

How LeSS increased our developer engagement

ACCENT



How LeSS increased our developer engagement

ACCENT



HARDER

BETTER

OUR WORK IS NEVER OVER

FASTER

STRONGER

Who are we?



Louis Descamps
Developer



Hannes Cattrysse
Agile Coach



Mark Dreesen
Teamlead FA



Sofie Buyck
Delivery Manager

ACCENT



**Belgian talent
placement company**



**1.426
employees**



**HQ @ Roeselare
300 offices across Belgium**

Our IT team



...our devs couldn't care less...





FA

+ stakeholders



FA + techlead



devs



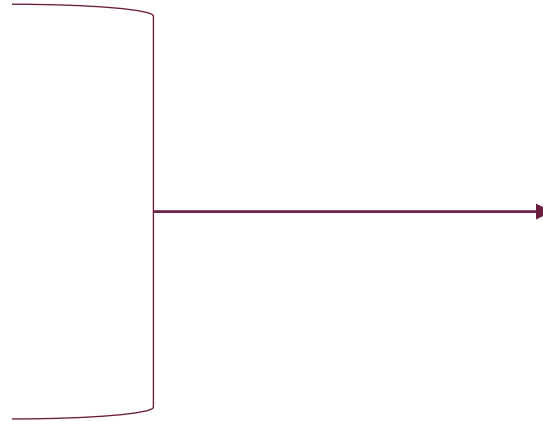
QA



...

