

Scrum Day San Diego

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# Continuous Improvement

Mitchell's Journey from Waterfall to SAFe

“A journey of a thousand miles begins  
with a single step”

- Tao Te Ching

# Transformation to Agile

- Planning
- Leadership
- Retrospective

# About Me

- From Israel
- 13 years in the software industry
- Software Development Manager at Mitchell
- Like to surf and travel

# Mitchell International

- Founded at 1946 by Glenn Mitchell
- Business Units:
  - Auto Physical Damage
  - Auto Casualty Claims
  - Workers Compensation Claims
- Headquartered in San Diego
- Over 1,700 Employees

# Mitchell's Agile History

2004: First attempt of Agile delivery at Mitchell

2007: APD SDLC Definition (Waterfall)

2009: Second attempt at Agile delivery

2011: 6 Agile delivery teams at Mitchell

CTO Forum Consensus achieved on Lean | Agile delivery

Mitchell DEVCON theme and Lean | Agile announcement

2012: Lean | Agile training for all teams at Mitchell

Teams at Mitchell have been improving the delivery process since then

# How to get started



# How to get started

- Improve Cadence
- Improve the feedback time
- Improve Quality



# How to get started

- Backlog
- Measure Progress
- Continually improve

# Planning



# Planning



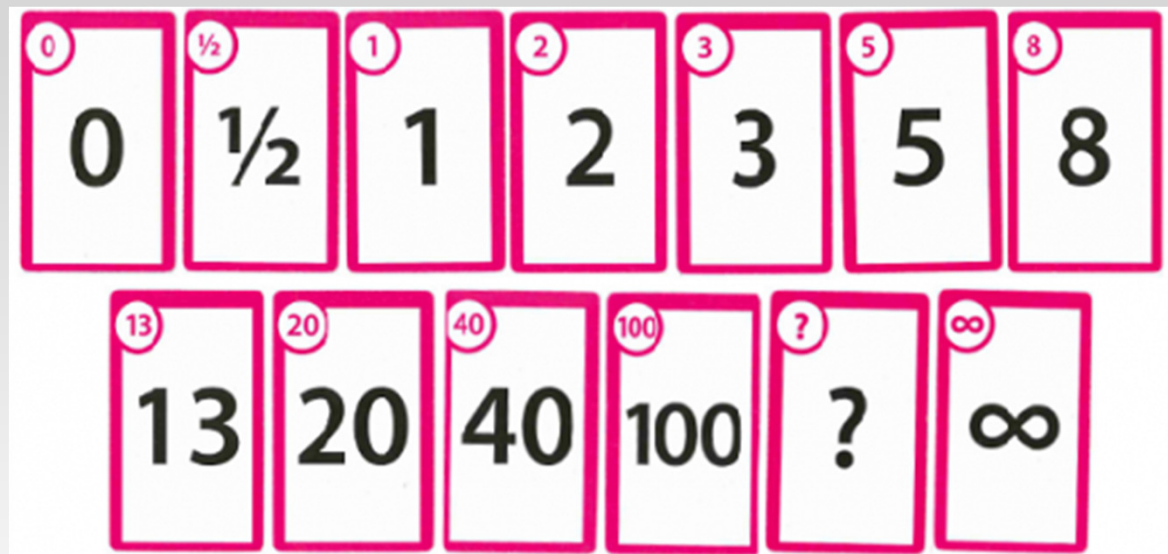
# Planning



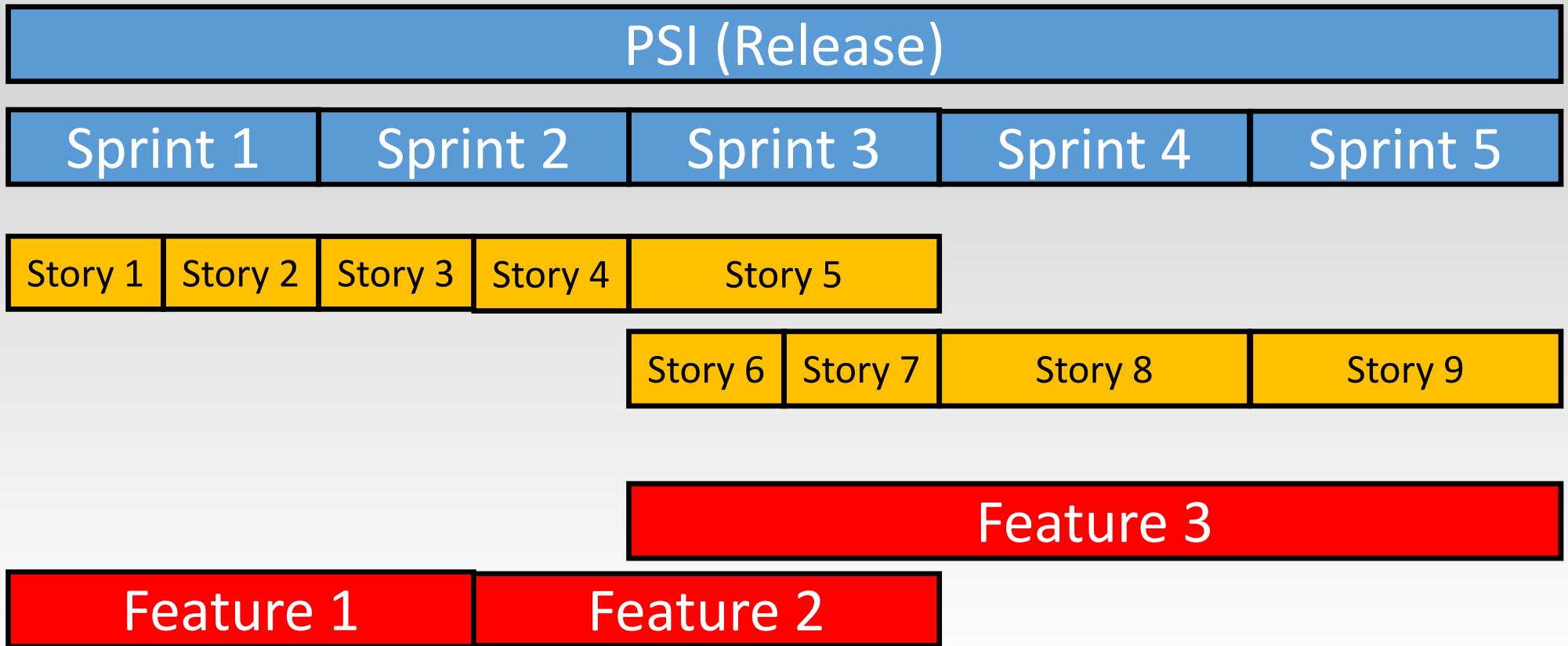
# PSI Planning

- PSI – Potentially Shippable Increments
- 10 weeks release cadence
- 2 weeks Sprints

# Estimating



# Release Planning



# Leadership

“Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done.”

- Agile Principles



# Leadership

- Roles and Responsibility
- Team Structure
- Individual Career Development

# Empowered Teams

- Meeting deadlines with quality
- Ownership and Pride
- Trust
- Process improvement

# Leadership



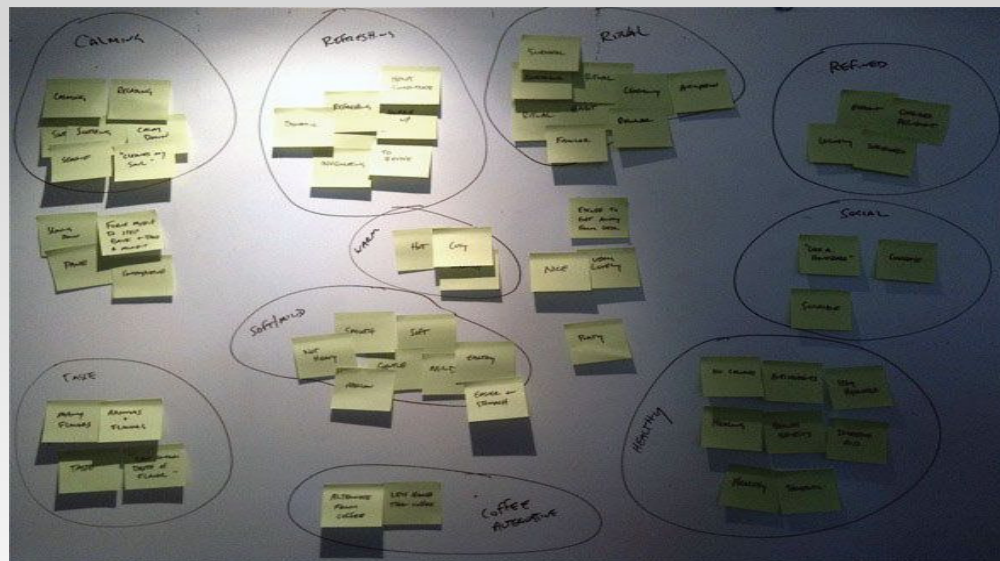
# Goals

- Definition of Done
- # of defects found by customers
- Environment for experimentations
  - A/B Testing
  - Canary Releases
  - CI

# Retrospectives

- Review stories, features and tasks
- Review metrics

# Retrospectives



# Visit Us

Please visit us to experience:

- PSI Planning
- Sprint Planning
- Retrospectives

# Questions





# Continuous Improvement

“At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.”

- Agile Principles

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