



# TEMENOS

THE BANKING SOFTWARE COMPANY

# Avoka Delivery Model Project Planning & Execution

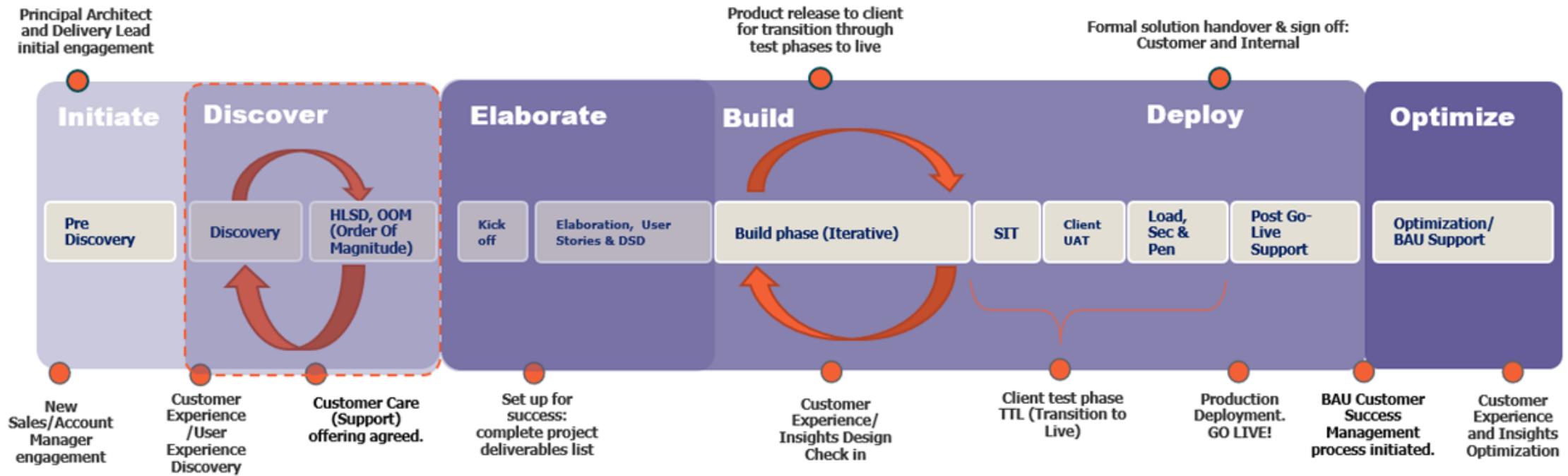


**TEMENOS**

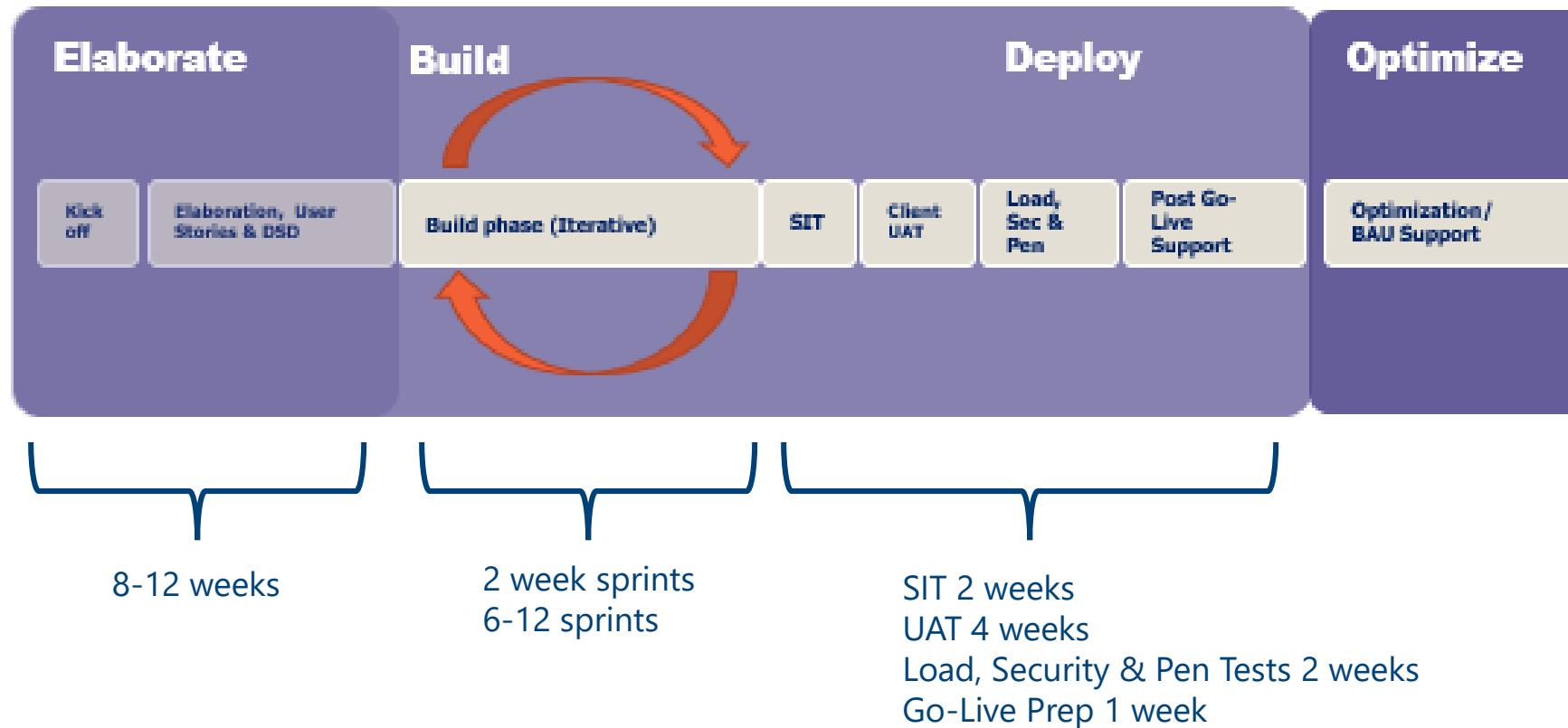


AVOKA IS NOW PART OF TEMENOS

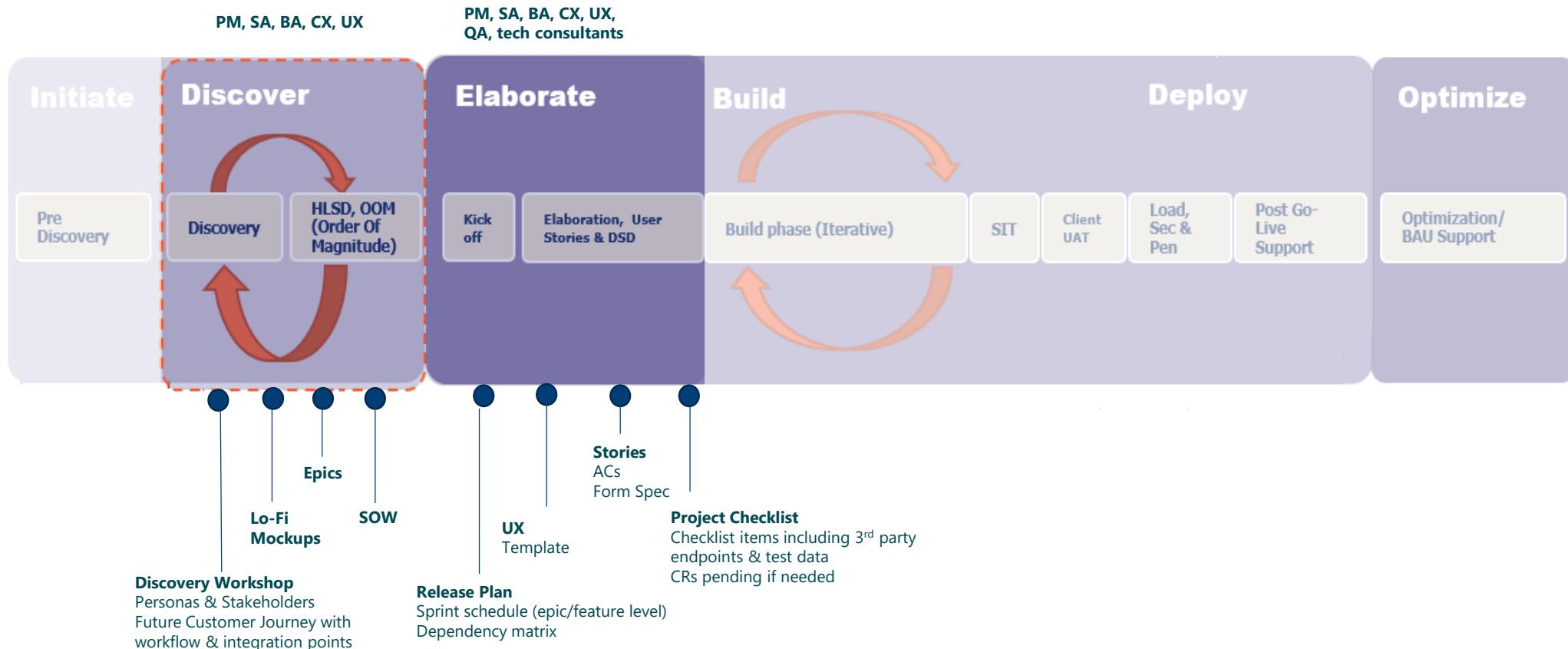
# Avoka Delivery Model



# Example Timeline



# Discovery & Elaboration Phases



# Avoka Client Services Team

## Project Manager

- Has overall responsibility for Avoka Delivery
- Handles client stakeholder and management engagement
- Implements the Avoka delivery model with client
- Initiates and runs regular meetings, writes and sends regular reports
- Manages scope, schedule, and costs per the Statement of Work
- Manage the risks and issues process

## Solution Architect

- Defines Avoka architecture for project scope
- Explains and advises the client on the architecture and how requirements are to be translated into project features and functionality
- Provides support for the Avoka delivery team
- Engages client with an enablement process/plan for client adoption and knowledge transfer

## Business Analyst

- Serves as the Avoka gatekeeper for requirements management
- Assists client Product Owner and Business Analysts to manage and prioritize business requirements (flow diagrams, user stories)
- Provides bridge between client Product Owner and Avoka delivery team
- Manages change request receipt and estimation process
- Contributes to triage process for defect/issue resolution

## Technical & QA Consultants

- Responsible for the technical delivery/quality assurance of specific stories as part of the overall team delivery of the Avoka solution
- Support the progress of Avoka solution through the client's test stages to live

# Additional Avoka Team Members

## Account Manager

- Owns the account relationship and contractual communication
- Works with client to ensure completion of 3rd party contracts
- Manages roadmap for client relationship after Avoka Client Services team has completed project

