Special Asset Management

Innovationsprint juli 2018

How it started…

A book with a day to day method for doing a designsprint

UX

Ideation Workshop

Teammembers who volunteered to help

Pitch training

Inspiration sessions

MONDAY
TUESDAY
WEDNESDAY
THURSDAY
FRIDAY
Start at the end
Remix & improve
Map
Decide
Prototype
Test
Sketch
Ask the experts
Target
Rumble
Storyboard
Learn
DESIGN SPRINT
OR
HACKATHON
What we did…

Ideation, validation, sketching

Day 0: Visiting Special Asset Management Operations

Day 1: Ideation and Teamselection

Day 2: Explore problem, Define target and Validation

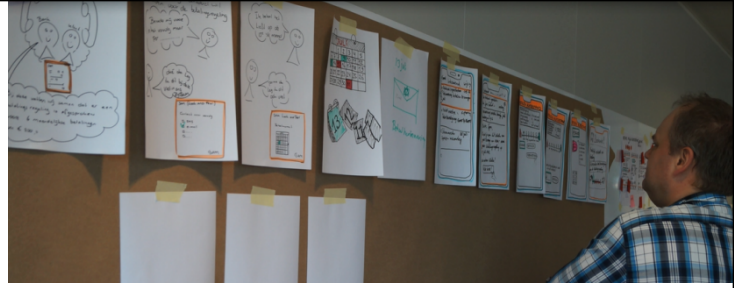
Day 3: Peek at neighbours & Sketch solution

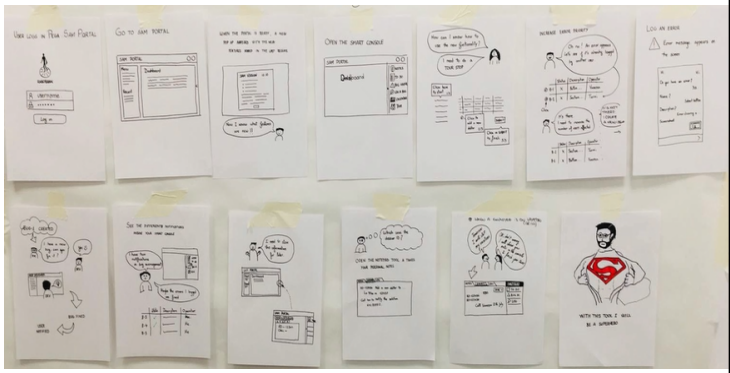
Storyboarding & prototyping

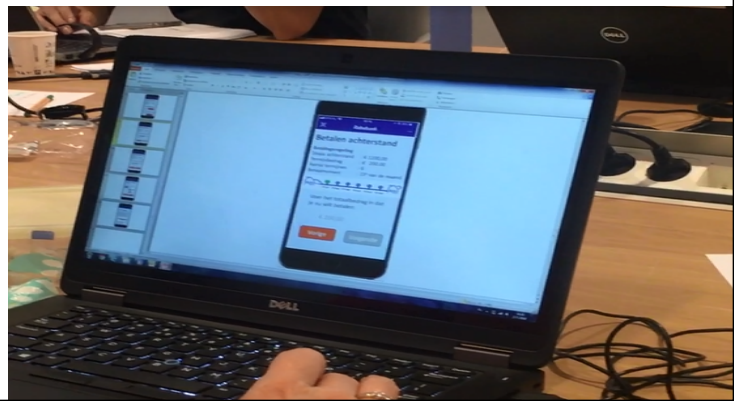
Day 4: Choose best idea and make a storyboard

