

CHALLENGES OF DYNAMIC DEMAND IN U.S. PUBLIC SECTOR ACQUISITIONS

Problems/Challenges

- PM lacks empathy/overreacts
- Uneven demand/utilization
- Burnout/frustration/attrition
- Uneven workload distribution
- Indecisive/demanding customers
- Constant customer turnover
- Uneven resource consumption
- Multitasking/poor quality/lateness

Acquisition Goals

- Produce quality products
- Teamwork/collaborate/communicate
- Match capacity to demand
- Sustain investment in human capital
- Level the workflow/sustainability
- Don't overreact to special causes
- Create positive/safe environment
- Satisfy customers/be more successful

Solutions

- Small teams matched to MVPs
- Lean-Kanban with low WIP limits
- Visualize/simple/communicate
- Collaborate/trust/camaraderie
- Extreme scope/design simplicity
- Modularizations/few dependencies
- Build-in extra margin/capacity
- Lean-Kanban intake process

- Government customers are happy contractors are spending their money (and they're getting mission value)
- Contractors happy to spend money, get job done, and reasonably meet government customer expectations
- Corporations are happy if they get revenue, win newer contracts, and manage attrition (burnout) effectively

