



Pacific Life

Our Agile Transformation Journey



About Our Company

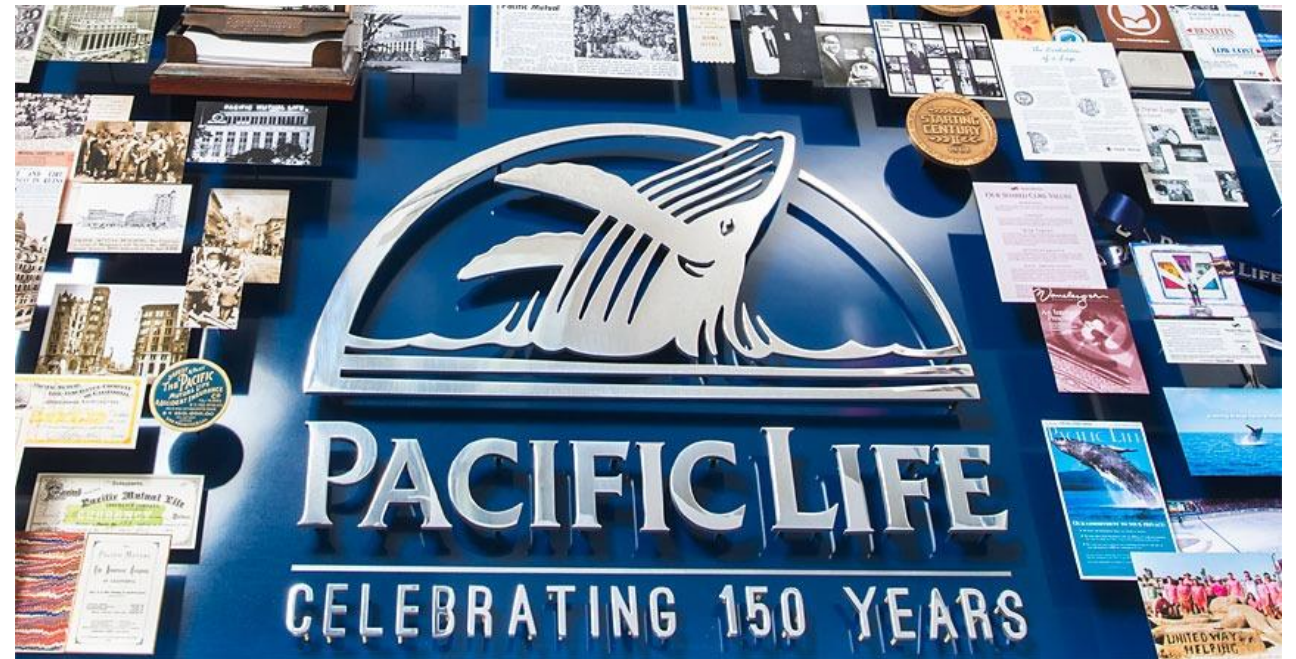
Pacific Life

OUR EXPERTISE

- Financial Protection
- Income for Life
- Retirement Income
- Wealth Accumulation
- Wealth Preservation

OUR PRODUCTS

- Annuities
- Investment Products and Services for Business
- Life Insurance
- Mutual Funds



Our Superpowers

Agile Coaches – The Head, Heart and Hands of our Agile Transformation



“The Diplomat”

You can connect with Regina Keil on [LinkedIn](#)



“The Safety Monitor”

You can connect with Wendy Urbaneck on [LinkedIn](#)



“The OG Agilist”

You can connect with Maureen Bowen on [LinkedIn](#)

Our Reasons for Transformation

Retirement Solutions Division (RSD) Technology



Technical Debt



Market Disruptors



Legacy Code



Knowledge Debt



Political Climate



Focus on Value



25+ years of Code Customization



Time to Market



Grass-roots move to Agile

Our Transformation Journey

Retirement Solutions Division (RSD) Technology

Grass Roots

- Started with one Agile Team
- Experiments with Scrum
- Agile Teams around Projects

An infusion of energy

- In 2015, a new leader with extensive Agile experience joined RSD
- January 1, 2018 – external Agile consulting company brought in
- Internal Agile coaches developed and mentored with the goal of developing our internal consultancy capabilities as our external partners are being transitioned off