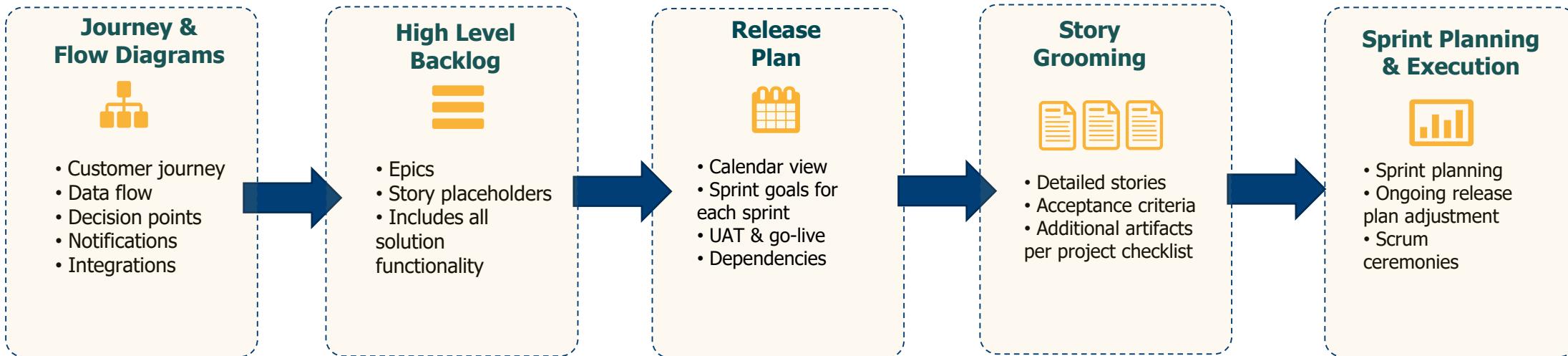
## CX Consultant

- Engage the client on customer experience and hold design workshops
- Review customer experience with delivery team
- Review development work prior to delivery to ensure customer experience expectations are met
- Provide input and guidance on optimization recommendations based on analytics data

## UX Consultant

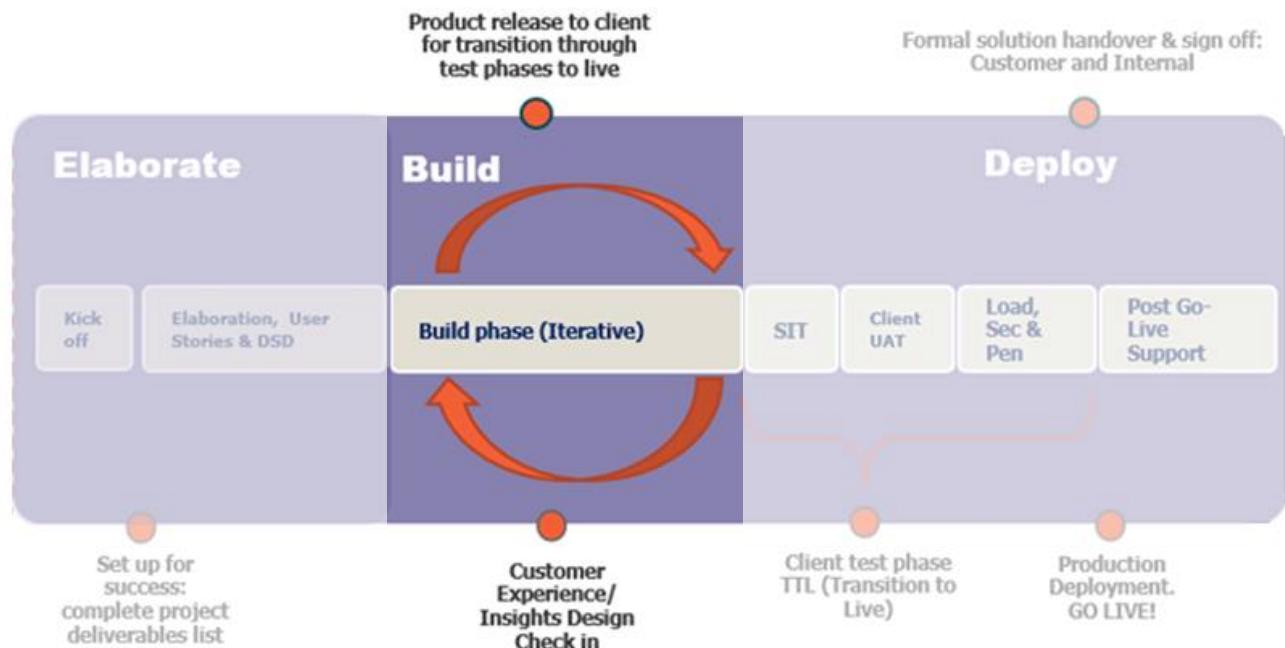
- Ensures that solution complies with client brand standards and style guidelines
- Works with clients to ensure that brand standards and assets are available
- Develops form templates

