



iZettle

Agile Operations

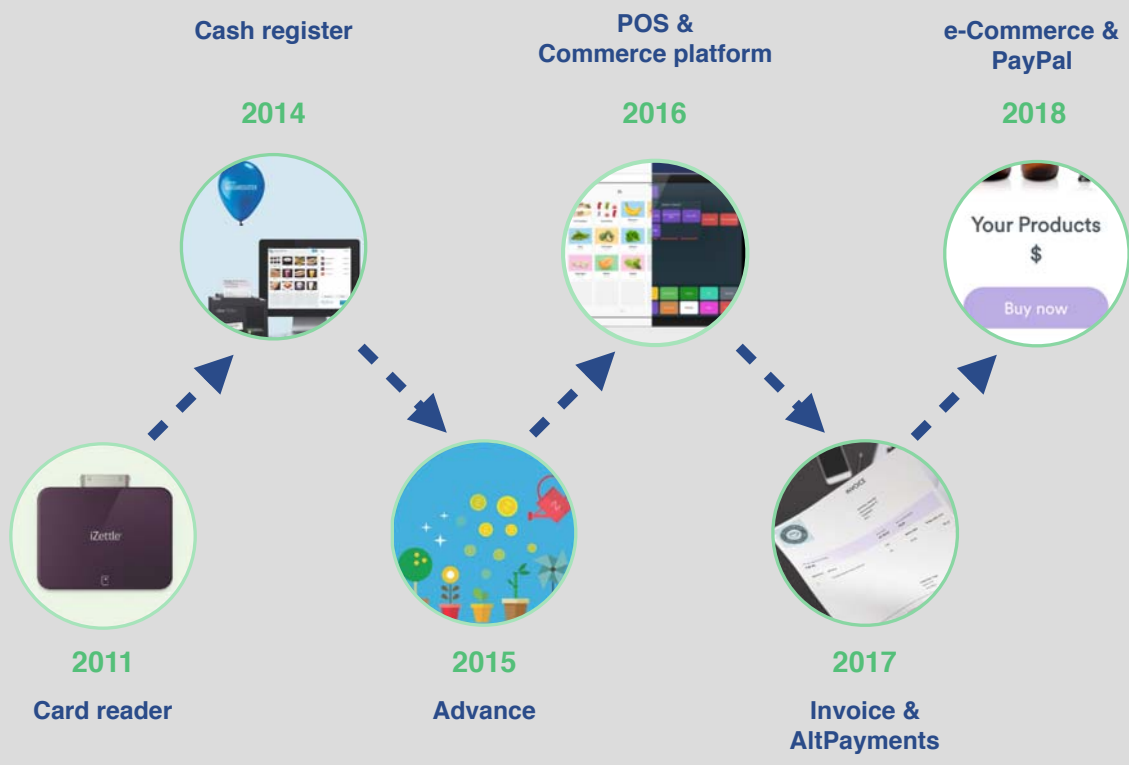
Maria Izzo
Automation Lead @ iZettle

Outline

- ★ About iZettle
- ★ Birth of a team
- ★ Our agile framework [live demo]
- ★ Agile tools
- ★ Agile values
- ★ Learnings

