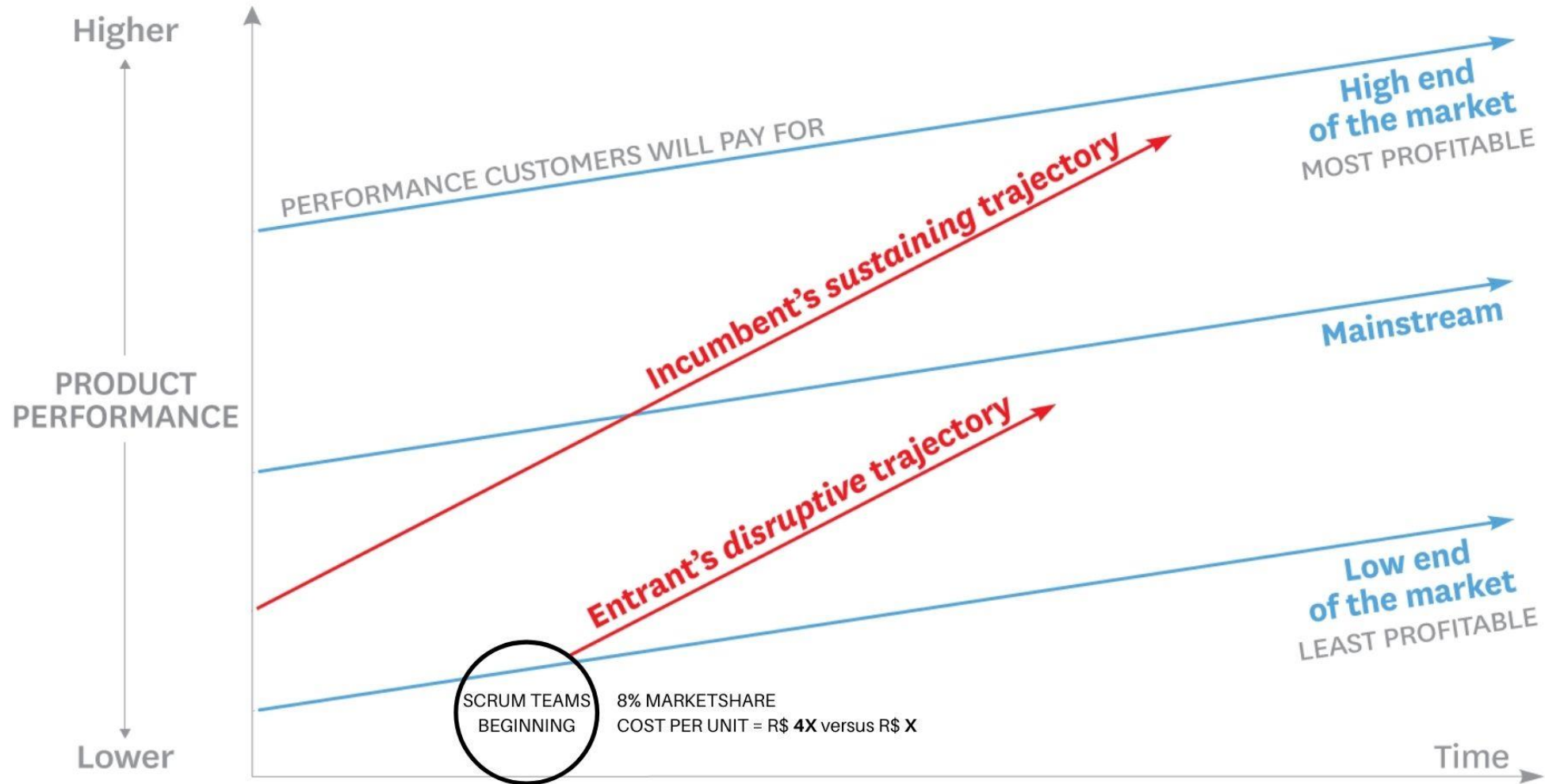
SCRUM FRAMEWORK OUTCOMES: RESPONSES PER MONTH



