1) Answer the following questions based on your understanding in not more than 10 sentences

a. Identify from the observations, where all would you think Service Inc did not meet the intent of the Agile Manifesto (any 10)

Ans.) i) Service Inc is now a go-to vendor for sectors such as web-based IT applications, manufacturing, e-commerce, banking, information security etc. and has the ability to execute turnkey projects in each of these sectors apart from providing billable engineering resources
[Individuals and Interactions over Process and Tools]
ii) Service Inc in the last 5 years has been able to set up multiple engineering centres with many international software product companies, with whom they already had an existing IT services relationship. The engagements with these relationships, so far have been limited to customer support, sustaining discontinued products, or near end of life or planned to be discontinued EOL products in which these product companies do not want to continue devoting their critical engineering resources on.
[Customer Collaboration over Contract Negotiation]
iii) These product companies were paying Service Inc higher billing rates than the pure IT services sector, but not the premium pricing commanded by product engineering of growing products. This was not what Service Inc management aimed for. The new SVP in charge of product engineering services has been set a goal, by the CEO of Service Inc during their annual target setting meeting, to increase the engineering services revenue by 25% and margin by 40% in the next 3 years.
[Responding to Change over Following a Plan]
iv) Service Inc's interest now is to avoid the transfer of these centres, and to move up its relationships with Product Inc as a partner in product roadmap execution.
[Customer Collaboration over Contract Negotiation]
v) Service Inc operates on building air tight requirement, tends to freeze it before committing their resources, have trained project managers focusing on coordination, have skilled program managers concentrating on rigorous change management, builds extensive documentations with super elaborate processes and these are helpful in billing clarity for both and preventing revenue leakage for Service Inc.
[Working Software over Comprehensive Documentation]
vi) hierarchy and bueracratic
vii)no demos

viii)no frequent delivery of working frequently
ix) within a period of change , more changes
x) they targeted high margin value at one step

2)
   1. No customer feedback
   2.

3) 1. Positive : frequent sprint are necessary for appropriate action and less time consuming than detailed documentation . frequent updation is possible . Clear picture about the progress and issues .
2 .