



# Government Empowered

Expand what's possible

Accelerating Delivery with  
Business-Driven Outcomes

How to Deliver Value without a Mind Reader





Government  
Elite Partner

**Specializations**

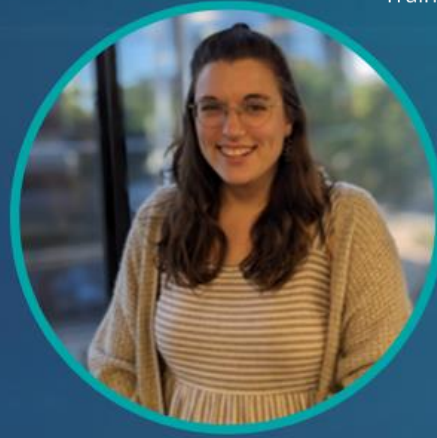
Government  
Training



**Andrew Haggard**  
*Solution Architect*  
Pega Certified Business Architect



**Tara Teaford**  
*Managing Director - Strategic Programs*  
Pega Certified Business Architect



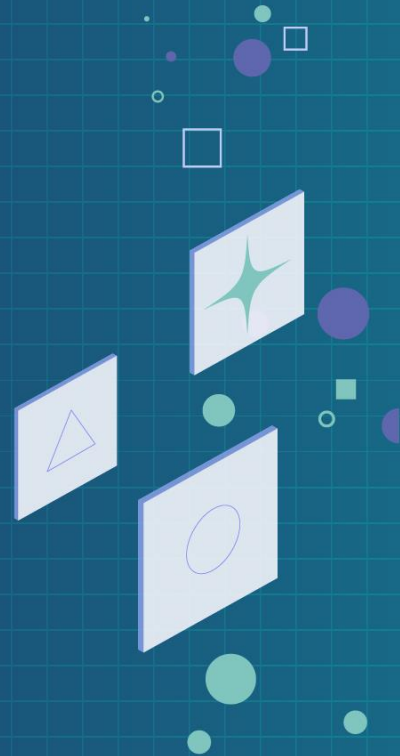
**Maggie Sauber**  
*Lead Consultant*  
Pega Certified Senior System Architect



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# Audience Participation Required!





# Government Empowered



How the customer explained it



How the project leader understood it



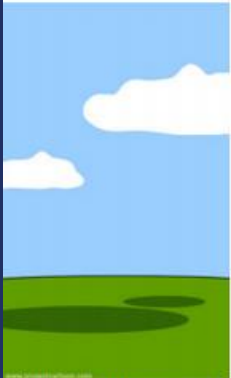
How the analyst designed it



How the programmer wrote it



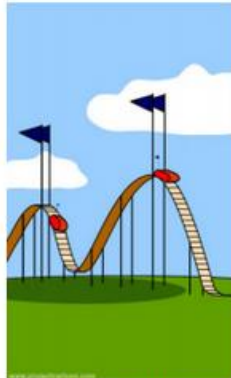
How the business consultant described it



How the project was documented



What operations installed



How the customer was billed



How it was supported



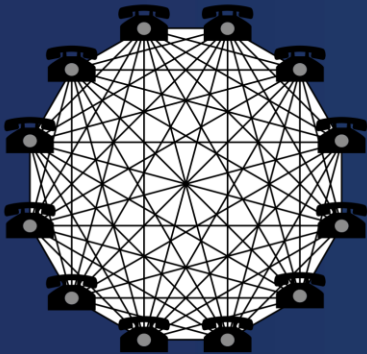
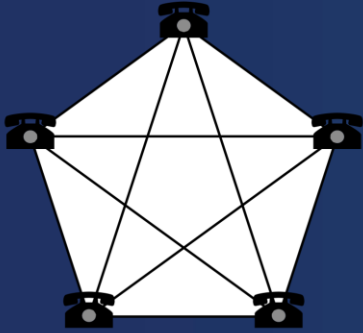
What the customer really needed