Day 5: Build a realistic prototype

Day 6: Finalizing prototype





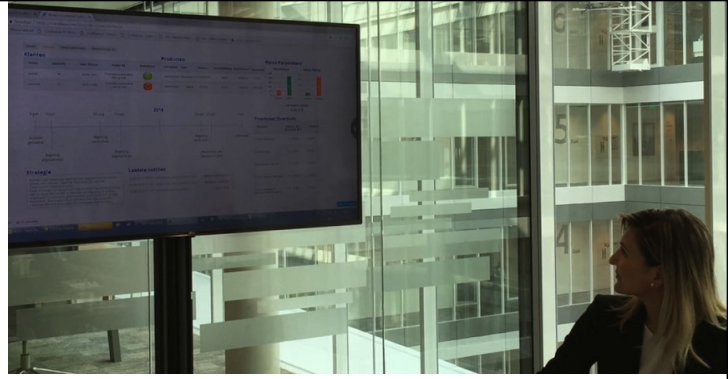


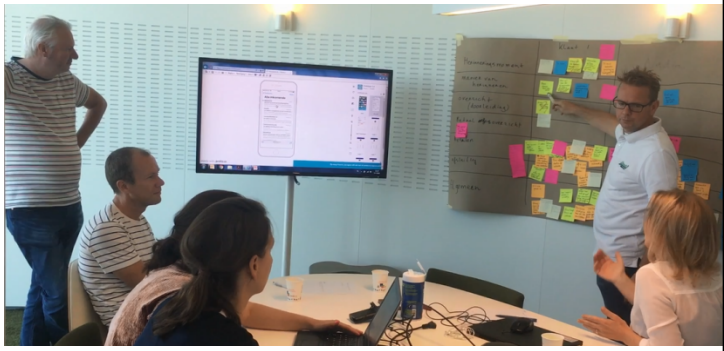
Validate, improve, validate

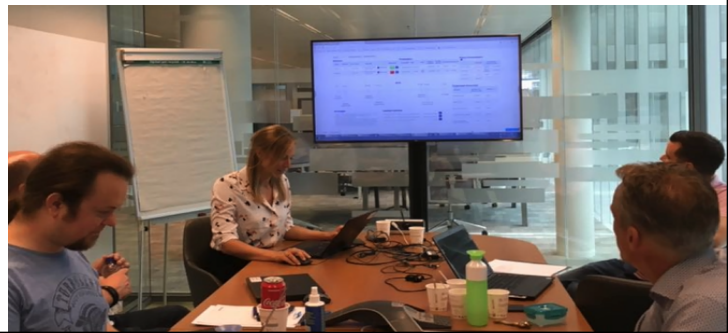
Day 7: Customer validation

Day 8: Inspiration sessions and prototype improvements

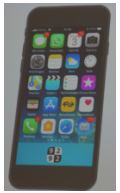
Day 9: Customer validation and pitch preparation

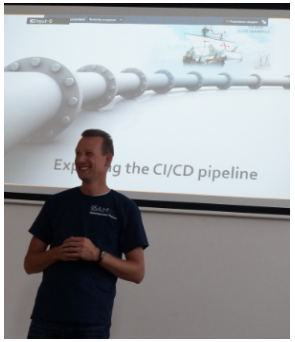


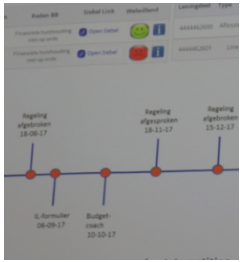


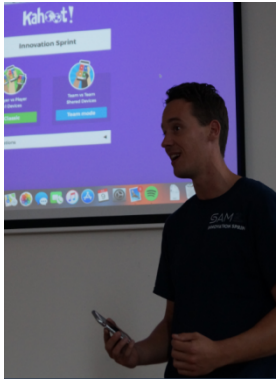


Day 10: Demo Day









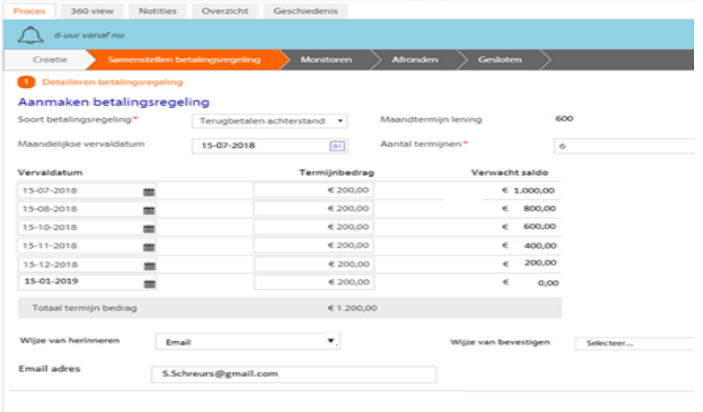
Helping customer to pay arrears in time and in most convenient way