Challenges

bottlenecks
domain specific
fix roadmap



high leadtime



EXPERIMENT

**DEVS INTERESTED IN
WHAT & WHY**



**DOING THE RIGHT THING &
DOING IT RIGHT**

**CREATING MORE DEVELOPER
ENGAGEMENT & OWNERSHIP**

2021



The Change

Hardik

Suketu

Tiji

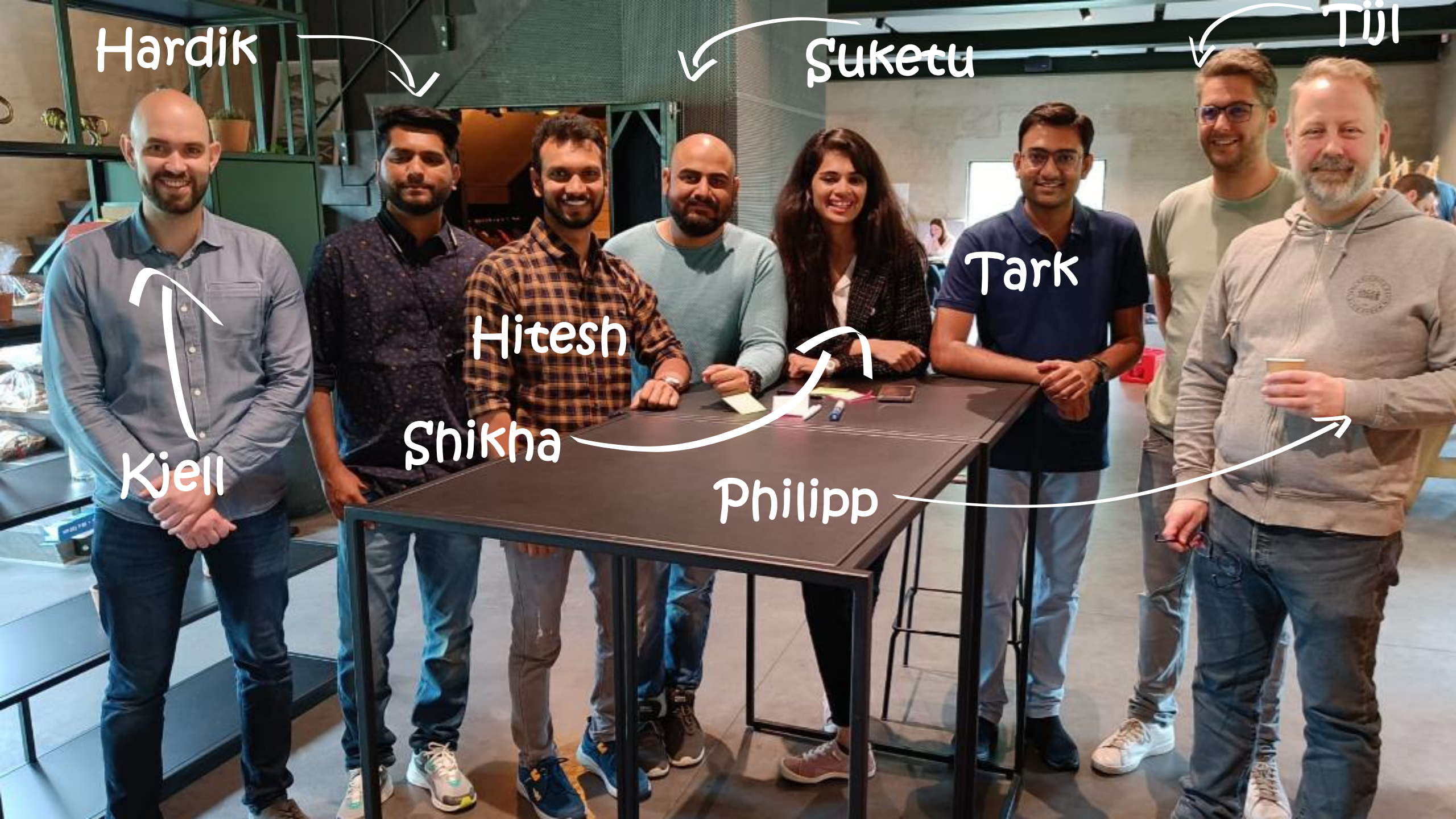
Tark

Hitesh

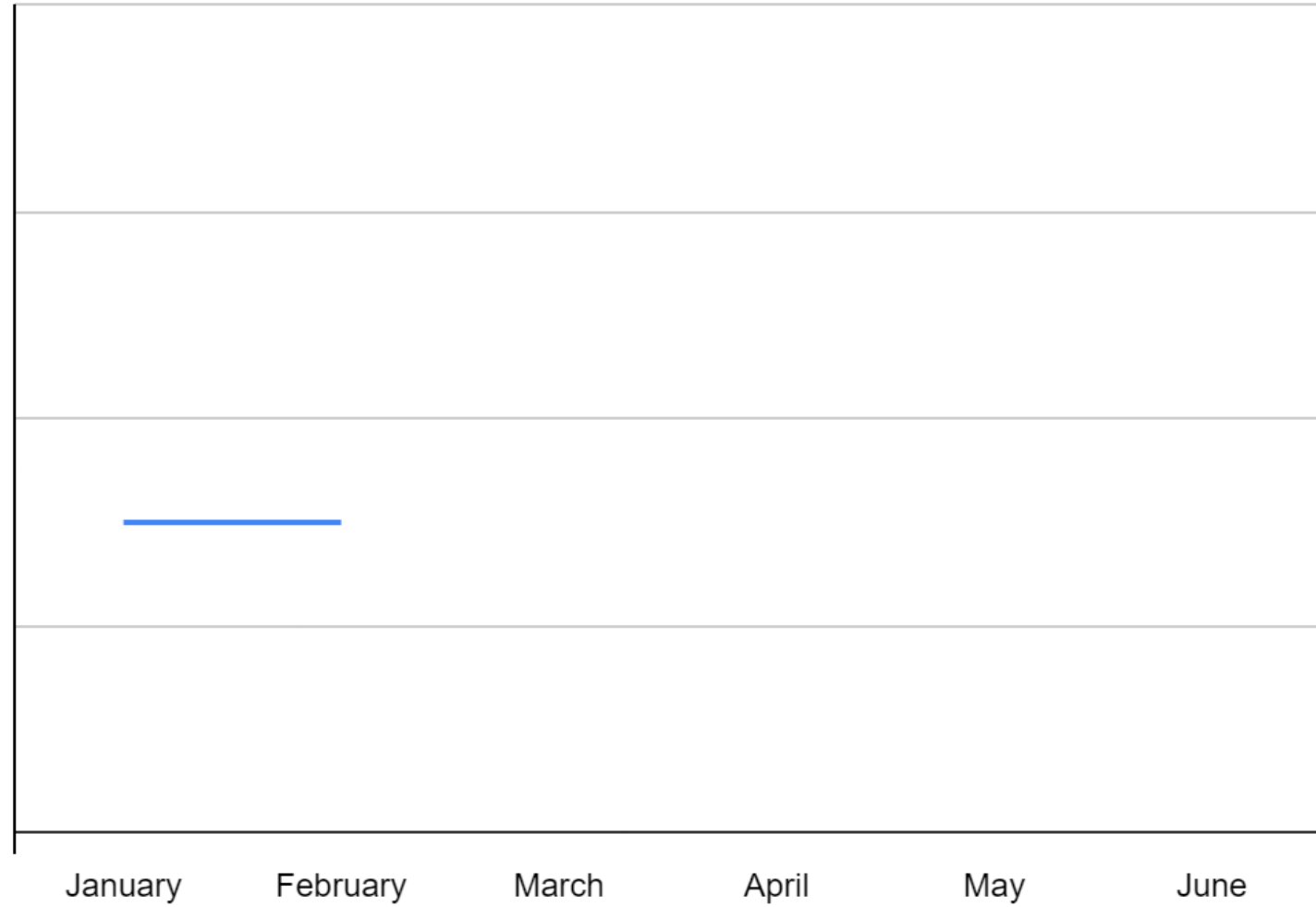
Kjell

Shikha

