

UNIVERSITY
OF SOUTHERN
QUEENSLAND



PARTNERING WITH VENDORS FOR AGILITY AND SUCCESS

CLINTON BELL – UNIVERSITY OF SOUTHERN QUEENSLAND

QUESTNET 2018

Introduction



- Background
- Why engage a vendor?
- Our Partnership Journey
- Outcomes and takeaways



Student Portal – from this...



The screenshot displays the 'JustU' student portal interface. At the top, a navigation bar includes links for 'Study', 'Current Students', 'About USQ', 'Research', and 'Alumni', along with 'Help Desk' and 'Feedback' options. The main header features the USQ logo and a search bar. Below this, a horizontal menu lists 'JUSTU', 'UWORK', 'UTEACH', 'ULIVE', 'UASK', and 'EVOLVE™'. The 'JustU' section is active, showing a 'START WITH US!' button and a large banner with the text 'Need help? Ask USQ!' over an image of a hand holding a smartphone. To the left, there are sections for 'Calendar' (Monday, May 8, 2017 - 11:34 AM), 'USQ Calendar of Events', 'Important Dates' (including 'Writing Examinations' and 'Rural School Starts'), and 'USQ Executives' (listing 'Gordon McEwan' as 'USQ COO'). To the right, a 'My Links' sidebar contains links for 'USQ Home', 'My Campus', 'USQ Student Centre', 'Mobile My USQ Search Data', 'USQ e-Library Access', 'Data Warehouse & BI Centre', 'USQ Staff Card', 'News', 'App Store Links', 'USQ ADMIN', and 'HND E-APP'. An 'Announcements' section at the bottom provides information about 'USQ (USQ) Check-In Services' and 'USQ (USQ) Check-In Services'.

To this



The screenshot displays the UConnect portal interface. At the top left, the 'UConnect' logo is visible. The main header area features a navigation menu with icons for home, notifications, and a 'Quick Menu' button. Below the header is a large banner image of a beach at sunset with the text 'I want to breeze through this e...'. A search bar is located on the left side of the banner. The dashboard includes a weather widget showing '11:35am' and 'Official USQ Time (AEST) Toowoomba, Queensland'. A central announcement states: 'Due to the bad weather caused by former tropical cyclone Debbie, staff and students of USQ Toowoomba, USQ Springfield and USQ Ipswich are not expected on campus today. Please stay safe and consider all weather warnings.' Below this is an 'Announcements' section with a post titled 'Free Webinar: Tips to manage study stress' featuring a photo of a person. On the right side, there are two task lists: 'Orientation' and 'To do'. The 'Orientation' list includes tasks like 'Complete my enrolment for this semester', 'Set up my Lifestream account', 'Order my student ID card', 'Order my textbooks & study materials', and 'Access my Enrolment Pattern'. The 'To do' list includes tasks like 'Create your own to-do list link', 'This is a long to-do list item that I have added for myself', 'Finish reading APC text book', 'Meet with Julie Smith', 'Complete this into a long assignment title which covers the full width of the page', and 'This is a long to-do list item that I have added for myself'. A 'New' button is at the bottom of the 'To do' list.

How are we going to deliver?



- We had our design and user stories
- Looming Semester 1 deadline
- Experience gap with Drupal 8
- Expectation and communication gap between BA and Dev teams
- Unclear approach
- How do we include the student voice?

Maybe we need some help...



A screenshot of a tweet from Keely Flaherty (@flahertykeely). The tweet contains a dialogue between a friend and the narrator. The tweet has 95,026 retweets and 130,268 likes. The interface includes a profile picture, a verified account badge, a follow button, and a row of user avatars who interacted with the tweet.

keely flaherty ✓
@flahertykeely

friend: how are things?

me: things are good!

