

Talking ITIL for Agile Folks (learning Standard Change)

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Talk the Right Language!

- Stop Fighting, they are just requirements!
- They have a big book that defines their language, but that is because it is complicated.



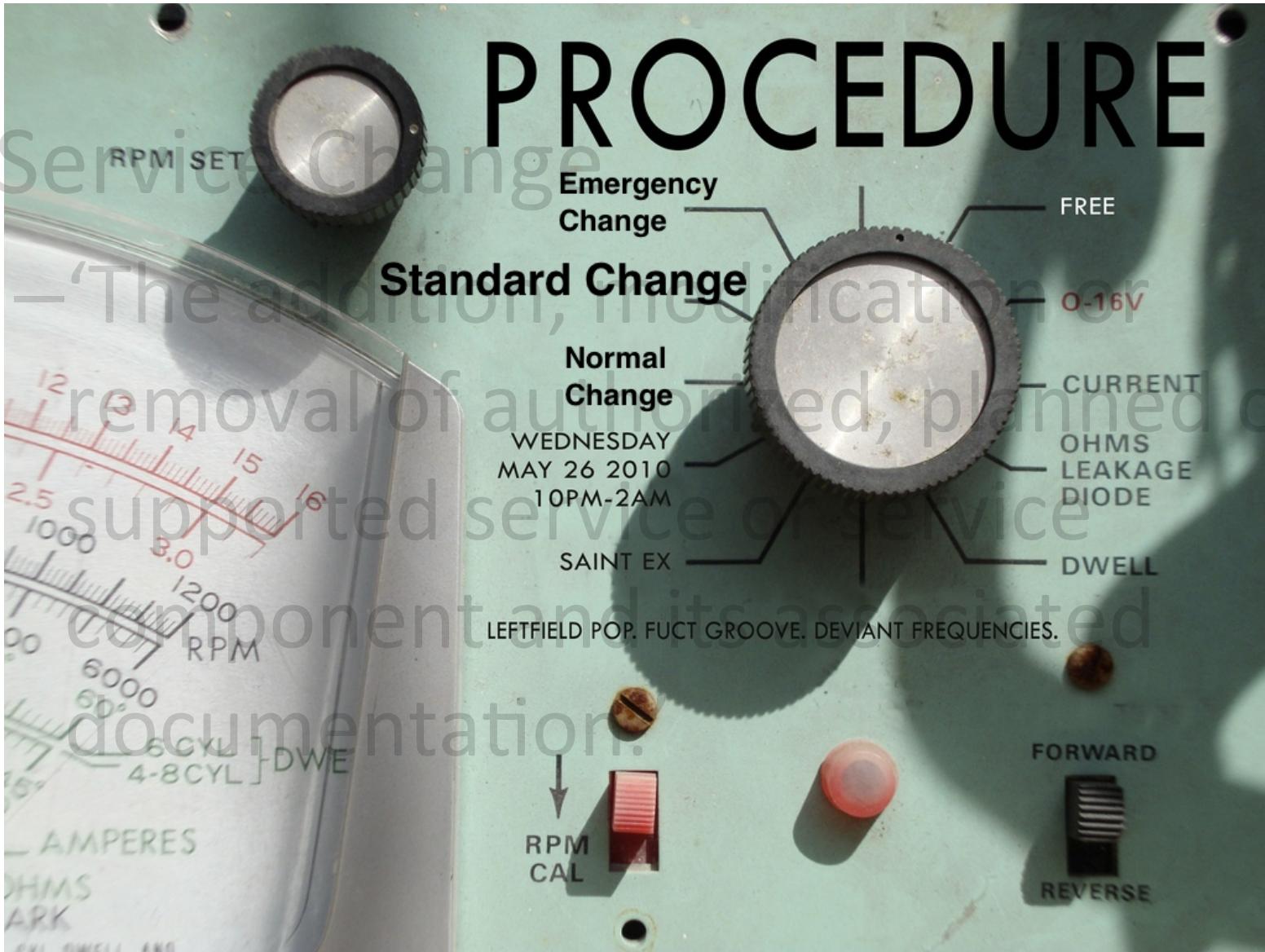
Talk the Right Language!

