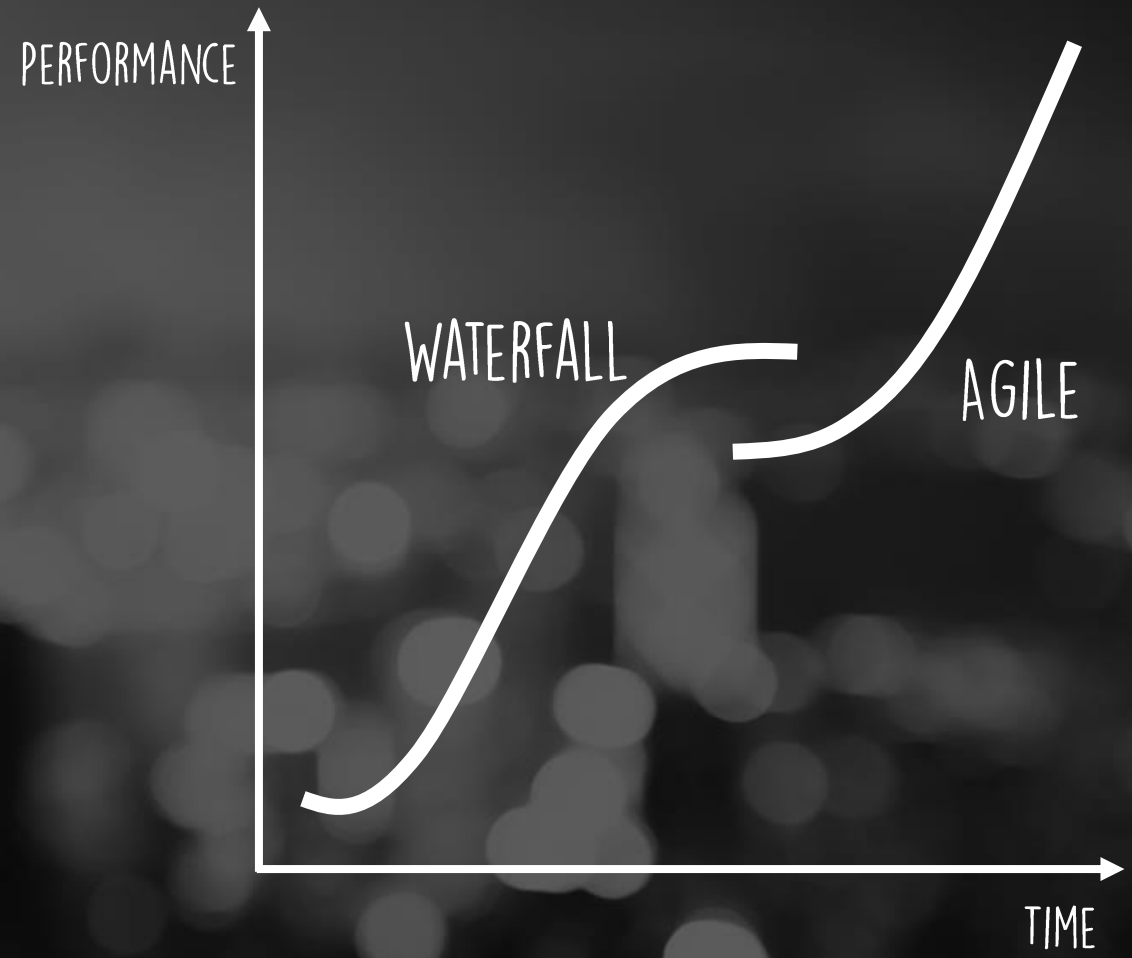