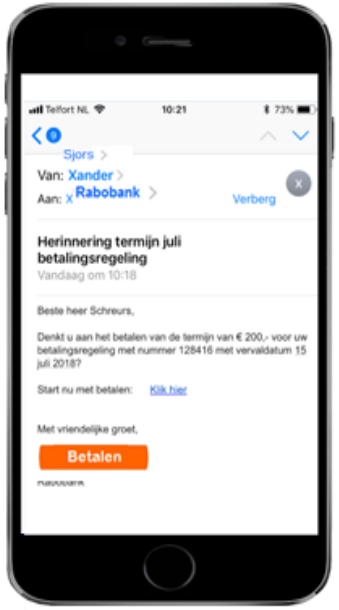
Issue:

- 75% of the payment arrangements gets aborted
- Reactive behaviour
- '*The bigger my problem, the more difficult the letters are*'
- No interactive communication

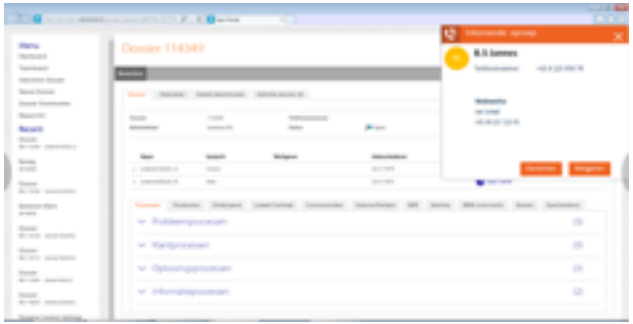
Solution:

- Reminder for customer
- Mobile app
- Simple communication
- Overview





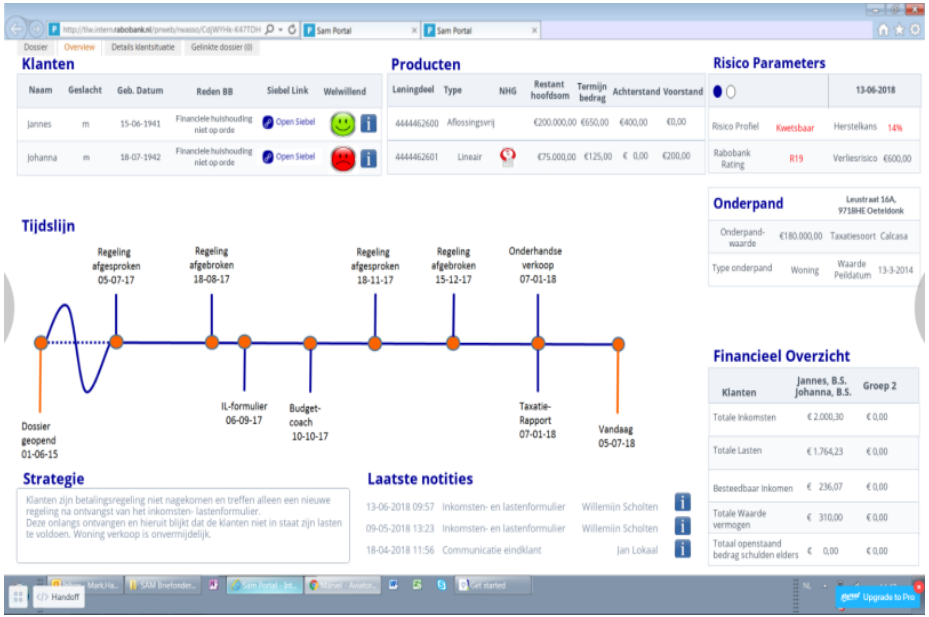
A quick overview for BB employee when a customer calls



Issue: When a customer calls, employees have no quick customer overview. Information is spreaded in multiple layers across sam.

Issue: It takes time to get a customer overview, in which the customer has to wait for the employee to read into the case.

Challenge: How to identify the customer and automatically provide an overview with relevant customer information?