- Kaizen == CSI
- CI != CI



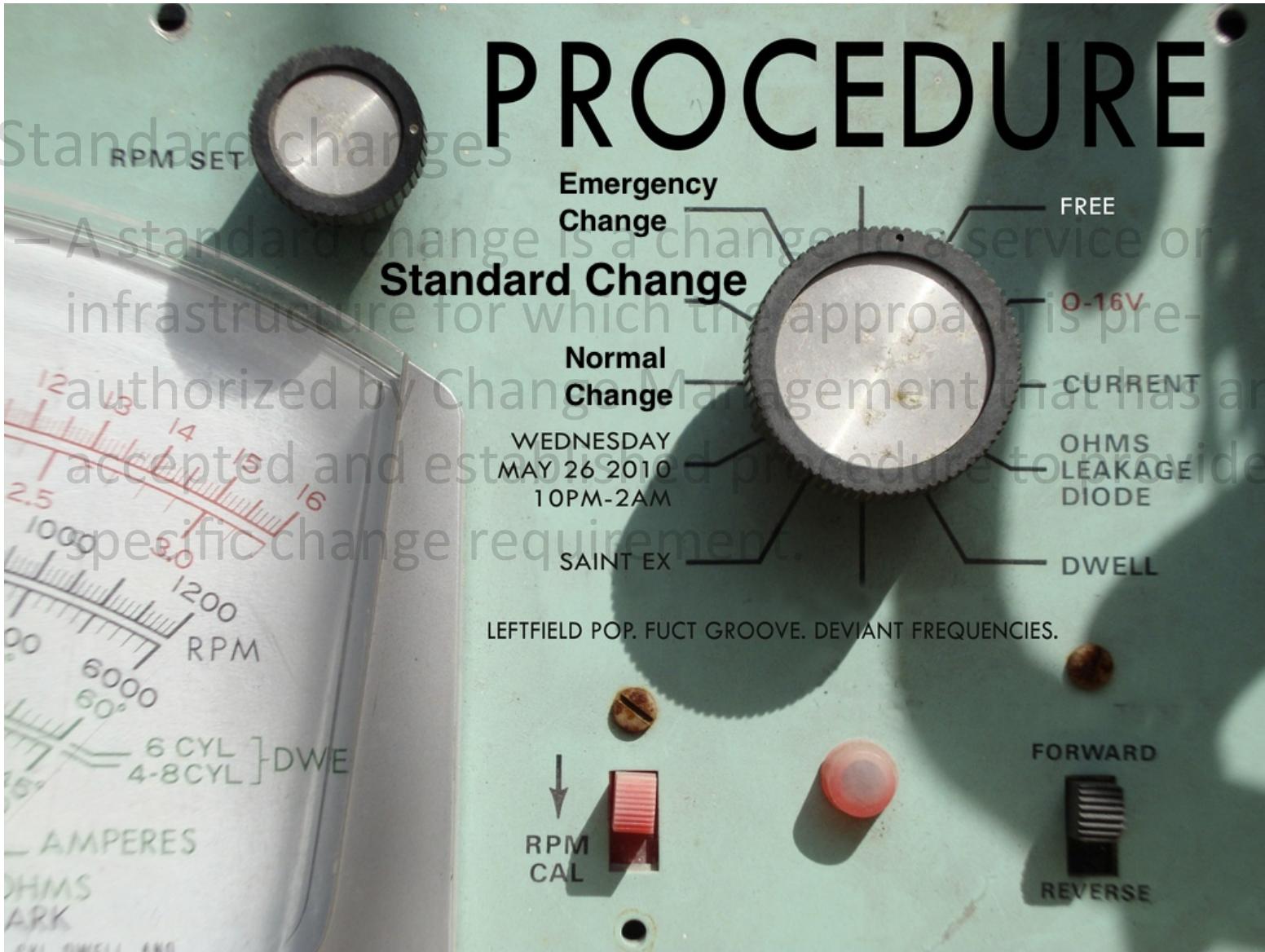
Standard Change

- Service Change
 - ‘The addition, modification or removal of authorized, planned or supported service or service component and its associated documentation.



Standard Change

- Standard changes
 - A standard change is a change to a service or infrastructure for which the approach is pre-authorized by Change Management that has an accepted and established procedure to provide a specific change requirement.



Standard Change

- Standard changes, there are some simple requirements that I am going to translate into user-stories for you.



There is a defined trigger to initiate the RFC



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The tasks are well known, documented and proven



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Authority is effectively given in advance

- As a product owner I want a document that defines who is accountable for the service registered with the change board so that there is no question of who has the ultimate authority for this product.



Authority is effectively given in advance

- As a product owner I want a document that shows that my release processes meet my company's process, legal, and/or other restrictions so that there can be no question or delays about doing business with us and getting the code out.



Budgetary approval will typically be preordained or within the control of the change requester

- As a product owner I want tools to allow me to monitor the resource use or cost of my releases so that I can keep my company's budget predictable.



The risk is usually low, and always well understood

- As small risks have and fix



The risk is usually low, and always well understood

- As children grow up, they take more risks at home, at school, and in their free time. This is because they are learning to make the right choices.



The risk is usually low, and always well understood

- As a society we have worked out that the best way to help children learn to ride a bicycle is to let them do it before they are ready...



What about WHEN it goes wrong?

- Your penalty for poor testing is bureaucracy, you lose your standard change when it causes your user a poor experience



What about WHEN it goes wrong?

- Your answer is that you will create a new test and integrate it all the way through your integration pipeline so you never make the same mistake twice and every build learns to love your releases!



Compliance & Agile as Friends!