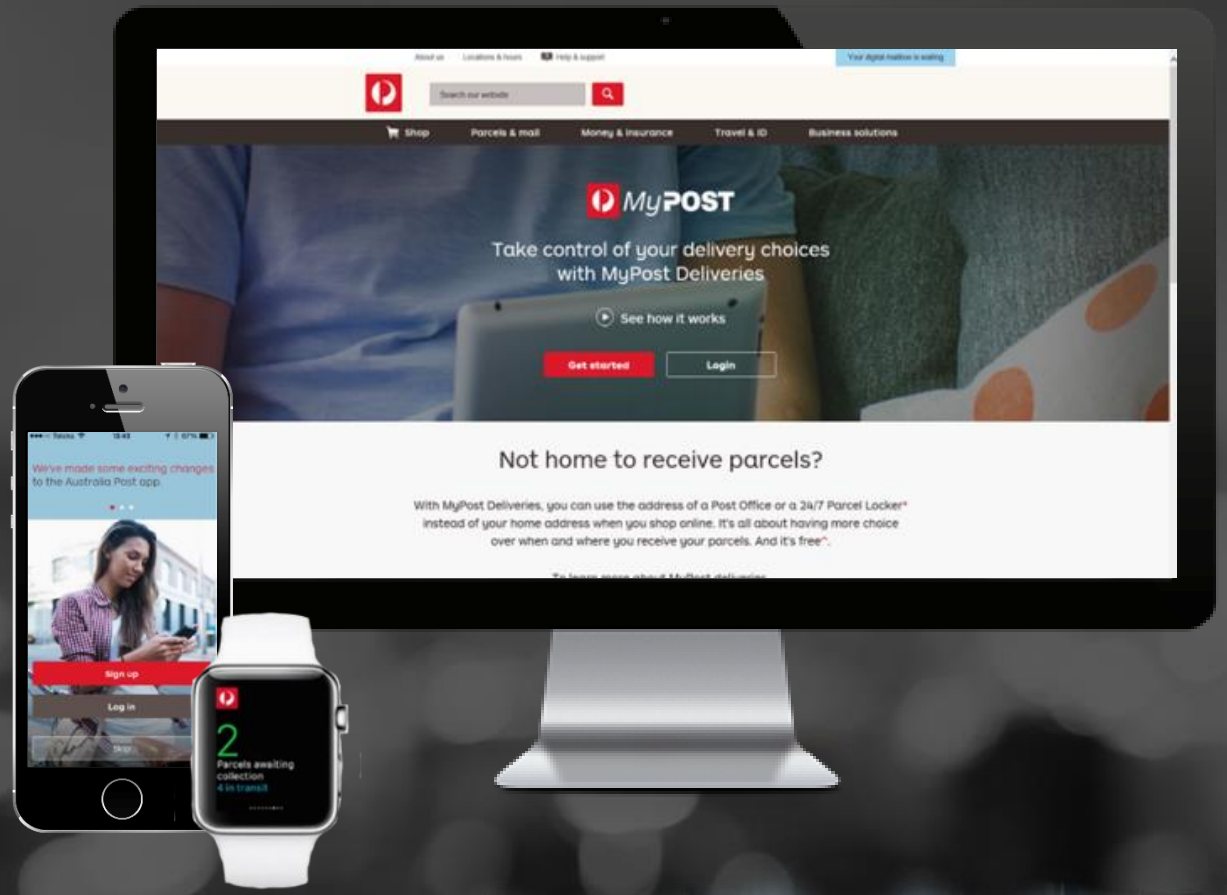
SCALING AS THE TIDE TURNS