iZettle

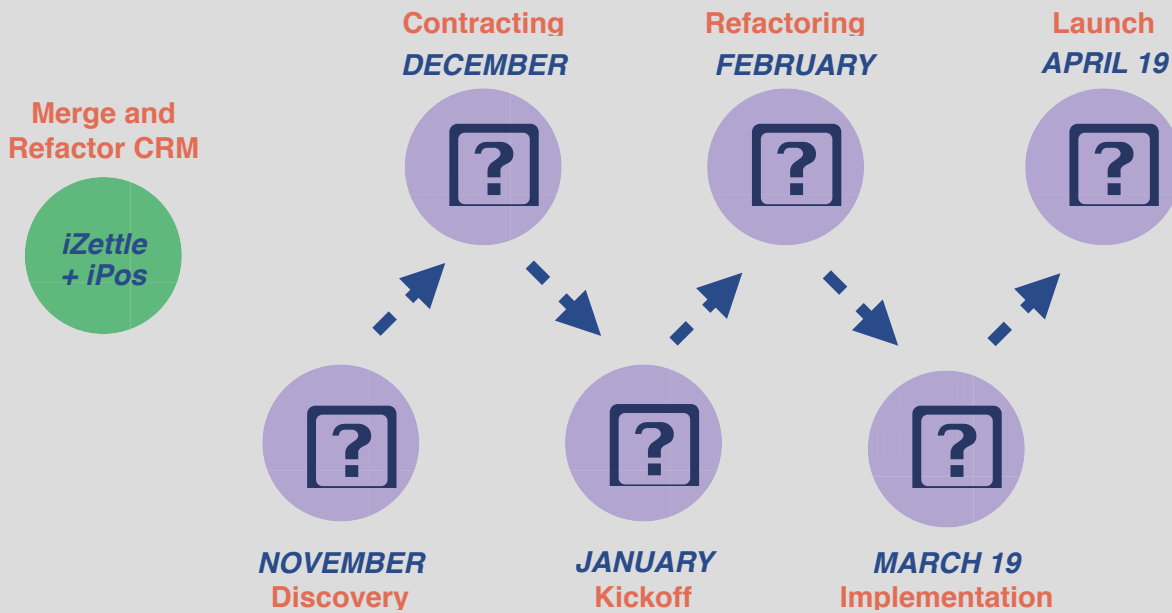
From card payments to PayPal



Automation

From a project to a team in less than 6 months

Automation program timeline





Maria Izzo

Automation Lead



Yannick LePauvre

Salesforce Admin



Daniel Brannan

Salesforce Admin



Automation Team

Our mission

We make our colleagues' lives easier: we contribute to scalable growth by delivering innovative ways of working and equipping iZettlers with tools to automate manual operational processes and thrive in what they do best.