## Why does this happen?

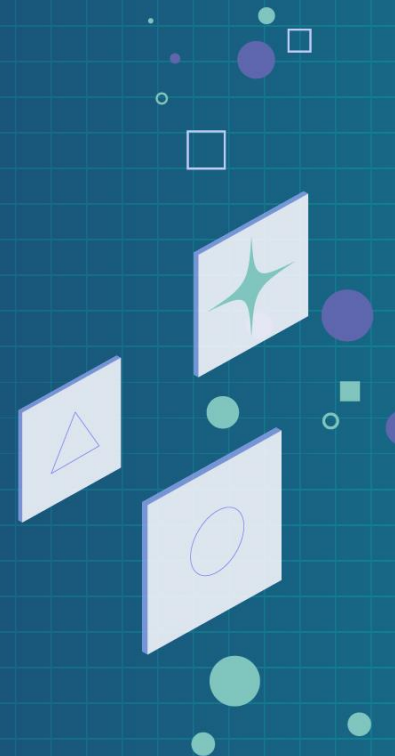




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[image.adventuresinreelance.net/](http://image.adventuresinreelance.net/)





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*Imagine, if  
you will...*

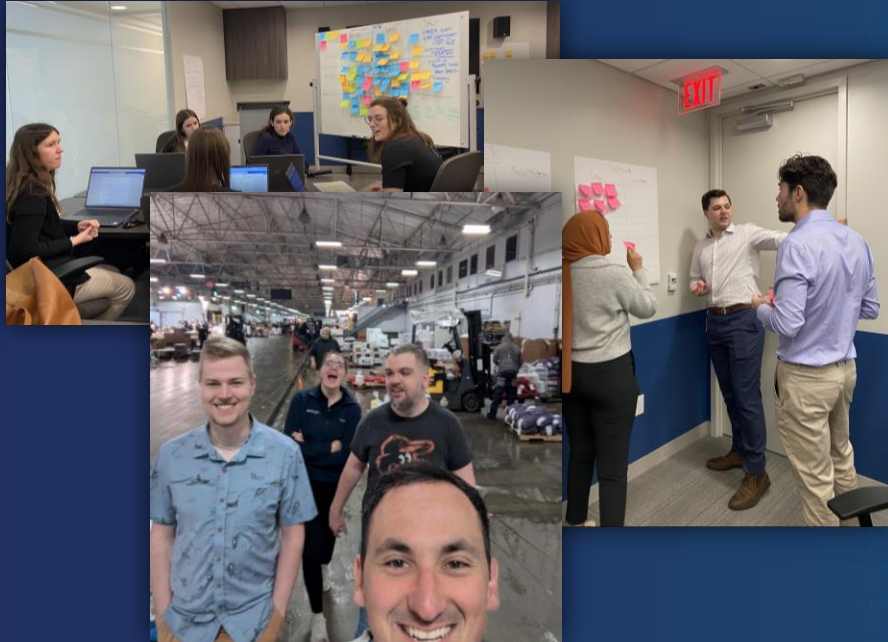




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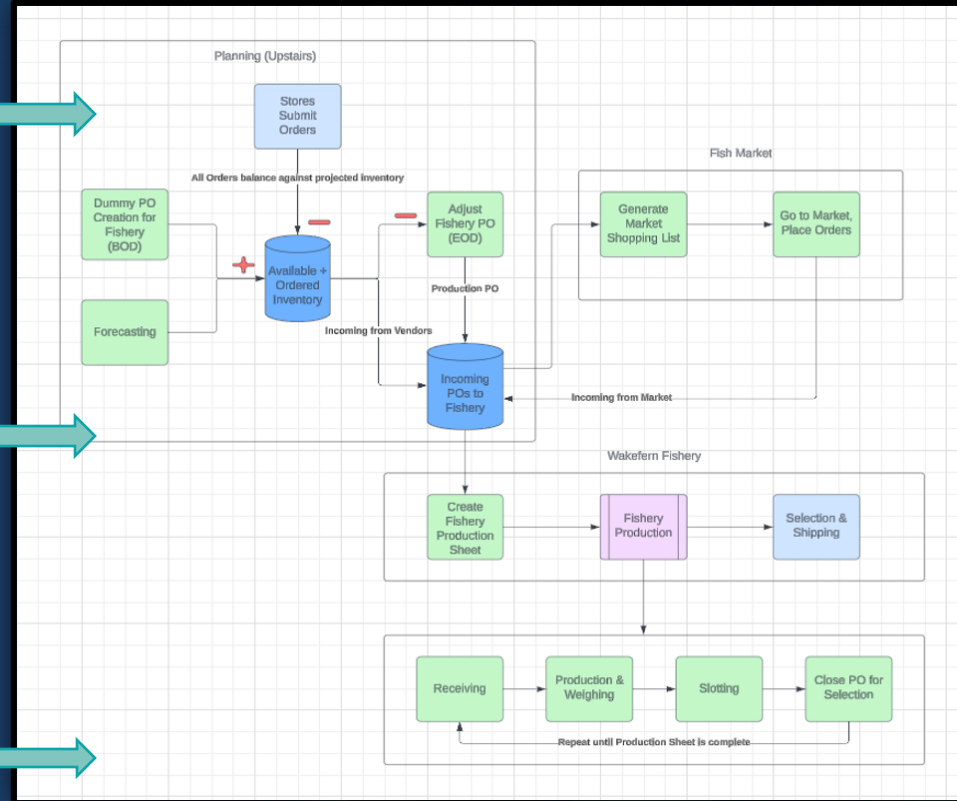
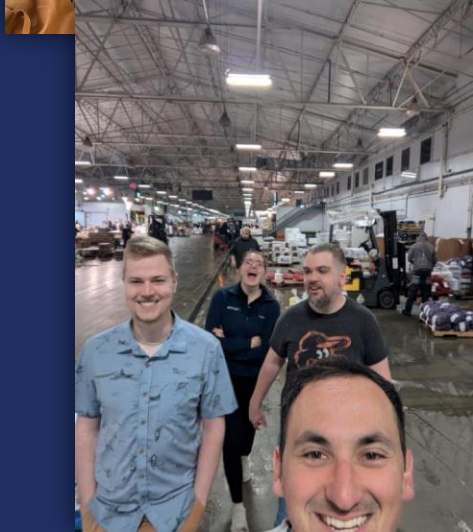
Solution: Stakeholder Engagement

