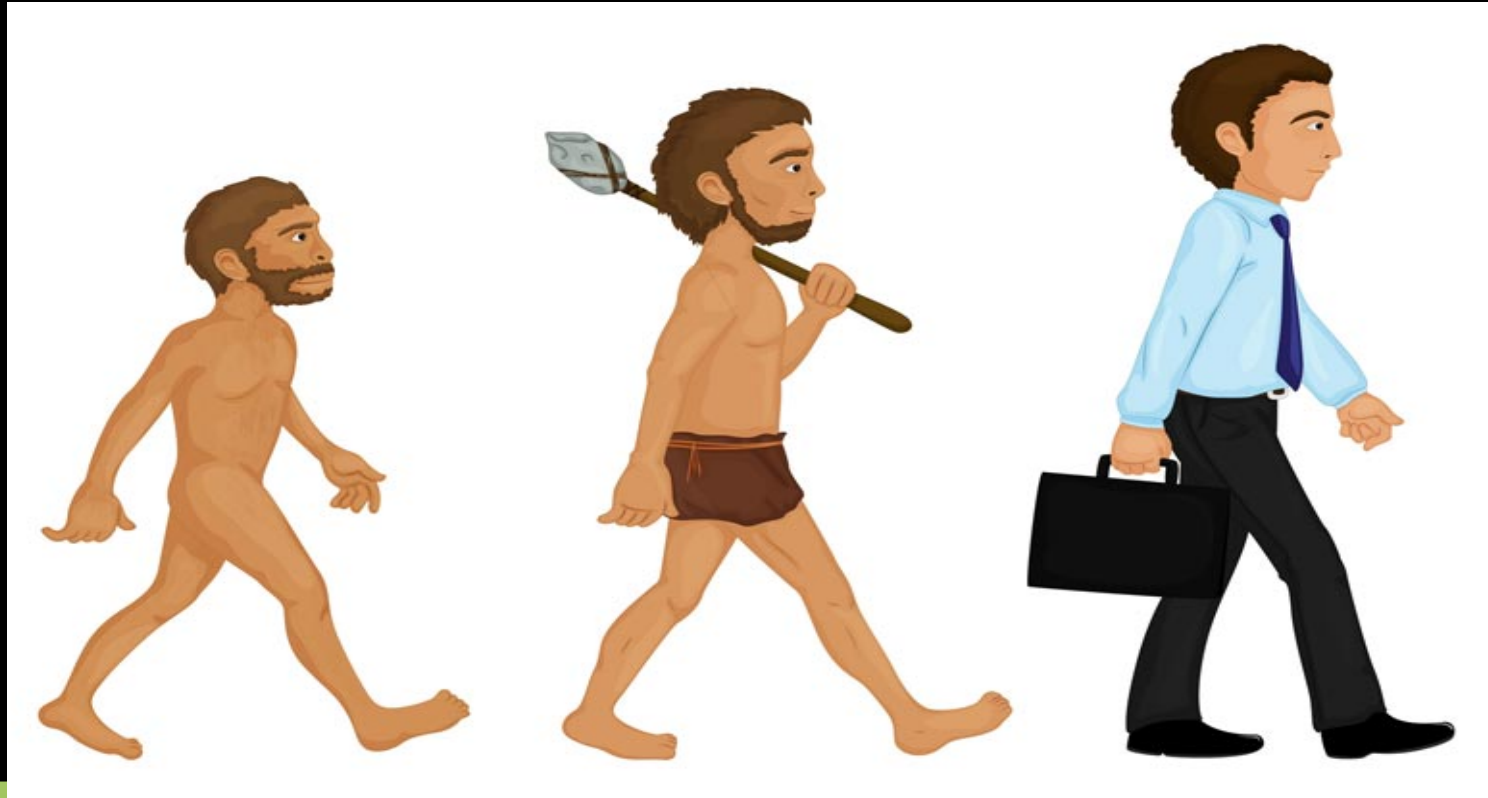


Breaking Barriers

A story about how an IT support organization transformed into a business driver!

Evolution!