# Discovery & Elaboration

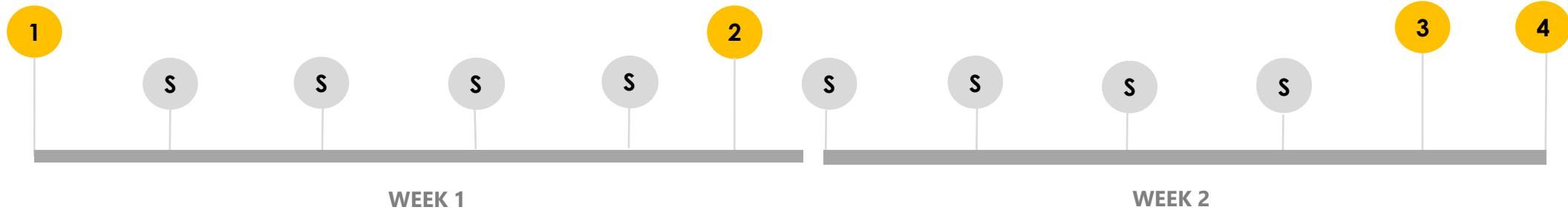


# Build Phase

- Development & testing
- Sprint planning
- Daily standup
- Story grooming
- Sprint demo
- Sprint retrospective



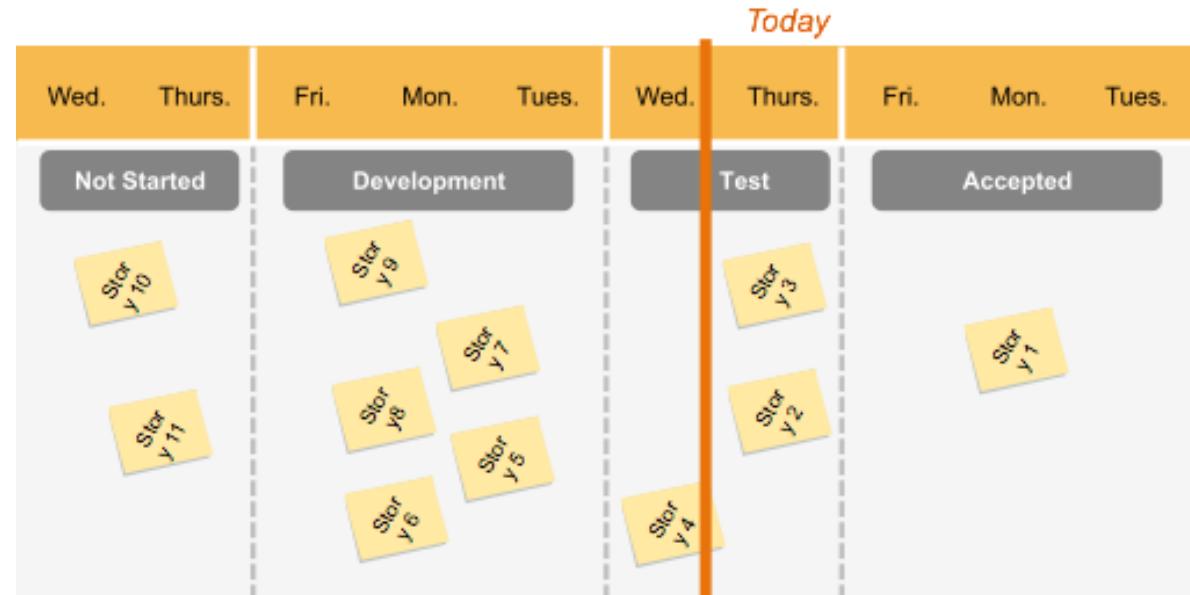
# Scrum Ceremonies



# Definition of Done

Defines the team's common understanding of the criteria that need to be met before a story can be completed.

