Being Flexible Using Agile
PPL IT’s Journey to Agile Transformation

Todd Farnand – IT Project Manager & Agile Coach
Plan for the next 60 minutes

- PPL Overview
- PPL, the Journey using Agile
- Checklist for Success
- Questions
Get to know Todd Farnand

- 20 years as an IT professional
- Two main employers, AMS-CGI and PPL
- Focused mostly in local and state governments, banks and utilities
- Key roles include: Software Developer, Project Manager, Scrum Master and Agile coach
- Married with two kids living in Lehigh Valley
Overview of PPL

- Electric and Gas utilities company with ~13,000 employees
- Major business segments: PA, KY and UK
- More than 10 million utility customers – electric and gas
- Seven regulated utility companies
IT Project Management Office (PMO) Overview

College Recruitment
Consulting
ALM Strategy & Guidance
Business Acumen
Organizational Change Management
PM Recruiting
Reporting & Metrics

PM Resource Pool
Standards & Procedures
IT PMO
Mentoring Program

Training
Employee Rotational Program
Empowering teams to effectively deliver business value by fostering an Agile mindset.
Supporting Agile

IT PMO Overview

- Consulting
- Training
- Standards and Procedures
PPL IT’s Agile Journey

2009 to 2016
PPL IT’s Agile journey…2009 to 2011

2009
• Get sponsorship of senior leader(s) and leverage experts

2010
• Formally pilot Agile by focusing on the right projects using the right people

2011
• Align internal processes to support the use of Agile
PPL IT’s Agile journey…2009 to Present

2012
- Target areas where Agile has seen little growth

2013
- Create an Agile reference framework and Agile community

2014
- Implement Support model (coaches, scrum masters) composed of internal resources
PPL IT’s Agile journey…2015 & 2016

- Use Agile **Scrum** and **Kanban** for Small Enhancements (aka Bundle Project) and Production Support

- Use **Kanban** for Infrastructure Operations and Security Operations

- Key focus on late adopters and resistors
Using Agile For Enhancement Bundles

- Middle management sponsorship
- Deliver small enhancements using Agile **Scrum**
- Manage on-going production support (Incident or Problems) using **Kanban**
Kanban for Operations Based Team’s

- Director level sponsorship
- Pilot phase
- Leverage key Scrum Practices
- Created standard framework

2 Week Iterations
Retrospectives
Sprint Planning
Check List for Successful Transformations

- IT and Business Sponsors\Champions
- Partner with Agile Consultancy
- Agile Delivery Lead
- Strategic and Tactical planning/funding
- Implement Product Teams versus project teams
Check List for Successful Transformations (con’t)

- Align internal process to support Agile
- Agile Community of Practice
- Use Internal Resources as Coaches and Scrum Masters
- Leverage other Agile frameworks (i.e. Kanban)