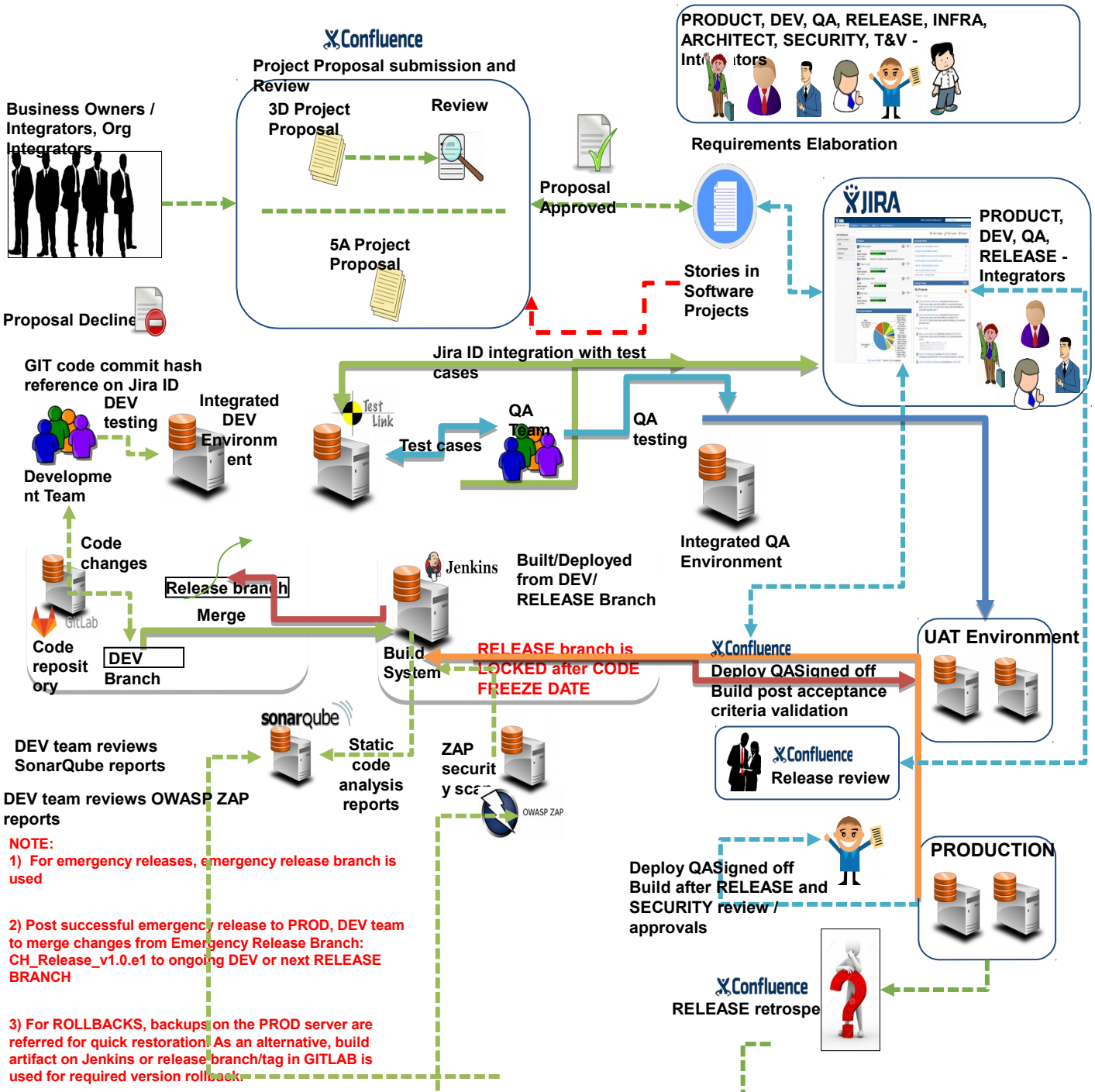



CallHealth™
Everything about health

Agile & Scrum Basics

Agenda

- CallHealth Project Workflow
- Agile
  - 7 Principles of Agile
  - Agile Methodologies
    - DSDM
    - FDD
    - Scrum
      - Definition & Uses of Scrum
      - Scrum Framework
      - Scrum Events
      - Scrum Artifacts
      - Scrum Team