- Acceptance criteria met
- Code in source control
- Unit/integration tests complete
- Code reviews complete & standards met
- UX/BA review complete (if applicable)
- Functional QA complete in test environment
- No Severity 1 or 2 defects
- Deployed to UAT for client acceptance



**High-performing scrum teams limit work in progress to ensure work gets to done!**

# Sprint Workflow

Ready for Development	In Development	Ready for Review	Ready for Test Development	In Test	Ready for UAT Deployment	In UAT (Done)
<p>Items meet Definition of Ready</p> <p>During sprint planning, items have been committed to be completed by the team</p> <p>Critical or high priority defects blocking committed items can be added during sprint, but scope otherwise frozen after sprint planning</p>	<p>Items are under development</p> <p><b>Optional:</b> separate Blocked column to indicate blocked items</p> <p><b>Assignee:</b> developer</p>	<p>Items have been completed in development environment and meet Definition of Done (including tests)</p> <p>Merge request has been submitted for review</p> <p><b>Assignee:</b> technical lead (for code reviews) or BA (for cosmetic/UX items)</p>	<p>Review has been completed and code is ready for deployment to test environment</p> <p>Test deployments are recommended daily</p> <p>JIRA resolution set on deploy</p> <p><b>Assignee:</b> technical lead</p>	<p>Item has been deployed to test environment and Avoka QA is validating</p> <p>Critical or high defects that block acceptance should fail story back to Ready for Development or (optional) Test Failed column</p> <p>Low and medium priority defects logged to backlog</p> <p><b>Optional:</b> Test Failed column</p> <p><b>Assignee:</b> QA</p>	<p>Code has been accepted by QA and is ready for client to accept when deployed to UAT</p> <p>UAT deployments recommended throughout sprint</p> <p><b>Assignee:</b> technical lead</p>	<p>Within a sprint, "done" means the item is ready for UAT, through a separate workflow and JIRA board</p> <p><b>Assignee:</b> client product owner</p>

# Release Planning

Releases

QUICK FILTERS: Released Unreleased Archived

Version name Start date (optional) Release date (optional) Description (optional)

Version	Status	Progress	Start date	Release date	Description
Release 4	UNRELEASED	No issues			Release 4
Release 3	UNRELEASED	<div style="width: 100%; height: 10px; background-color: #337ab7;"></div>			Release 3
Release 2	UNRELEASED	<div style="width: 100%; height: 10px; background-color: #337ab7;"></div>			Release 2
Release 1	UNRELEASED	<div style="width: 100%; height: 10px; background-color: #e6c000;"></div> <div style="width: 10%; height: 10px; background-color: #337ab7;"></div>			Release 1

Version: Release 1  
68 issues in total

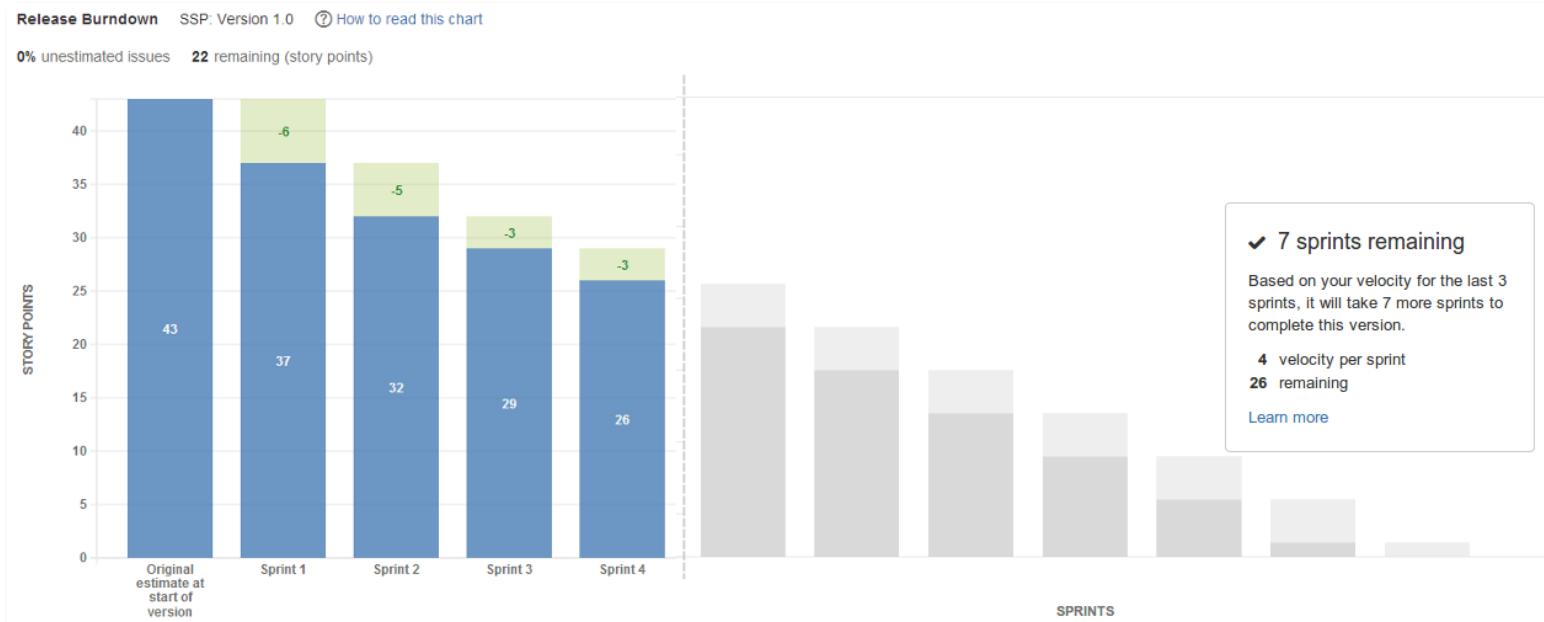
Done: 2  
In Progress: 29  
To Do: 37  
All issues