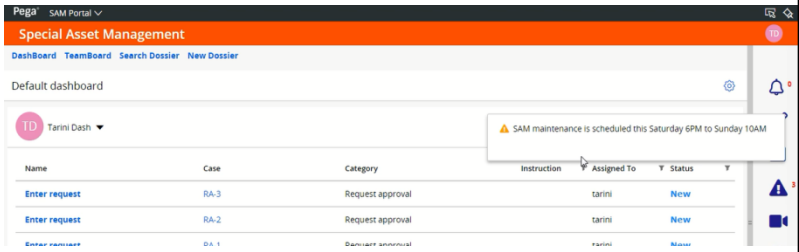
Quick information and employee feedback within SAM application

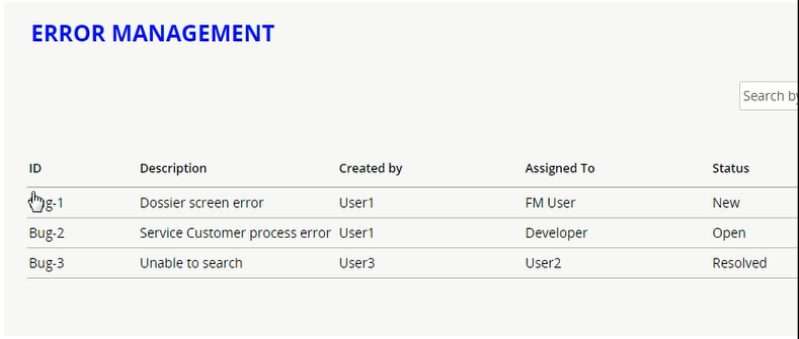
Issues:

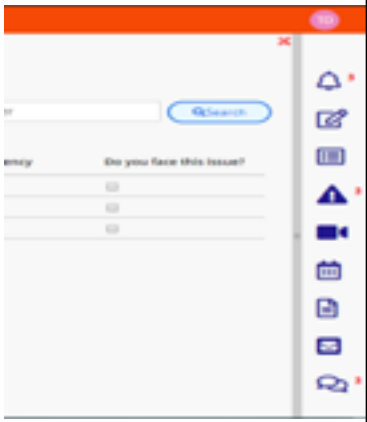
- Different tools used for the same purpose
- Complex procedure to log errors
- Documentation new release not well communicated
- No notification about availability, bug status etc…
- Tedious procedure to transfer knowledge to new employee or for new features

Solution:

Console *within* the application that makes communication, feedback on the application and insight more easy







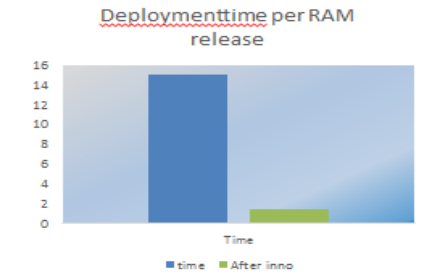
Continuous Integration
Continuous Delivery

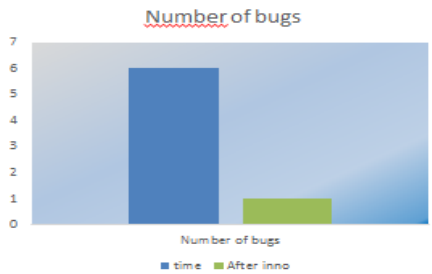
Issue:

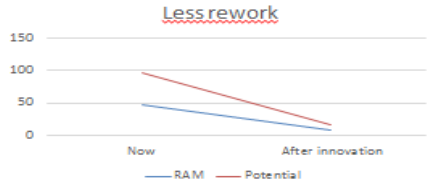
What if a release can be done in 1 day…
instead of 4 weeks?

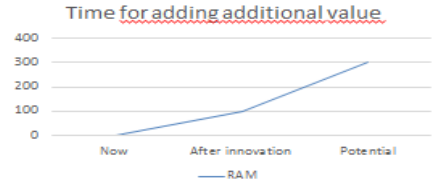
Challenge:

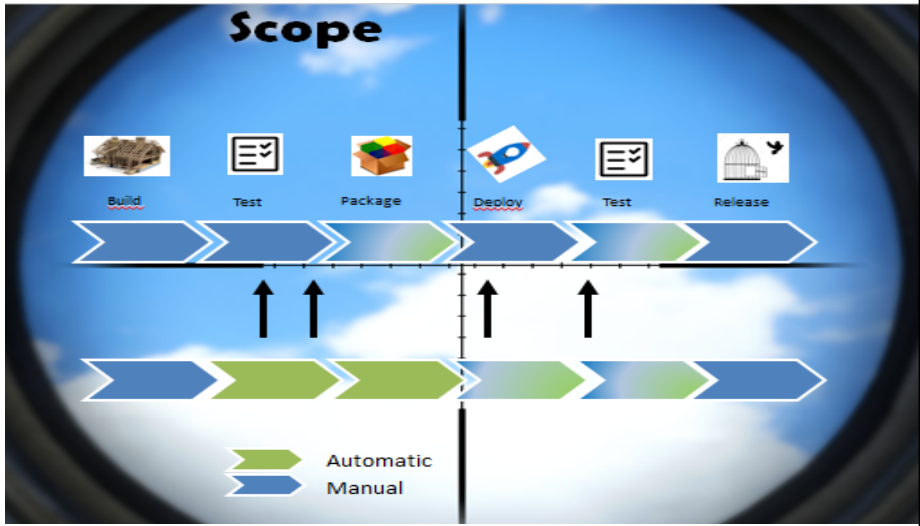
'How can we explore and take the first steps to Continuous Integration, Continuous Delivery to be able to facilitate the customer's need better and faster'











Manual work

Quality check late

Complex proces

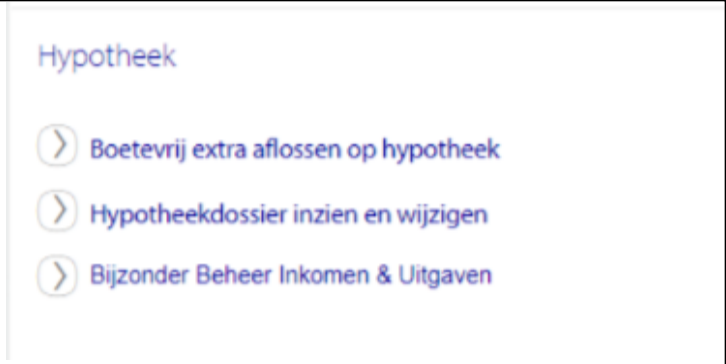
Income and expenses: getting right data easier, quicker and better

Problems:

- Lot of effort to get I/E form
- I/E forms are printed forms
- 100% I/E forms are incomplete
- Minimum 8 weeks before any solution
- Data does not represent customer situation
- 75% payment arrangements are broken

Prototype:

- Online portal with direct connection SAM (data collection)
- Prefill data in online portal with present data
- Compare data with Nibud
- Better customer – user engagement



Rabobank

1 Gegevens invullen 2 Afspraak plannen 3 Gegevens bevestigen

Inkomsten

Inkomsten
Netto per maand € 1800

Vakantiegeld
Netto per jaar € 0

Zorgtoeslag
Netto per maand € 0

Rabobank

1 Gegevens invullen 2 Afspraak plannen 3 Gegevens bevestigen

Uitgaven

Woning
Open rekenhulp € 900

Energie
Open rekenhulp € 300

Abonnementen
Open rekenhulp € 200

Verzekeringen
Open rekenhulp € 300

Toevoegen documenten

Inkomensspecificatie van de laatste drie maanden

Overzicht van de openstaande schulden

Rekeningafschriften van uw bank- en spaarrekeningen van de afgelopen drie maanden

Aangifte inkomsten belasting (niet ouder dan een jaar)

Uw situatie

Leeftijd	30
Partner	Ja
Kinderen	2

Inkomsten

Salaris	€ 1800
Vakantiegeld	€ 0
Zorgtoeslag	€ 0
Totaal	€ 1800

Uitgaven

Woning	€ 900
Energie	€ 300
Abonnementen	€ 200
Verzekeringen	€ 200
Totaal	€ 1600

Geef aan op welke dag wij contact met u op kunnen nemen voor het bespreken van de gegevens.
U ontvangt van ons een bevestiging van de afspraak per SMS.

Afspraak: 5 juli 2018

Selecteer tijdstip

Afspraak bevestigen

Of wilt u direct contact?