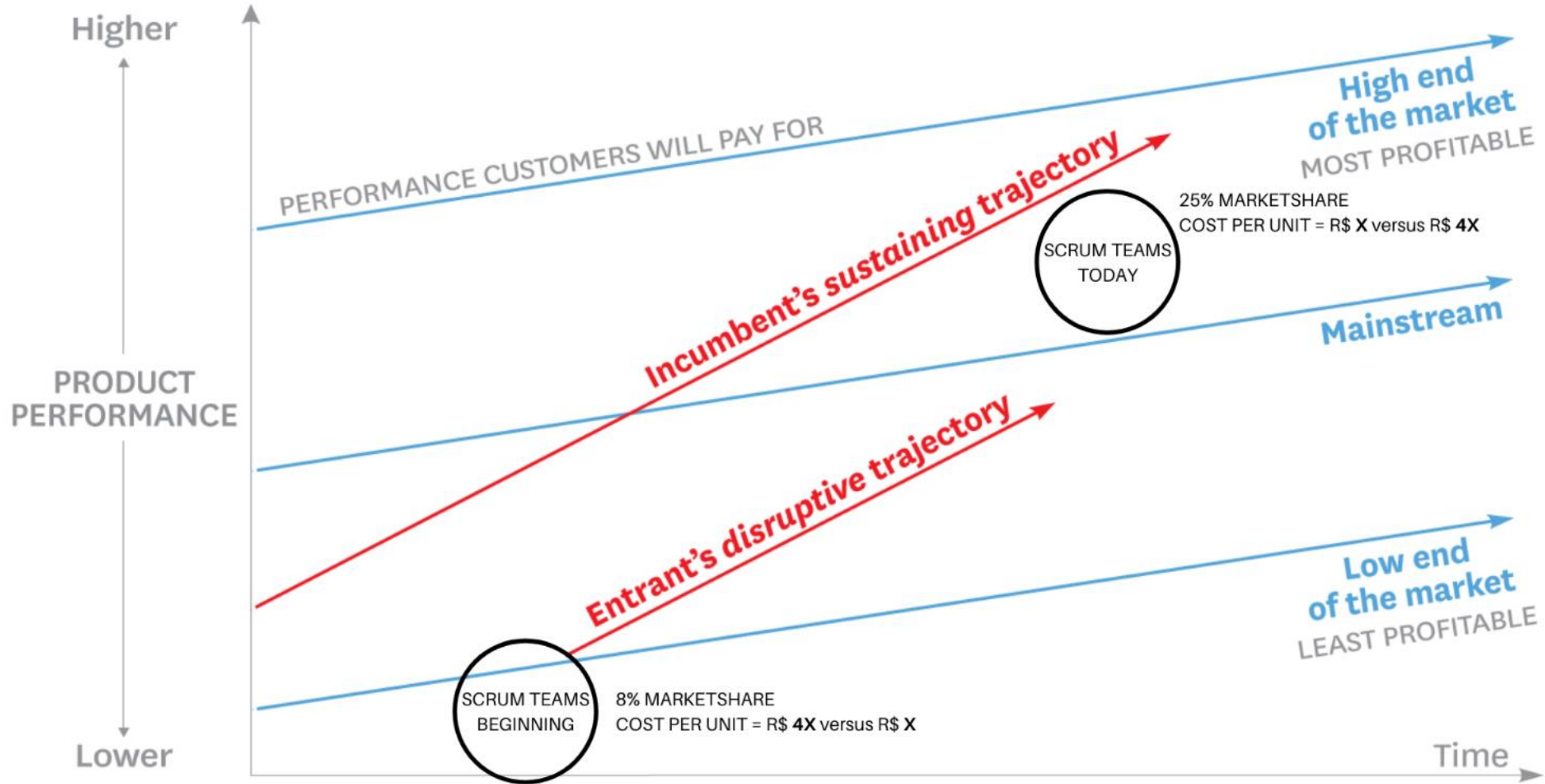
THE DISRUPTIVE INNOVATION MODEL



SCRUM TEAMS: BEGINNING