CAMERON GOUGH
GENERAL MANAGER – DIGITAL DELIVERY CENTRE
@CAM_GOUGH

THE NEED TO
BE ADAPTIVE

PARALLELS TO DISRUPTIVE INNOVATION

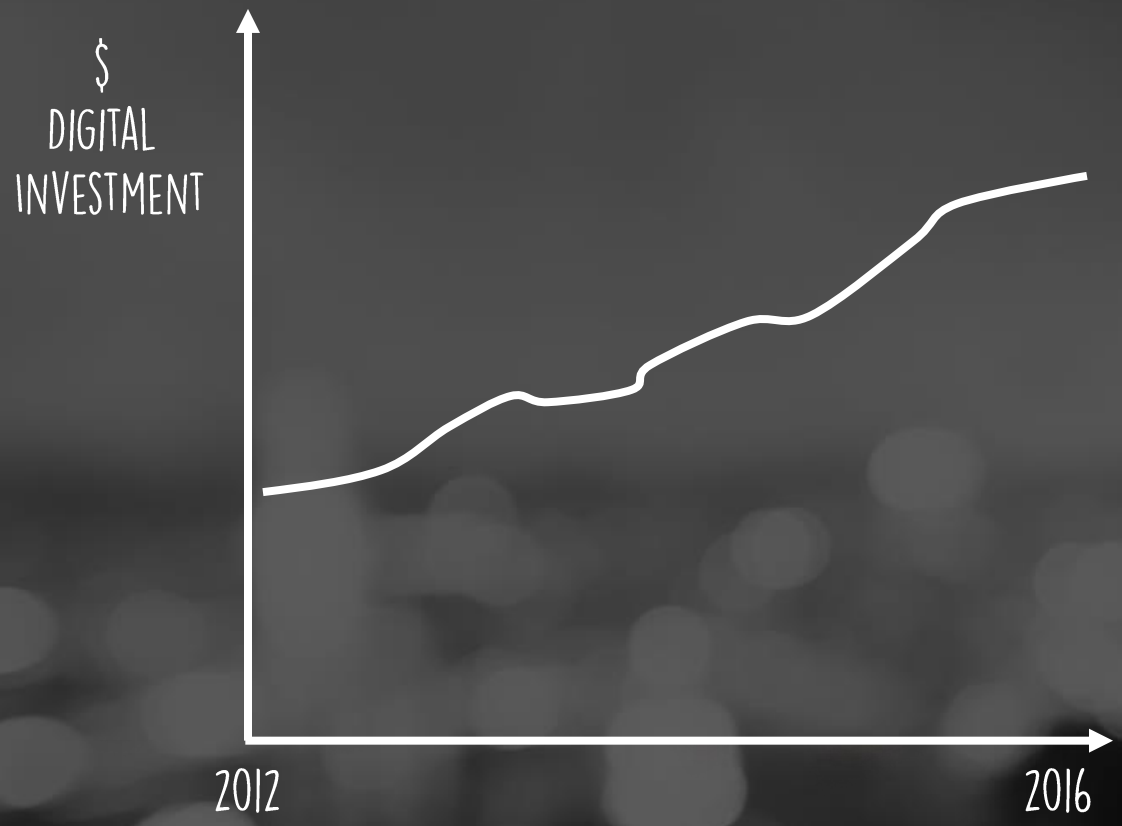




400 Digital Natives

27 Long running teams

95% Capacity Funded



179m Visits p.a.

