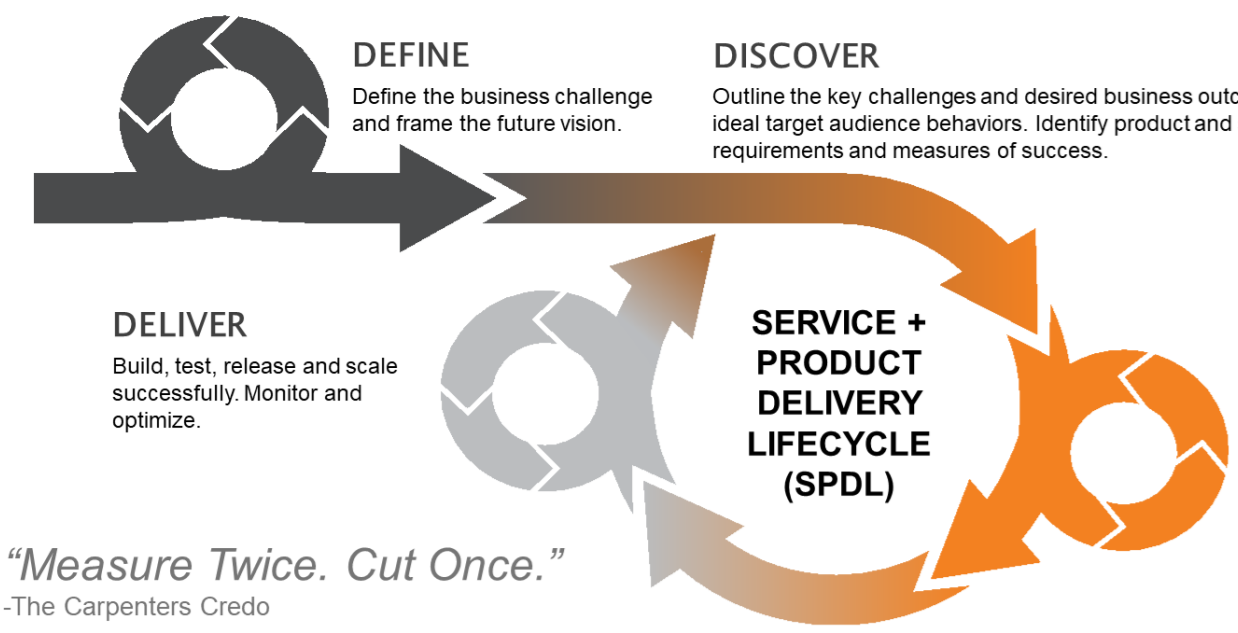
Overcoming The Complexity of Alignment to Deliver Strategic Value

The Service + Product Delivery Lifecycle (SPDL) was created to make room for grounded and mature UX operations, and to build trust, closer collaborative working relationships, better visibility, and shared understanding within and across balanced teams to guide delivery of value and desired outcomes through iterative cycles of learning and doing.

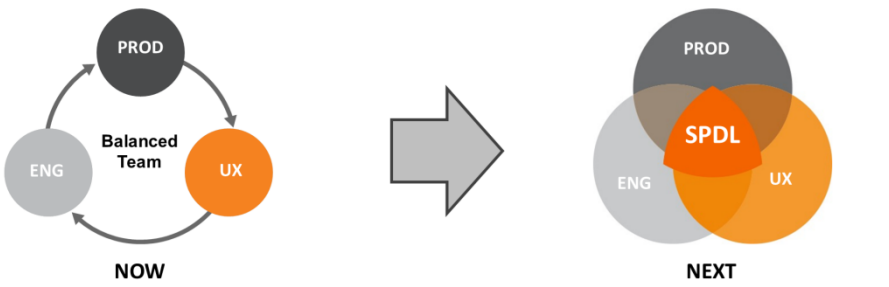
Aligning Balanced Teams To De-risk Efforts and Deliver Value Collaboratively, Reliably, and at Speed



"Measure Twice. Cut Once."
-The Carpenters Credo

Owner: Product UX/Arch Engineering

An Approach for Successful Collaboration and Better Outcomes



The SPDL:

- Aligns and guides teams in reliable and repeatable ways.
- Better defines and interconnects Product, UX, and Engineering processes and teams in ways that build trust, improve visibility and communication, and foster better collaboration across the balanced team.
- Promotes shared understanding of roles in service of reduced friction, quality, and better outcomes.

The SPDL provides an integrated, refined, and reliable approach to help balanced teams collaborate and accelerate speed-to-value. This fosters better visibility and alignment, which in turn improves quality.