Contact opnemen

Creatie In behandeling Gesloten

Overzicht

Klant situatie

Leeftijd	30
Partner	Ja
Kinderen	2

Inkomsten

Salaris	€ 1800
Vakantiegeld	€
Zorgtoeslag	€
Totaal	€ 1800

Uitgaven

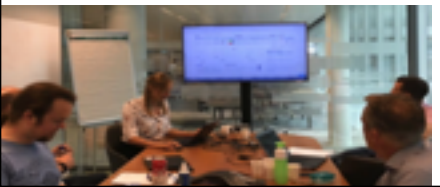
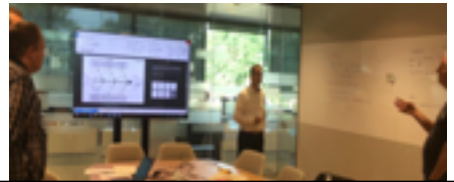
Woning	€ 900
Energie	€ 300
Abonnementen	€ 200
Verzekeringen	€ 200
Totaal	€ 1600

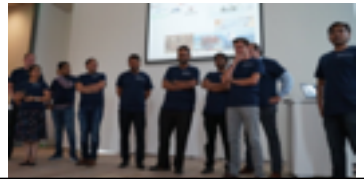
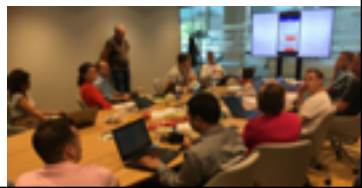
Kijk voor tips op Nibud.nl

Vorige Verzenden

Key insights innovation sprint -> SAM Manifesto

1. We'll validate our ideas and solutions with our customers and employees early!
2. We'll focus on the real problem (root cause) before starting with solutions!
3. We'll focus on customer added value (in stead of MVP alone…)!
4. We'll use prototypes to validate!
5. We'll work with short term goals/ results!
6. We'll work together, with different disciplines; it brings us energy and T shaping!
7. We'll involve eachother; it brings shared/ joined responsiblity and ownership!
8. We'll work Focus (in broad sense)!

Challenges to think over…

Can we use the method to narrow down solutions?

Do we want to use dot voting?

Do we want to use timeboxing?

Do we want 'goals for the day?'

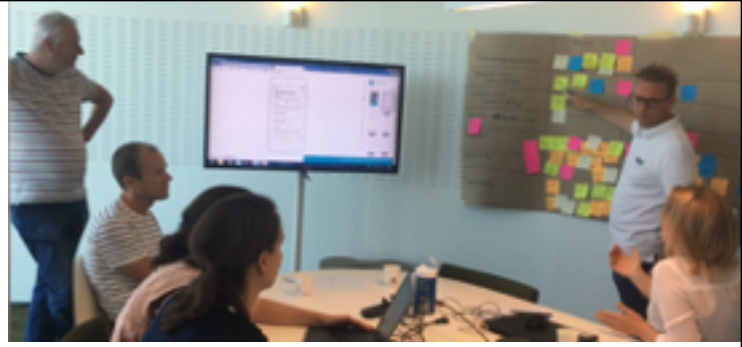
How can we decide quicker?

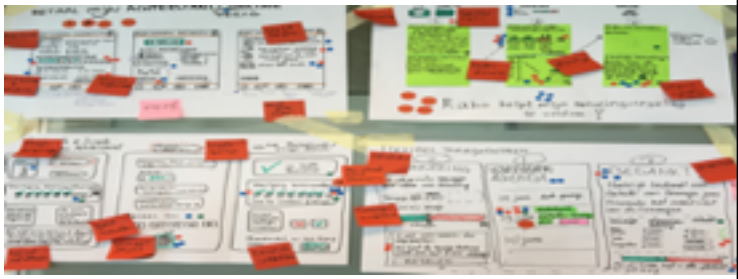
Do we want to use drawing and storyboarding?

Do we need smaller teams?

How can we get more focus?

How can we have space to work together?





Soft results

Communication

Fun

Purpose

Focus

Honest feedback

Knowledge Sharing

Target completion on time

Happiness

Total committed cooperation

Dedication

Good Vibe

Knowing each other

Respect among each other

Team spirit

Energy

Business focus on IT

Learning

Eating

Bring energy and learnings to your own team!

SHIVA

VIKOS

MAGMA

Thanks to you all!!!

Busdevops teams BB: SAMen BBQ'en