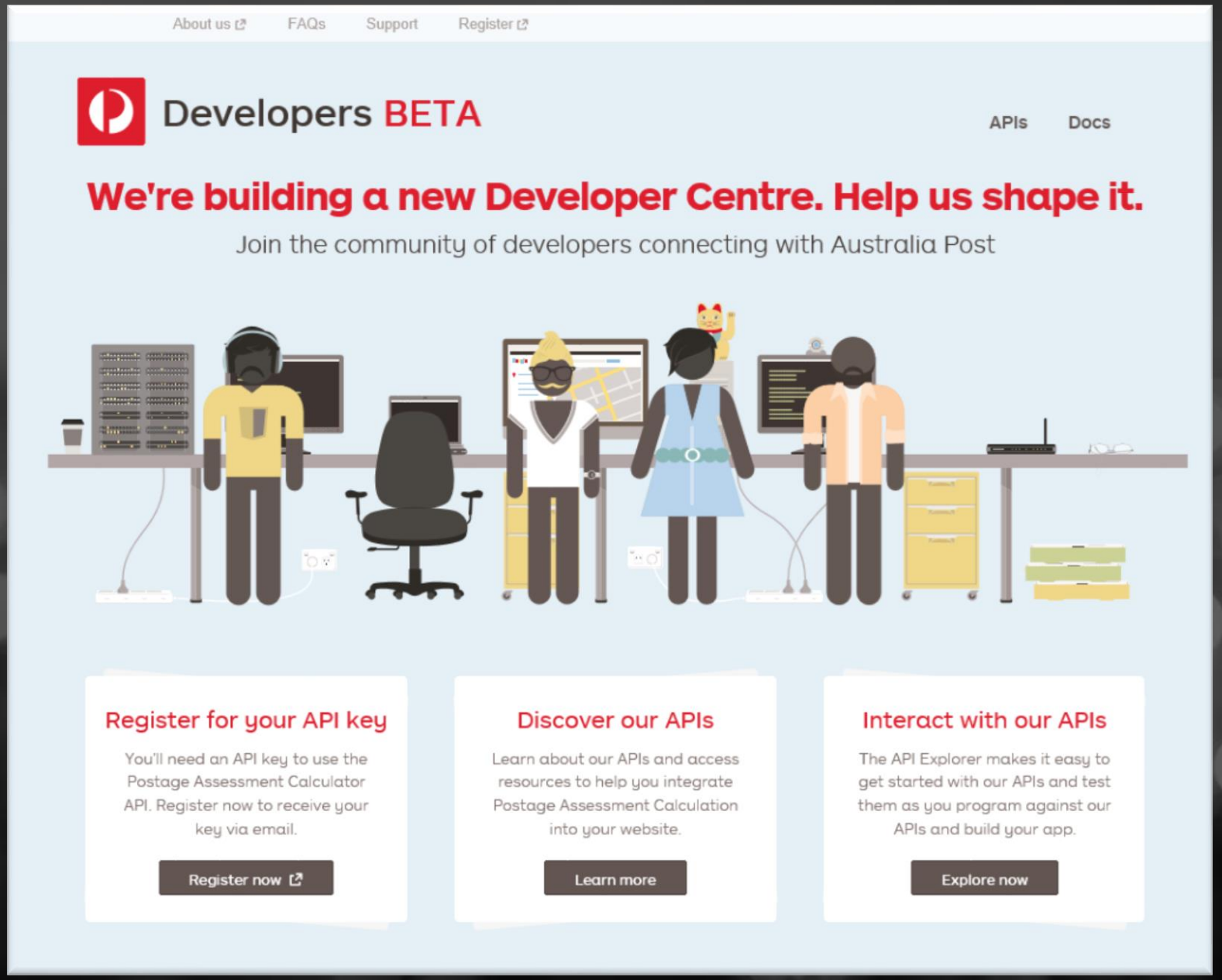
73% Self Service

70k API calls per hour

PHASE 1
MORE THAN
JUST AGILE

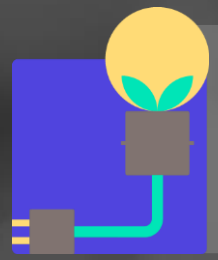
LONG RUNNING TEAMS

WINTER is COMING



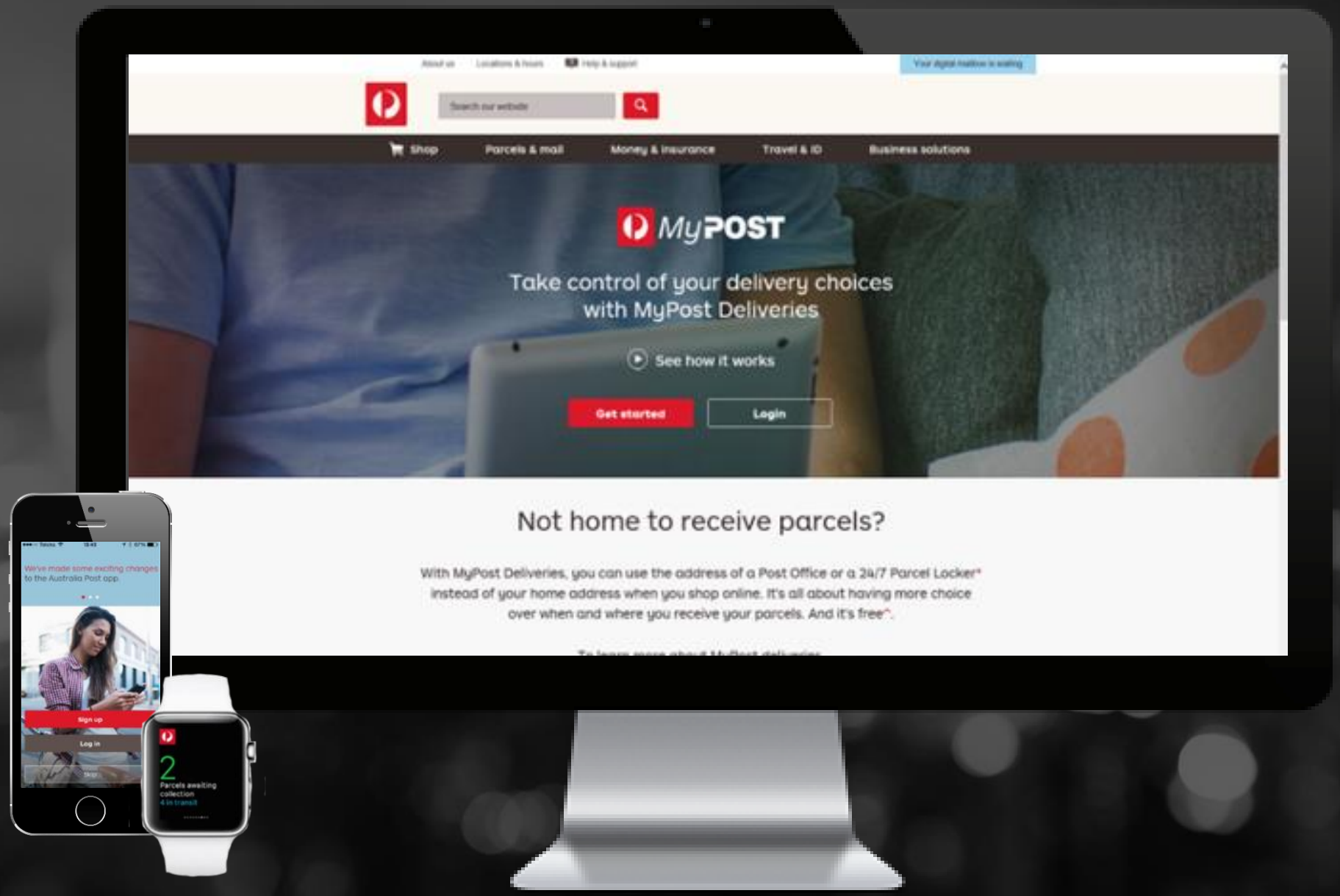
FUND CAPACITY NOT SCOPE

BREAKING UP IS HARD TO DO!

	2013	2016
Production stack build time	Up to 50 days	**8 – 12 minutes**
 Environment builds per year	**36** builds	**12,000** builds
Production releases per year	**20** releases	**800** releases
Production traffic volume in cloud	**0%**	**90%**