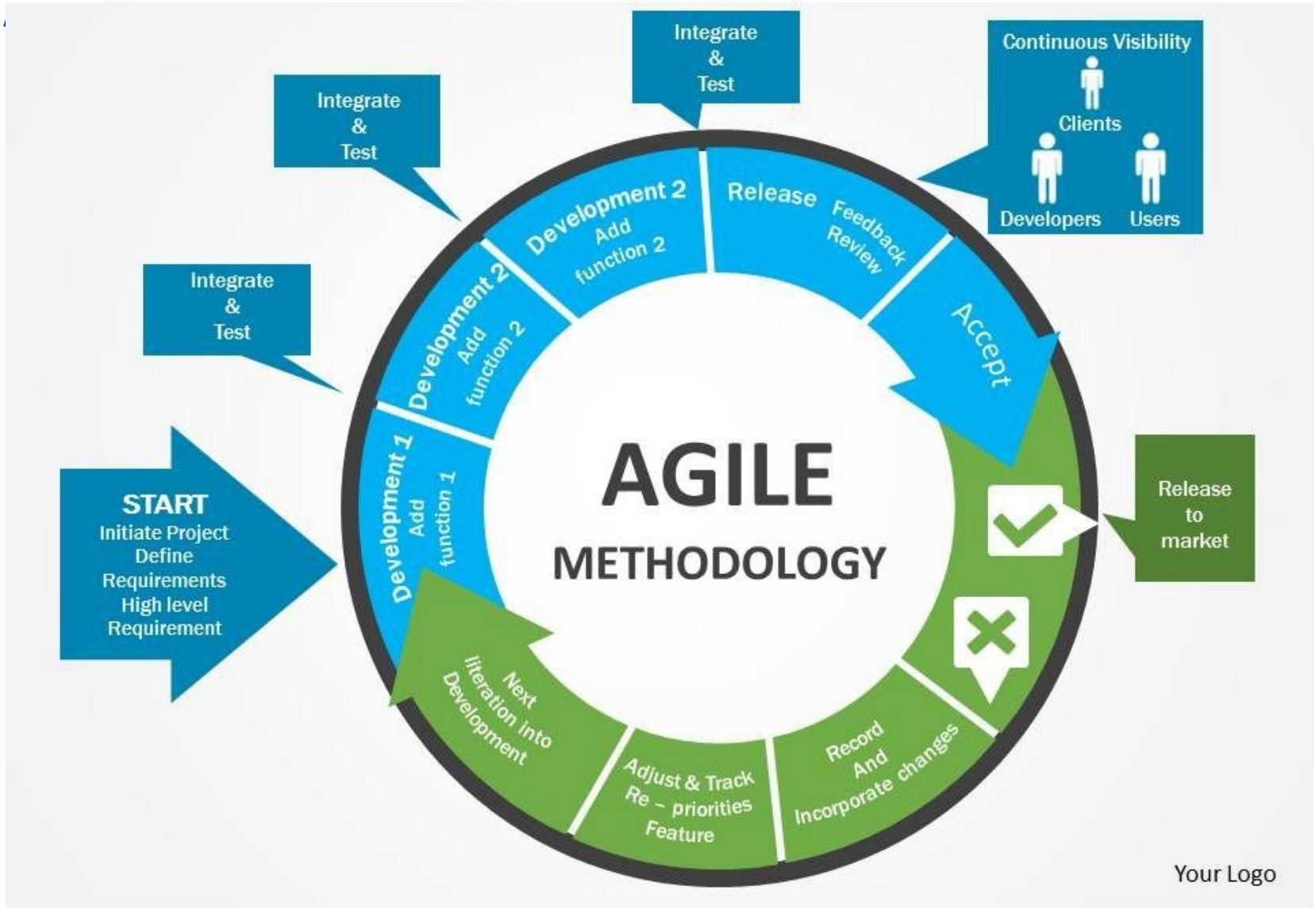

Confluence
Project Proposal submission and Review
3D Project Proposal
Review
5A Project Proposal
Business Owners / Integrators, Org Integrators
Proposal Declined
PRODUCT, DEV, QA, RELEASE, INFRA, ARCHITECT, SECURITY, T&V - Integrators
Proposal Approved
Requirements Elaboration
JIRA
PRODUCT, DEV, QA, RELEASE - Integrators
Stories in Software Projects
Jira ID integration with test cases
GIT code commit hash reference on Jira ID
DEV testing
Integrated DEV Environment
Development Team
Test Link
Test cases
QA Team
QA testing
Integrated QA Environment
Code changes
Release branch
Merge
Code repository
DEV Branch
Jenkins
Built/Deployed from DEV/ RELEASE Branch
Build System
RELEASE branch is LOCKED after CODE FREEZE DATE
Confluence
Deploy QASigned off Build post acceptance criteria validation
UAT Environment
Confluence
Release review
sonarqube
Static code analysis reports
DEV team reviews SonarQube reports
ZAP security scan
OWASP ZAP
DEV team reviews OWASP ZAP reports
NOTE:
1) For emergency releases, emergency release branch is used
2) Post successful emergency release to PROD, DEV team to merge changes from Emergency Release Branch: CH_Release_v1.0.e1 to ongoing DEV or next RELEASE BRANCH
3) For ROLLBACKS, backups on the PROD server are referred for quick restoration. As an alternative, build artifact on Jenkins or release branch/tag in GITLAB is used for required version rollback.
Deploy QASigned off Build after RELEASE and SECURITY review / approvals
PRODUCTION
Confluence
RELEASE retrospe

Agile

What is Agile ?

- the most common descriptions of Agile, for example:
- Agile is a set of values and principles (Agile Manifesto)
- Agile is a way of developing software that reminds us that although computers run the code, it's people who create and maintain it (The Agile Samurai).
- Agile is the courage to be honest enough to admit that building software is complex and it can't be perfectly planned since requirements change.

Agile Methodology Business Process



7 principles describe what Agile is all about

Delighting Clients (Focus work on delighting the client)

- It all begins by getting the goal right: the purpose of work is to delight clients, not merely to produce goods or services or make money for shareholders.
- Once the goal becomes making money for the company, then people start thinking about making money for themselves, and collaboration and creativity tend to fall by the wayside.
- The key to an enduring future is to have a customer who is willing to buy goods and services both today and tomorrow. It's not about a transaction: it's about forging a relationship.

Self-Organizing Teams (Do work through self-organizing teams)

- When we work together with people who have different interpretations, perspectives,ways of solving problems, we are often able to solve problems that we wouldn't be able to solve alone.
- A complex problem, is best solved by a diverse group of people that is given responsibility for solving the problem, self-organizes, and works together to solve it."