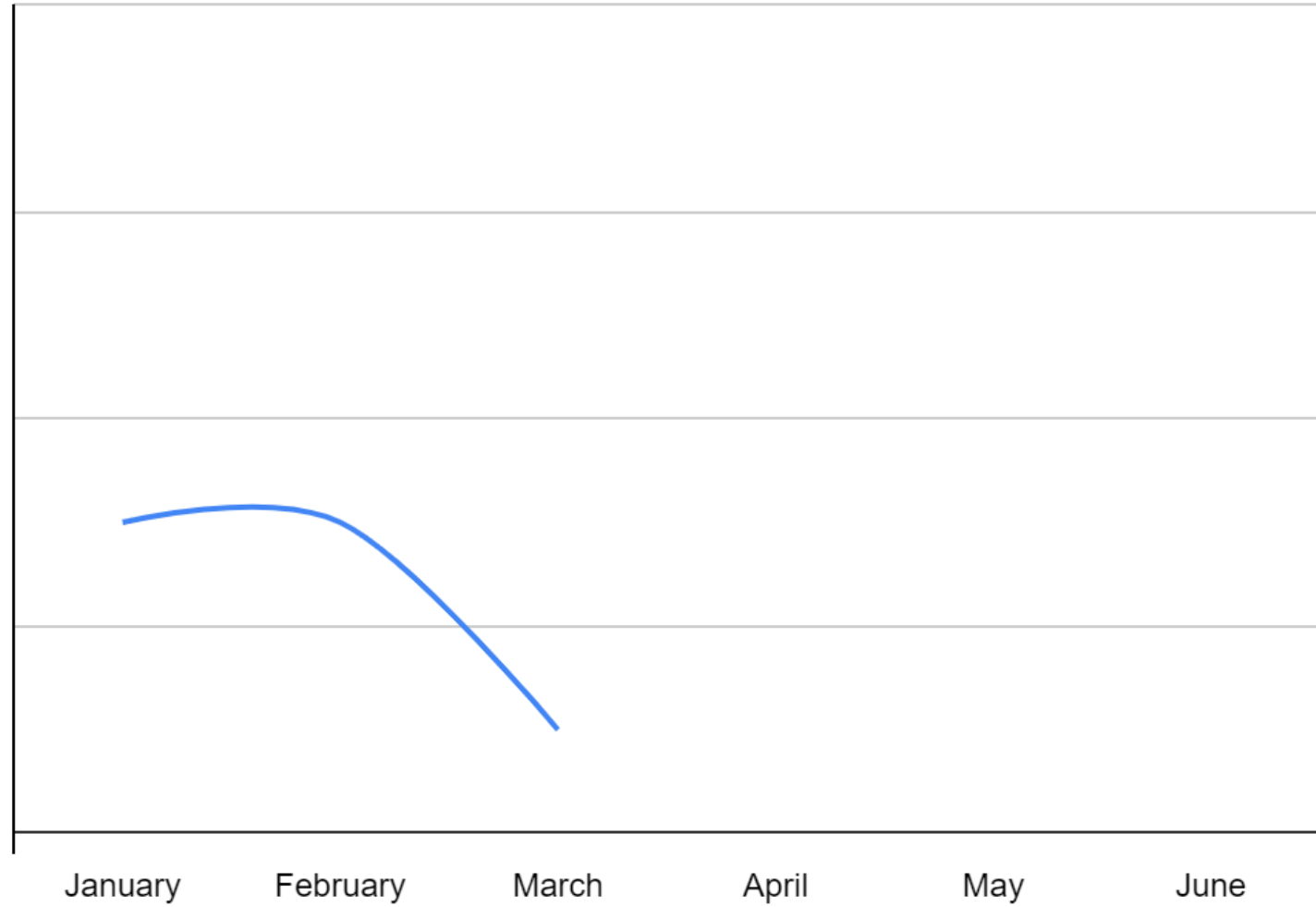
Philipp



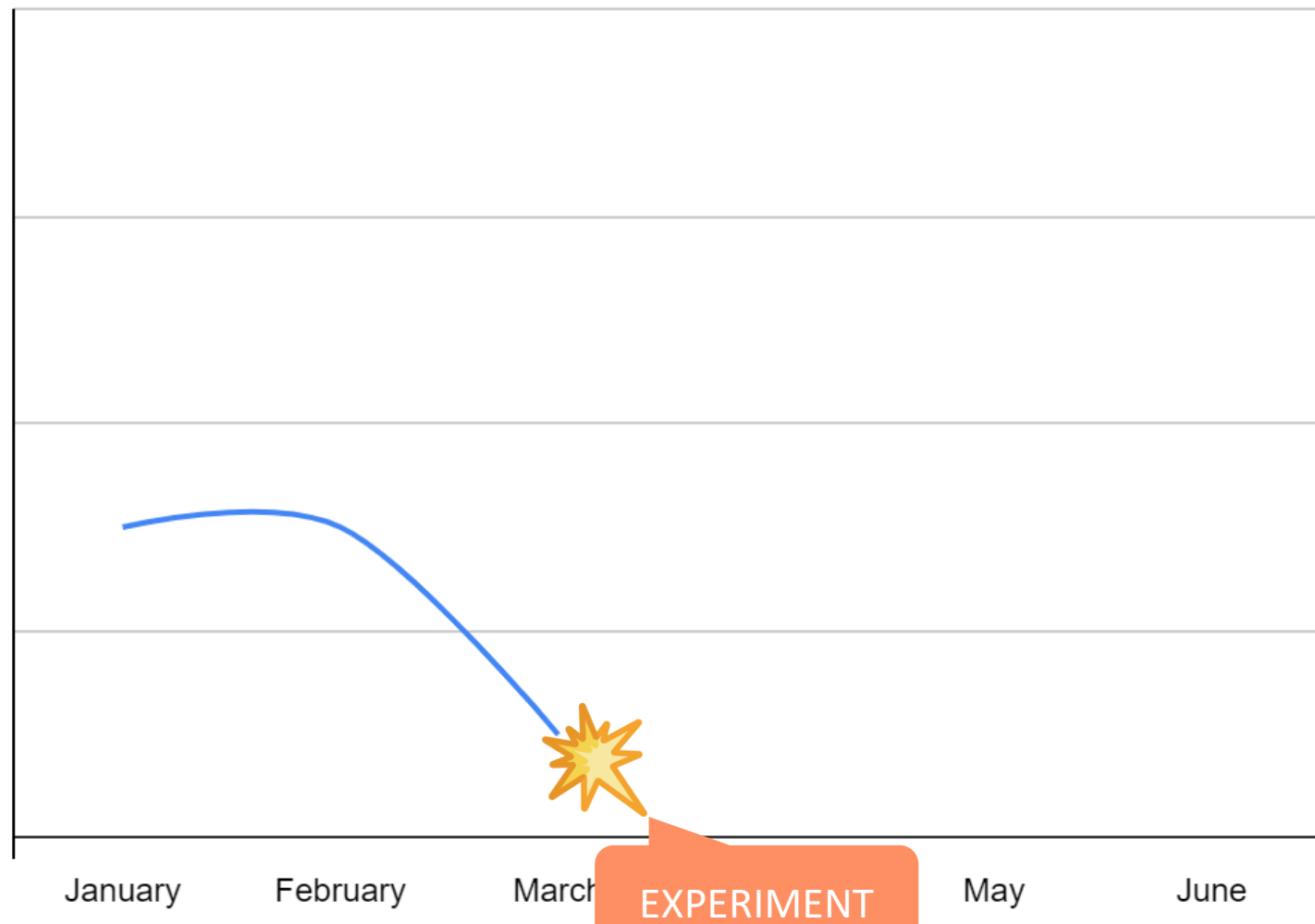
Happiness @ Work



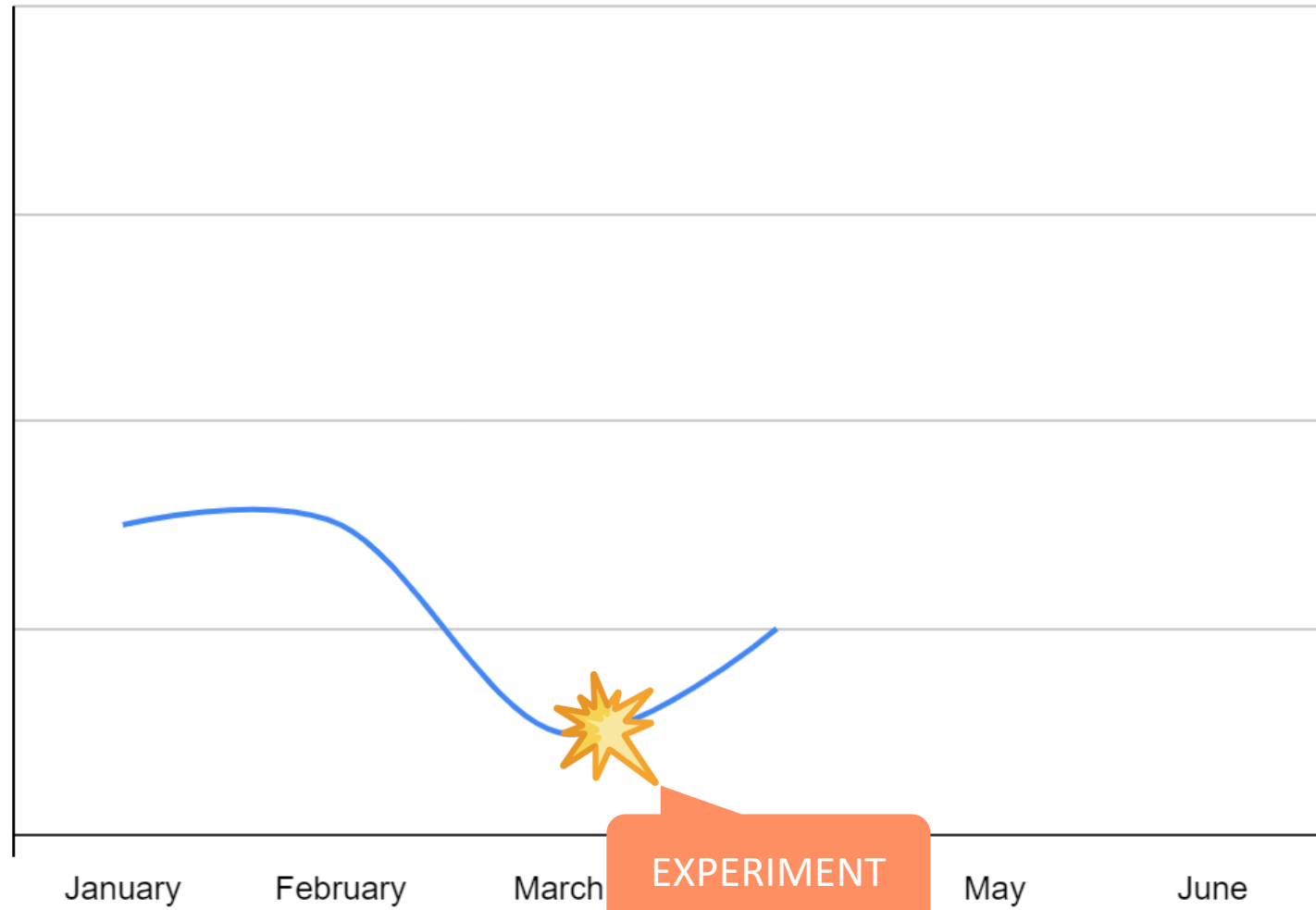
Happiness @ Work



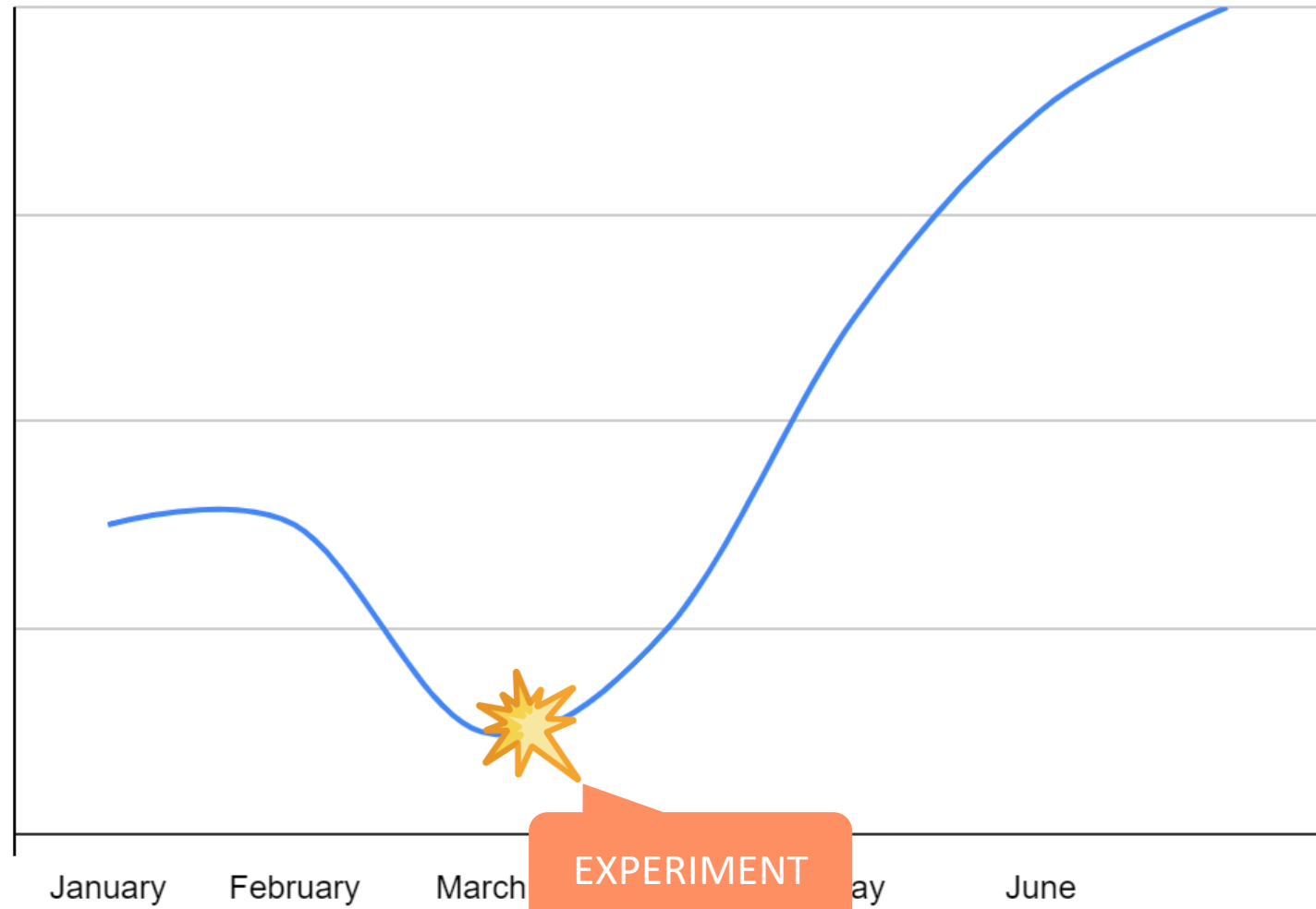
Happiness @ Work



Happiness @ Work



Happiness @ Work



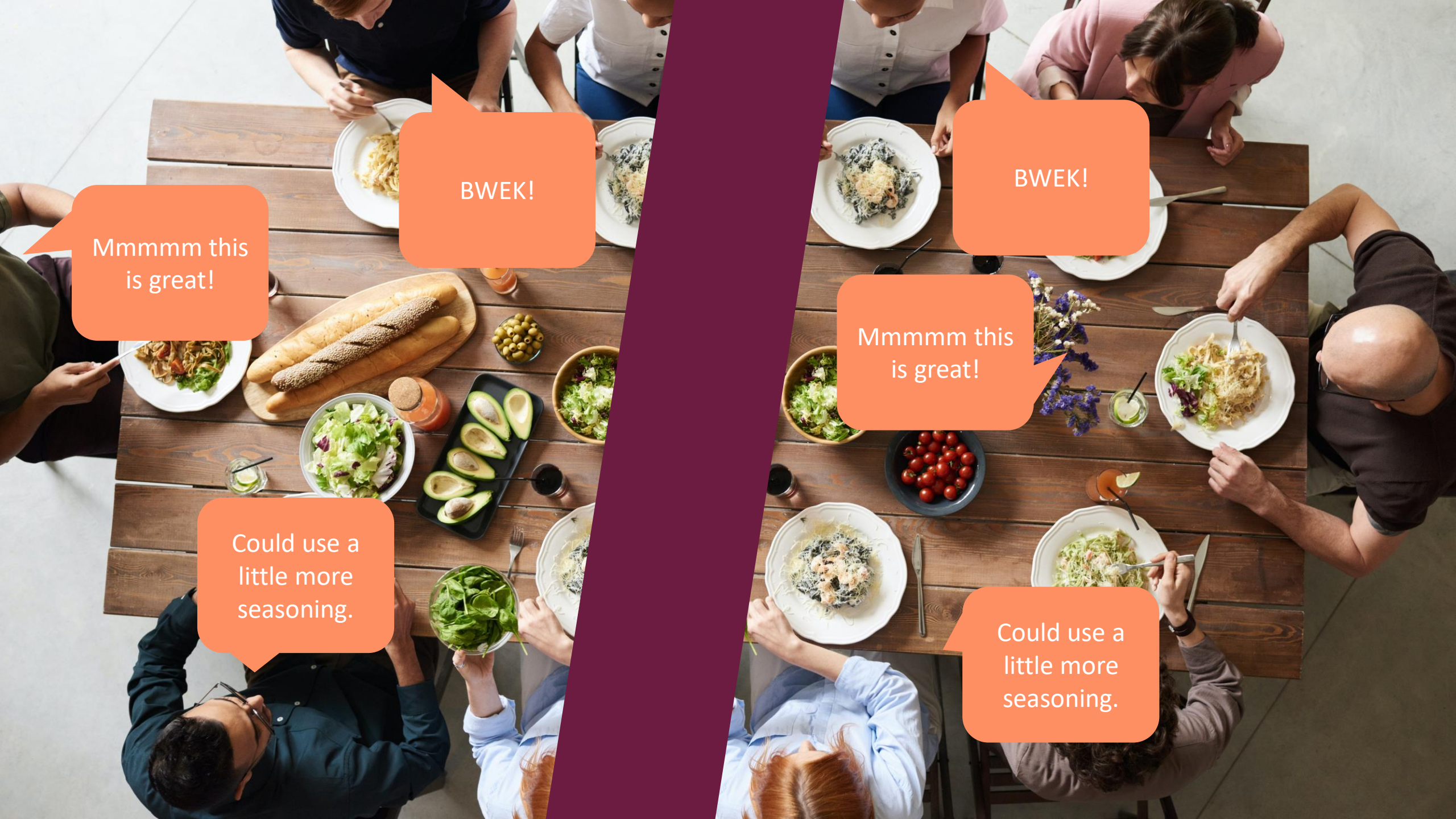




Developers perspective







Mmmmm this
is great!

