Agile’s Impact on Vendor Contracts and Third Party Relationships

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David Fales
Sandy Lynn
Speakers

David Fales

**Hobbies:**
Sailing, golf, and scuba diving

**Little known facts:**
- Close encounter with sharks
- Wannabe drummer in a rock band

Sandy Lynn

**Hobbies:**
Hiking, biking and kayaking

**Little know facts:**
- 2 adopted children
- Broke both ankles within the last year
About Discover Financial Services

A Leading Direct Bank and Payments Partner

U.S. Card Issuance
- $67 billion in card receivables
- Leading cash rewards program

Lending and Deposits
- $39 billion in consumer deposits
- $16 billion in personal loans and private student loans
- Cashback checking
- Home equity installment loans

- $147 billion in volume
- 10+ network alliances

- $32 billion in volume
- 110+ licensees
- 190 countries/territories

- $157 billion in volume
- 4,300+ Issuers
- 2 million ATMs in 138 countries

Balances as of December 31, 2017; pre-tax profit and volume based on the trailing four quarters ending 4Q17; direct-to-consumer deposits includes affinity deposits

1Volume is comprised of Proprietary Network Volume and Network Partners

2Volume is derived from data provided by licensees for Diners Club branded cards issued outside of North America and is subject to subsequent revision or amendment

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Types of Agreements

- Fixed Outcomes
- Time & Materials
- Fixed Cost
What can we do to Be Agile?

- Spend more time on the vision and solution intent
- Restructure acceptance and payments to align with PI events
- Clarify and agree on roles between us and suppliers
- Agree on cadence and ceremonies
Critical Success Considerations

acceptance criteria adapt adaptive requirements
backlog business analyst change management collaborative continuous visibility contractual
decision makers define variable definition of done definition of fdone demo economic boundaries
economic framework economic trade-offs
execution responsibilities fixed budget fixed price fixed schedule inspect intent
managing backlog minimum viable product optimize economic value
performance measurement pi funding product owner requirements risk
roadmap roles rte shared opportunity shared responsibilities
shared risk solution solution intent
sprint cadence trust variability vision
Speaker bios

David Fales

David Fales is a PMO leader focused on Innovation and Enterprise portfolios. Prior to joining Discover his experiences at Fortune 100 corporations and entrepreneurial startups made him adept at translating the strategic vision into tactical deliverable solutions that provide profitable, customer-valued results.

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Sandy Lynn

Sandy Lynn has been leading the implementation and launch of strategic initiatives and solutions in business and technology organizations for over 20 years. Currently, Sandy is working in the Business PMO enabling SAFe principals to be adopted and practiced within Discover Financial Services.

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