Our Journey Continues

Retirement Solutions Division (RSD) Technology

Sharing our
Story

Coaching Teams

Grass Roots
Beginnings

Engaging Middle
Management

Adopting
Mindsets



Improving
Work Areas

Creating an Agile
CoP



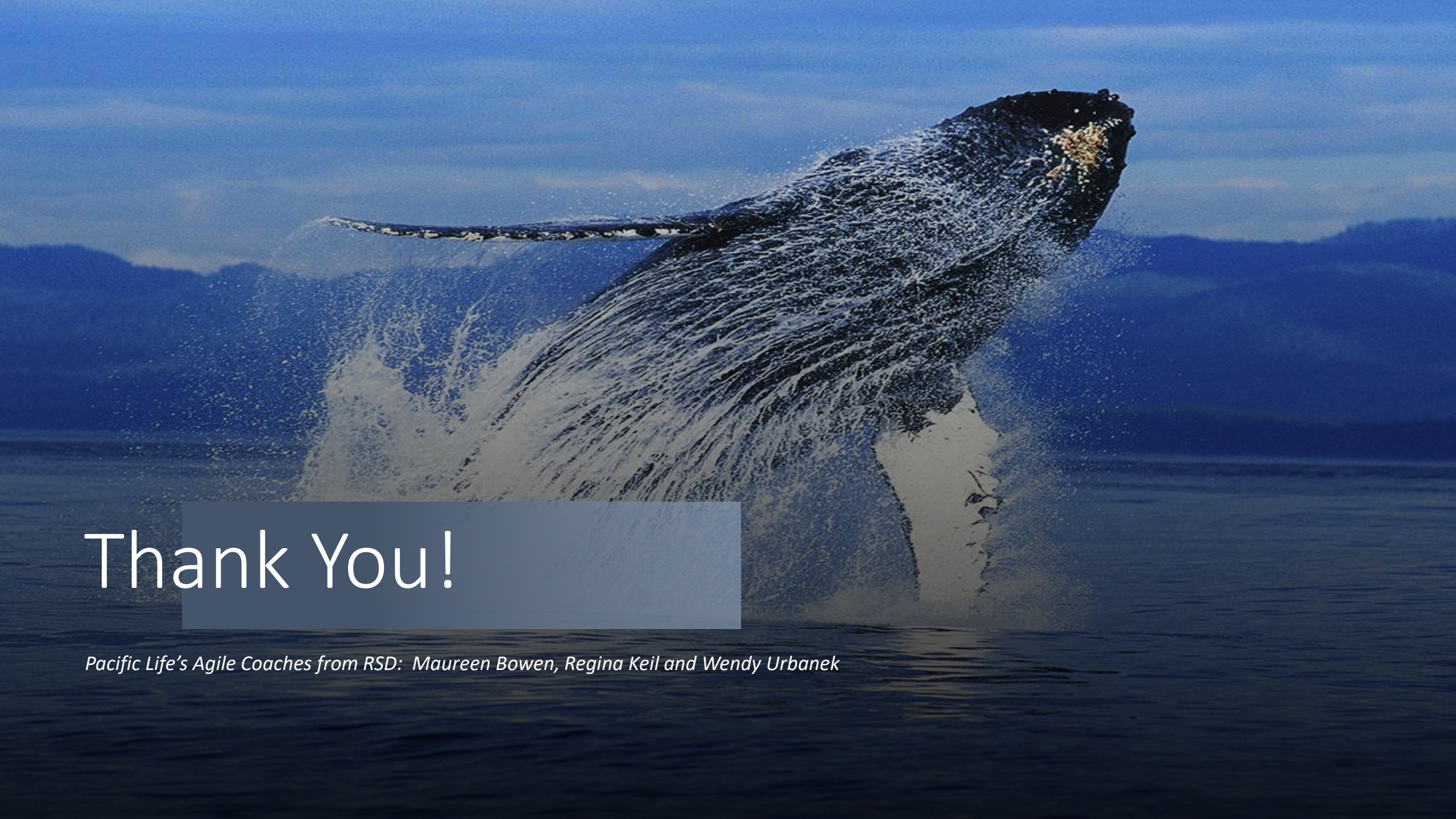
Our Outlook for 2020

Retirement Solutions Division (RSD) Technology



Our Transformation in 2020 will see more growth in the Product and Product Owner aspects of Agile and Enterprise-wide collaboration as other business areas of Pacific Life continue their Agile Journey as well.

The Journey is definitely hard sometimes, but the rewards outweigh the challenges.