BWEK!

BWEK!

Mmmmm this
is great!

Could use a
little more
seasoning.

Could use a
little more
seasoning.











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WOLFF

ACCENT

Foreign

Specialisation:
Food & Production

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CHOOSE
THE JOB
YOU LOVE

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52

Openinguren
maandag
08:00 - 12:15
13:45 - 17:00

52





Refinements



End Users



IT team



Management



trust



IT team



Management



ownership



IT team



SCRUM Master Guild



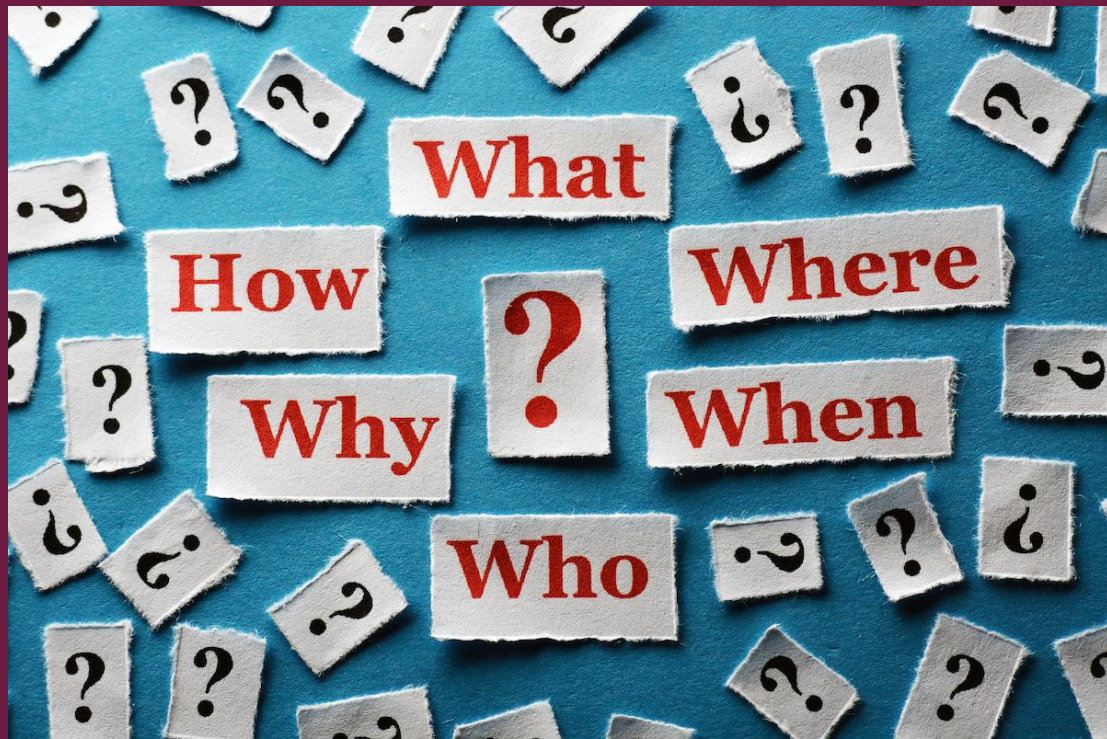
**From functional analyst
to
functional team member**



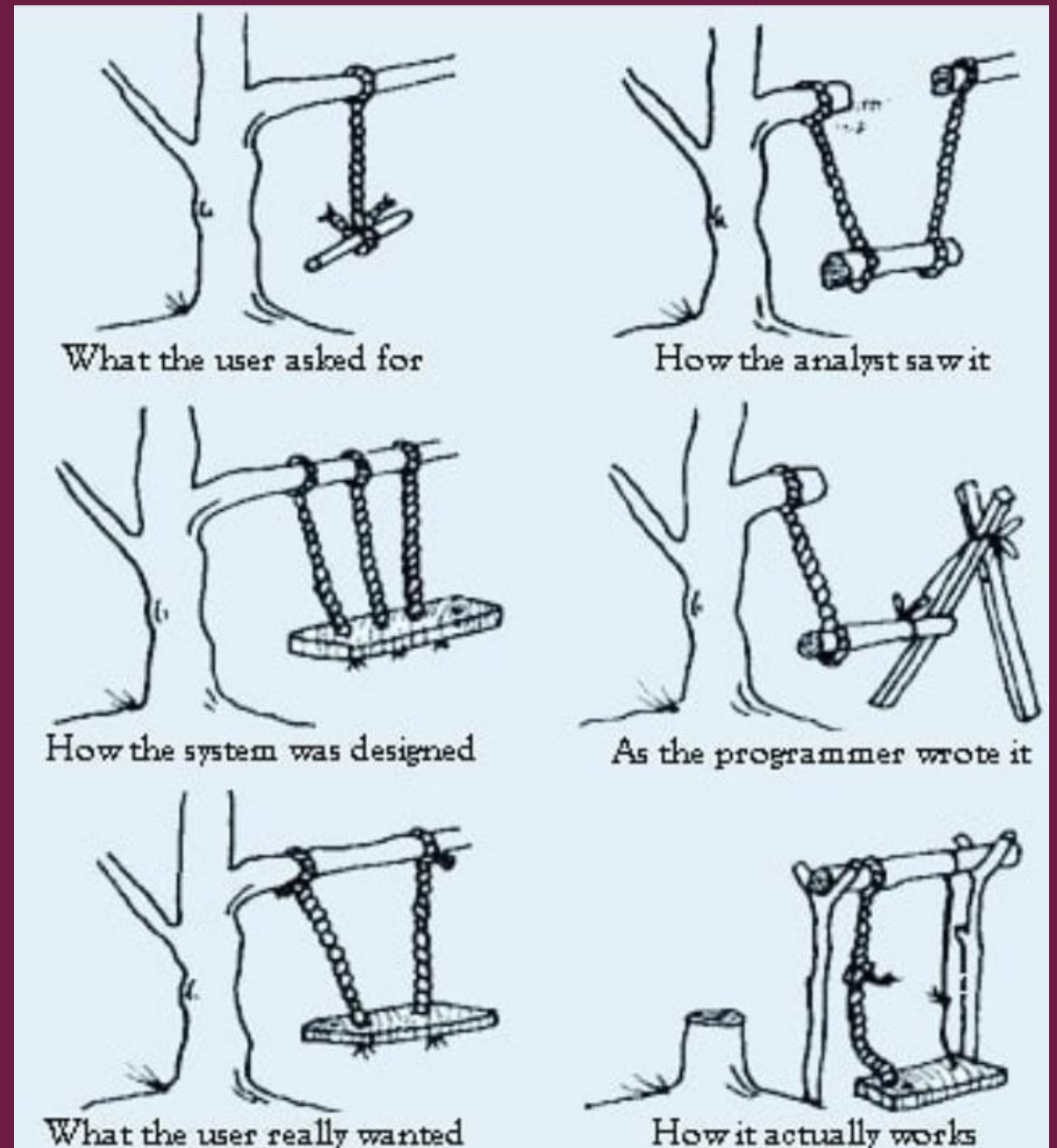


4	Epic	GDPR (2021)	In Progress	Business
	Feature	HR.Retention	In Progress	Business
	Feature	Mytools-Candidate	In Progress	Business
	Feature	Candidate search	New	Business
	Feature	Subprocesses	New	Business
	Feature	Internal candidates	New	Business
	Product Backl...	HR.Hrm should listen to the CandidateDeletedEvent	Done 5	Business
	Spike	Can employee be deleted from user table when leaving the company?	Done	
	Feature	Customer contact	New	Business
	Feature	Navision	New	Business
	Feature	CodeBusters	New	Business
	Feature	DDS	New	Business
	Product Backl...	Retention of Candidate/Employment documents: Delete current logic for documents	Done 5	Business
	Product Backl...	Retention of Candidate/employments documents: Add new logic following the new GDPR retentionflow	Done 5	Business
	Feature	HDP	New	Business
	Feature	Code Busters	New	Business
+	①	Product Backl... > GDPR - VCA : Retention for candidate visibility expired	... Done 3	Business
	①	Product Backl... > GDPR - VCA : Retention for candidate expired	Done 3	Business
	①	Product Backl... > GDPR - Checklist : Candidate visibility expired	Done 5	Business
	①	Product Backl... > GDPR - Checklist : Retention for candidate expired	Done 3	Business
	①	Product Backl... > GDPR - CandidateSearch : Retention for candidate expired	Done 3	Business





CoolClips.com







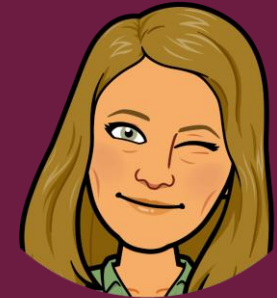
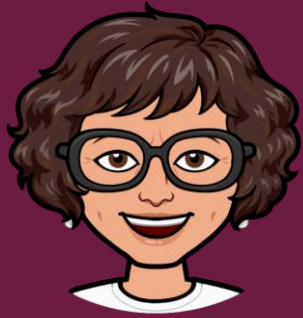
Please Don't Look At Me



THE FATE TEAM



On a 1-9 rubber duck scale, how are things going today?