Resisting
Change



Enabling
Change



Driving
Change

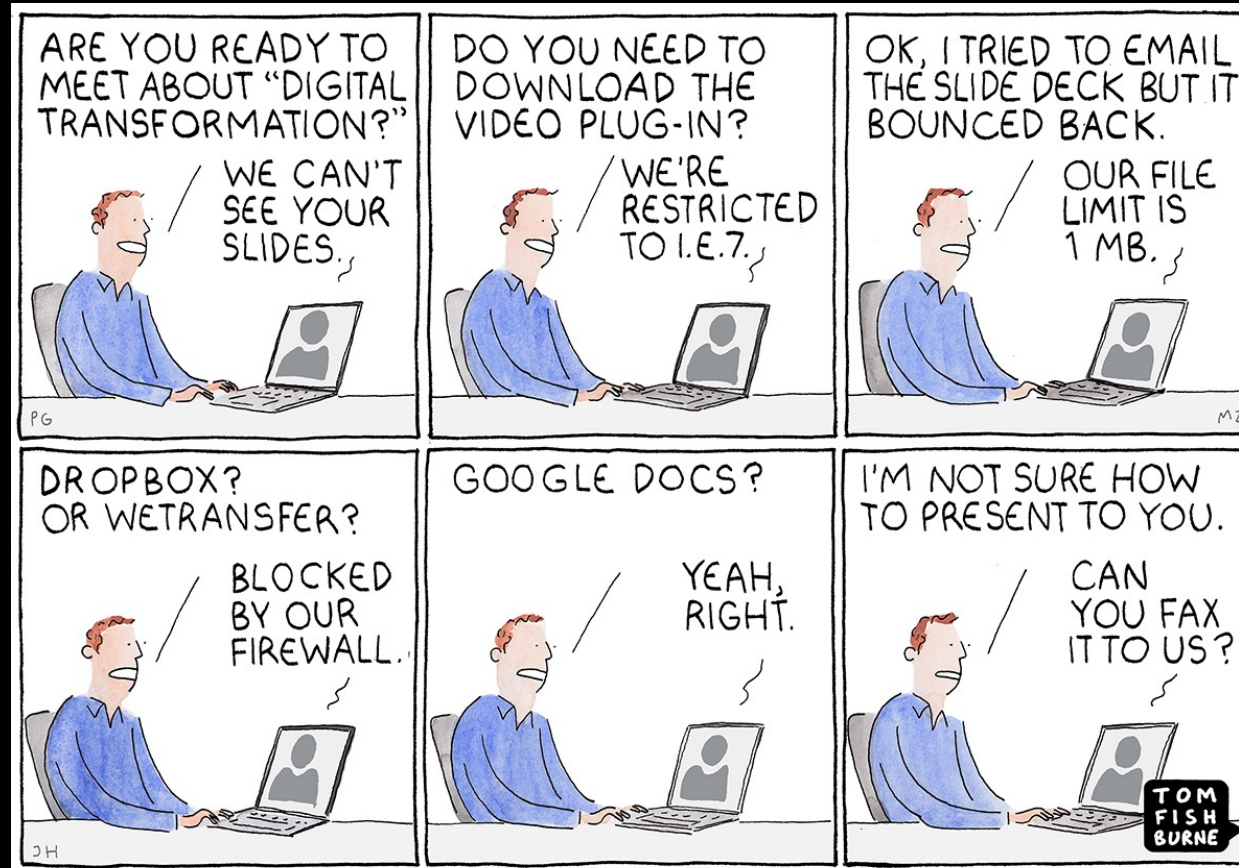
Speed Bumps



*'I hadn't noticed that
speed hump before'*

- Creating barriers to business
- Are we truly agile?

Speed Bumps?




Part of a team!



How Did We Change?

The 5 Catalysts of change

Think Design!