- ~~Provide Requirements~~
- Envision Business Outcomes





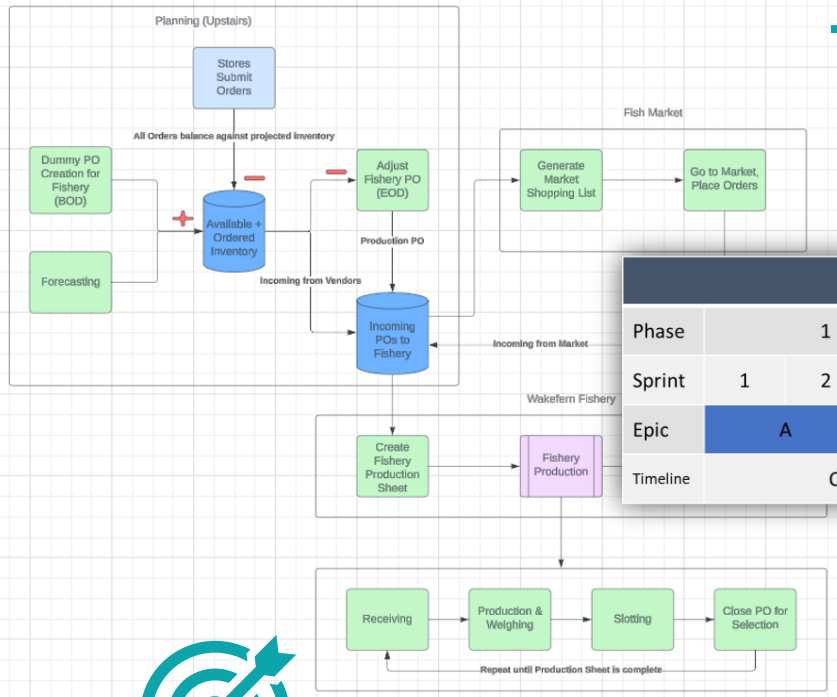
# Government Empowered







# Government