Marlou Siemerink

Business Analyst



Charlotte Gibson

Salesforce Developer



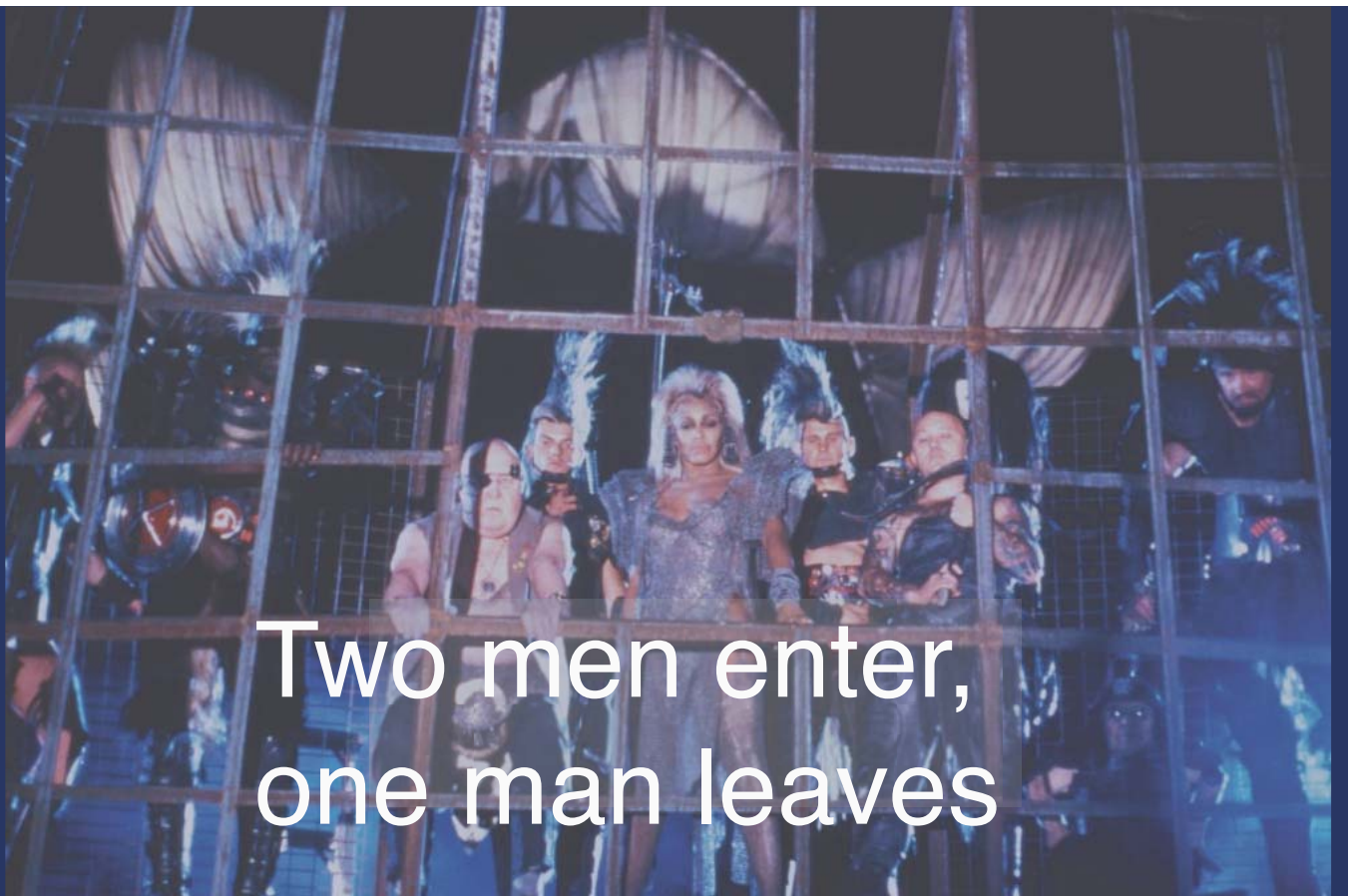
Naveen Ramasamy

Integration Engineer



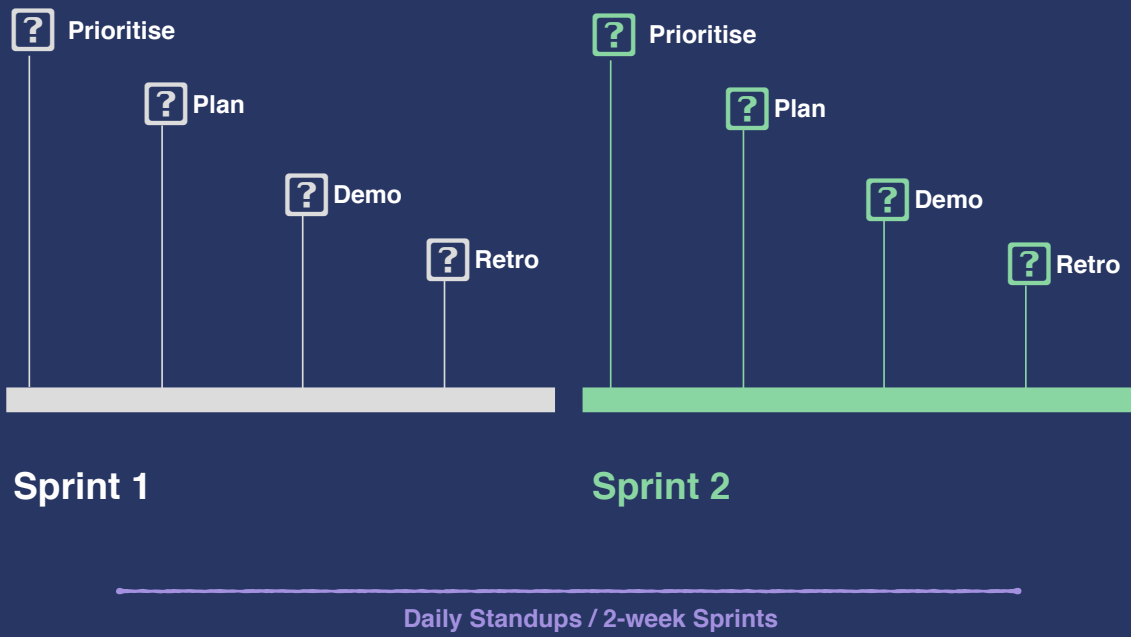
Thunderdome

A tailored Agile framework for prioritisation

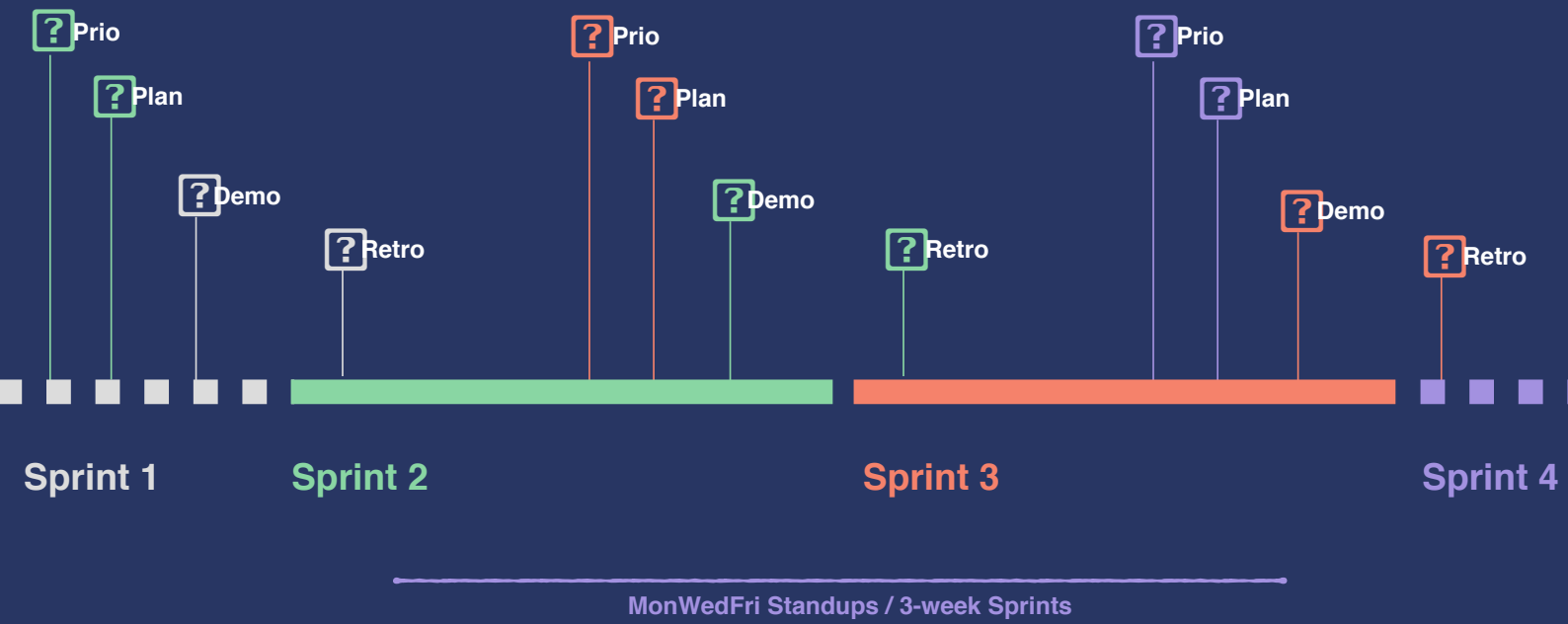


Two men enter,
one man leaves

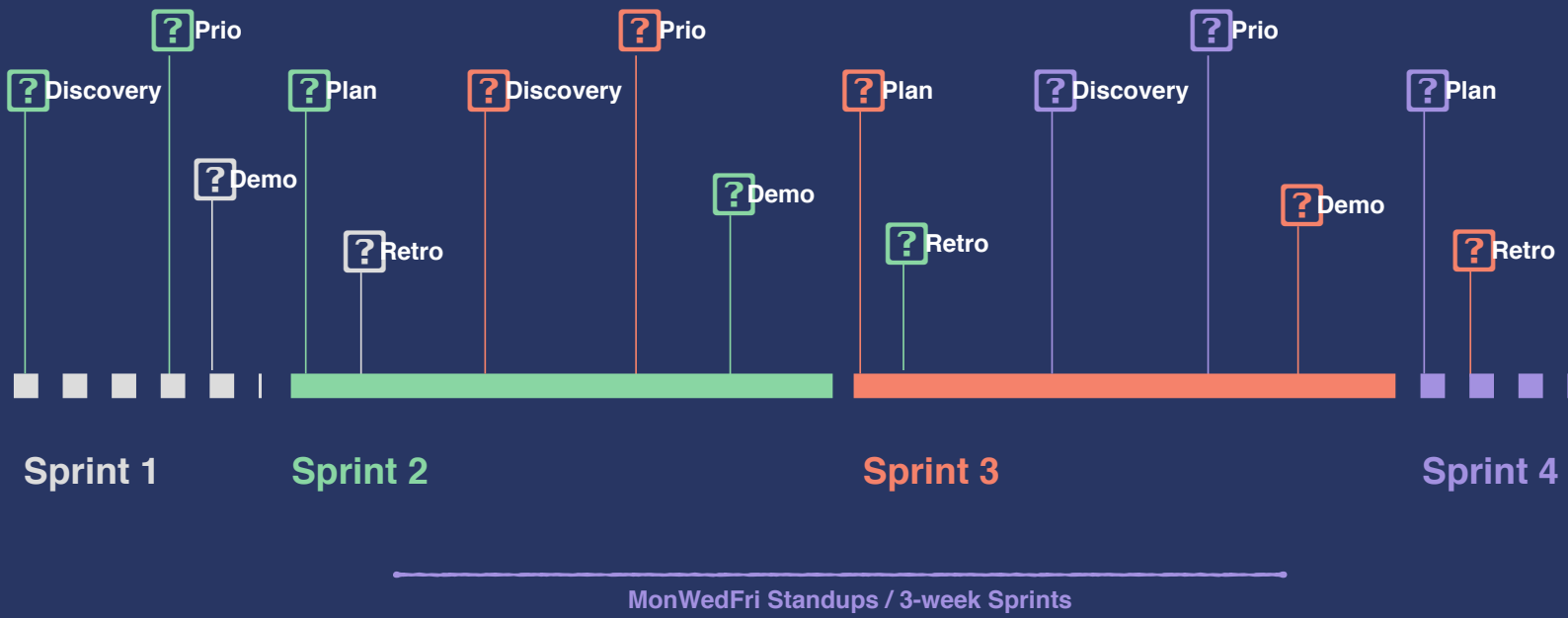
Iteration 1



Iteration 2



Iteration 3



Agile tools

All you need to run smooth Operations

Teamwork essentials

REMOTE MEETINGS & SCREEN SHARING TOOLS

These tools are fundamental if your team is distributed.

They're also equally important for teams based in the same office, as they make people free to work from anywhere they want.

YOLO!

PLANNING TOOLS & AGILE BACKLOGS

Team, stakeholders and senior managers are much happier when your team backlog is clean, accessible and transparent, task ownership is clear, team capacity is well estimated and no one burns out.

CLOUD-BASED COLLABORATION ENVIRONMENTS

If a document is not in the team cloud drive, it doesn't exist.

The whole team should have access to all documentation produced from and for the team. No one should ever be excluded.

