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ServiceNow – Agile Integration | Bi-Modal IT

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Part I: Introduction

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Agenda

- Introduction
- Agile Readiness Checklist
- Hybrid Considerations
- Best Practices
- Demo

Agile Readiness Checklist

- Identify Product owners
- Set Product owner expectations on time
- Identify Scrum Masters
- Identify Scrum Teams
- Identify pilot projects / products / or initiatives
- Identify pilot scrum teams
- Determine estimation method (hours, days, finocchi, Other)
- Set stakeholder expectations on productivity (it may go down temporarily)

Why Hybrid vs Pure Agile

- Pure Agile
 - Large Application, SAP or HR system
 - Dedicated Teams
 - Consistent funding
- Hybrid Waterfall / Agile
 - Strategic projects
 - Short term initiatives
 - Varying teams
 - Project based funding

Part II: Hybrid Considerations

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Time Tracking

- Are Time Cards Required?
- Capital Expense Tracking?
 - Project level
 - Story Level
 - Scrum Task Level
- Vendor/Consultant time tracking?
- Actuals Vs Estimate Tracking?
 - Time Export to Financials

Progress / Status Reporting

- Progress reporting.
- Another area where we spend time with our clients is creating consistency around progress reporting. It's never a good situation when an executive asks for status and gets one perspective from one tool and a different perspective from another. Decision-makers should be able to make apples-to-apples comparisons across investments—regardless of the method being employed. Some areas that we commonly explore are:
 - Creating some consistency in how % complete is quantified. This can be a function of:
 - The number of user stories that have been accepted or completed
 - The number of story points that have been accepted or completed
 - Another important factor to consider is making sure your “definition of done” is clearly spelled out. For example, when calculating % complete, is it when the user story is “accepted,” “completed,” or in some other state?

Resource management

- Resource Management could drastically change with Agile.
- Set teams by skill
 - Common approaches to Agile call for creating teams who have all of the skills necessary to effectively produce developed and tested features.
- Consistent team
 - One of the benefits of Agile is establishing teams that stay together over long periods of time.
- Agile team remains constant
 - Plan within their capacity
 - Understand labor capacity
- Using the PPM tool to track and manage resources for traditional methods

Tools

- Carefully consider the tool set that will best support you during your transition and beyond—and develop them with effectiveness and adoption in mind.
 - Development teams who love their current Agile tools might not want to abandon them for a new set.
 - Consider integrating these existing tools into your transition—unless you can provide something better.
- Agile method flexibility
- Governance and control
- Cost considerations
- Timesheet integration

Test Management

- Second form of Hybrid projects
- Reusable Test Suites and cases
- Can be added to Projects
- Defect tracking
- Digital Sign off
- Part of ITBM
 - No additional License needed

Part III: Best Practices

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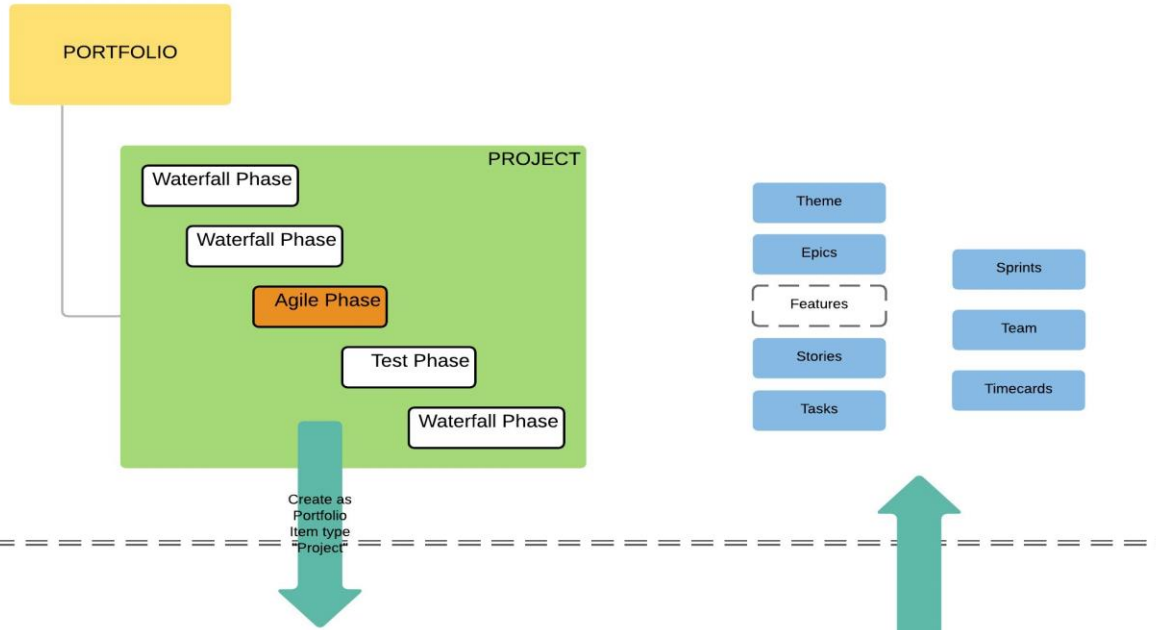
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Common roadblocks and how to avoid them.

