



Agile Scrum – Building high performing team one step a time

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WHO ARE WE? Centene Overview

WHO WE ARE




Centene provides access to high-quality healthcare, innovative programs and a wide range of health solutions that help families and individuals get well, stay well, and be well.

PURPOSE

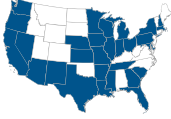
Transforming the health of the community, one person at a time

52,000	#51	#168
EMPLOYEES	FORTUNE 500 (2019)	FORTUNE GLOBAL 500 LIST

BRAND PILLARS

 Focus on the Individual +
  Whole Health +
  Active Local Involvement

WHAT WE DO



32 states

with government-sponsored healthcare programs

Centene successfully provides **high quality, whole health solutions for our diverse membership** by recognizing the significance of the many different cultures our members represent and by forming partnerships in communities that bridge social, ethnic and economic gaps.

15M Managed Care Members	~340 Product / Market Solutions
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3 International Markets	\$73.6–\$74.2B Expected Revenue for 2019
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<i>Why we're in business</i>	OUR PURPOSE					
<p>Transforming the health of the community, one person at a time</p>						
<i>What we do</i>	OUR MISSION					
<p>Better health outcomes at lower costs</p>						
<i>What we represent</i>	OUR PILLARS					
<i>What drives our activity</i>	OUR BELIEFS					
<table border="0"> <tr> <td style="vertical-align: top;"> <p>We believe healthier individuals create more vibrant families and communities.</p> </td> <td style="vertical-align: top;"> <p>We believe treating people with kindness, respect and dignity empowers healthy decisions.</p> </td> <td style="vertical-align: top;"> <p>We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well</p> </td> <td style="vertical-align: top;"> <p>We believe in treating the whole person, not just the physical body.</p> </td> <td style="vertical-align: top;"> <p>We believe local partnerships enable meaningful, accessible healthcare.</p> </td> </tr> </table>		<p>We believe healthier individuals create more vibrant families and communities.</p>	<p>We believe treating people with kindness, respect and dignity empowers healthy decisions.</p>	<p>We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well</p>	<p>We believe in treating the whole person, not just the physical body.</p>	<p>We believe local partnerships enable meaningful, accessible healthcare.</p>
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About this session

- Part of Agile Transformation track.
- Will discuss our team’s journey of using agile practices, metrics and partnership to influence change across organization and enhance productivity.

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Some background information

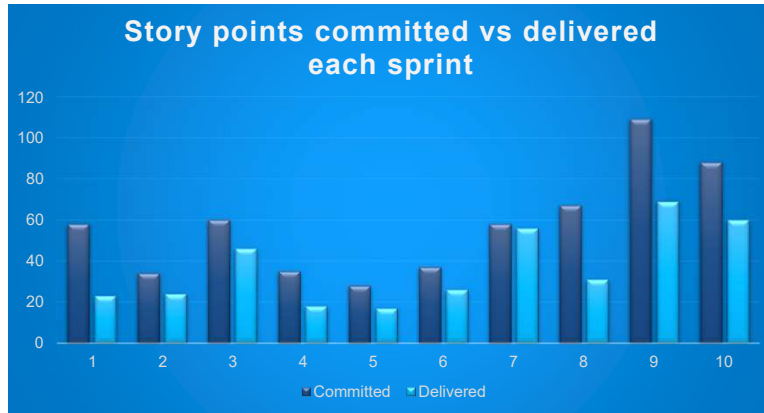
- Team makeup and size
- Agile maturity
- Products
- Product owners and business partners

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How did all this begin?

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Key KPI/Metric



Findings based on analysis

Key Observations



Planned stories vs actual development work during sprint



Story prioritization process
Story changes during sprint



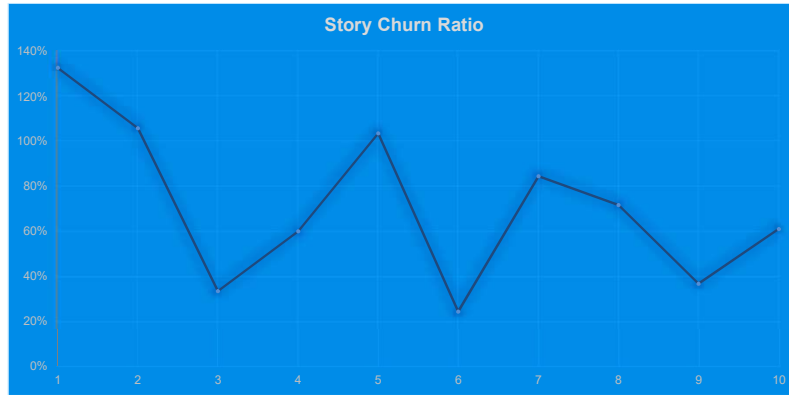
Requirements in stories
Development team preparedness

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Looking at another key metric

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Another Key Metric



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Steps taken

Changes introduced



Training



Roles & Responsibilities



Change of perspective

Changes introduced



Working sessions



Renewed focus on retrospectives



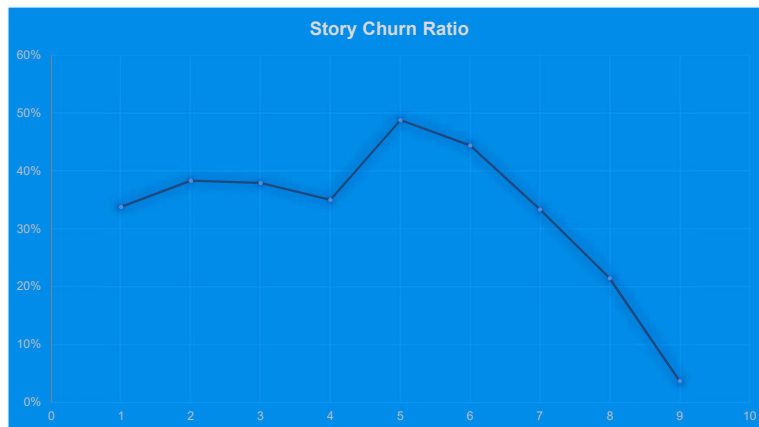
Planning & prioritization

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Did all these changes help?

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Looking at our new Story Churn Ratio



Sprint delivery post change



Thank You.



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Corporation

Questions?