7 principles describe what Agile is all about

Client-Driven Iterations (Do work in client-driven iterations)

- Client-driven iterations improve productivity for the organization by focusing work on the elements that really add value and eliminating work that doesn't add value.
- They also eliminate unproductive planning time and reduce risk by providing management not with unreliable progress reports, but with evidence of whether actual progress is made

Delivering Value to Clients in Each Iteration

- The Key to success is delivering value to clients at the end of each iteration.
- A small thing delivered sooner can delight more than a big thing delivered later.
- The primary focus is on performing at a level of quality that delights clients and then provides that sooner

Radical Transparency (Be totally open about impediments to improvement)

- Achieving the complex goal of client delight requires total openness about any impediments to the work: everyone levels with everyone else.

7 principles describe what Agile is all about

- Radical Management accepts the inevitability of failure and puts arrangements in place to learn rapidly from failure and so progress toward success.

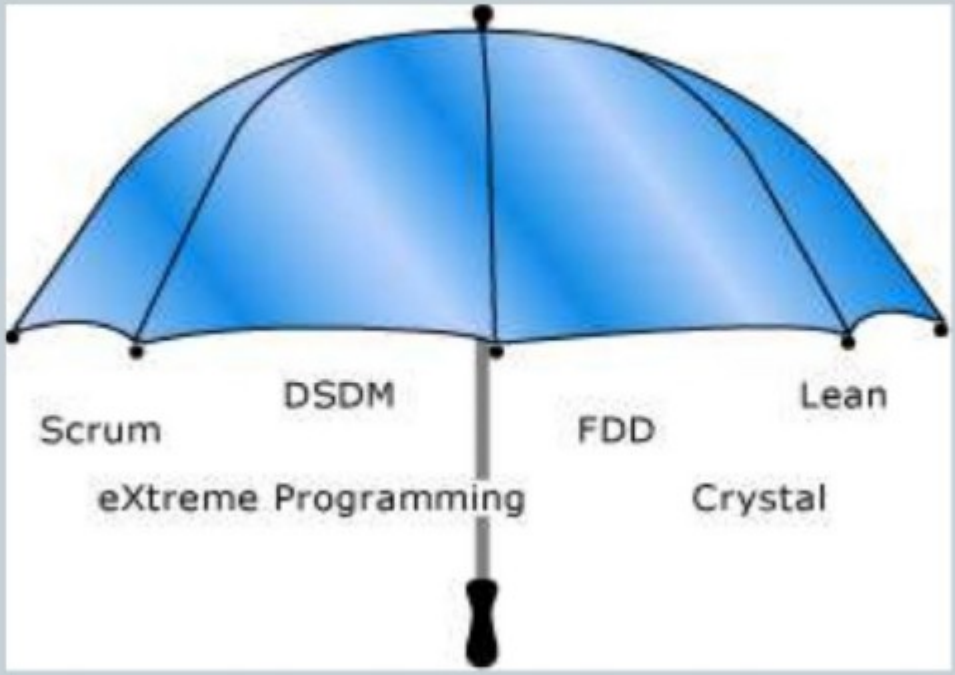
Continuous Self-Improvement (Create a context for continuous self-improvement by the team)

- Continuous self-improvement is a deeply rooted set of values and attitudes focused on fixing problems as soon as they occur.
- Continuous self-improvement is a top management responsibility.

Interactive Communication (Interactively share stories, questions, conversations)

- The modern organization cannot be an organization of 'boss' and 'subordinate': it must be organized as a team of associates. - Peter Drucker (the founder of modern management)
- Traditional managers speak to employees as employees, and power is the currency of communication.
- "The Radical Manager communicates as one human being to another. Hierarchy is present but in the background."

