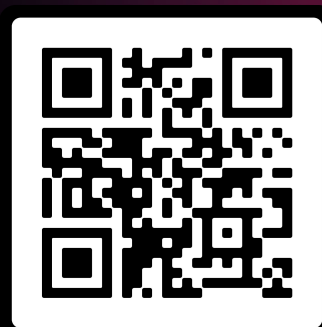etnetera
group

Agile contracts

How to build strong
customer-supplier relationships

Ondřej Franek, Agile Prague 2024

DoKapsy by ČSOB

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Ondřej Franek

Head of Delivery at Etnetera Flow

Connect on LinkedIn

To learn more about agile contracts

https://agilecontracts.org/

Speaker notes

1. Fixed Contracts (2019)

- Fixed budget, fixed scope
- Issues: capacity, flexibility

2. Proposal for Change (2022)

- Customer skeptical (concerns about efficiency)
- Proposed transparency mechanisms (reports, performance tracking)

3. Introduction of Scrum Process (2022)

- ČSOB Product Owner becomes part of the team
- Regular feedback, better control

4. Performance Monitoring

- 14-day sprints, metrics over 5 sprints
- Example: Sprint 55

5. Long-Term Success (2024)

- Public recognition, Clutch rating 5.0
- DoKapsy app – 320,000 users