PHASE II

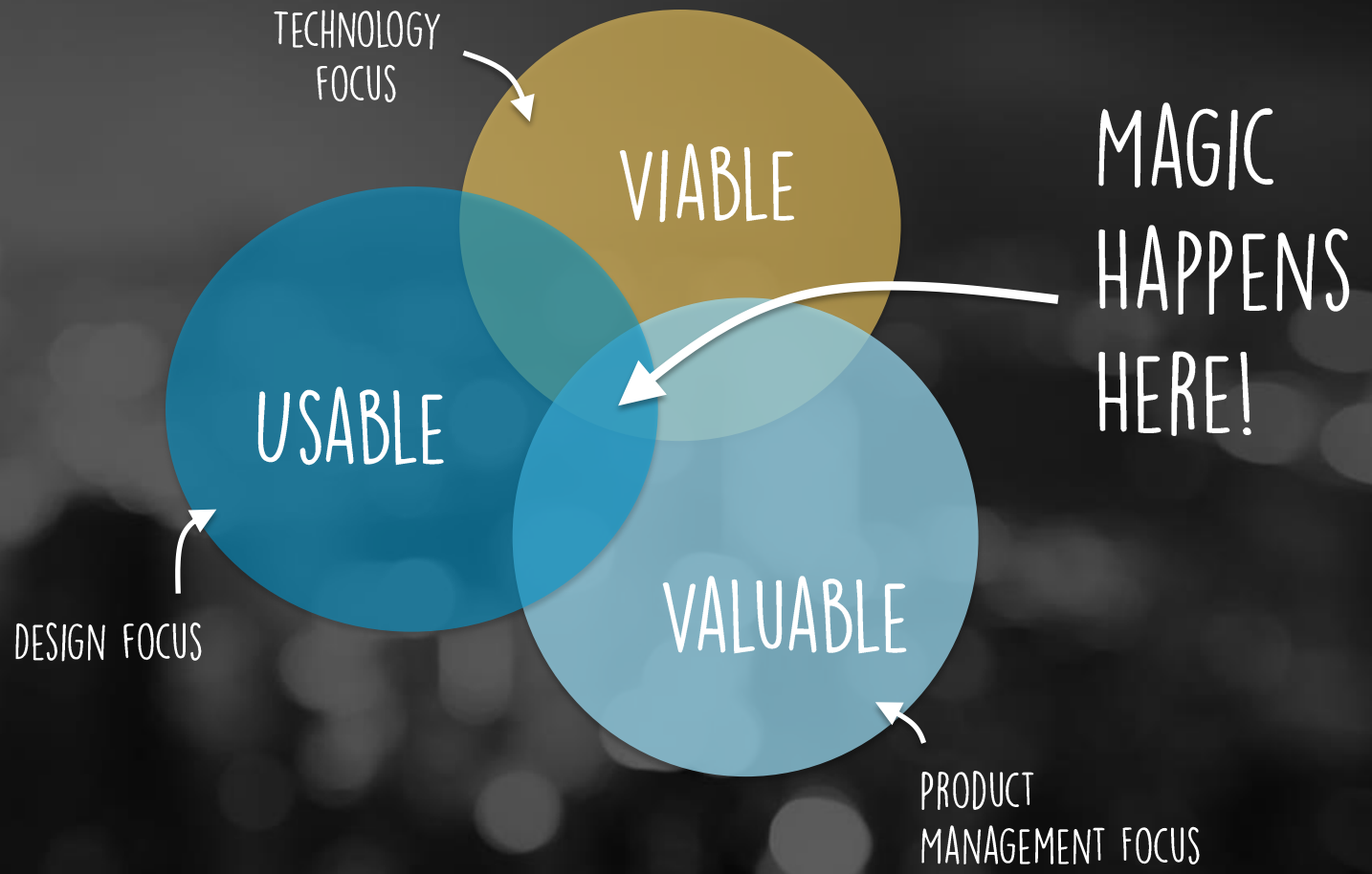
SOLVING FOR LARGE AND COMPLEX CHANGE


Shop
Parcels & mail
Money & insurance
Travel & ID
Business solutions
MyPOST
Take control of your delivery choices with MyPost Deliveries
See how it works
Get started
Login
Not home to receive parcels?
With MyPost Deliveries, you can use the address of a Post Office or a 24/7 Parcel Locker* instead of your home address when you shop online. It's all about having more choice over when and where you receive your parcels. And it's free^.
We've made some exciting changes to the Australia Post app
Sign up
Log in
2
Parcels awaiting collection
4 in transit

