Following the merger of Suncorp and Promina a retrospective was conducted on the combined IT services and the following themes were identified. IT was expensive with slow return of business value, poor quality and risk management, low people morale and motivation, and little innovation occurring from the ground. The desired state was for IT to move from order taker to trusted partner with the business, accelerate the internet channel, build operational resilience and become the competitive advantage of Suncorp.

Agile is a way of working, a state of mind, a process which is underpinned by a set of values and principles that are uniquely reinforced by specific techniques and team determined rituals. When embedded successfully Agile is proven to help the Business steer IT solutions collaboratively to realise business value quicker through iterative development, improve the quality of working software, manage assumptions as risks, continuously improve delivery, and increase job satisfaction and motivation of team members. Given these outcomes, Agile was chosen as a common sense foundation to help Suncorp people achieve the desired state. A dedicated team of subject matter experts was selected to focus on a strategy and program of work to bring the agile way of working to life in Suncorp. As a result, significant successes are being realised in the delivery of quality working solutions and the building of operational resilience.

Biography
Jeff Smith was appointed to the role of Group Executive, Business Technology following the Suncorp Promina merger earlier in 2007. He has 24 years experience in the IT industry, with the last 12 years spent as chief information officer (CIO) or equivalent for a range of companies in the USA and Australia. His previous roles include CIO for Telstra Corporation, where he led the transformation and integration of that company’s IT systems and generated dramatic improvements in quality, cycle time and cost reduction. Jeff has also held leadership positions in a number of world class companies including Honeywell, Toyota and Charles Schwab.