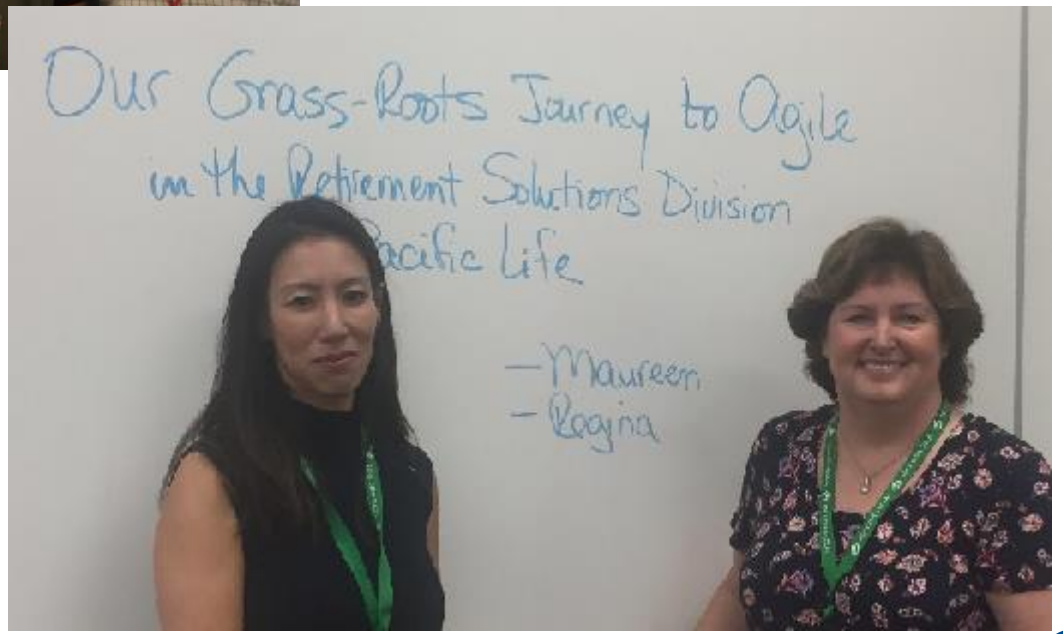


Thank You!

Pacific Life's Agile Coaches from RSD: Maureen Bowen, Regina Keil and Wendy Urbanek



Sharing our Story



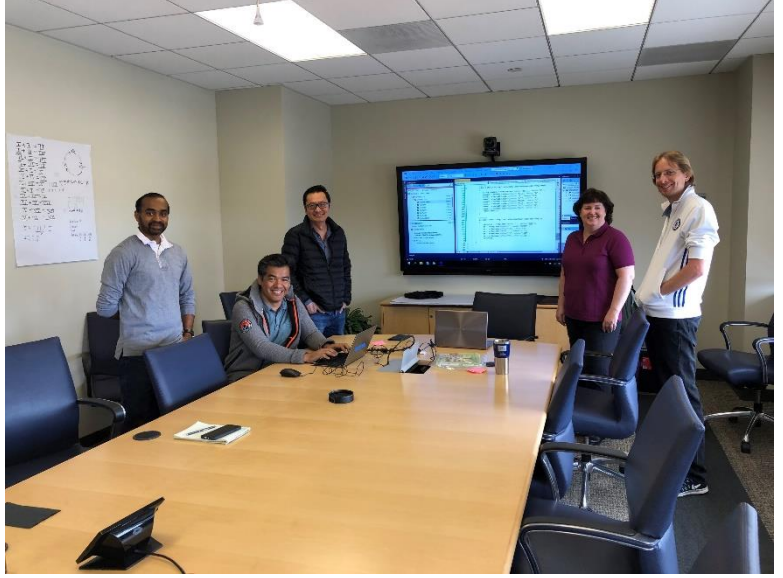


Coaching & Assisting Pacific Life Teams



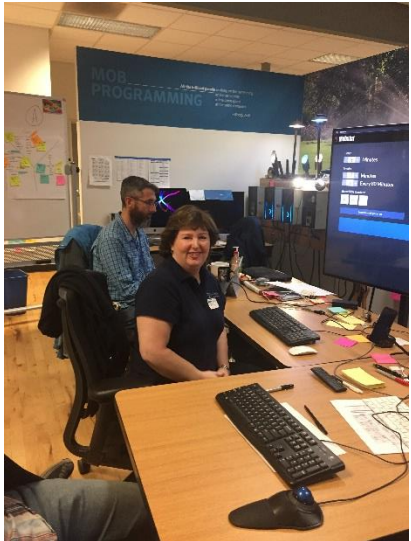


Mob Programming Workshop with Woody Zuill





Other Workshops and Offsite Visits





Grass Roots





Advisory Group

Three critical Agile strategies RSD has embraced



Big Consulting has descended upon Pacific Life, attempting to “sell” Agile brands. We need to continue to own our Agile ways of working!