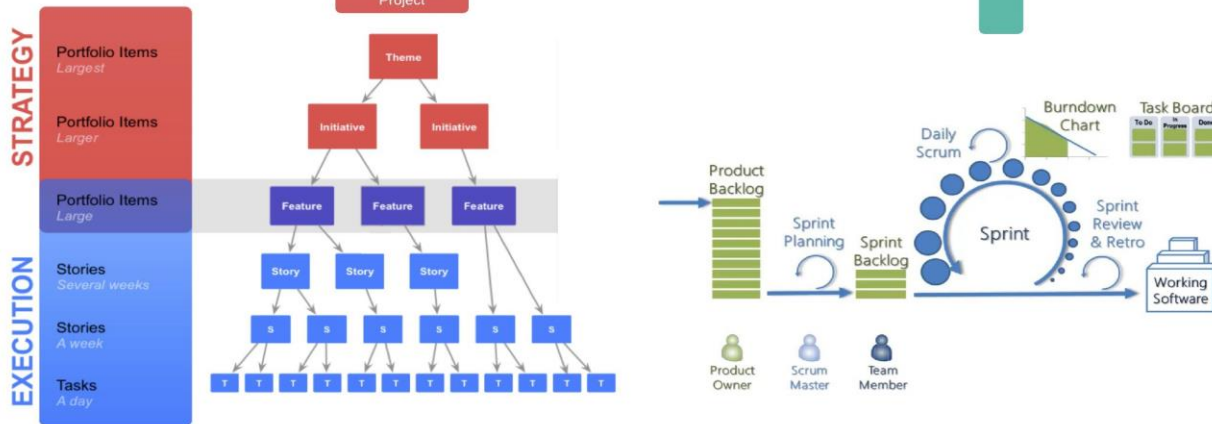
- Resistance to the change
 - If your organization values traditional planning over Agile planning, Agile adoption may suffer.
- Communication expectations
 - If PMO and development teams don't see eye to eye on your transition efforts and expectations. If that's the case, a tool isn't going to fix it. In both situations, you'll need to sit down together and determine the best operating model for your organization.
- Experience
 - Your journey should be led by an individual who has transformation experience and is well versed with Agile—beyond just the Agile team level.
 - Using an external coach helps avoid some reluctance by internal employees or concerns about organizational politics.

Agile integrations

servicenow



- ServiceNow has a full Agile module, most companies aren't using it.
- Plan in ServiceNow, execute externally
- Bring in data (1-1) from your existing Agile solution



Visual Studio Team Foundation Server

RALLY SOFTWARE

VERSIONONE Agile Made Easier

Recommendations

- Change is hard. Especially when it involves transitioning to Agile. But when you begin your journey knowing what to think about and what to watch out for, your journey will be smoother.
- Know where your organization stands on traditional planning vs. Agile planning. Carefully consider the tools you choose—ensuring they're tools your team will adopt. And make sure there's flexibility with how your Agile tools integrate with your PPM tool ecosystem.
- Your transition to Agile will not happen overnight, but your final destination will be a place where your organization not only embraces change but can respond to it quickly.

Part IV: Demo

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Questions?



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