

PMO *Conference* LONDON 2024



Continuous Improvement in a VUCA Organisation

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WHAT'S ON THE AGENDA?

Something
nasty on your
foot

Stop making me
think this late in
the day

Another 4-letter
acronym you can't
remember

Ooh I might know
this!

WHAT DOES VUCA MEAN?

Understanding VUCA



Volatile



Uncertain

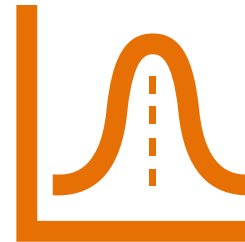
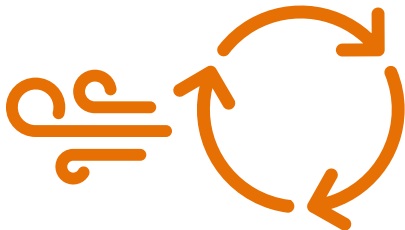


Complex



Ambiguous

How is VMO2 a VUCA organisation?



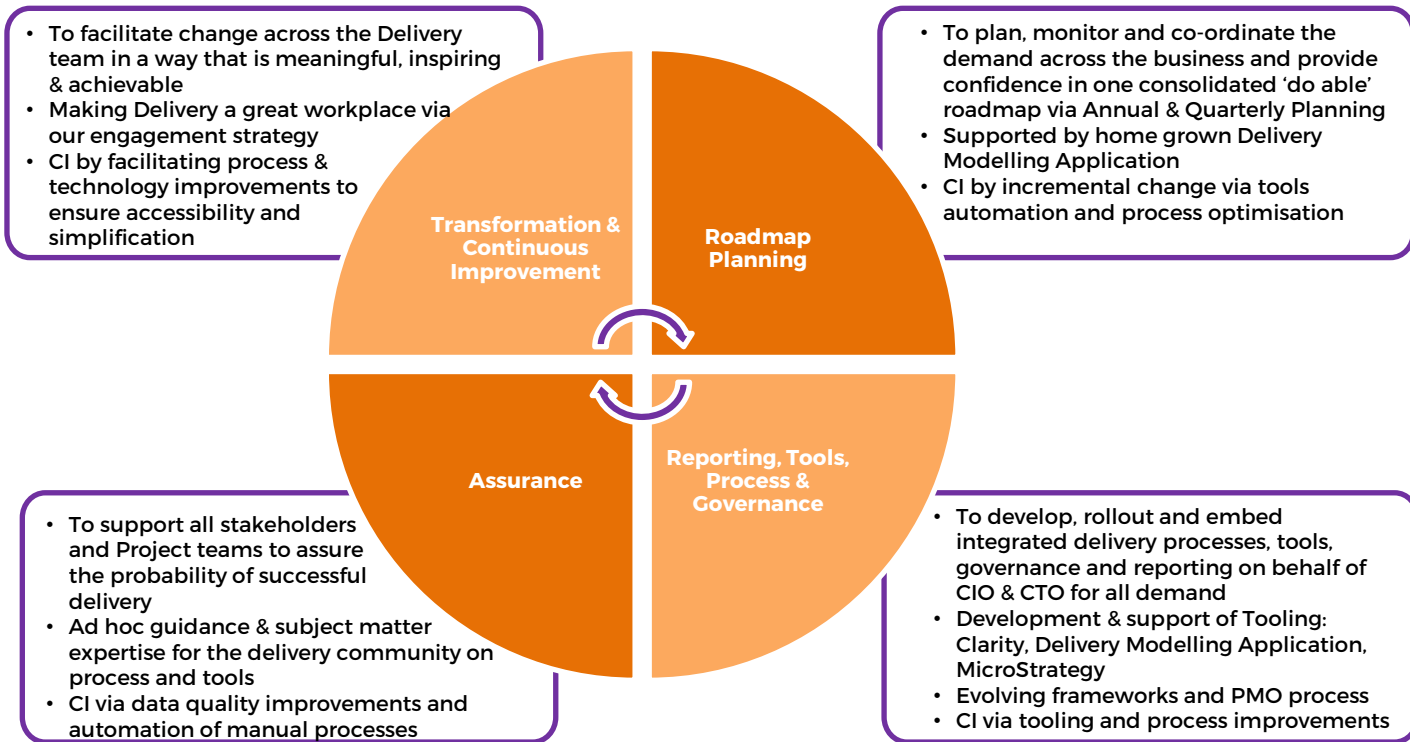
SO, COULD ALL ORGANISATIONS BE
OPERATING IN A VUCA ENVIRONMENT?



