

SYNOPSIS

How “Scrums” and “Sprints” Can Support the Strategically Focused Actuarial Function *Trang Duncanson, Darren Robinson, Maria Muir*

Key words: Agile, project management, leadership, innovation, continuous learning

Purpose of your paper: To explain what an Agile culture really means and how actuarial functions can significantly transform the way they work to be truly customer-centric, and in the process build a strong pipeline of high performers and future leaders.

Synopsis:

Each organization faces unique challenges in implementing their strategic initiatives, to meet customer expectations and proving that the initiative is really delivering value to the customer before it is too late.

An actuarial team is challenged in today's environment to be strategic and value adding. It holds a tremendous amount of data and insights which if deployed properly and quickly to its customers, can significantly contribute to the organisation's strategic agenda and success. This can mean multiple critical projects are initiated and led by the actuarial team, on top of the demands (and distractions) that come from requests around their traditional core reporting roles.

A strategically focused actuarial function needs to be faster and more focused than it has ever been before. An **Agile** mindset and way of working is critically important to implement its initiatives. Agile approaches have been the hot topic for IT transformation programs, but they can and should be used within actuarial functions as well.

Imagine if we could transform the team to significantly improve time to customer delivery for the things that it commits to? So if you have started to hear talk of **scrums** and **sprints**, then you are starting to hear about people using Agile approaches.

The presenters will outline

- The Agile way of thinking;
- The benefit to your customers, and your people's development and growth;
- Some of the tools and techniques;
- The challenges to consider;
- Lessons from inside a leading actuarial team who has deployed this Agile method over the last year.

About the presenters

Trang Duncanson is a great believer of the importance of strong project skills, and has presented on this topic many times. More recently she has seen the visible impact of Agile approaches within her teams. **Maria Muir** is an Agile specialist within Deloitte's very coolly named “Performance Automate” Practice. **Darren Robinson** is a strong advocate of the strategically focused Chief Actuary function, which is why his team is using Agile to help them keep pace with the significant business changing initiatives they have committed to for the Insurance leadership team.