Agile Methodologies



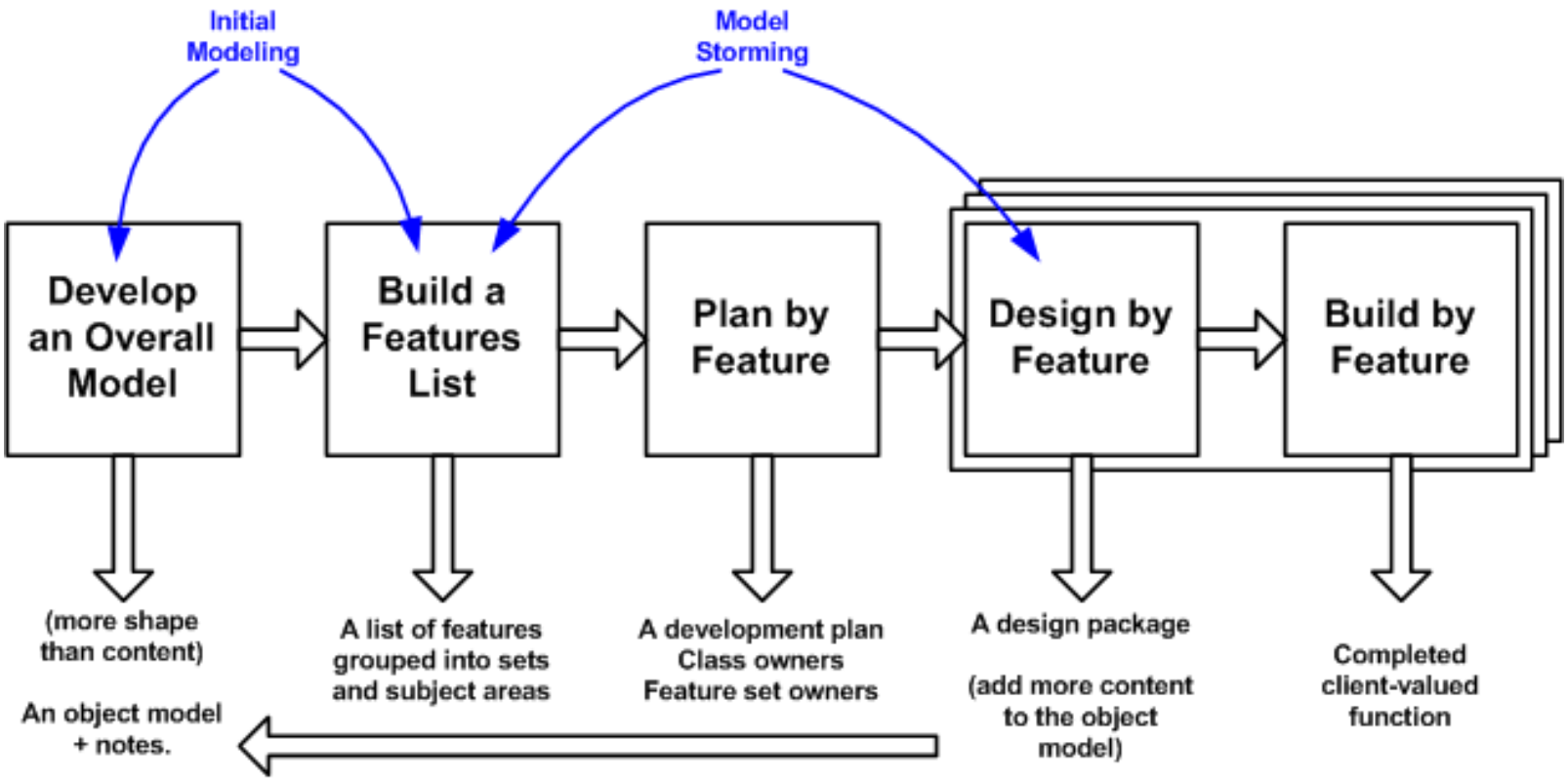
DSDM – Dynamic System Development Method

DSDM is an Agile method that focuses on the full project lifecycle. It was created in 1994, after project managers using RAD (Rapid Application Development) sought more governance and discipline to this new iterative way of working

The eight Principles of DSDM:

- Focus on the business need
- Deliver on time
- Collaborate
- Never compromise quality
- Build incrementally from firm foundations
- Develop iteratively
- Communicate continuously and clearly
- Demonstrate control

FDD – Feature Driven Development



FDD – Feature Driven Development

Feature-Driven Development (FDD) is a client-centric, architecture-centric, and pragmatic software process.

- A feature is a small, client-valued function expressed in the form <action><result><object>. For example, "Calculate the total of a sale", "Validate the password of a user".
- Features are to FDD as use cases are to the Rational Unified Process (RUP) and user stories are to Scrum.

FDD's five steps are supported by several practices:

- Domain object modeling, the creation of a high-level class diagram and supporting artifacts that describes the problem domain.
- Developing by feature and individual class ownership are also good practices, as is having developers work together in feature teams.
- Inspections are an important aspect of FDD.
- FDD also insists on regular builds, similar to XP, and configuration management.
- Finally, FDD promotes a best practice called reporting/visibility of results, similar to XP and AM's philosophy of open and honest communication.

Scrum

Definition of Scrum:

- A framework within which people can address complex adaptive problems, while productively and creatively delivering products of the highest possible value.
- Scrum is a process framework that has been used to manage work on complex products since the early 1990s.
- Scrum is not a process, technique, or definitive method.
- Rather, it is a framework within which you can employ various processes and techniques.

Uses of Scrum:

Starting in the early 1990s, Scrum has been used extensively, worldwide, to:

- Research and identify viable markets, technologies, and product capabilities;
- Develop products and enhancements;