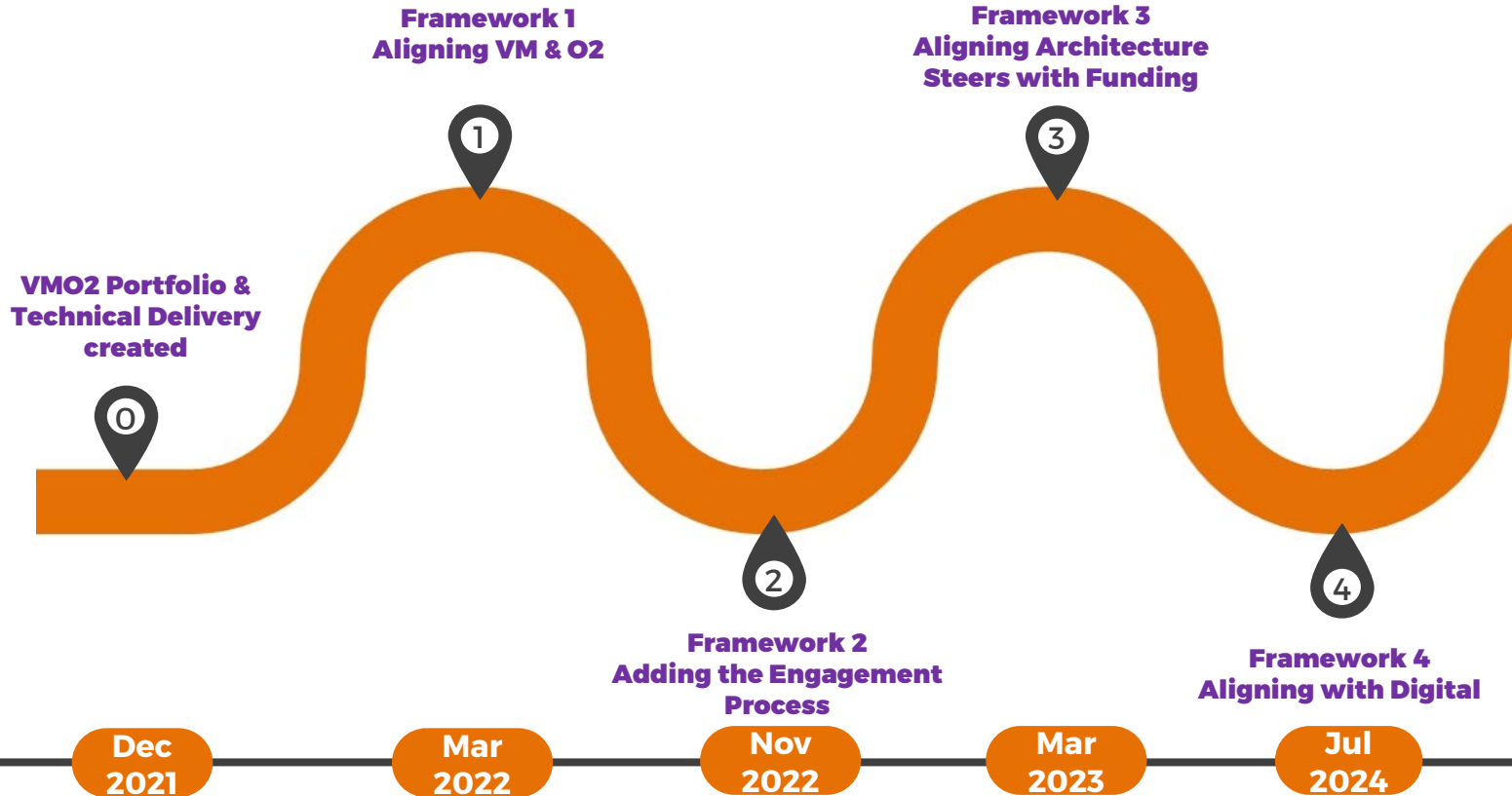
HOW DOES THE VMO2 PMO TACKLE CONTINUOUS IMPROVEMENT?