Management Software (v7.9.2#79002-sha1:3bb15b6)

A release is a logical grouping of functionality (e.g., MVP) that is planned ahead of time and may or may not be a public launch

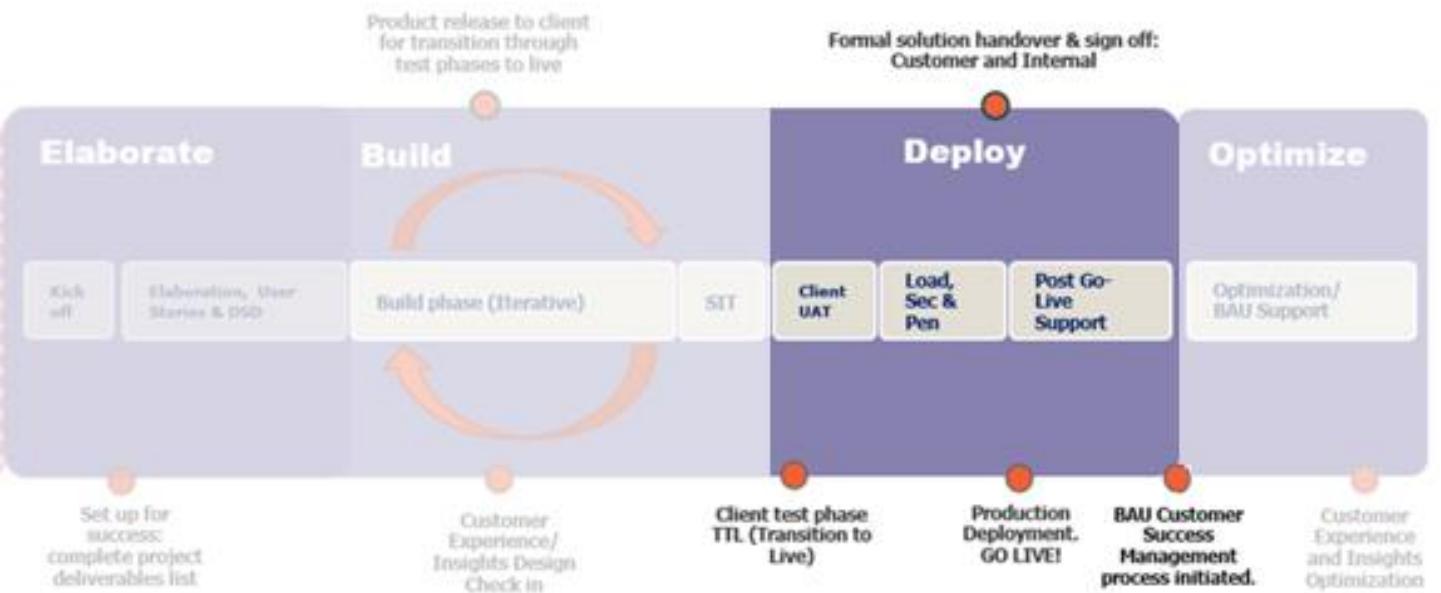
# Release Burndown

- Shows the team's progress towards release objectives
- Release = defined scope that takes multiple sprints to implement
- Requires up front planning to identify and size scope for a release
- Can be an effective way to assess overall project health



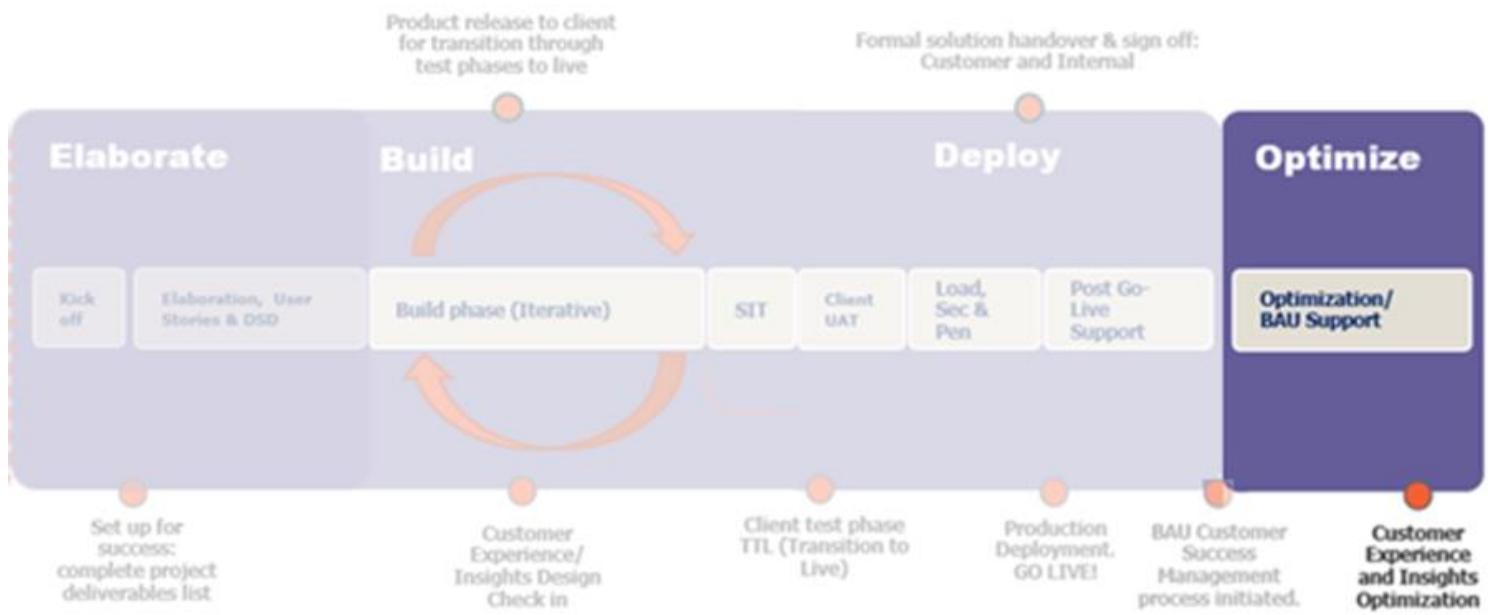
# Deploy Phase

- Deployment to production
- 4-8 weeks
- Final client UAT after build complete
- Load, security & penetration testing by client
- Production deployment & end-to-end prod testing by client
- Avoka support handoff meeting



# Optimize Phase

- Avoka platform support
- Ongoing optimization of solution based on production analytics (Insights) data
- Platform upgrades (recommended 1x year)
- 3rd party upgrades (as needed)



# Thank You

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