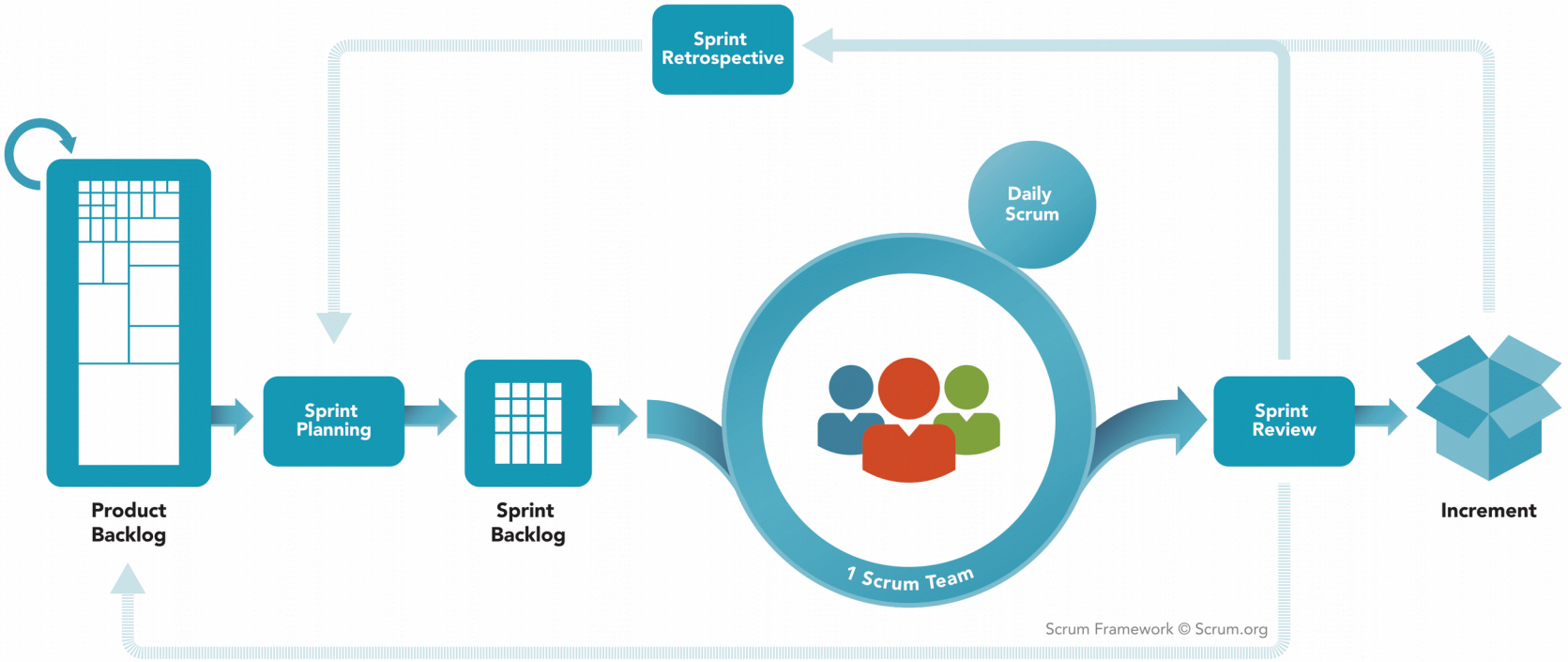
Scrum

- Release products and enhancements, as frequently as many times per day;
- Develop and sustain Cloud(online,secure,on-demand) & other operational environments for product use
- Sustain and renew products.

Scrum Theory:

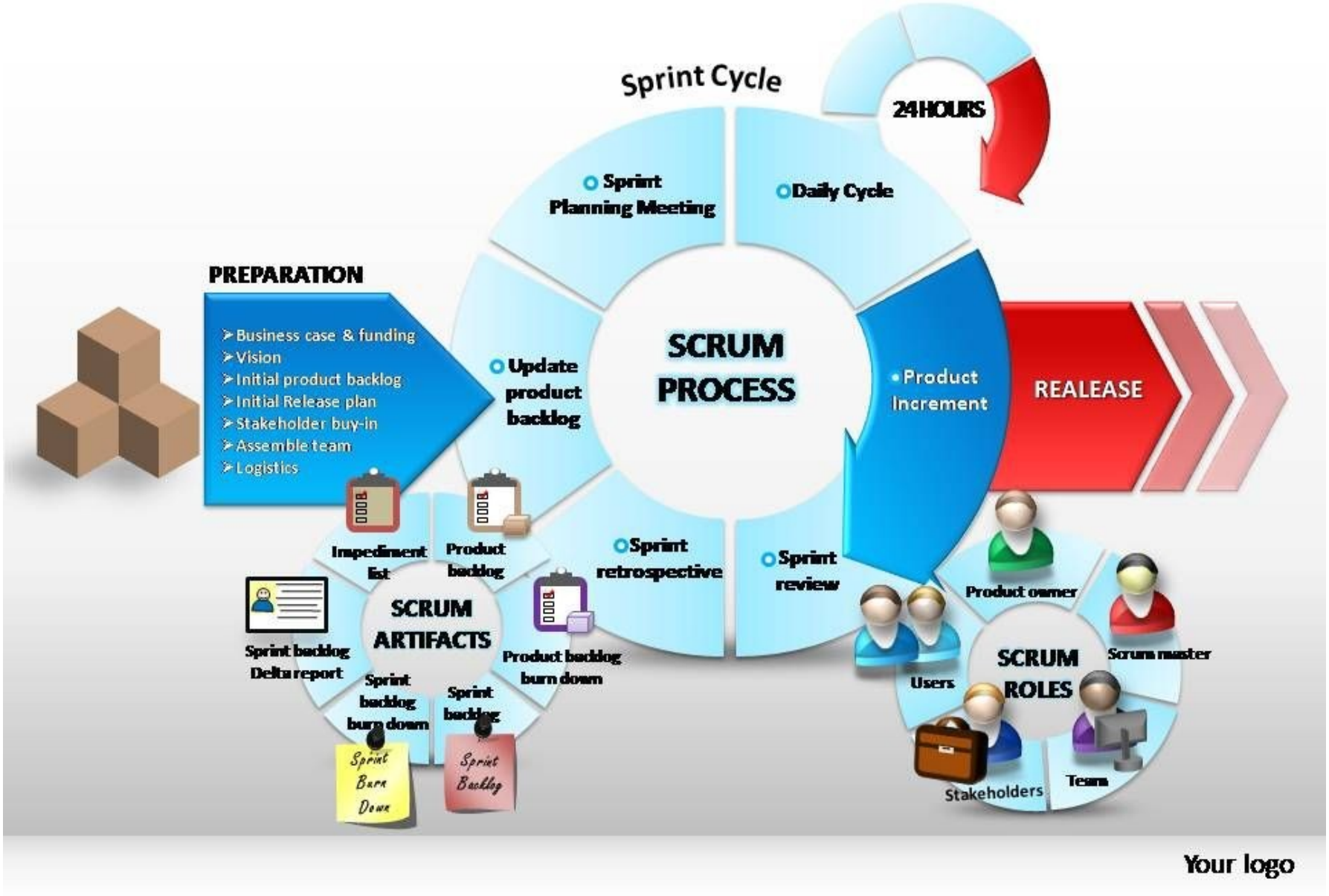
- Scrum is founded on empirical process control theory, or empiricism. Empiricism asserts that knowledge comes from experience and making decisions based on what is known.
- Scrum employs an iterative, incremental approach to optimize predictability and control risk.
- Three pillars uphold every implementation of empirical process control: transparency, inspection, and adaptation.