VMO2 Portfolio Management Office



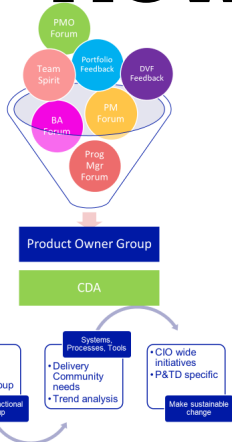
VMO2 Framework Journey



How do we manage CI?

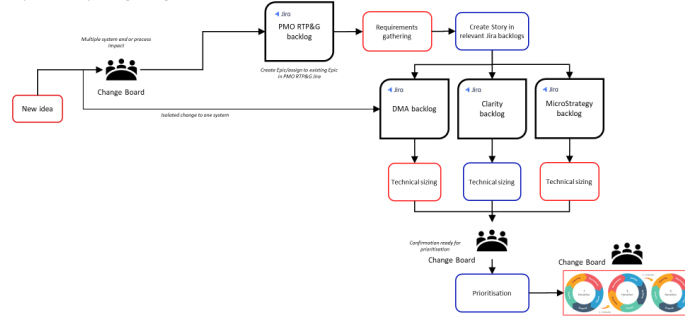
P&TD Continuous Improvement

Utilising our current forums



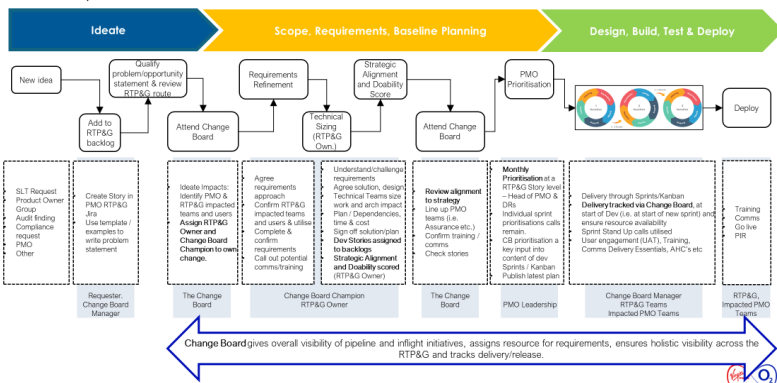
RTP&G Jira Alignment

Multiple tool impacting changes



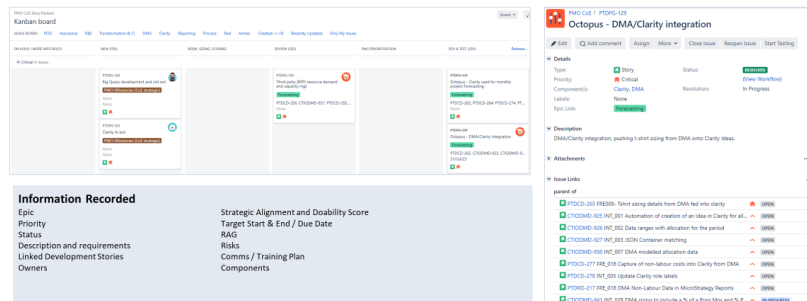
PMO Change Management Framework

Idea to delivery.....



RTP&G Jira Kanban Board

How we will utilize Jira



Virgin Media UK Delivery

CASE STUDY

Virgin Media UK Delivery



5th March 2020



23rd March 2020



April 2020

- Increased comms
 - cadence of All Hands Calls (AHC) to fortnightly
 - Weekly updates via email
- Invested more energy into our 'fun squad' (Team Spirit) activities – Easter challenges
- Continued with the transition of IR35 contractors



May 2020 onwards

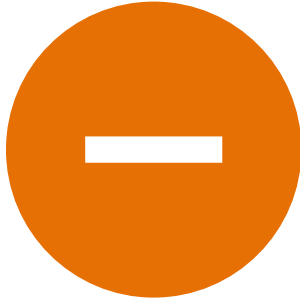
- Restarted some CI initiatives
- Onboarded 52 perm employees
- Increased the Team Spirit activities
- Used the AHC's to showcase portfolio activities
- Christmas party online!



Virgin Media IT Application Development & Support and into Technology & Transformation

CASE STUDY

Virgin Media IT AD&S



ITAD&S into Technology & Transformation



My Key Takeaways

- It's crucial to have an engaged team
- Methodology isn't the priority
- Don't wait for stability – embrace change



QUESTIONS?



THANK YOU