Industry
& Production

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Industry
& Production

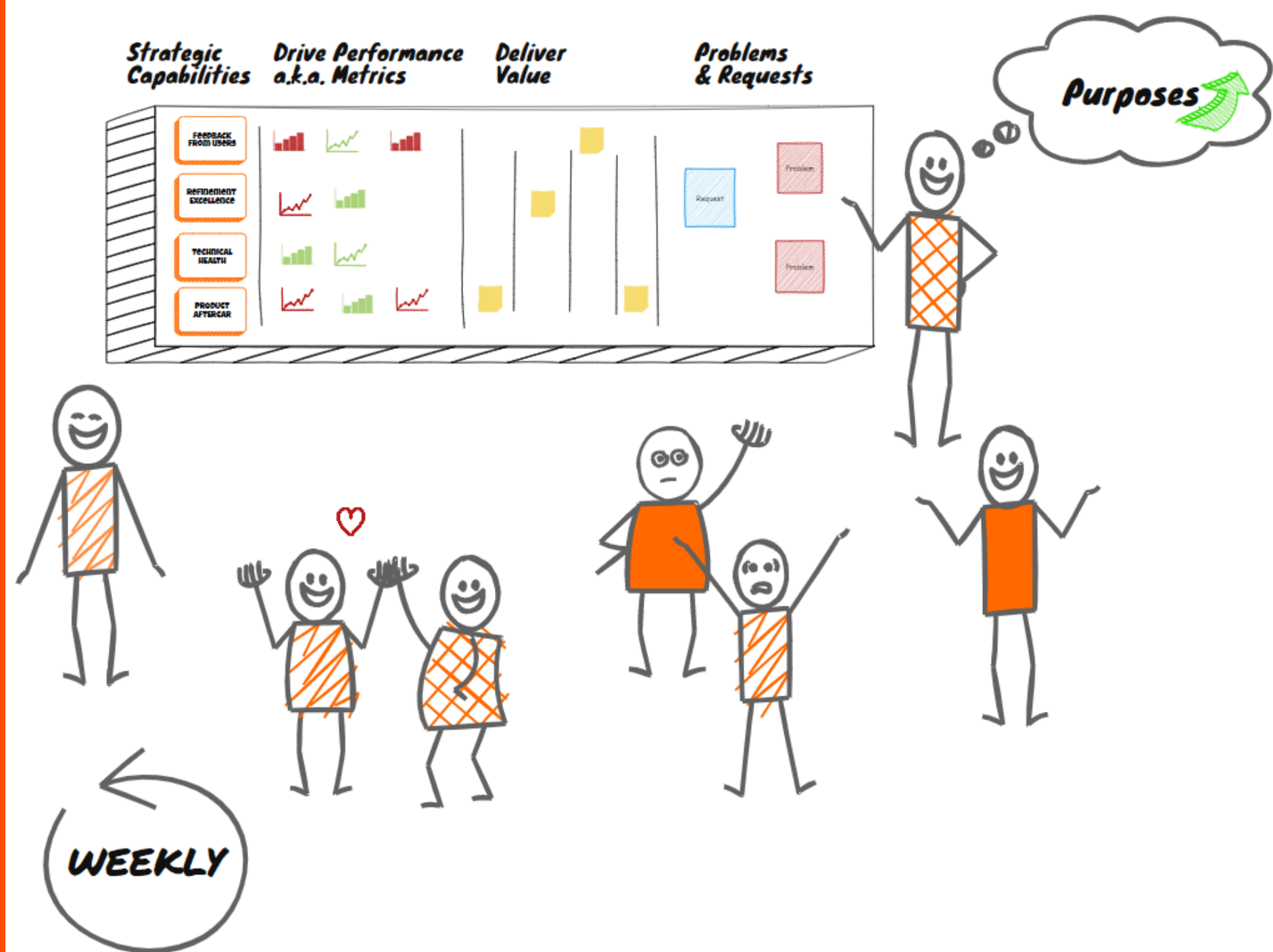
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SCRUM Master Guild



