

Applying Agile Foundations: A Case Study

Introduction:

JDSAT, a defense technology company that specializes in software development, data analytics, and mathematics, faced significant customer challenges when working with the Bureau of Navy Medicine to design and launch customized software focused on digital records transformation and client efficiency.

Challenge:

Initial project work with the navy was proving to be frustrating due to a lack of foundational understanding of agile project terms and principles. Additionally, JDSAT was a growing company without any internal agile process standardization. This lack of internal consistency, along with a major gap in customer understanding, was leading to project delays and cost overruns.

Discovery:

PM-ProLearn was contacted by senior executives to explore possible solutions. Initially focused on internal training, only, PM-ProLearn asked probing questions that helped JDSAT understand that internal change was not the only gap. Customer change and education was also necessary. One of the key tenants of implementing agile as an approach is to ensure that everyone understands how agile works and what it means as it relates to their role.

Solution:

PM-ProLearn designed and delivered a series of agile foundations training courses both internally for JDSAT and with the Bureau of Navy Medicine personnel so that all parties could better collaborate. Additionally PM-ProLearn built a tailored Agile play book for JDSAT PM's to use as a reference guide. Lastly, PM-ProLearn instructors provided one on one coaching and mentorship with JDSAT employees as they began to implement Agile practices to help answer any questions and ensure compliance with executive directives.

Results:

Immediate improvement to customer interaction and quality as well as internal employee quality and efficiency. PM-ProLearn was invited back again a few years later to provide the same training for a second customer and the growing team.



Conclusion:

While PM principles are fairly standardized, every company need is unique and requires a tailored approach. Our ability to understand our client's goals, and then design training focused on their learning outcomes sets us apart.

"JDSAT Operations Research & Big Data Sciences continues to lead the way in Agile Project Management and bringing those skills to bear as we solve challenging business problems through applied analytics and data science for our clients. PM-ProLearn has been a key partner and contributor to our success with their expert agile project management training, embedded consulting, and dedicated mentors. PM-ProLearn provided Agile fundamentals training to JDSAT and its clients and on-site coaching and consulting support, which has directly enhanced and accelerated numerous data science teams. PM-ProLearn also developed the core elements for an 'Agile Playbook' implemented for Bureau of Navy Medicine and Surgery's Consolidated Information Center (CIC). This playbook was immediately adopted and has formed the foundation for how Navy Medicine's CIC organizes and executes technical projects ever since. PM-ProLearn's mastery of project management and professional coaching support has been a critical accelerator across all JDSAT lines of business. As a certified Service Disabled Veteran Owned Small Business, PM-ProLearn is a trusted partner and first choice for JDSAT as we continue to provide better insight, better decisions, and better performance for our clients."

Shaun Doheney, PMP®, CAP®

Chief Analytics Officer | JDSAT, Inc

(Note, Shaun is now a Principle Analytics Leader for AWS)