

DIGITAL SERVICES DELIVERY

Create products your customers love.

Today's government and industry leaders are working toward the same goal: creating digital services that delight customers and drive business value. While the objective may be clear, how to get there is often not. By combining Lean Discovery, Agile Delivery and a DevOps Mindset you can be sure you are building the right thing – and building it the right way.

Why do it?

You're only successful if you have something to deliver – what is slowing you down?

There are lots of things that can slow – or stop – your progress, making it almost impossible to deliver successful digital solutions. Common pain points include:

- Testing cycles are long and painful.
- Your releases are infrequent – or never happen at all.
- The quality of your products is poor.
- Customers don't like – or don't use – the solutions you build.

How to succeed

Combine Lean Discovery, Agile Delivery and a DevOps Mindset.

Regardless of your industry, the desired outcome of any tech project is always the same – to create solutions your customers love. Incorporating these techniques will increase your agility and help you drive business value:

- **Lean Discovery** leverages a user-centric approach that engages your customers before, during and after development to ensure you build the right thing.
- **Agile Delivery** helps you build quality, working software quickly and efficiently, leveraging techniques like Scrum, continuous integration and continuous delivery, and testing automation.
- **DevOps** brings development and IT operations together using automation and virtualization tools to deliver products to customers early and often.



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Where to start?

Build the right team.

You need a small, cross-disciplined team to break down silos and hand-offs between groups to avoid miscommunication, long feedback loops and delays. The team should be fully dedicated to one product and work collaboratively to continuously deliver new products or features.

The team could include a combination of:

- Business analysts
- UX designers
- Visual designers
- Developers
- Testers
- Engineers

We can help

Whether you are focused on getting better or getting started, our experts can be your guide.

The first step may be finding the right partner to help you include Lean Discovery and DevOps with your Agile adoption. Excella has done this work for large-scale, high-visibility projects across the government, commercial and non-profit landscape. We can deliver complete solutions or embed our designers, coaches and developers with your team to guide them along the way.

