



Values Vision Purpose Mission

External Influences Enterprise & ESG Agendas

Strategy



Simplicity

Artifacts

Strategy Stream

Themes & OKRs

Initiative Stream

Initiatives & Roadmaps

Product Stream

Epics

Stories

Enterprise Cadence (Quarterly Planning & Execution)

1. Ideation & Refinement

2. Planning & Refinement

3. Reviewing & Prioritization

4. Execution & Delivering

Roles

Sponsors

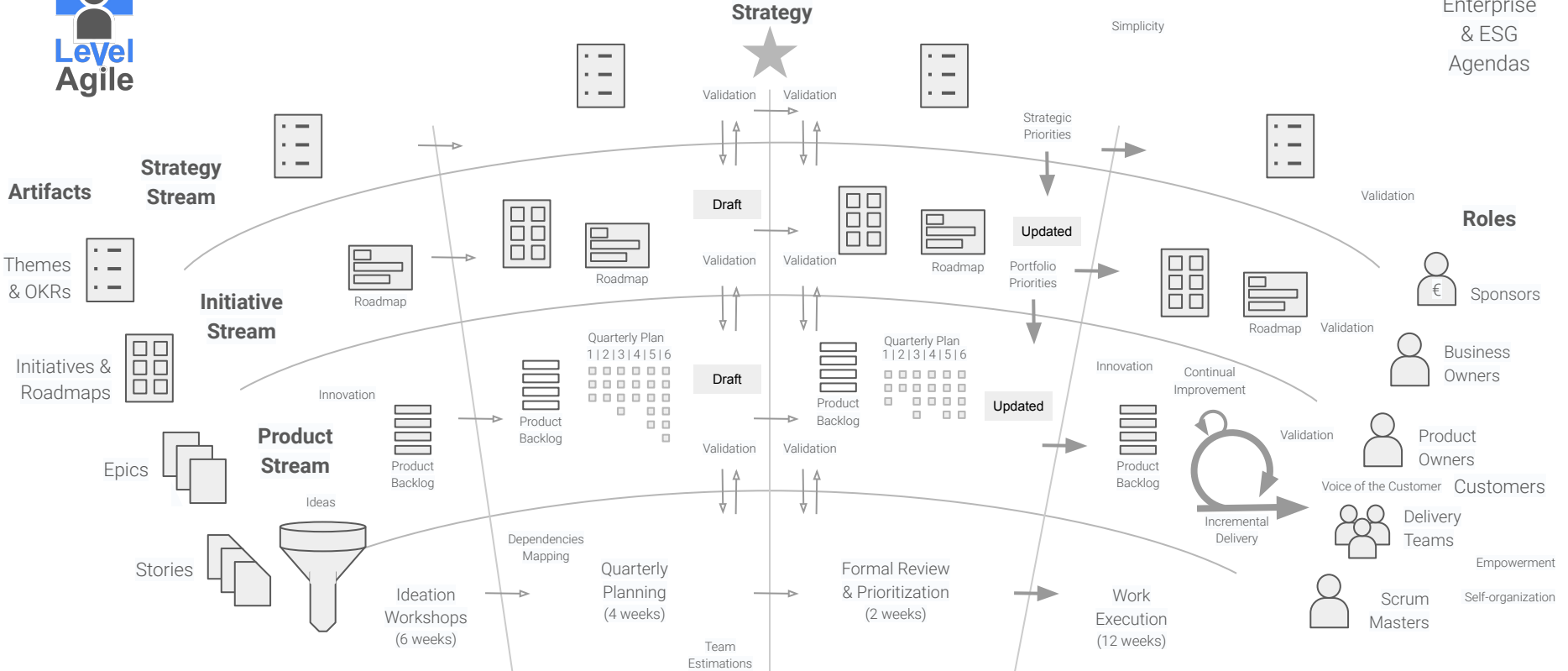
Business Owners

Product Owners

Customers

Delivery Teams

Scrum Masters



Engagement model

1

Visit our website / download the white paper and determine if Level Agile is the right choice for you and/or your organization.

Watch the sample videos together with your teams.

2

Try out our freemium offering and complete the self-assessment, to determine the best plan.

Contact our principal coach to clarify any details as required.

3

Apply for the plan that was confirmed or recommended by our principal coach.

If the application is approved, an invoice for the first monthly fee will be issued.

Starting team journey plans

Your journey with Level Agile begins after the first payment is made.

One of our coaches will confirm your service activation, and depending on your plan, agree next steps and initial team journeys.

PDCA

Plan, Do, Check, Act ([PDCA](#)), is the continual improvement method to ensure frequent and desired progress.

PDCA is aligned with the [organizational canvas](#). During ideation & planning iterations, the planning of specific actions and team journeys takes place.

Plan & Do

Towards the end of the planning iteration, teams have a chance to try out their journeys and make any adjustments.

During execution & delivery teams embark on their journey plans, which include watching videos and reading knowledge articles.

Check & Act

During this time, and depending on the plan, coaching support is available to each team as required.

As the next quarter approaches, teams are encouraged to prepare for the upcoming planning iteration and complete a self-assessment.

Frequently asked questions

Engagement

What is the ideal engagement length?

The minimum length is 6 months, this allows for 2 quarterly iterations, based on the organizational canvas cadence. However, the correct answer is: it depends on team maturity and overall Customer requirements/objectives.

How does the coach feature work?

With the freemium service, the coach chat feature is available but the SLA is restricted to a 48 hours response.

With premium we aim for realtime responses with an SLA of 8 hours (or same day for working days).

Our premium service includes realtime chat and a monthly one hour online training session.

All coach chat services operate 7 days a week.

What languages are available?

Level Agile is English based, national language support may be available in future releases.

Note that geo-blocking may be applicable based on EU whitelisting.

Financials

How much does the service cost?

Final pricing is yet to be announced, however, for *enterprises*, we estimate that the annual fee we be far less than the cost of one FTE, approximately €8-12k per annum, or €700-1.3k per month.

For *individuals*, we estimate a fee of approximately €10-15 per month.

These are ballpark figures and will change based on the final pricing announcement.

Is the service classified as OPEX?

Yes, Level Agile is 100% OPEX, its primary objective is process improvement, which classifies it as an operational expense.

Materials & communities

How do we access the materials?

We distribute materials using existing content management systems, usually either Microsoft or Atlassian.

Your named users will be granted access to our domain for the service duration.

How do communities work?

If communities of practice or learning exist, your coach will provide some tips and ideas for integration of Level Agile to provide a consistent

community approach.

For premium members, a coach can help with starting communities and facilitating initial community sessions.

Termination

Can we cancel before term?

As Level Agile is a service, you can cancel any time with 30 days written notice. Fees paid in advance will be refunded pro rata.

Can we keep the materials?

Level Agile materials remain the property of Level Agile, however, any materials created as a byproduct of the service, remain the property of the Customer (plans & journeys, assessments, custom videos).