Answering Why, What, Who, Where and How to Provide Direction and Foster Alignment

Defines the North Star and establishes a clear vision, requirements, desired outcomes, and success measures in collaborative, effective, reliable, and repeatable ways.

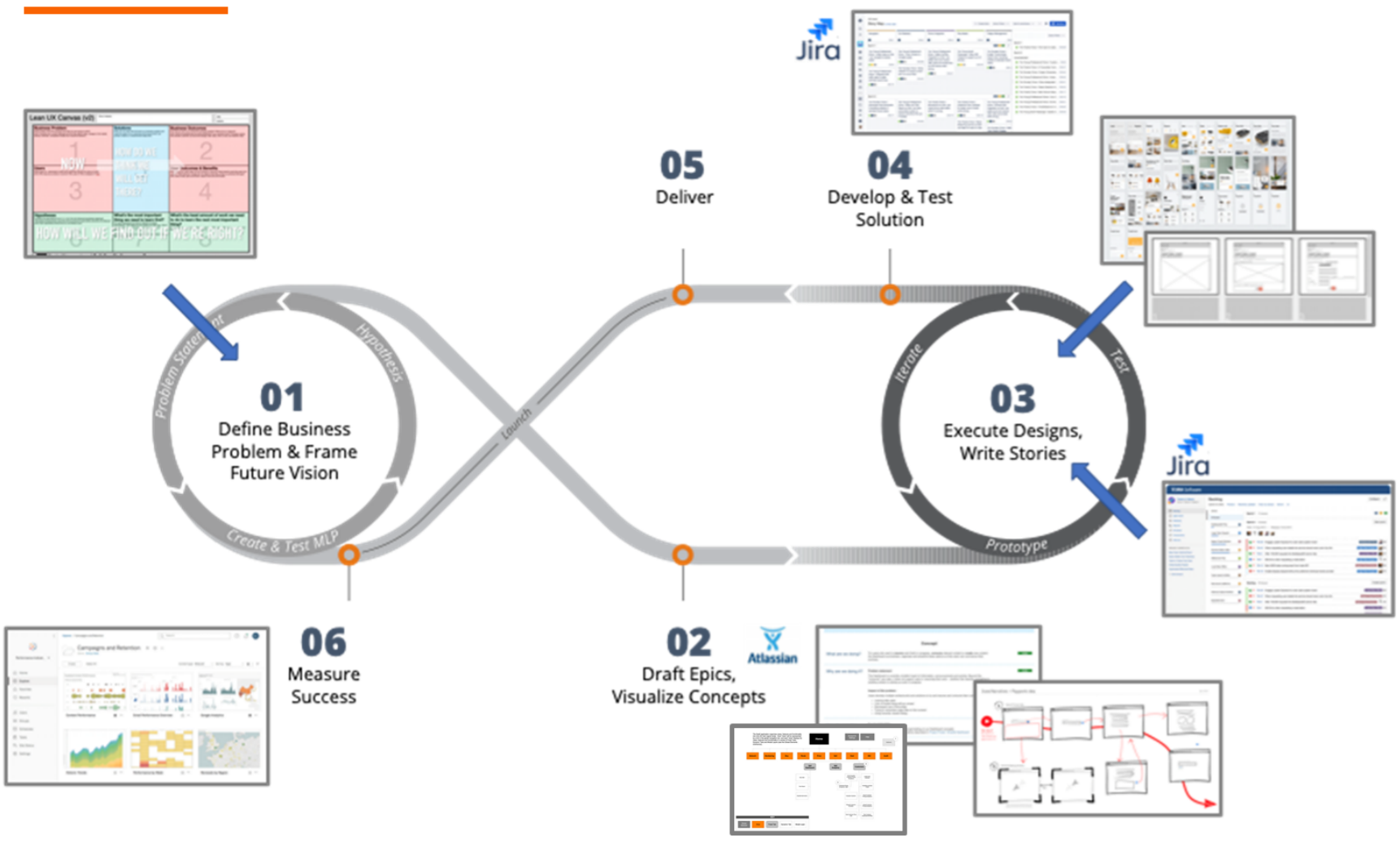
Collaboration Tools to Define, Guide, and Align Balanced Teams and De-risk Efforts

A guide, collaboration workspace, and a canvas template tailored to working through the sorts of enterprise challenges that our balanced teams are called on to solve.

Opportunity Through Delivery

Each phase has a clear purpose, owner, support roles, activities, and outputs that provide lines of sight to keep teams informed, aligned, and their work rightly focused.

Steps, Tools, and Outputs of the Service + Product Delivery Lifecycle



John Gakau
www.gakau.com

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