Building Trust Through Charters, Spikes, and Transparency

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AGENDA

- Introduction to Kyruus
- Project Overview
- Key Disciplined Agile Techniques
- Summary
Kyruus Overview - Multi Channel Patient Access

ProviderMatch for Access Centers
ProviderMatch for Consumers
ProviderMatch for Referral Networks

Smart Search & Scheduling

KyruusOne Provider Data Management

Analytics
Provider Profiles
Kyuus Clinical Library
Appt. Inventory

Data Processing Pipeline

Provider Engagement

Credentiaing
EMR/Practice Management
Marketing
HR

Data Stewardship & Governance

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#DADay2018
Before we were Disciplined Agile:

- Set **unrealistic expectations** of **what** we could deliver and **when**
- Cut **corners** in order to deliver products on time
- **Wasted time** as we were unable to meet changing business needs
- **Poor credibility** with Business and Client Delivery teams
- Moving our architecture to utilize a workflow engine that would eventually be used enterprise wide
- Significant business implications that required us to be predictable in our delivery timeline
Inception Goals

- Project Charter
- Spikes
- Transparency
Project Charter

- **Defined scope** and clarified **business rules**
  - Alignment on the vision

- **Identified risks**
  - Did not solve all risks right away, but ensured we wouldn’t forget them

- **Tracked milestones**
  - Continually updated the document to make sure everything was on track
Spikes

- Identified work and estimated **level of effort**
  - Created prototypes with **no wasted work**
- Identified **high level milestones**
  - Could easily swap our milestones

- **Timeboxed** discovery
  - Ensure technical **alignment** with Enterprise Architecture
  - Articulate how long the project would take
Transparency

- Continually demoed to all parts of the organization
- Documented timelines, FAQ, implementation and maintenance tasks
- Initial customer was ready to implement as soon as we finished
- Regular conversations with the Chief Architect to ensure the technical design
Summary and Key Learnings

- **Successfully planned** out how long the project would take
- **Adjusted** to changing stakeholder needs
- Realized the importance of a good **Inception phase**
- Made a **compelling argument** for the project and its priority
- **No sticker shock**
Thank you!

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