Owning our Agility
through hard work
and continuous
experimentation

Product Owner is a very important role in Agile. We need to explicitly nurture these skills

Product Owner- starting to
shape this critical role!

Agile and PPM work together to help “bring high value work to focused teams”

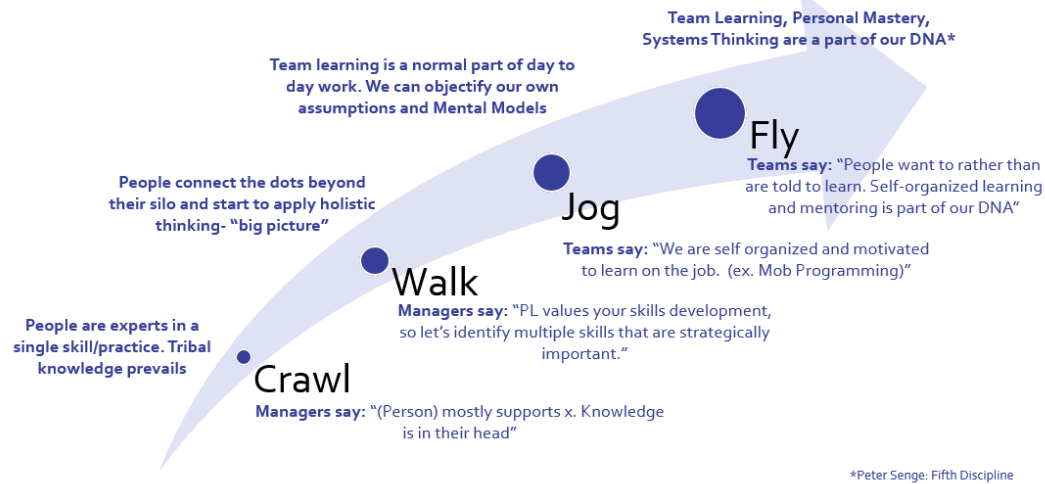
Value Delivery- Prioritize,
prioritize, prioritize



Foundational Mindsets

Becoming a Learning Organization

What is the roadmap for People Skills and a Growth Mindset?



*Peter Senge: Fifth Discipline

Courage to Experiment

What does psychological safety to break norms & forms look like?



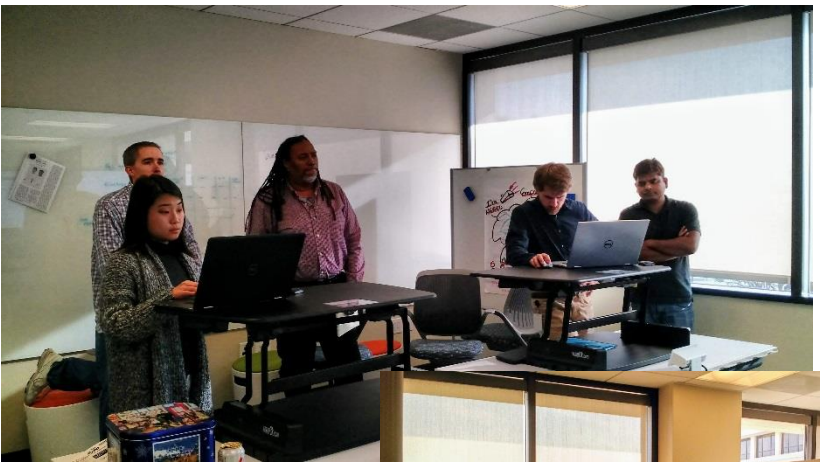
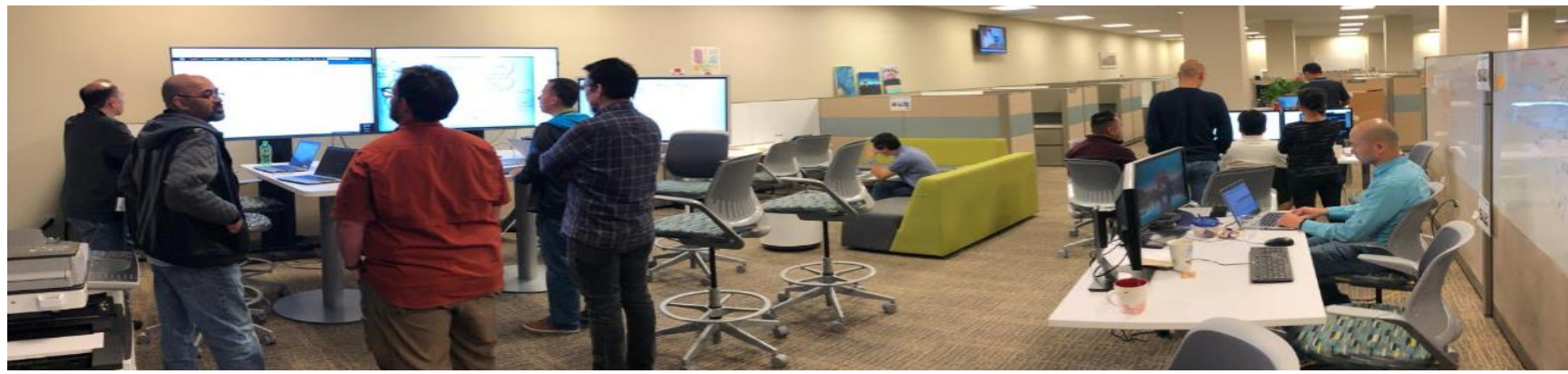
Self-Organization