Demo Time

Let's have a closer look



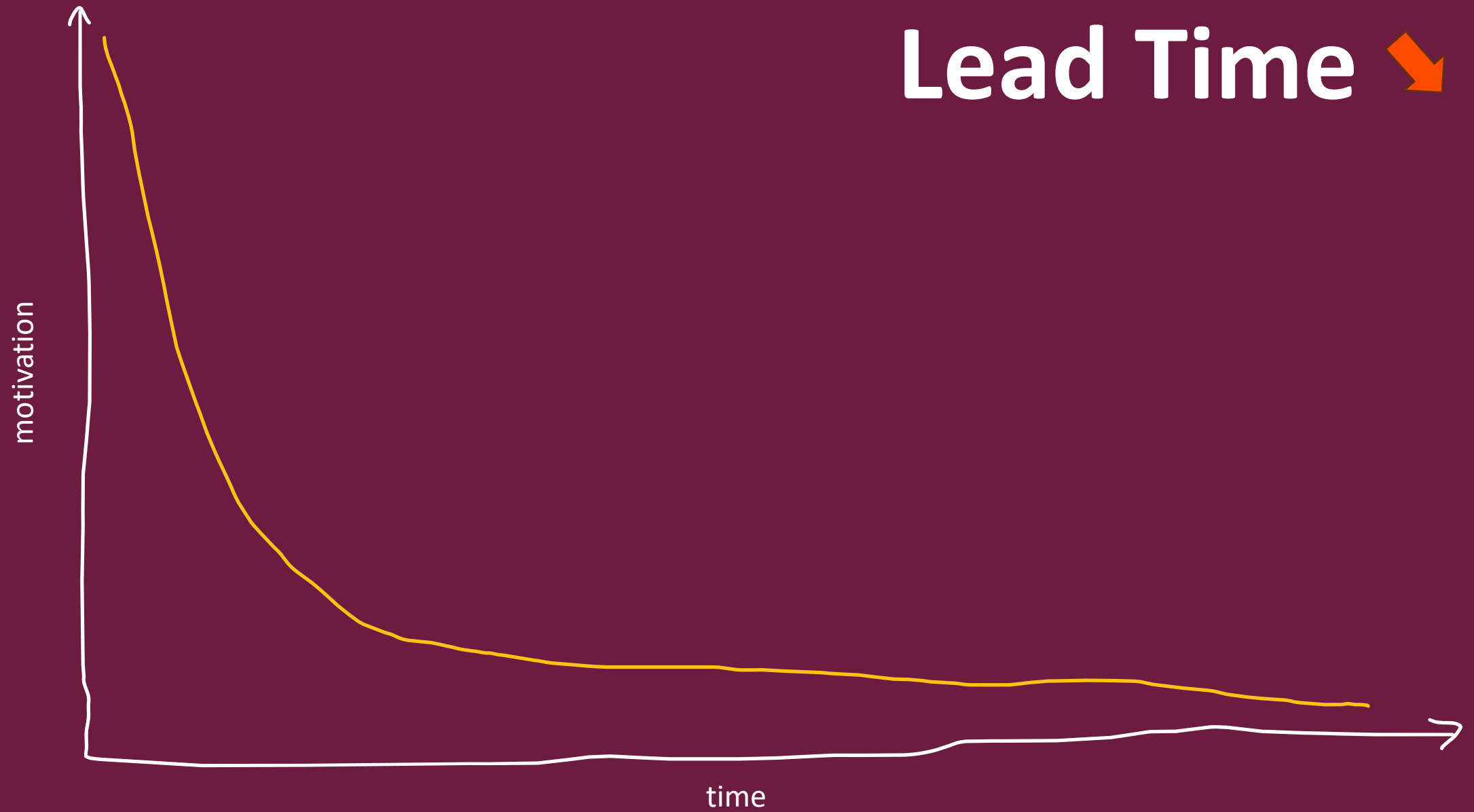
Lead Time ↘

Technical Health ↗

Lead Time ↘



Lead Time



Technical Health ↗



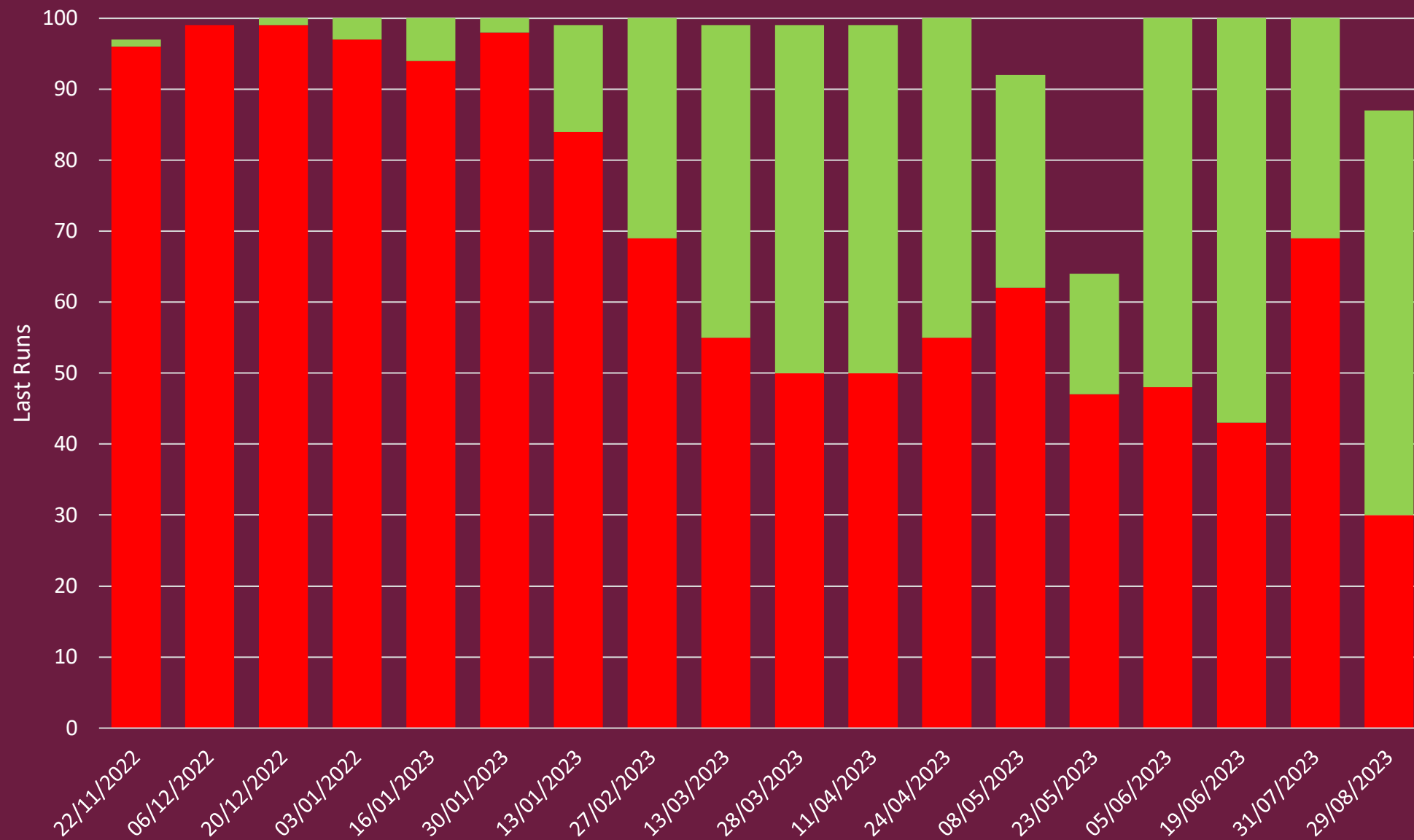
A man with a beard and short hair is wearing a bright red puffer jacket. He is looking down and to the left, with his right hand raised to his face, palm facing forward. The background is a solid, bright yellow. The text "Red pipeline" is written in a dark purple font in the upper right corner.

Red pipeline

Sometimes
red pipeline



Green Pipelines



WE'RE DOING
A SURVEY



WHICH BEST DESCRIBES YOUR
OPINION OF THE PAPER BAG
YARD-WASTE PROGRAM...



- Ⓐ APOPLECTIC
- Ⓑ ANNOYED
- Ⓒ FIT TO BE TIED



OR Ⓓ ALL OF THE ABOVE



ETTA
HULME

© 2003 FORT WORTH STAR-TELEGRAM

Survey Setup

- 3 domains @edition 1, added LeSS domain from edition 2
- Same questions
- Response rate : around 40 persons (65%)

Happy with what I do in my role?

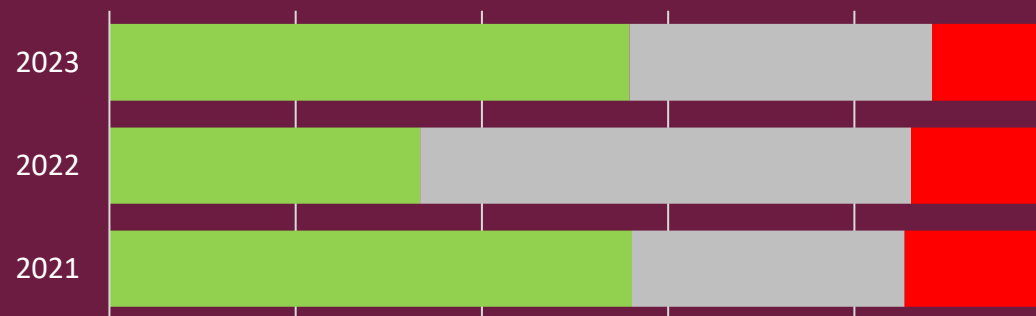


Working at a maintainable pace?



■ % Positive ■ % Neutral ■ % Negative

Knowledge of our business processes is present and available.

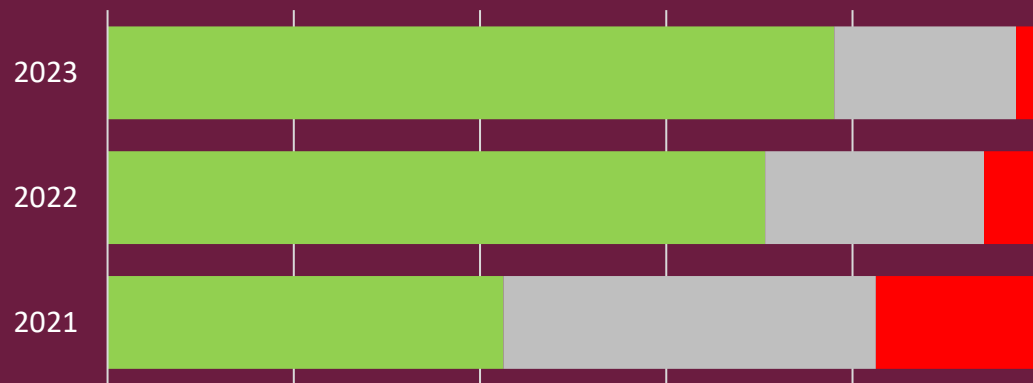


Cross-team collaboration is encouraged.

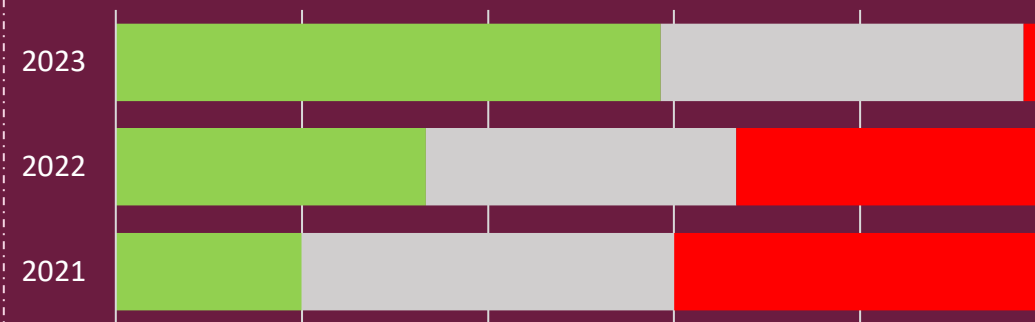


% Positive % Neutral % Negative

Operational issues are easily solved when cross-team collaboration is needed.



The vision of IT management is clear and well-communicated.



% Positive % Neutral % Negative

LeSS has a positive impact
on Accent IT.

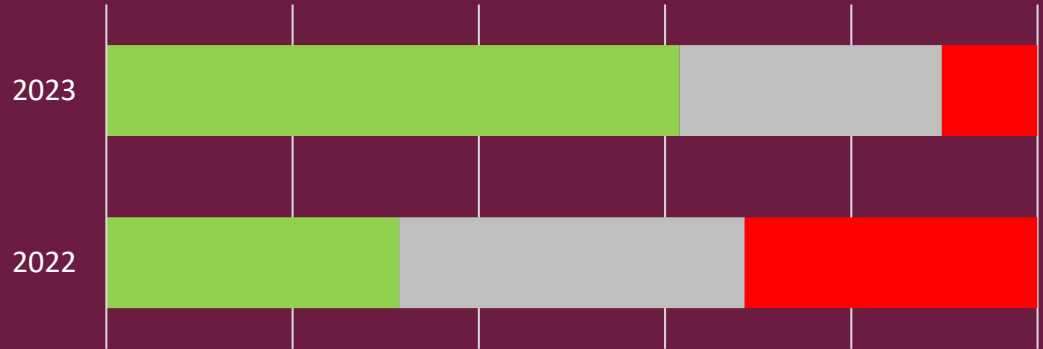


It's clear to me what the value is of things
we deliver.

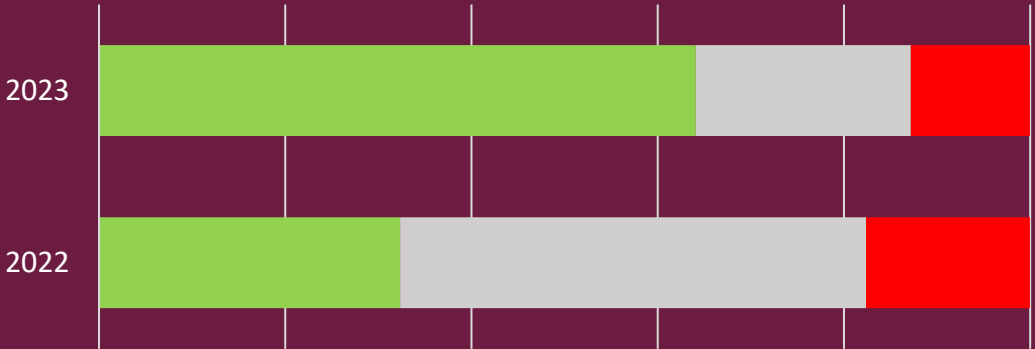


■ % Positive ■ % Neutral ■ % Negative

We are working on the deliverables with the highest value for Accent.

