

EcoSystem Exploration

Summary

Designed to quickly identify the highest value solutions for an organization, EcoSystem Exploration is a triphasic user discovery and research initiative that de-risks software and innovation efforts. Through user interviews and technical due diligence, the three phases are intended to discover as much as possible about a work system, prioritize known challenges, and uncover unknown opportunities, and compile into calculated optimal pathway(s) to solutions. The three phases of EcoSystem Exploration are:

I. SYSTEM DISCOVERY

Goal: Understand your organization

- Widespread 1:1 interviews
- Personas & value streams
- In-environment observational research
- Pain point identification

II. CONTEXTUAL INQUIRY

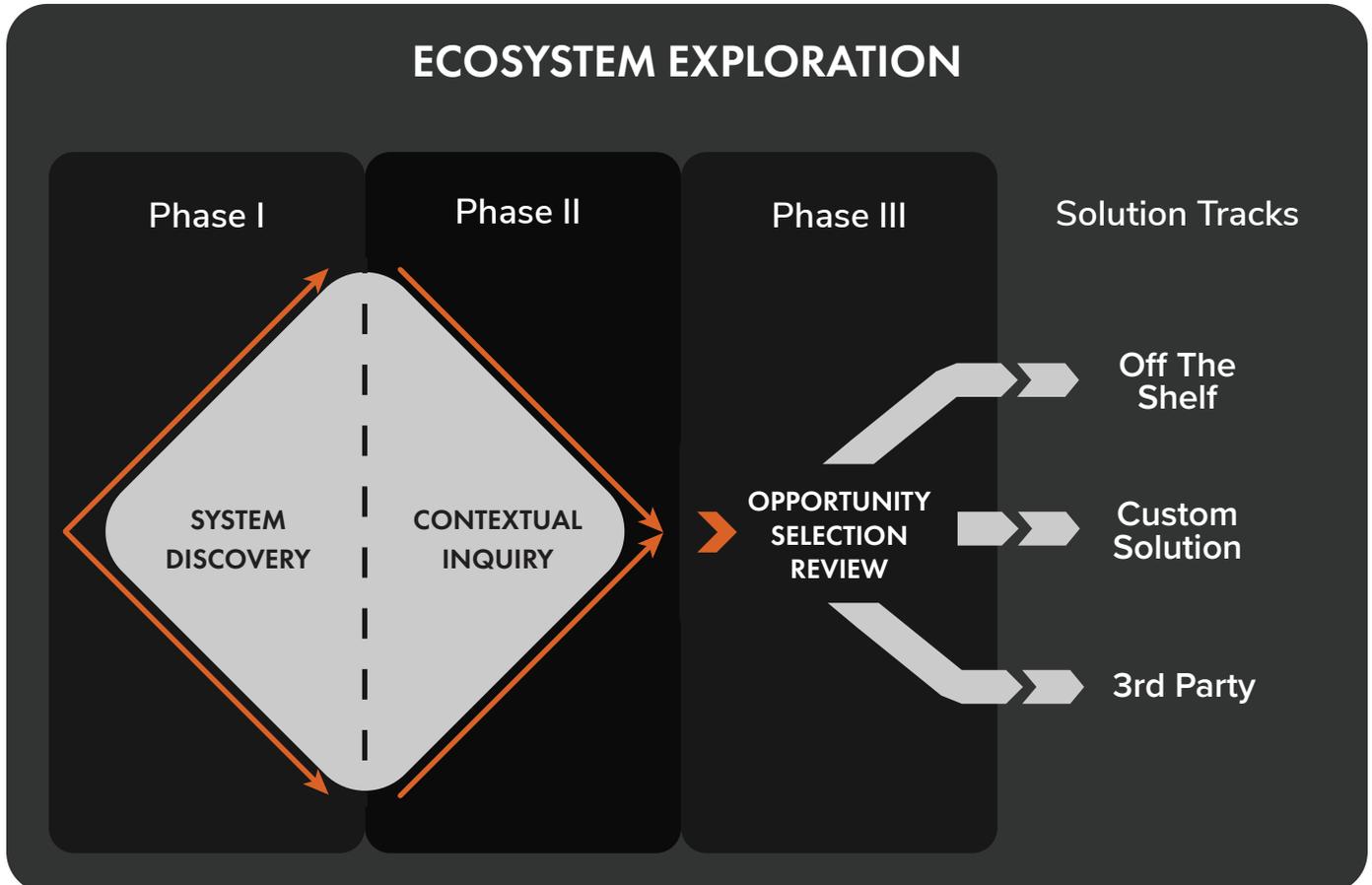
Goal: Highlight key challenges

- Demos and value stream validation
- Opportunity list generation
- Identification of root causes
- Finalization of value stream maps

III. OPPORTUNITY SELECTION

Goal: Prioritize actions to achieve greatest impact

- Review highest impact opportunities
- Prioritize which opportunities to pursue
- Identify solution tracks
- Communicate results to stakeholders



What to Expect

Acting as the de-risking conduit for software development and innovation efforts, Ecosystem Exploration is a DevSecOps process in which we learn about you, your work, your tools, and your challenges. Designed specifically to be open-ended, there are no leadership-dictated problem areas, wrong answers, “clear paths”, or other preconceived notions. Instead, Ecosystem Exploration organically validates challenges your team is encountering. The more intel you give us about how you conduct your work, the more successful we’ll be in creating solutions to help you and your organization. Ecosystem Exploration is a dynamic, continual process of improvement, so as your work evolves, the process will be adjusted and repeated. Designed to be non-intrusive to your day-to-day work, the majority of your participation will come in the form of 1:1 interviews during the System Discovery phase of the process.

System Discovery

Your opportunity to tell us about your individual processes and give us your insights on as many aspects of the digital ecosystem pertaining to day-to-day tasks and overall objectives.



Contextual Inquiry

We gain a detailed understanding of the technical challenges faced by groups within the organization to narrow down the opportunities for the highest value solutions.



Opportunity Selection

The final prioritization of all opportunities discussed utilizing an Eisenhower 2x2 matrix and interactive voting system.