Empowered

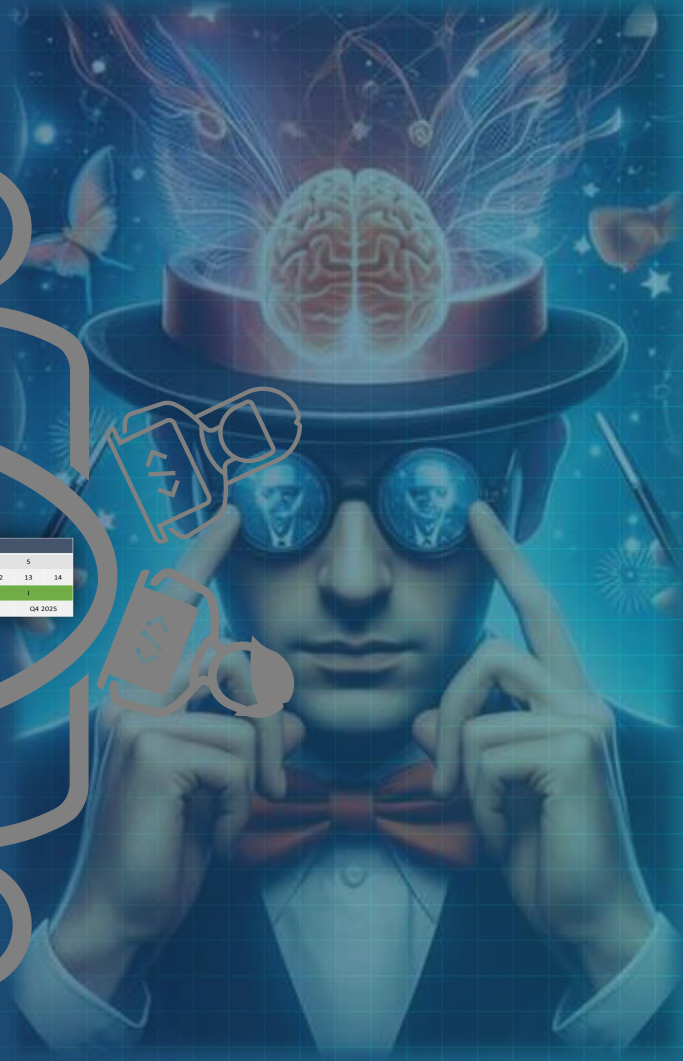
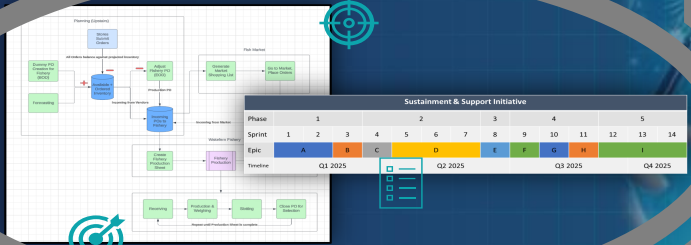
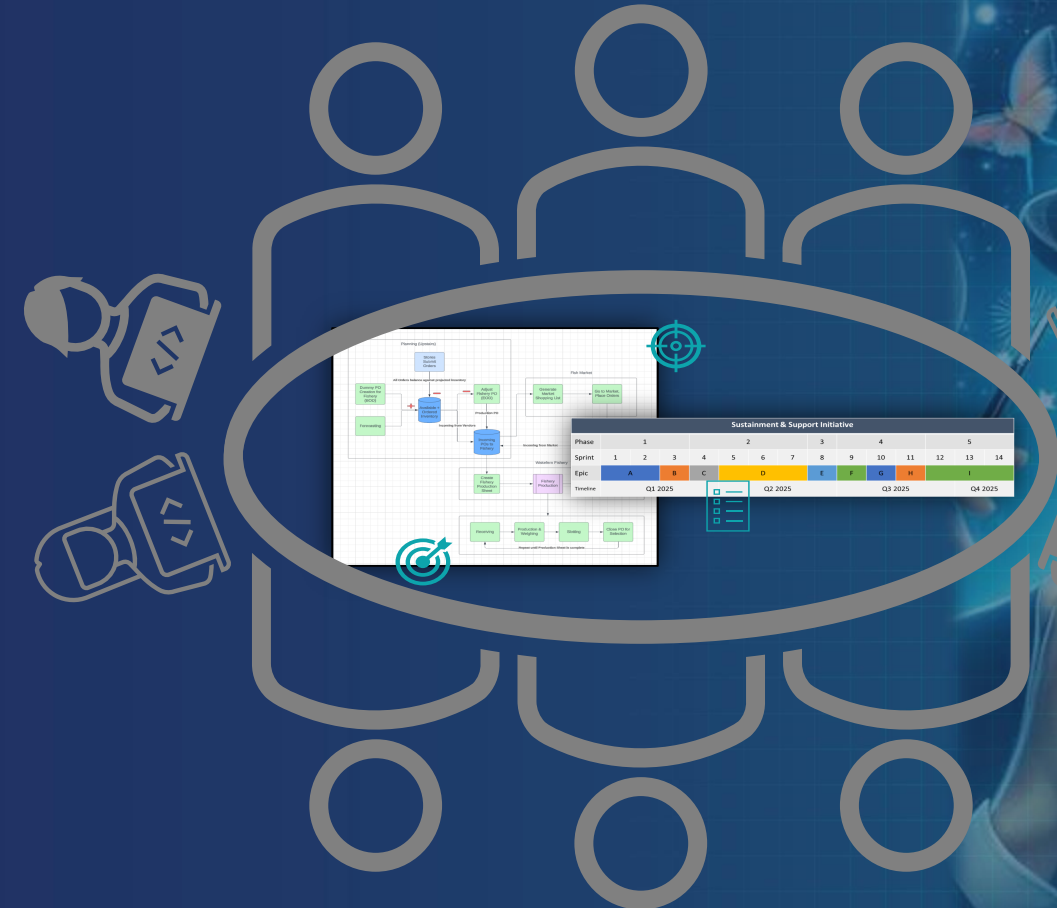


