

Scrum Day London - Agile Product Delivery in the Age of AI — Creating Flow When the Bottleneck Has Moved

Abstract

AI is transforming product delivery, but not in the way most teams think. Productivity tools are accelerating individuals, while teams struggle to keep pace. Organizations believe they are delivering *with* AI, but are quietly drifting into delivering *through* AI, where the bottleneck is no longer development effort but the quality of human judgment at specification and validation points.

This shift demands more than new tools. It demands a new operating model.

In this session, Dave West, CEO of Scrum.org and primary author of the Agile Product Operating Model (APOM), will explore what agile product delivery looks like when AI is a genuine team member, not just a productivity add-on. Drawing on the AI Fluency Journey Map and real-world adoption patterns, Dave will examine how organizations can redesign around outcomes rather than outputs, build the human capabilities that AI cannot replace, and use Scrum's empirical framework, transparency, inspection, and adaptation as the governance mechanism for AI-augmented teams.

The session will cover:

- Why AI accelerates individuals, but agility still requires teams
- The four modes of AI engagement, and why knowing which one you're in changes everything
- How to redesign your operating model around inspection of outcomes, not management of outputs
- The hidden risk of capability debt, and how to protect the human judgment that creates real value
- Practical steps you can take in the next Sprint

Whether you're navigating early AI adoption or governing autonomous agents, agility isn't becoming less relevant — it's becoming the essential discipline for making AI work at scale.