Team growth essentials

FEEDBACK

Feedback is the best item that an agile team can have in their toolkit.

It's a tool to measure how the way you work as a team impacts the life of your stakeholders and organisation.

A savvy use of feedback leads the way to reaching a high degree of team maturity.

LABS

Opportunities to brainstorm with your stakeholders make your goals more meaningful.

Fresh ideas coming from outside your team help you grow sustainably and purposefully.

Living the life of a user for one day can teach you more than spending 100 hours in meetings.

FUN

Spending quality time together improves team dynamics, creates intimate bonds and incentivises trust.

Celebrating achievements is very important to feel accomplished and rewarded.

Acknowledging and reviewing failures is even more important: it creates awareness of your capacity and learning opportunities.

Agile values

Values to make your operations smoother and leaner

iZettle's values applied to agile

RELIABLE

A team cannot be truly agile if the company culture they are surrounded by is not.

Team performance and happiness are directly proportional to the trust granted by the company.

Agile teams need to rely on their organisation's ability to understand, value and respect the way they work.

INSPIRING

When your team decides to be agile, stakeholders and dependencies need to align on compatible frameworks.

This happens when you spread the agile mindset and inspire your colleagues.

Workshops and visualisations of your processes and ways of working are powerful inspirational tools.

EASY

If your workflows are clear and simple to understand, your chances to work more efficiently and achieve both team and company goals are higher.

Make sure your backlog is accessible to stakeholders, your vision and mission are understood and shared by the team, your achievements are well communicated.

More agile values to live by

- ❓ Transparency
- ❓ Openness to change
- ❓ Appreciation of failure
- ❓ Continuous improvement
- ❓ Clarity of goals and requirements
- ❓ Promotion of user adoption
- ❓ Mindful communication

Learnings

Things we've learnt as an agile team and want to share with you

- ?** **Map your processes**
- ?** **Recruit with humanity**
- ?** **Tweak tools first**
- ?** **Never stop changing**



Thank you!

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