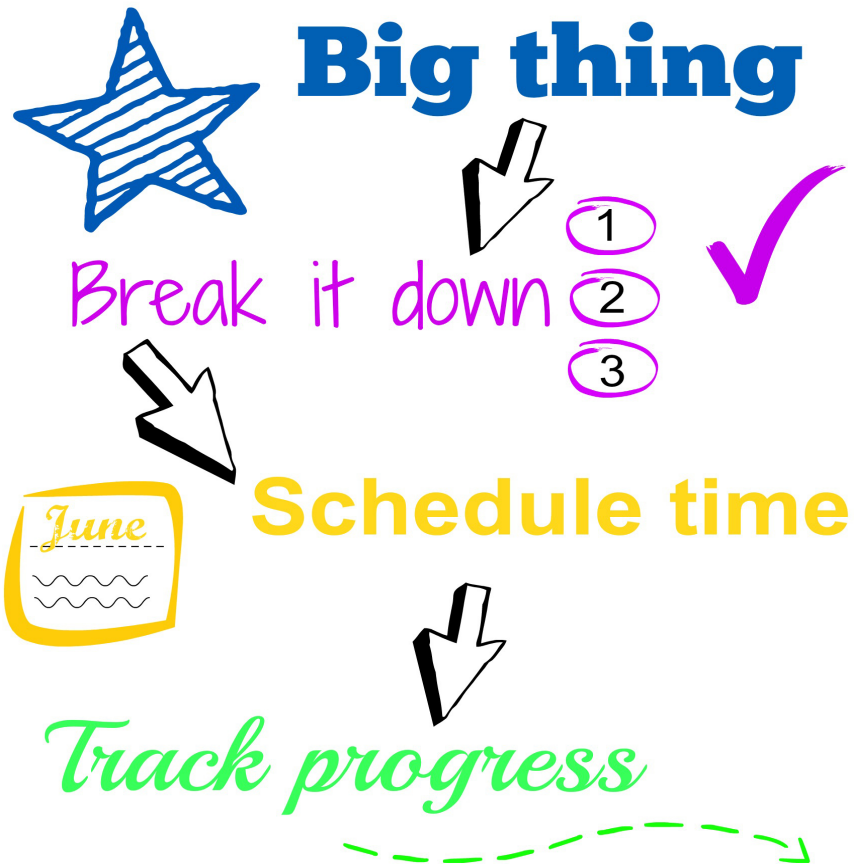
- 
- A stylized illustration on a teal background. It shows the head and shoulders of a person with short dark hair and glasses. Above their head is a large, light-blue thought bubble containing the text 'Think LIKE A CUSTOMER'. Three smaller circles lead from the person's head to the main thought bubble.
- An iterative process to understand the user, challenge assumptions and redefine problems to find alternative strategies.
 - Don't make them think!
 - Hide complexity - The Service API design

Learn to fail



- If we do X will it result in Y?
- The Gabe Brown story

Think Small

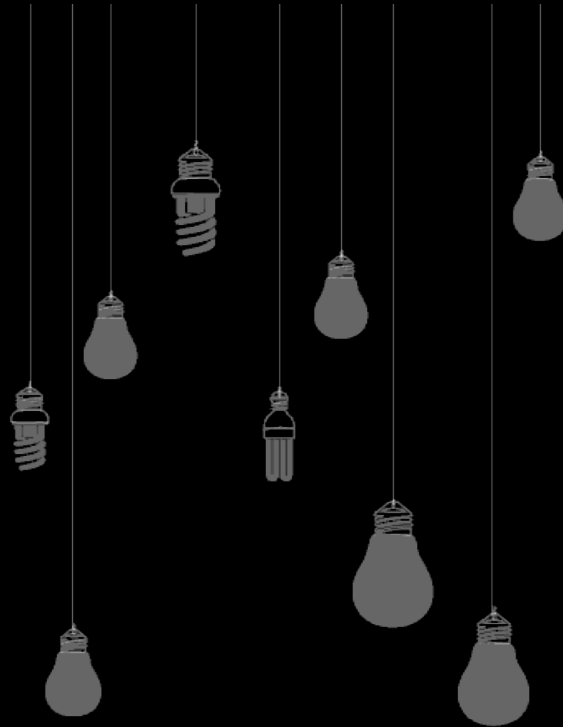


- What is the smallest change that you can make?
- Break large complex changes into small manageable bites of work

Break Barriers



THINK
— LIKE A —
STARTUP



- Self-organizing product teams
- Push decisions to those closest to the problem

Deliberate Practice!

From Conscious Incompetence to unconscious competence!

It's Never Done!

Continue to adapt and change!

Inspiration!

