



**How can Design Thinking
be used to identify areas
of improvement?**

CASE STUDY

Our customer

HL TECH

HL Tech is a modern technological center, owned by the British company – Hargreaves Lansdown. The company's mission is providing safe software that would allow investors to make financial operations easily. HL Tech is processing IT projects by applying agile project management. As an organisation, it is facing various challenges typical for agile management environment as well as IT field.

Base of our collaboration

HL Tech wanted to recognise the development areas and generate solutions to improve the workflow.

Operation mode

Following the e-DTMethod, we have worked online with four teams. We have completed four times for 3-hour workshops.

Challenges

The Head of HR department was assigned the role of the DTSponsor. She didn't share the details of the challenges, she only pointed the areas on which DTTeams would be working on.

HL Tech workshops had three goals:

1. Identifying processes that required change within the areas appointed by the DTSponsor – recruitment and improvements of the IT project management.
2. Creating a pool of ideas, which would help HL Tech in developing selected areas.
3. Preparing the prototypes of the solutions, considering their potential in improvement of the identified areas.



Work organisation

Within the framework of the DTMethod, we have divided all participants into four teams working simultaneously. DTTeams were created out of various HL Tech employees: HR specialists, programmers, solutions architects, Scrum Masters and the Product Owners. During introductory meeting, each of the teams chose a name and detailed the area on which they would be working on. The work of the teams was facilitated by two Inprogress Design Lab experts. Each DTTeam had appointed DTCoordinator responsible for communication.

DTTeam 1

name: HRbaciarze

area: Recruitment

DTTeam 2

name: Troskliwe Misie

area: Recruitment

DTTeam 3

name: APKA

area: Release process

DTTeam 4

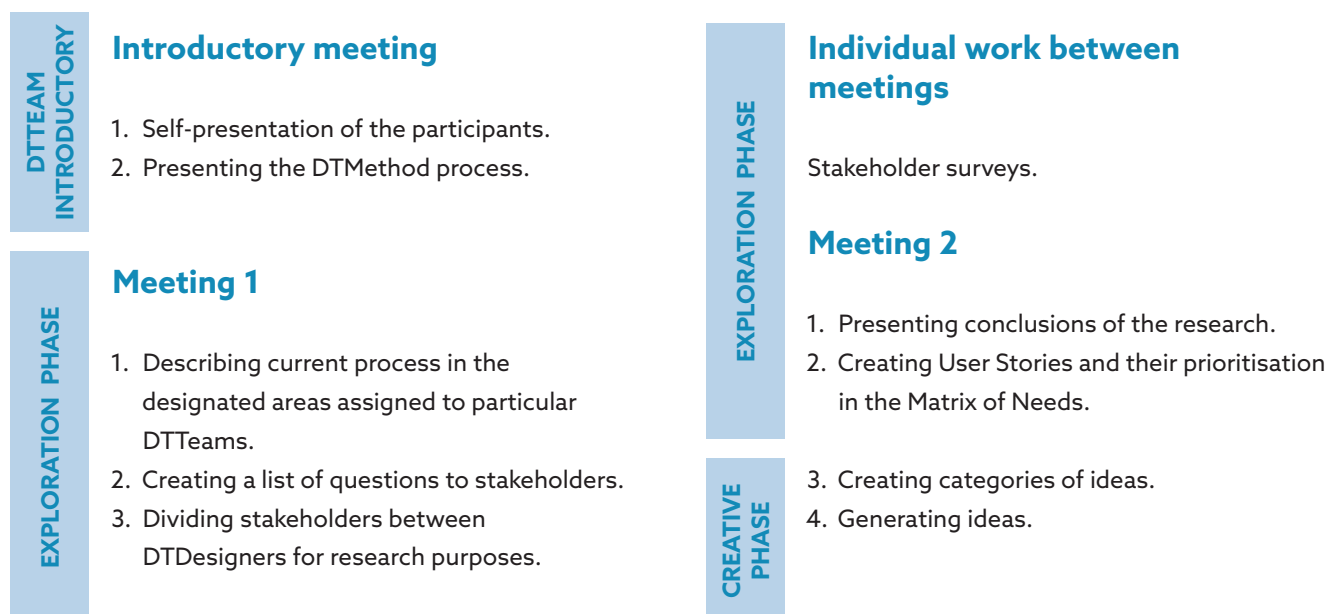
name: The Doers

area: Product and project approach to the Solutions



DTMethod process in a nutshell

The whole e-DTMethod process was concluded in four meetings. Between the meetings, DTDesigners were assigned particular tasks.



CREATIVE
PHASE

Meeting 3

1. Clustering the ideas.
2. Prioritising clusters with RIG Matrix.
3. Using the "Build - Break - Repair" tool.
4. Creating prototypes.

CONSTRUCTION
PHASE

Work between meetings

Testing prototypes.

CONSTRUCTION
PHASE

Meeting 4

1. Presenting prototypes of the Solutions.
2. Sharing feedback from the stakeholders.
3. Improving the prototypes.
4. Summarising DTMethod.



Effects in numbers

98

stakeholders
surveyed

HRbaciarte: 25
Troskliwe Misie: 27
APKA: 13
The Dooers: 33

152

user stories

HRbaciarte: 23
Troskliwe Misie: 45
APKA: 40
The Dooers: 44

350

generated ideas

HRbaciarte: 57
Troskliwe Misie: 68
APKA: 64
The Dooers: **161 (!)**

16

prototypes
created

HRbaciarte: 3
Troskliwe Misie: 4
APKA: 4
The Dooers: 5

7

solutions to
implement

HRbaciarte: 0
Troskliwe Misie: 2
APKA: 0
The Dooers: 5

Summary

HL Tech accepted seven solutions, which have been developed within the organisation according to the DTMethod. Our customer has informed us that solutions of the DTTeam, which worked on product and project approach have already been primarily developed. Before their implementation, the ideas will be further developed until the final solution, which could be applied on the whole organisation level. Some of the solutions for HL Tech recruitment processes can already be found implemented on social media.