How do we mature our organization's ability for people to self-organize around highest value work?





Work Areas



Physical and Virtual



Be a Learning Organization (Systems Thinking, Team Learning, Mental Models, Personal Mastery)	Create resilient Agile structures that support dedicated teams (i.e. Transparent, prioritized Backlogs that don't lock us into unchangeable lines. In 2019, we start with PPM aligned backlogs)	Explore a virtual Agile workspace supporting human bonding that isn't geographically co-located	Align with other strategic goals (PPM, BRM)
<p>How might we...</p> <ul style="list-style-type: none"> Make it easier to learn from our mistakes? Make it easier to share our knowledge? Make it easier to learn from our customers? Make it easier to learn from our competitors? Make it easier to learn from our partners? Make it easier to learn from our suppliers? Make it easier to learn from our stakeholders? Make it easier to learn from our industry? Make it easier to learn from our community? Make it easier to learn from our world? 	<p>How might we...</p> <ul style="list-style-type: none"> Make it easier to create backlogs that are transparent and prioritized? Make it easier to create backlogs that are aligned with our strategic goals? Make it easier to create backlogs that are updated in real-time? Make it easier to create backlogs that are visible to all team members? Make it easier to create backlogs that are easy to update? Make it easier to create backlogs that are easy to delete? Make it easier to create backlogs that are easy to move? Make it easier to create backlogs that are easy to share? Make it easier to create backlogs that are easy to print? Make it easier to create backlogs that are easy to export? 	<p>How might we...</p> <ul style="list-style-type: none"> Make it easier to support human bonding that isn't geographically co-located? Make it easier to support human bonding that is geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? Make it easier to support human bonding that is both geographically co-located and not geographically co-located? 	<p>How might we...</p> <ul style="list-style-type: none"> Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)? Align with other strategic goals (PPM, BRM)?



Agile Community of Practice, TIFs and Newsletters

The monthly Agile Open Space is now the **Agile Community of Practice**


A CoP is a means to foster social learning that occurs and shared practices that emerge & evolve when people who are distributed throughout an organization and have shared passion and expertise; collaborate to evolve these practices.

What to expect from this CoP?

- Exploration of Key Agile Concepts
- Support of one another's learning
- Sharing of Successes
- Guest Speakers
- Sharing of Learning
- Q&A Sessions
- Find out what is happening in the world of Agile
- Sharing of Techniques with one another

The RSD Agile Coaches will coordinate the schedule for our Agile Community.

If you would like to suggest a topic or if you would like to present; please add the item to the [Agile CoP Idea List](#) in our SharePoint Agile Community site.



WELCOME >>>
AGILE
TRANSFORMATION
- WHAT'S UP? <<<



The Agile Bulletin

November, 2018

Mob Programming Edition

"Mob Programming is all the brilliant minds, working on the same thing, at the same time, on the same computer." - Woody Zuill, Mob Founder

Definition of Mob Programming:

A software development approach where the whole team works on the same thing, at the same time, in the same space, and at the same computer. This extends the concept of [pair programming](#) from two people working together to the entire team continuously collaborating at a single computer to deliver a single work item at a time.