Sustainment & Support Initiative														
Phase	1			2				3	4		5			
Sprint	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Epic	A	B	C	D			E	F	G	H	I			
Timeline	Q1 2025						Q2 2025		Q3 2025				Q4 2025	



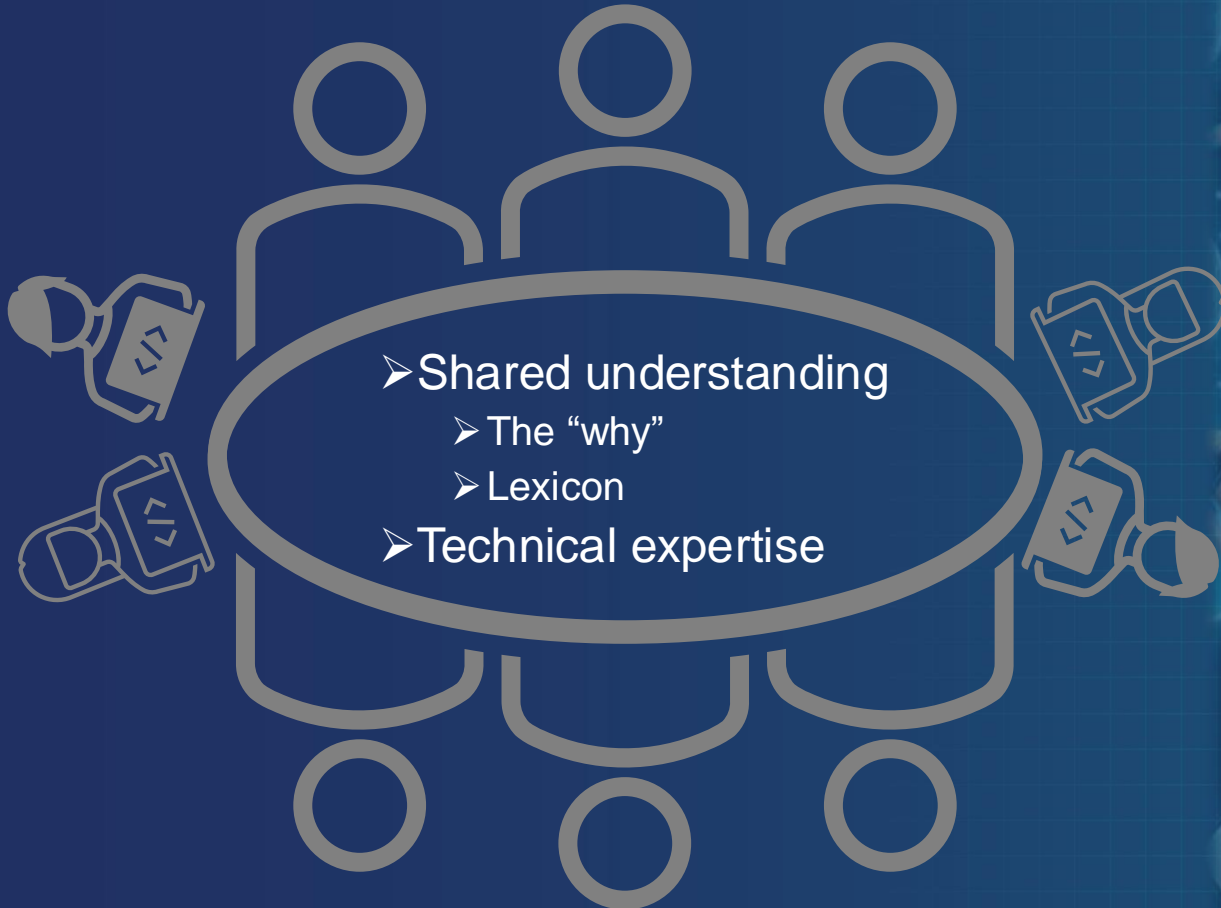


# Government Empowered





# Government Empowered



- Shared understanding
  - The “why”
  - Lexicon
- Technical expertise







Government **Empowered**

*“There is only one way to eat an elephant: one bite at a time.”*

- Desmond Tutu



# PEGA Government Empowered

Solution: Small, agile delivery teams

- Incremental functionality



- Human-Centered Design



*“There is only one way to eat an elephant: one bite at a time.”*

- Desmond Tutu



# Government Empowered

Solution: Small, agile delivery teams



Complexity



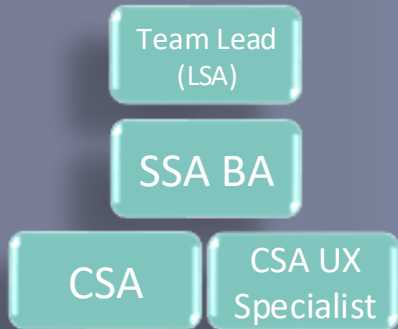