narrator: things were not good

RETWEETS 95,026 LIKES 130,268

Don't know what we don't know



Our expectations	Reality
We have user stories ready for development	Over 100 development tickets needed to be re-written with more detail and proper Acceptance Criteria
Our ticketing workflow got us through Phase 1	The need to import all tickets into Jira to support a fully Agile workflow
We need vendors on-site	Embedding tools such as Zoom, Slack, Jira and Planning poker to enable remote collaboration
We do Sprints and Stand-ups	Rewriting, estimating and arranging tickets into our first managed Sprint. Assigning roles.
The BA team and Dev team are on the same page...	Coaching and embedding a fully Agile workflow with agreed ticket formatting, Quality control and release process
We're Agile	We use terms like "Agile"

The right path



- Take a moment, listen to vendors, discuss internally
- Accept our knowledge and process gaps, and focus on upskilling
- We needed vendor to be on board with this approach..
- We needed a partner

Recalibration

Last One, We Swear: Pop-Culture Quotes, No. 3

“All right, stop,
collaborate and
listen.”

- Vanilla Ice



#LeanUX14

@playfulpixel @_themaj

Learning #1 – Be honest



- Make an honest, objective assessment
- Listen to advice from the experts
- Be willing to make adjustments
- Put effort into on-boarding

Learning #2 – have respect for each other



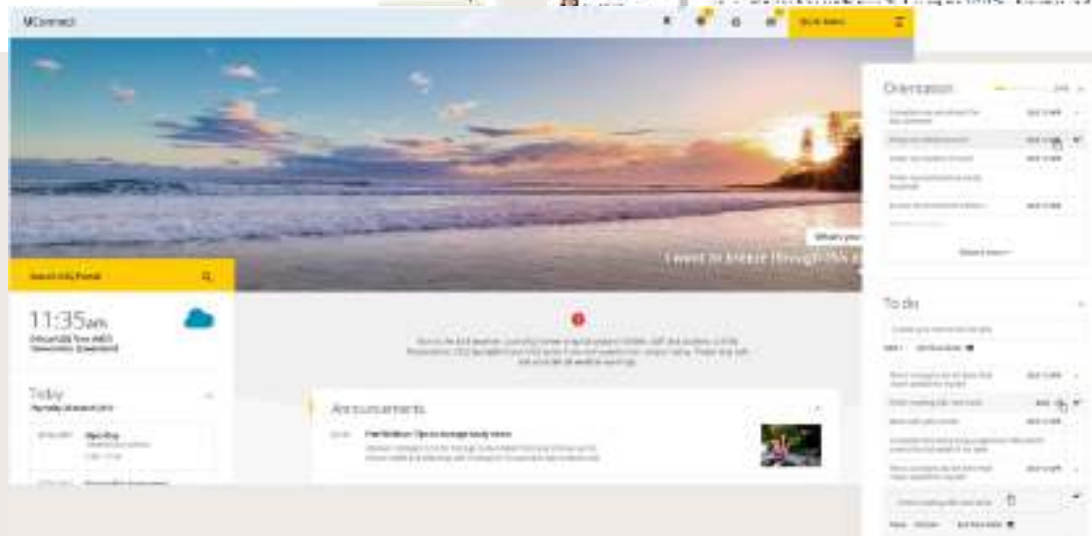
- Commit to open and honest communication
- Address issues early and openly
- Collaborative solution between you and vendor
- Ensure behaviour is not linked to another issue
- Have a clear path of escalation for different issues that arise

Learning #3 – Have realistic expectations



- Always come from a positive place
- Clearly communicate expectations
- Be solutions focused
- Role clarity – have the correct structure in place
- Know the escalation points
- Know the environment and circumstances
- Understand the priorities and motivations for each group

Where we are today



Where we are today



"...Love the work IT has done, my partner works in software programming and design and was frothing over how beautiful this is (he works at ****other institution**** and as we know their website is s**t)."



Wrap up – would we do anything differently?



- No. because we didn't know what we didn't know.
- We came out the end in a totally different space to where we started
- Agile provides a tight, measurable process – at a cost
- There is a tension between organisational and Vendor capability – but that's ok
- Remote work is ok, with the right tools. USQ now has a positive frame of reference when approaching off-site work
- Developers are now working in other projects using these tools

Thank you!



Questions?

If you think of something later, please get in touch:

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