Sky Business and Business Agility

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A Journey

- Introductions
- Plato's Cave
- The problem
- The approach
- The outcome
- Next steps
- Questions and answers

Treasure Island

Introductions

- Kitson P. Kelly – Head of Sky Business Technology
- Sky Business and the Cloud
- Sky Business Technology

Plato's Cave

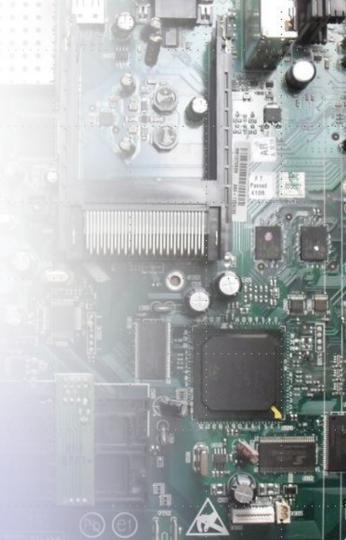"We bought a company! We know you're busy but…"

"This is the way we will handle our customers…"

five days later…

"…oh, no that won't work…"

The Problem

- Rapid delivery of business functionality
- Knowing that the business operations will need to learn
- Not wanting Technology to be the bottleneck
- Address delivery issues

The Approach

- Leverage IBM's business process management
- Get enabled
- Integrate business stakeholders/ analysis/design/delivery
- Deliver

The Outcome

The Good

- Stakeholders love it! Users love it! Analysts love it!
- Unplanned benefit of 'disconnection of UI from business process'
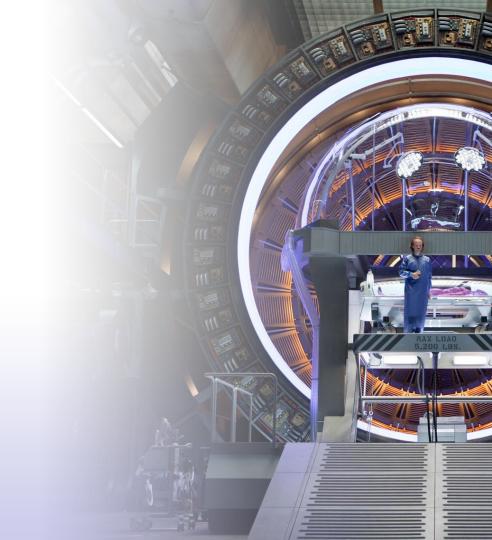
The Bad

- Just like builders – plan for the worse and then double it

The Ugly

- Users get titchy about look and feel
- How difficult is it to install a server?

Next Steps

- Be business agile
- Re-invent engineering visits
- Migrate 'legacy' WPS to BPM