LEARNING OBJECTIVES

After completing the training, the learner will…

- Understand how CCSQ implements lean, agile, and human-centered design via the SAFe model

- Recognize the complementary value proposition of lean, agile, and human-centered design philosophies

- Empower teams to apply an agile mindset when faced with program challenges

- Apply multiple alternatives for team structures to aid in delivering solutions quickly with low costs

- Engage with the Centers of Excellence to help programs achieve their objectives

HCD + LEAN + AGILE LEARNING PATH

HUMAN-CENTERED DESIGN + **LEAN** + **AGILE**

Focus on understanding your consumers in order to solve the right problems

Focus on essential work by removing inefficiencies

Focus on iteratively building small units of high-value capabilities with continuous feedback

SHARED CORE PRINCIPLES

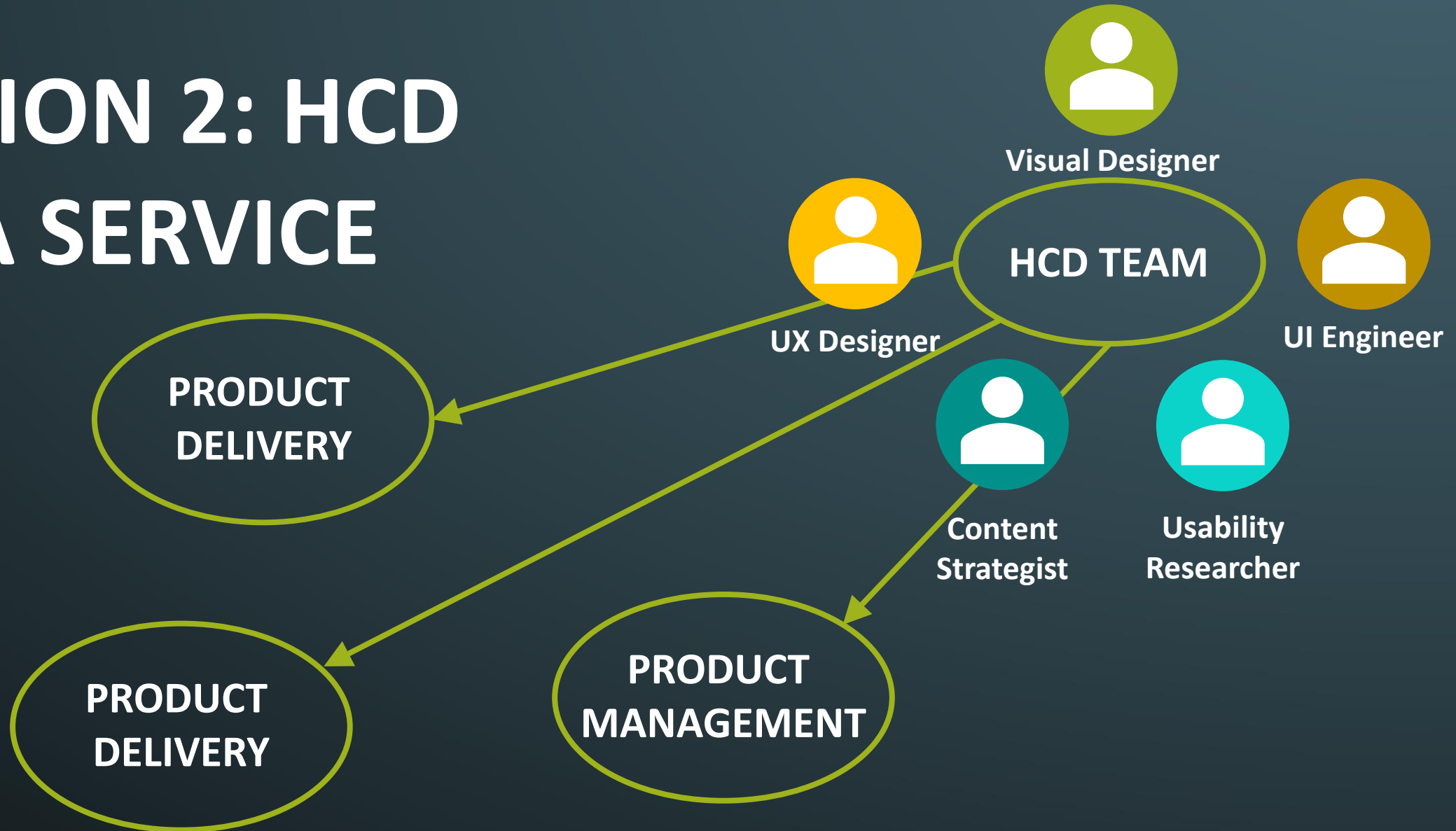|	HCD	LEAN	AGILE	SAFe LEAN-AGILE
Value Delivery	Focus on outcomes rather than outputs	Optimize the Value Stream	Working software over comprehensive documentation	Organize around value
People/ Consumers/ Customers	Focus on the people	Define customer value	Individuals and interactions AND Customer collaboration	Unlock motivation of knowledge workers
Optimize Flow	Observe, test, iterate, and learn	Create Flow - Establish work efficient flows	Responding to change over following a plan	Visualize and limit WIP, reduce batch sizes, and manage queue lengths
Innovation	Observe, test, iterate, and learn	Create Flow & Pursue Perfection	Working software over comprehensive documentation	Base milestones on objective evaluation of working systems
Relentless Improvement	Observe, test, iterate, and learn	Pursue Perfection - Have a continuous improvement mindset	Customer collaboration over contract negotiation	Build incrementally, with fast integrated learning cycles

THE TRIGGER: HEALTHCARE.GOV & USDS RESPONSE

- **Understand what people need**
- **Address the whole experience, from start to finish**
- **Make it simple and intuitive**
- **Build the service using agile and iterative practices**

HCD + LEAN + AGILE!

United States Digital Service Playbook - https://playbook.cio.gov/