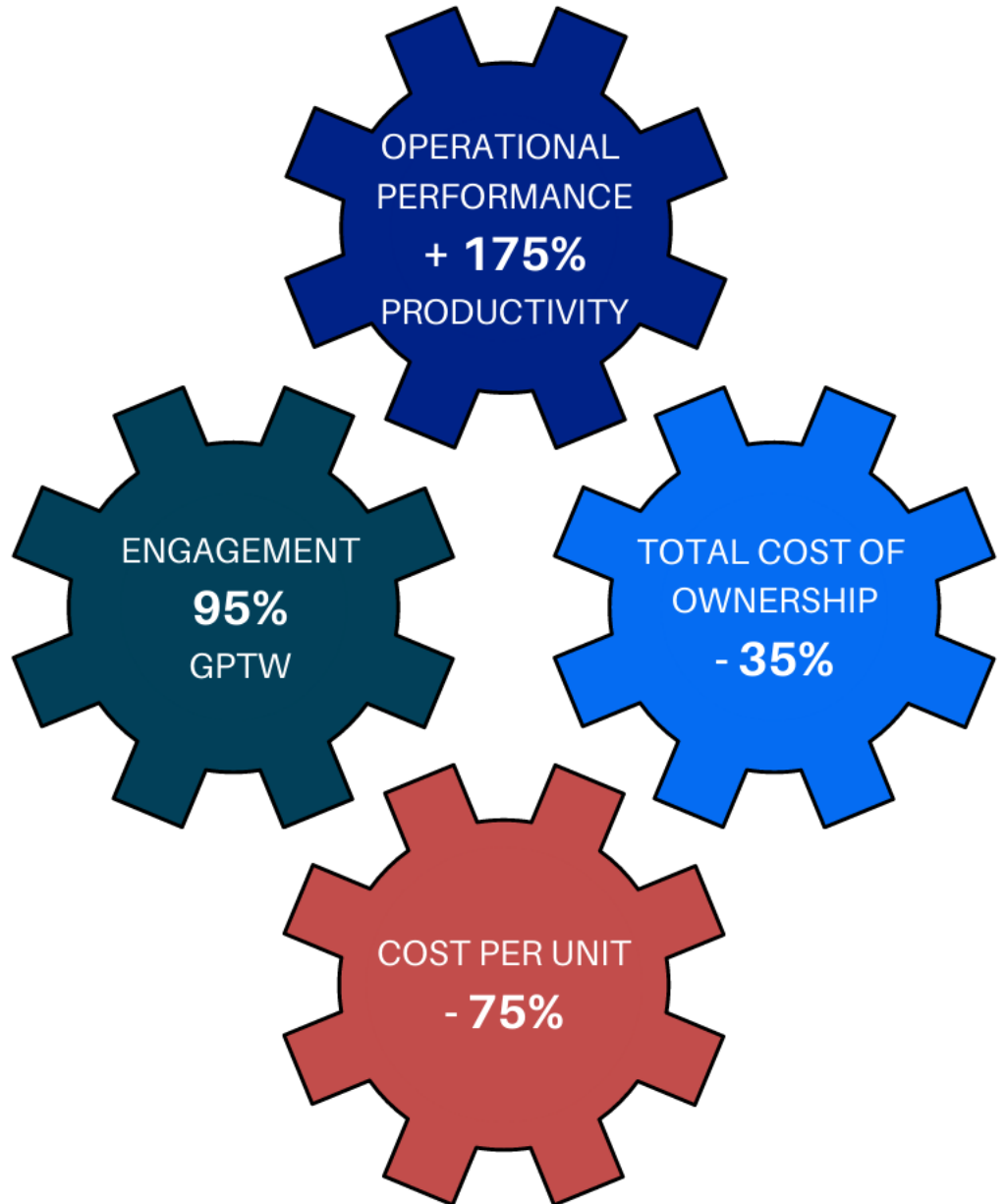
SCRUM TEAMS: TODAY





SCRUM STRUCTURE OUTCOMES:

OVERVIEW

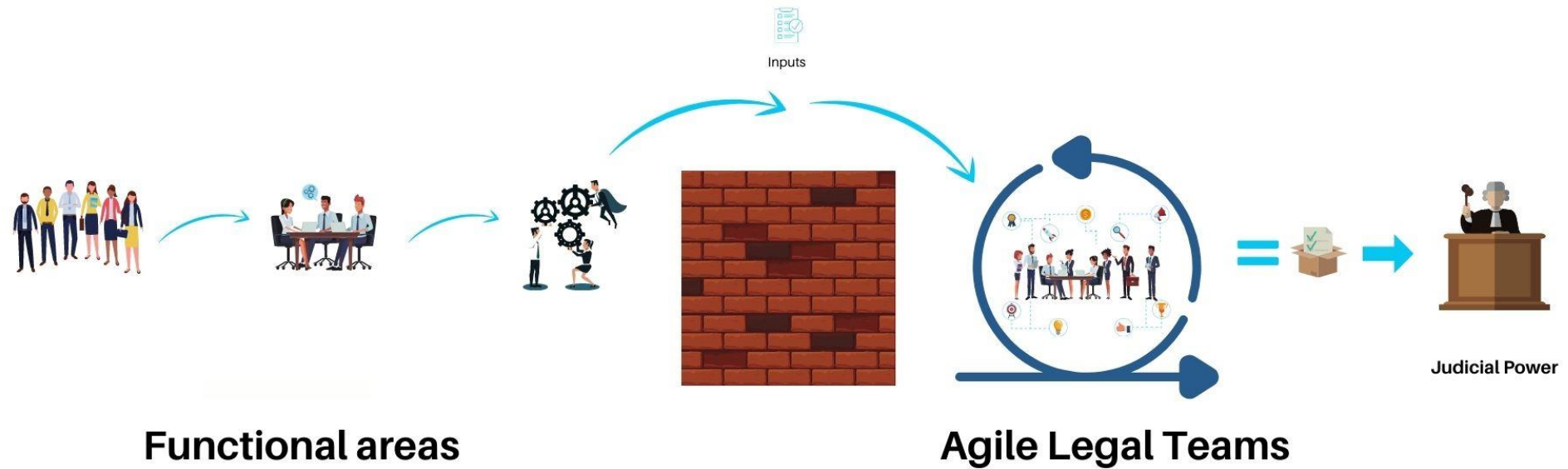


**HIGH CUSTOMER
SATISFACTION**

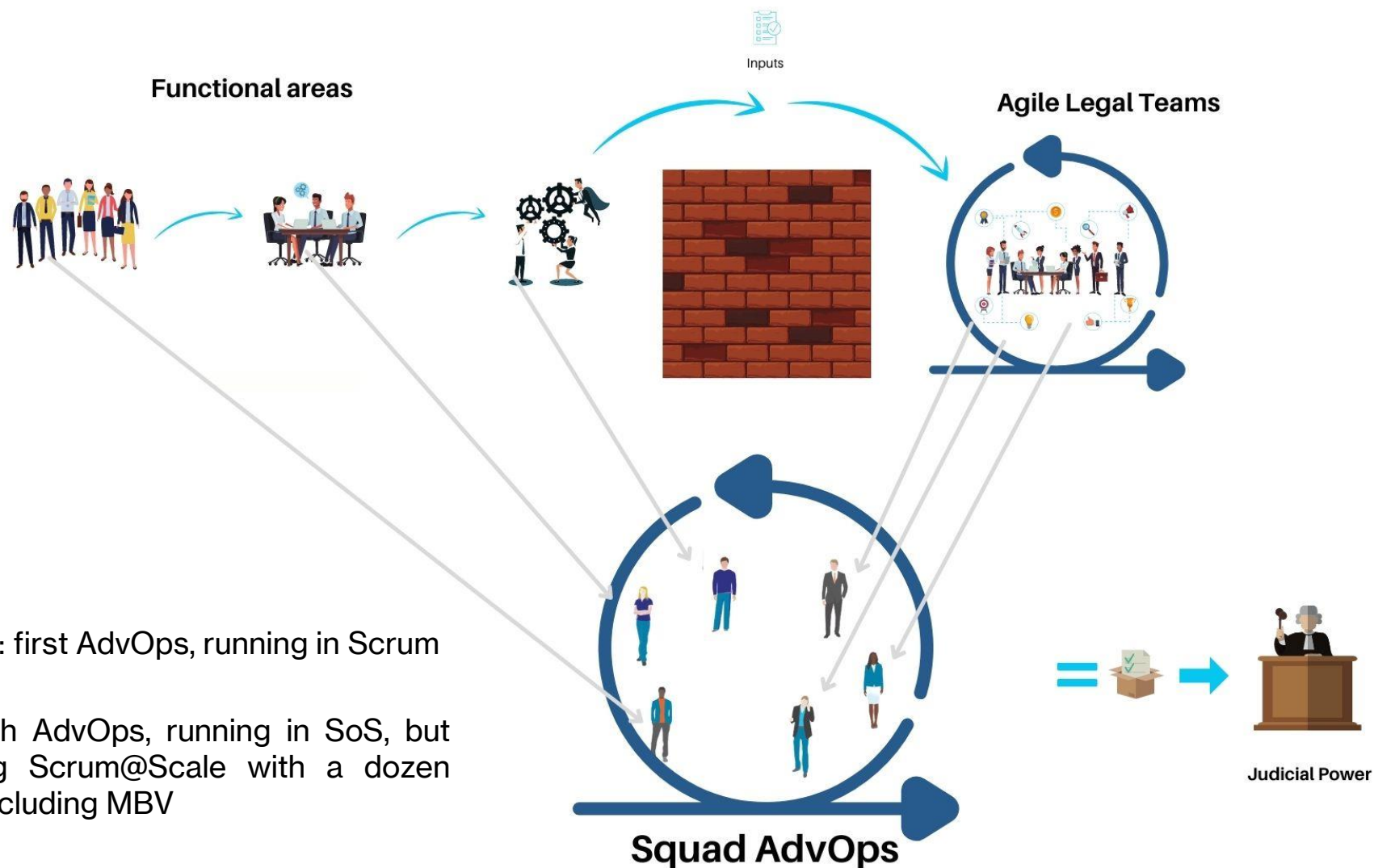
THE EVOLUTION AdvOps



Two areas and a wall



One new area: The AdvOps



October 2020: first AdvOps, running in Scrum

June 2021: 6th AdvOps, running in SoS, but building a big Scrum@Scale with a dozen other areas, including MBV

INNOVATION

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Thank you!

Leandro Gonzales