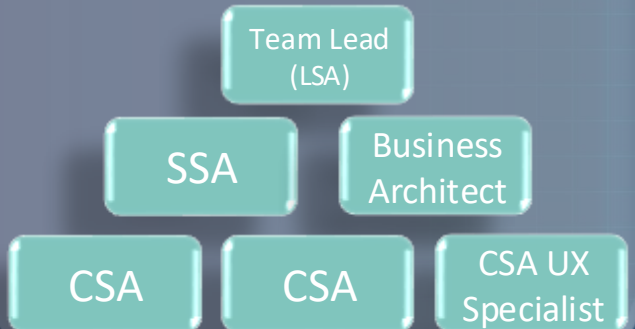
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## Scrum Team 1



## Scrum Team 2



## Scrum Team 3





# Government Empowered

PM

PSA

## Scrum Team 2

CSA

CSA

CSA

Citizen Developer

Citizen Developer

Citizen Developer

## Scrum Team 3

PM

Team Lead (LSA)

SSA

SSA

Business Architect

CSA

CSA

CSA UX Specialist

## Scrum Team 4

Team Lead (LSA)

Business Architect

SSA

CSA UX Specialist

CSA



# Government **Empowered**



Vague, unwieldy requirements  
*Desired Outcomes*

Slow progress  
*Accelerated Delivery*

Stakeholder resistance  
*Delighted Adoption*





Government  
Elite Partner

**Specializations**

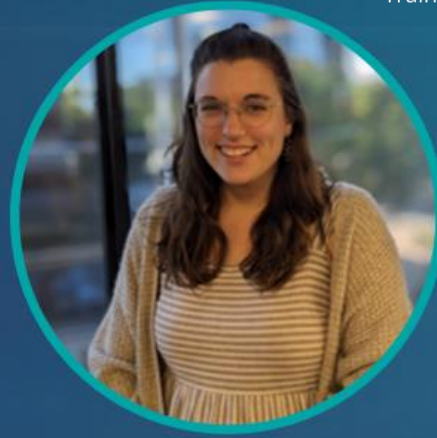
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Expand what's possible

Thank You!

srclogic 



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