SCRUM FRAMEWORK

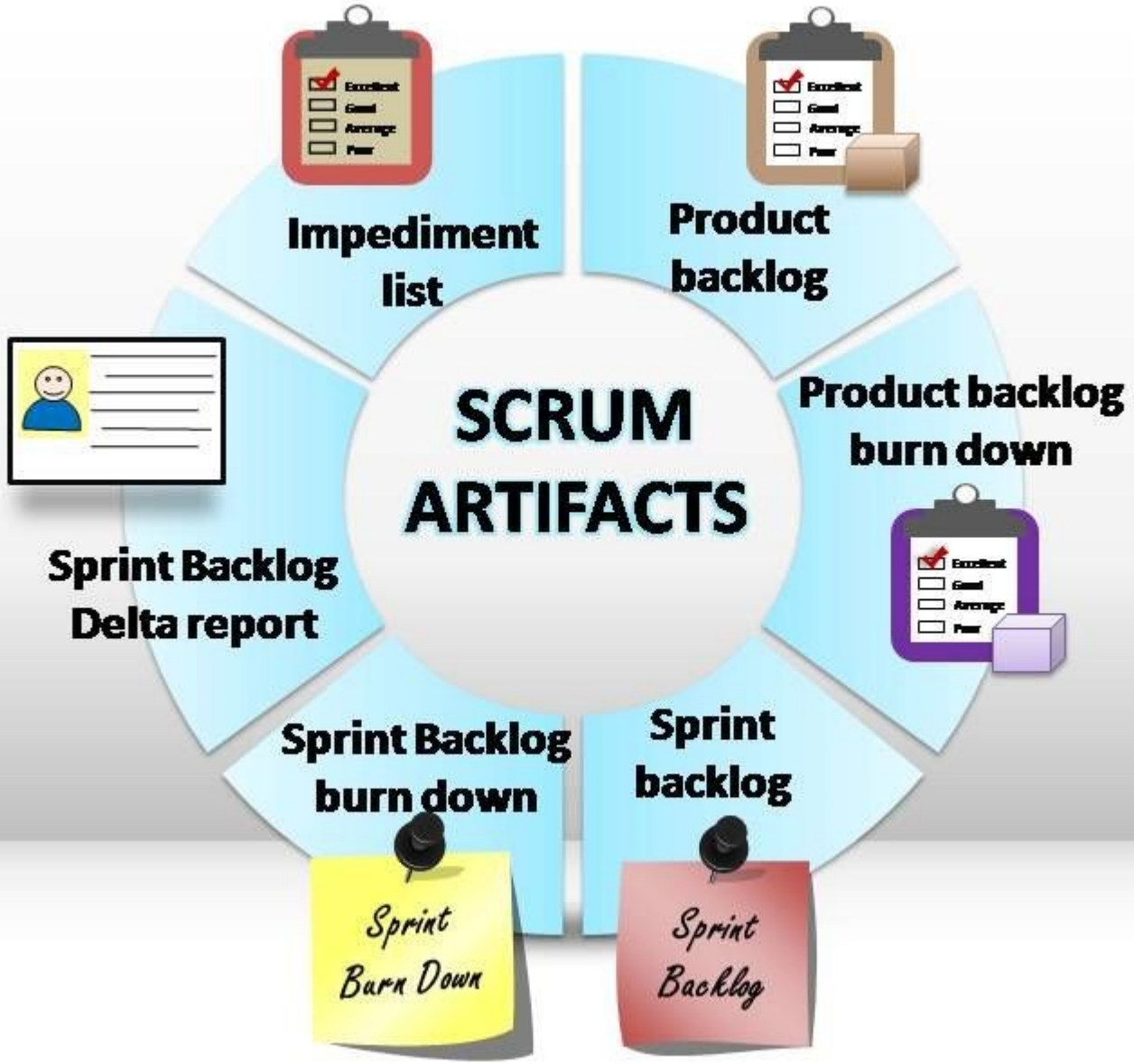


Scrum.org

SCRUM PROCESS



SCRUM ARTIFACTS



Scrum Artifacts

Product Backlog:

- The Product Backlog is an ordered list of everything that is known to be needed in the product.
- It is the single source of requirements for any changes to be made to the product.
- The Product Owner is responsible for the Product Backlog, including its content, availability, and ordering.
- The Product Backlog is dynamic; it constantly changes to identify what the product needs to be appropriate, competitive, and useful. If a product exists, its Product Backlog also exists.
- The Product Backlog lists all features, functions, requirements, enhancements, and fixes that constitute the changes to be made to the product in future releases.
- Product Backlog items have the attributes of a description, order, estimate, and value.

Scrum Artifacts

Sprint Backlog:

- The Sprint Backlog is the set of Product Backlog items selected for the Sprint, plus a plan for delivering the product Increment and realizing the Sprint Goal.
- The Sprint Backlog is a forecast by the Development Team about what functionality will be in the next Increment and the work needed to deliver that functionality into a "Done" Increment.
- To ensure continuous improvement, it includes at least one high priority process improvement identified in the previous Retrospective meeting.