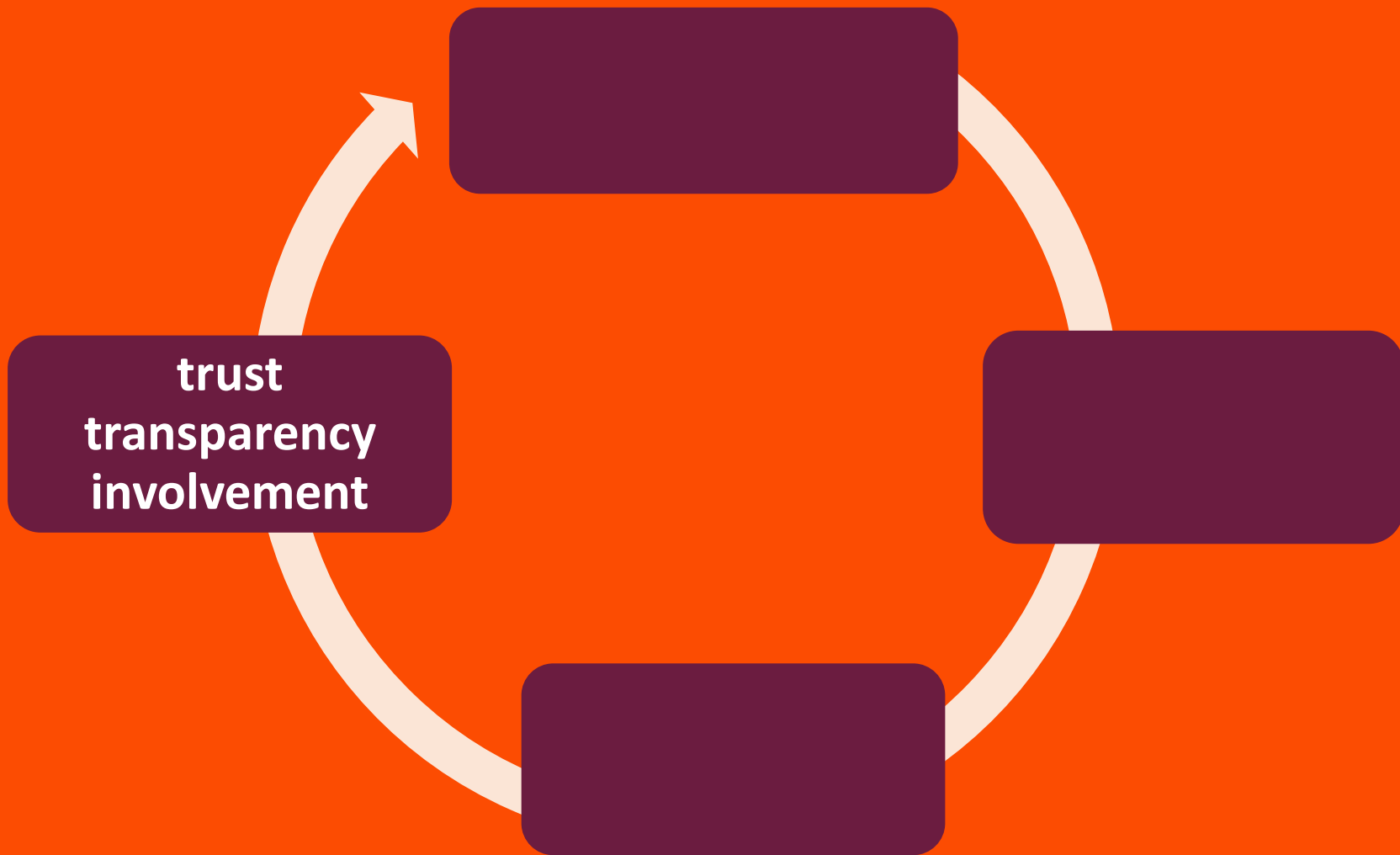


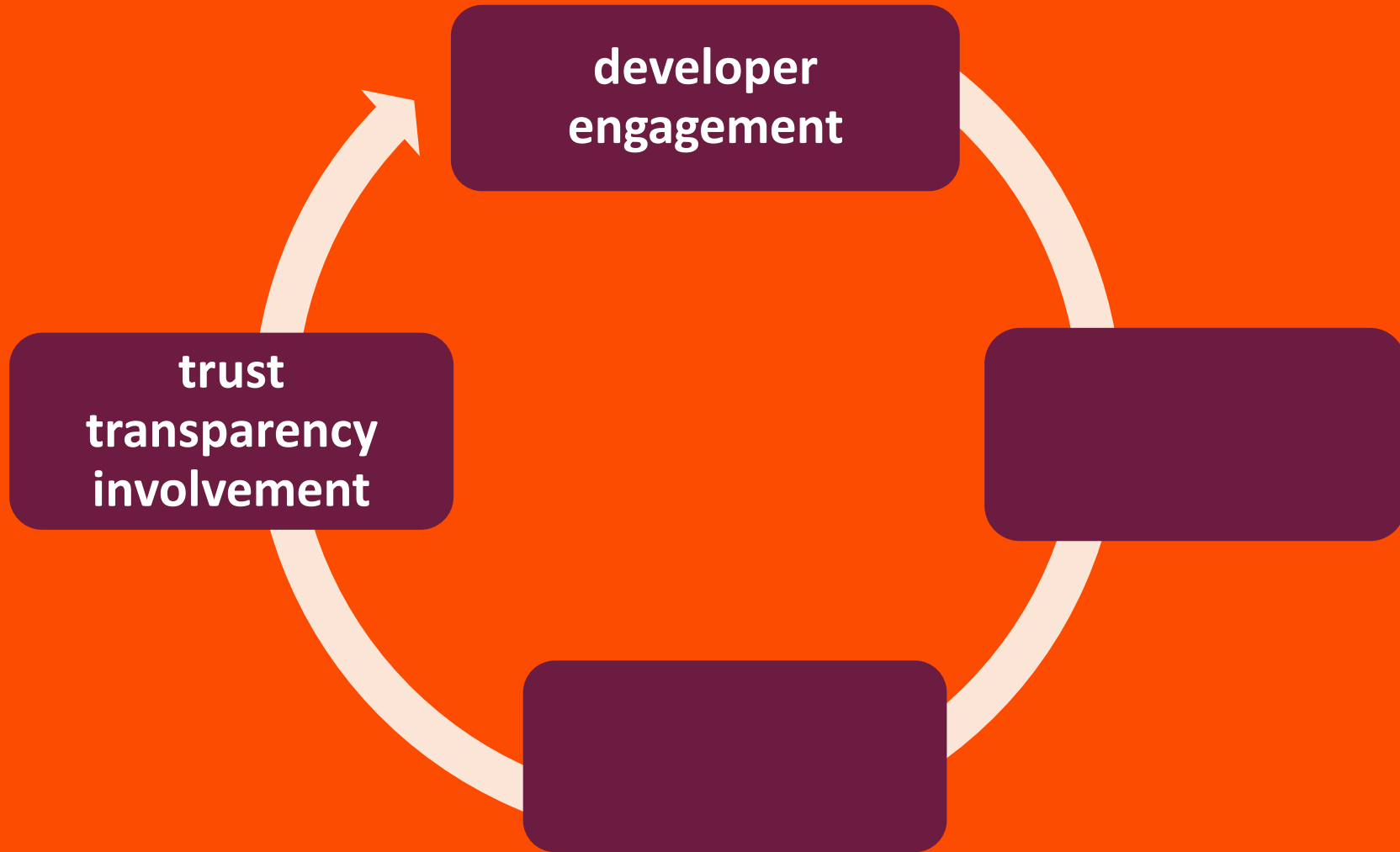
Refinements are effective.

