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- Context

- Mid-sized Norwegian IT-Organization
- No standardized process
- Project for Vegvesenet
 - Mid-Sized Team
 - Full-Time Commitment
 - Scrum-based Process
 - Complex domain

- Method

- PROFES

- Issues

- Poor Flexibility
- Poor Quality of Delivery
- Poor Communication Between Customer & Team

- Goals

- Better Deliveries
 - Increase Communication
- Increased Agility
 - Ability to react to customer needs