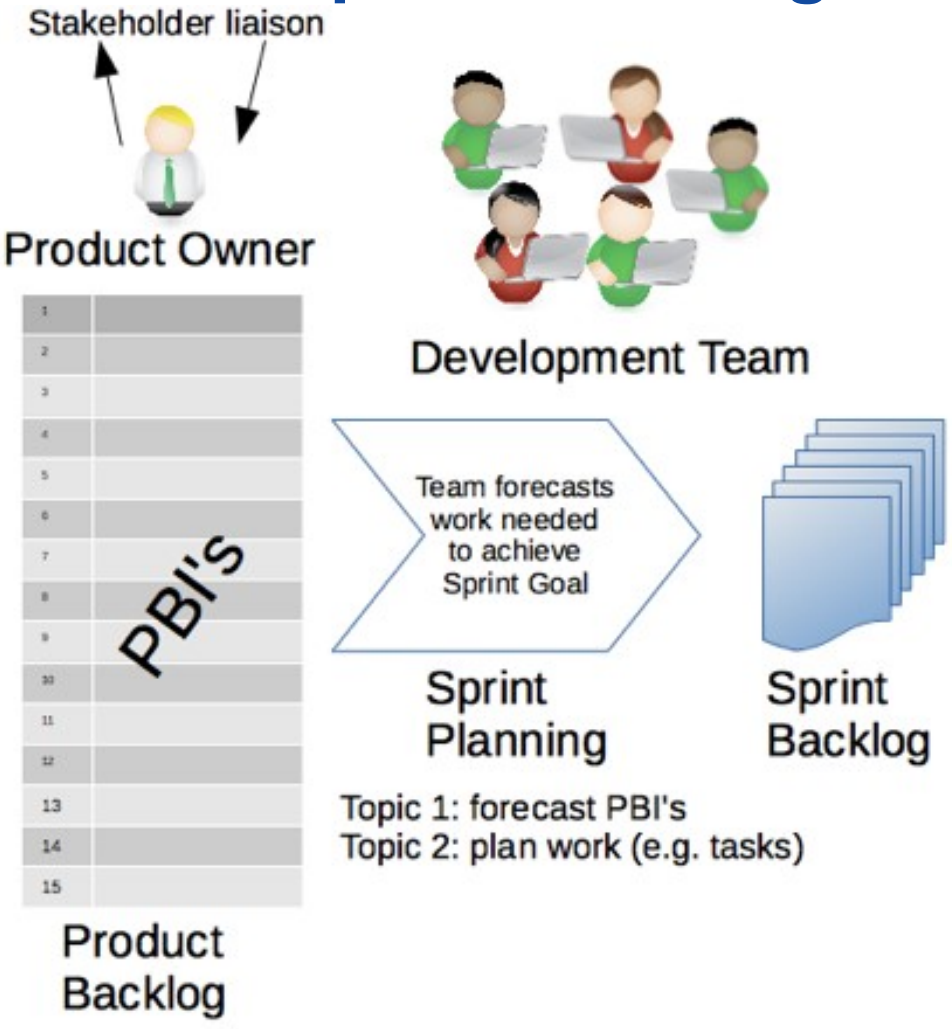
Increment:

- The Increment is the sum of all the Product Backlog items completed during a Sprint and the value of the increments of all previous Sprints.
- At the end of a Sprint, the new Increment must be "Done," which means it must be in useable condition and meet the Scrum Team's definition of "Done".
- The increment must be in useable condition regardless of whether the Product Owner decides to release it.

SCRUM PROCESS

Your logo

Scrum Events - Sprint Planning



Scrum Events – Sprint Planning

Sprint Planning:

- The work to be performed in the Sprint is planned at the Sprint Planning. This plan is created by the collaborative work of the entire Scrum Team.
- Sprint Planning is time-boxed to a maximum of eight hours for a one-month Sprint. For shorter Sprints, the event is usually shorter.
- The Scrum Master ensures that the event takes place and that attendants understand its purpose. The Scrum Master teaches the Scrum Team to keep it within the time-box.
- **Sprint Planning answers the following:**
  - What can be delivered in the Increment resulting from the upcoming Sprint?
  - How will the work needed to deliver the Increment be achieved?

Sprint Goal:

- The Sprint Goal is an objective set for the Sprint that can be met through the implementation of Product Backlog.
- It provides guidance to the Development Team on why it is building the Increment. It is created during the Sprint Planning meeting.

Scrum Events – Daily Scrum

Daily Scrum:

- The Daily Scrum is a 15-minute time-boxed event for the Development Team. The Daily Scrum is held every day of the Sprint.
- At it, the Development Team plans work for the next 24 hours.
- The Daily Scrum is held at the same time and place each day.
- The Development Team uses the Daily Scrum to inspect progress toward the Sprint Goal and to inspect how progress is trending toward completing the work in the Sprint Backlog.
- The Daily Scrum is an internal meeting for the Development Team.

Here is an example of what might be used for Daily Scrum Meeting:

- What did I do yesterday that helped the Development Team meet the Sprint Goal?
- What will I do today to help the Development Team meet the Sprint Goal?
- Do I see any impediment that prevents me or the Development Team from meeting the Sprint Goal?

Scrum Events – Sprint Review

Sprint Review:

- A Sprint Review is held at the end of the Sprint to inspect the Increment and adapt the Product Backlog if needed.
- During the Sprint Review, the Scrum Team and stakeholders collaborate about what was done in the Sprint.
- Based on that and any changes to the Product Backlog during the Sprint, attendees collaborate on the next things that could be done to optimize value.
- This is at mostly a four-hour meeting for one-month Sprints. For shorter Sprints, the event is usually shorter.