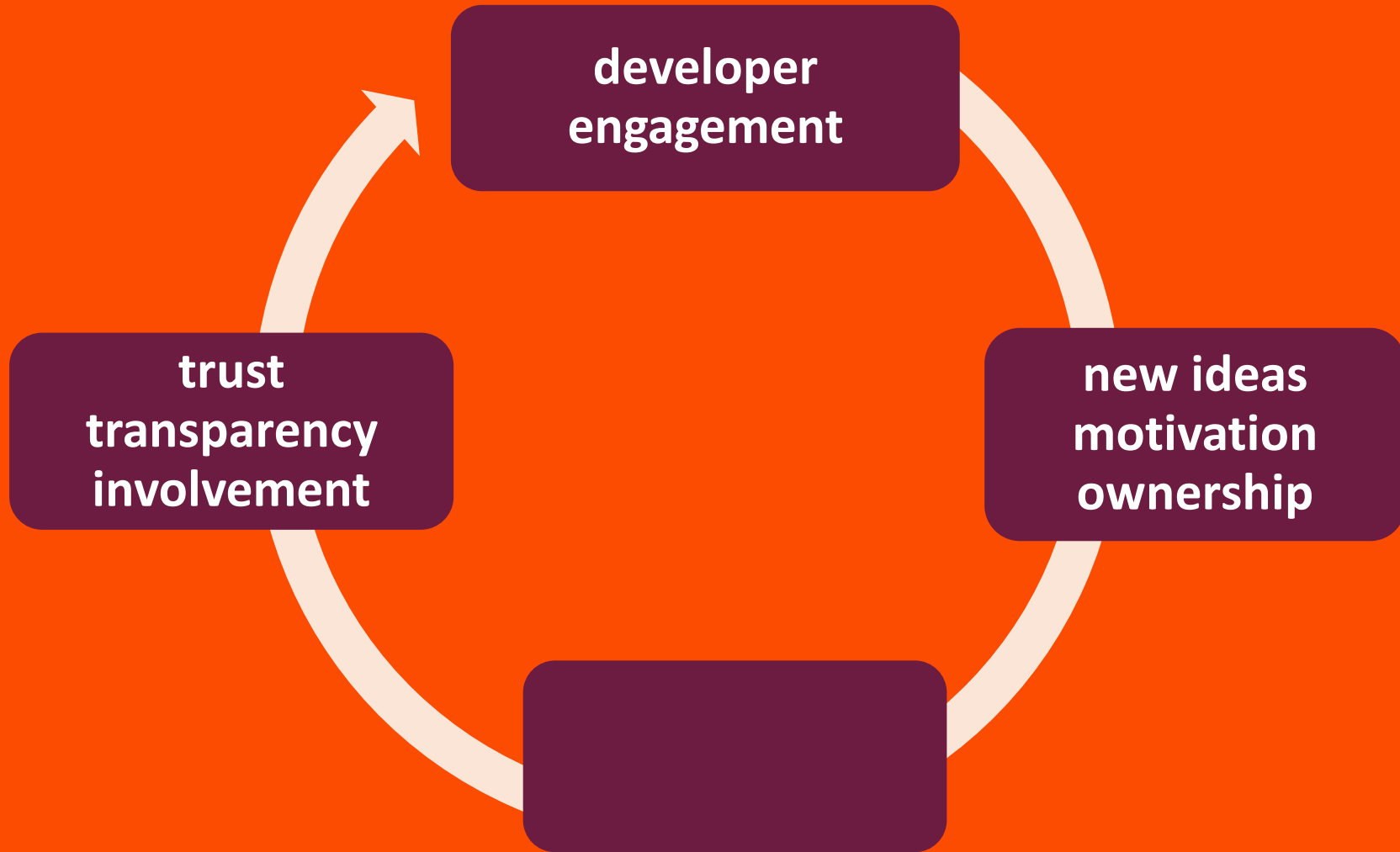


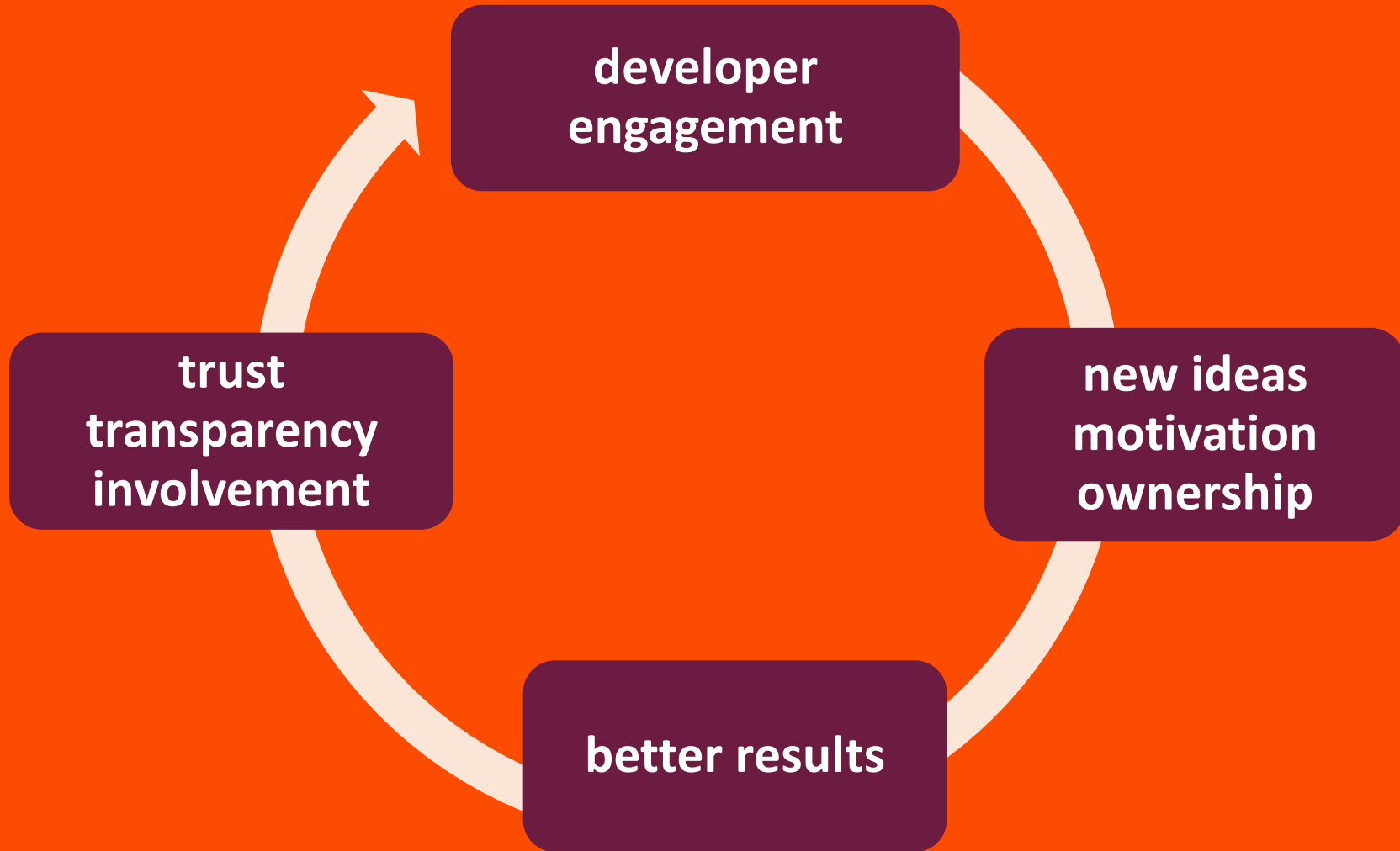
% Positive % Neutral % Negative



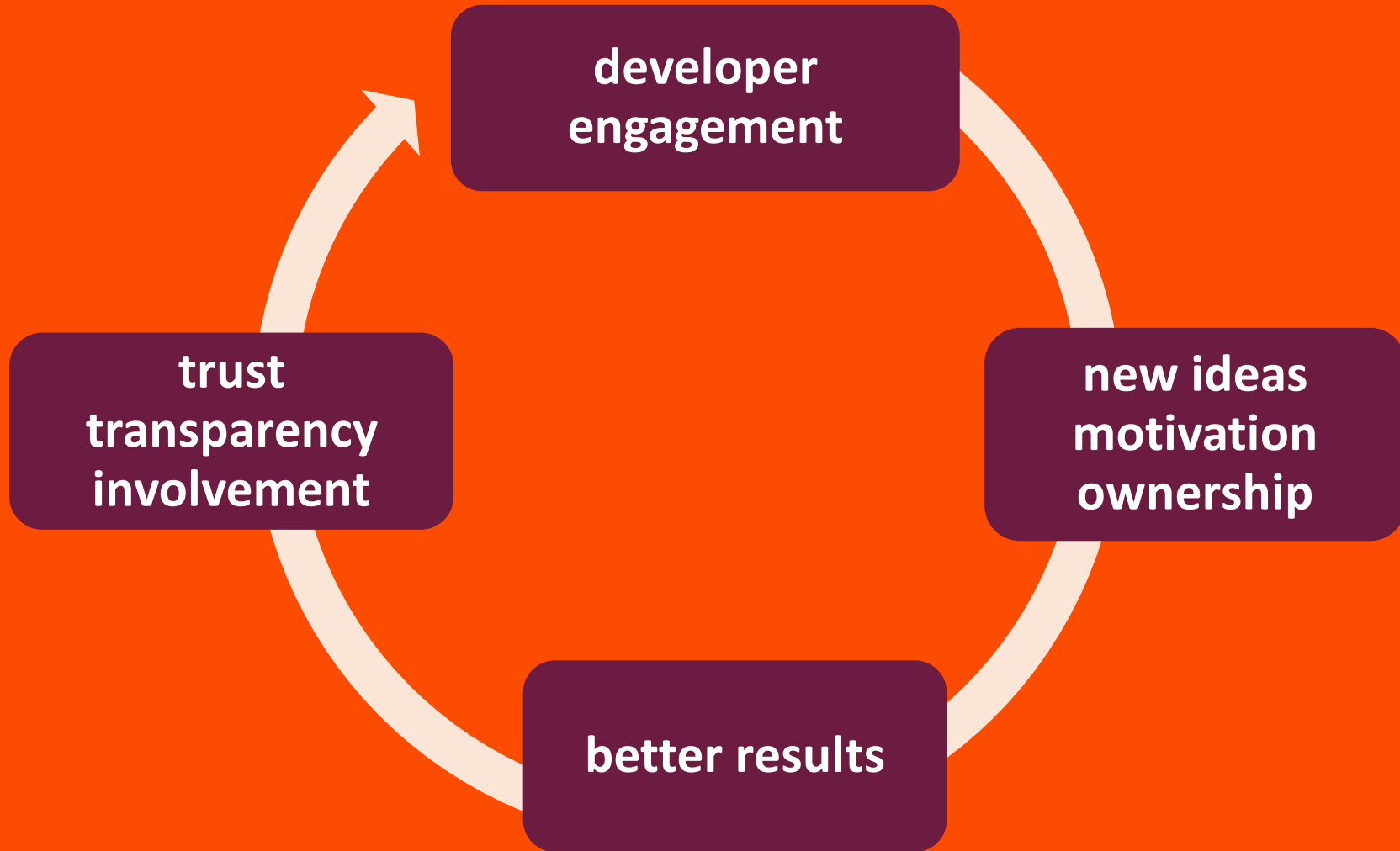














**We are working harder by
doing more experiments.**

**We are making it better by
creating the right thing and
being close to the end
users.**

**We are doing it faster by
doing it right.**

**We are making us stronger
by having a set of
recurring learning events.**



Our work is never over...

THANK YOU

ACCENT