FOCUS ON ALIGNMENT

PHASE III

TAKING IT TO THE ORGANISATION

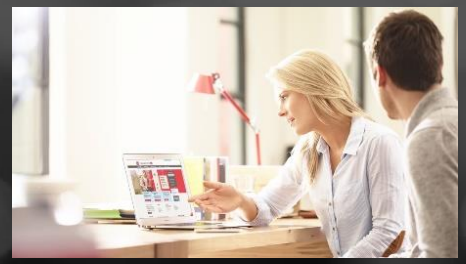


HOW YOU WORK IS NOW AS IMPORTANT AS WHAT YOU WORK ON

CREATING INNOVATION PATHWAYS

Hackathons

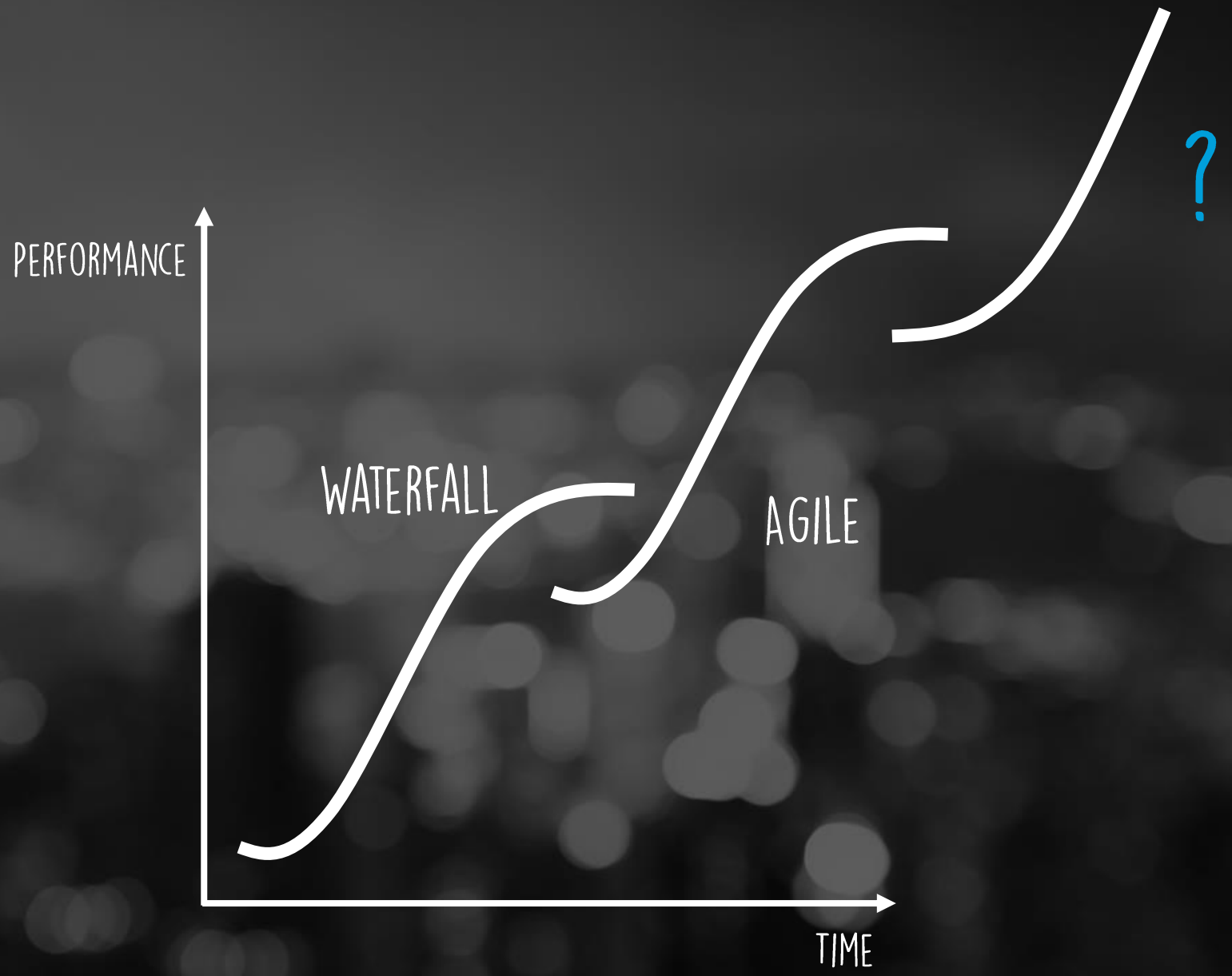
Intrapreneur program



Accelerators

Co-creation with Customers

DISRUPTION NEVER STOPS



THANK YOU