AGC
THE CONSTRUCTION ASSOCIATION

Reducing Technical Debt: A Divisive Drag on Your Company's Progress

Christian Burger – Burger Consulting Group

Dennis DiPalma – PJ Dick

Keefe Andrews – SpawGlass

Rob Spencer – Camp Construction

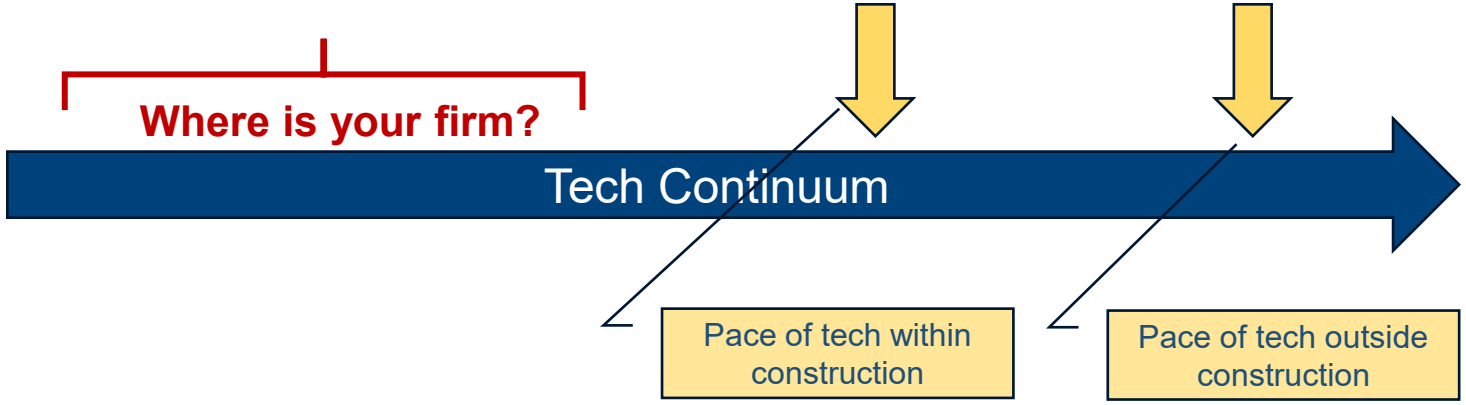
#AGCTECH24

Introduction

- Rob Spenser, Camp Construction
- Dennis DiPalma, PJ Dick
- Keefe Andrews, SpawGlass
- Christian Burger, Burger Consulting Group

Introduction

- Types of technical debt
- How did we get here?
- What leads to technical debt
  - Inattention
  - Not paying attention to pace of technology outside construction
  - Comfort/complacency
  - Resistance to change
- Incredible investments in ConTech
  - Pace inside the industry is quickening
  - Out the industry is but a blur



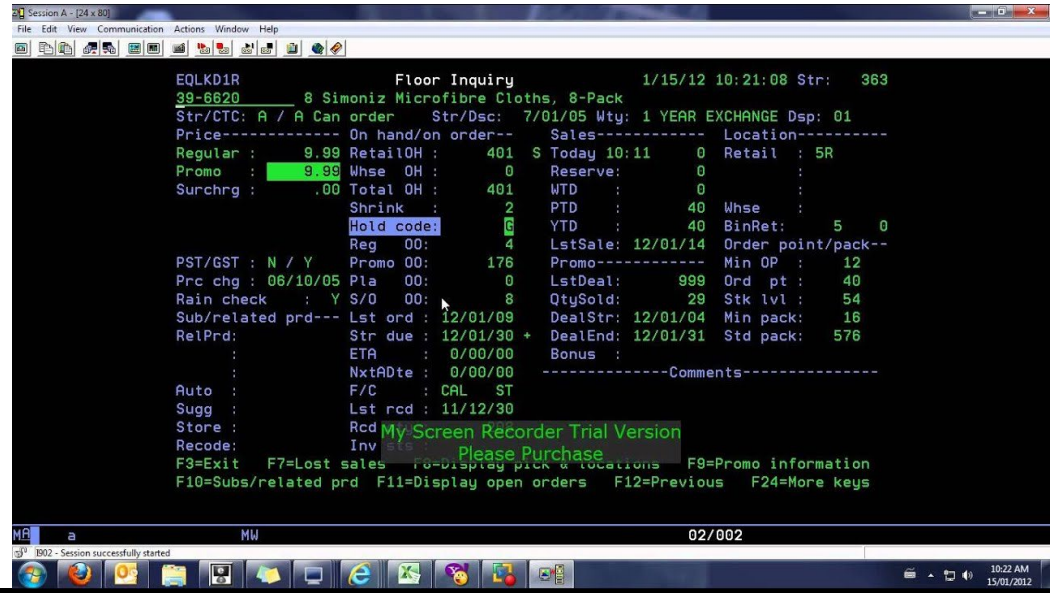
Question

- What has been your personal experience in your firm with technical debt?
- What are some examples of technical debt that you had to stamp-out?
- What brought the cost of technical debt to your attention?
- Has the concept become part of the language around technology? At the C-suite level?

AGC THE CONSTRUCTION ASSOCIATION

Implications of Technical Debt

- Productivity
- User experience
- Cost
  - Older solutions are “inexpensive”
- Image in the marketplace



Question

- Where did your organization see or feel the load from technical debt?
- Was it distracting for IT?

Getting Management's Attention

- Communicating technical debt
  - Cost
  - Risk
  - Scale
  - ROI
  - Toll on personnel
- Sense of urgency

Preparing for the conversation

Question

- Have you been able to get management's attention on this issue?
- How? What are the concepts or terms which resonate with them?

Does poor data quality count as technical debt?

- Integration
- Data and Analytics
- Role of training

Question

- What is your experience today around data in the organization?
- Do you have process owners?
- Data owners?
- Super-users?

Prioritizing

- Cost
- Risk to the organization
- Drag for IT

Case Study:
Custom ERP

Way's of Reducing Technical Debt

- Replacing solutions
- Augmenting solutions
- Remain current on software versions
- Reduce/eliminate custom code
- Infrastructure
- Governance structure
- Monitor direction of primary vendors
  - Stagnate applications
  - Legacy architecture

Enterprise Architecture can also reduce technical debt

Question

- What has been your most effective tool in the fight to reduce technical debt?
- Have you successfully implemented a governance structure around IT and process decision making?
  - Does that afford you the opportunity to eliminate technical debt?
- What obstacles have you run into in your journey?

Avoiding More Technical Debt

- Custom development
- Governance
- Modern applications well deployed
- Enterprise architecture
- Tailoring v Customization
- Build v Buy
- Shadow IT
- Application Fatigue

Question

- Do you have a governance process in place to keep it modern?
- What are some common traps organizations fall into that add to technical debt?

Summary

- Identify it
- Management conversation
- Weight/prioritize it
- Develop mitigation strategies