The Sprint Review includes the following elements:

- Attendees include the Scrum Team and key stakeholders invited by the Product Owner;
- The Product Owner explains what Product Backlog items have been "Done" and what has not been "Done";

Scrum Events – Sprint Review

- The Development Team discusses what went well during the Sprint, what problems it ran into, and how those problems were solved;
- The Development Team demonstrates the work that it has "Done" and answers questions about the Increment;
- The Product Owner discusses the Product Backlog as it stands. He or she projects likely target and delivery dates based on progress to date (if needed);
- The entire group collaborates on what to do next, so that the Sprint Review provides valuable input to subsequent Sprint Planning;
- Review of how the marketplace or potential use of the product might have changed what is the most valuable thing to do next; and,
- Review of the timeline, budget, potential capabilities, and marketplace for the next anticipated releases of functionality or capability of the product.

Scrum Events – Sprint Retrospective

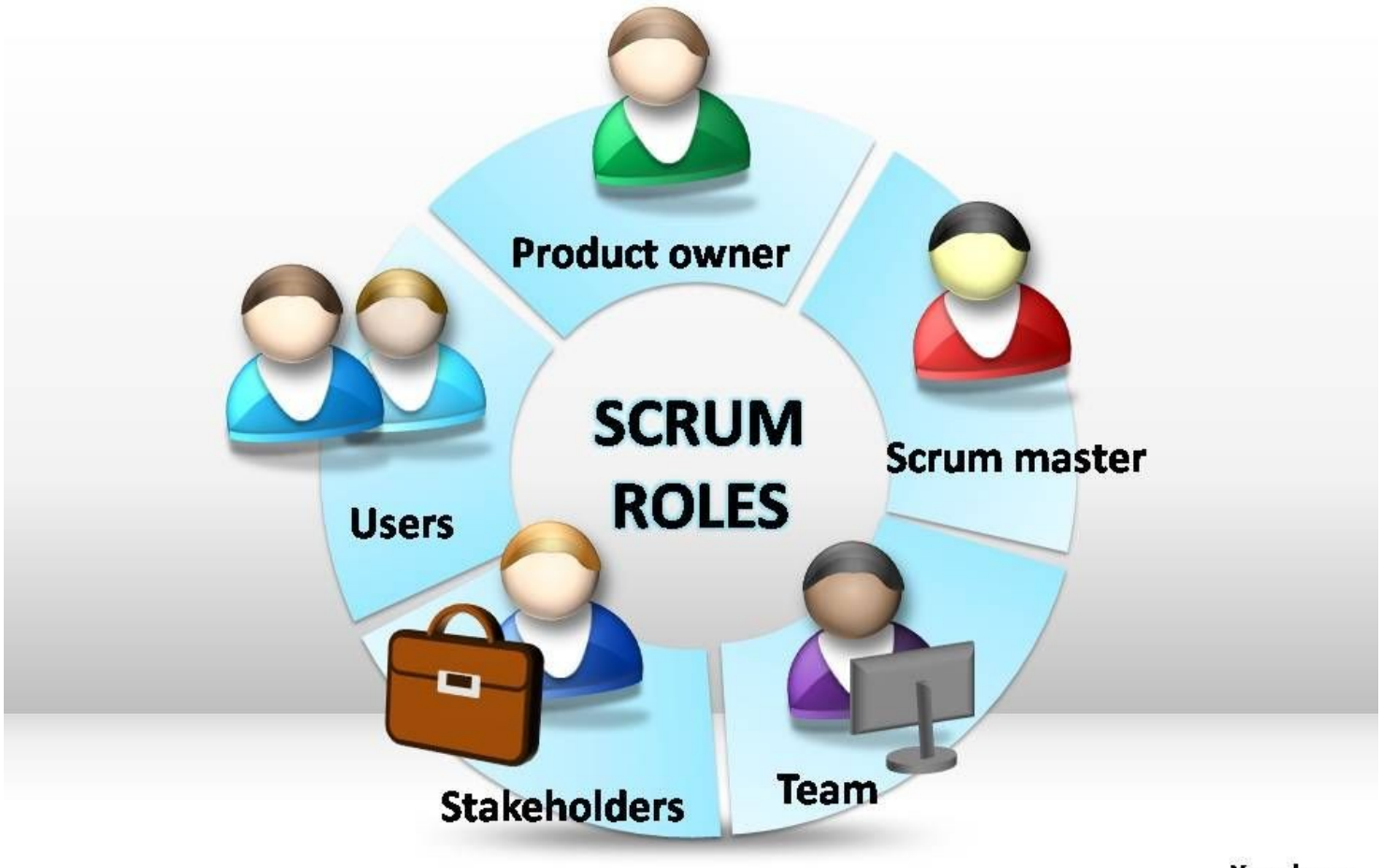
Sprint Retrospective:

- The Sprint Retrospective is an opportunity for the Scrum Team to inspect itself and create a plan for improvements to be enacted during the next Sprint.
- The Sprint Retrospective occurs after the Sprint Review and prior to the next Sprint Planning.
- By the end of the Sprint Retrospective, the Scrum Team should have identified improvements that it will implement in the next Sprint.
- This is at most a three-hour meeting for one-month Sprints. For shorter Sprints, the event is usually shorter.

The purpose of the Sprint Retrospective is to:

- Inspect how the last Sprint went with regards to people, relationships, process, and tools;
- Identify and order the major items that went well and potential improvements; and,
- Create a plan for implementing improvements to the way the Scrum Team does its work.

SCRUM ROLES



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Scrum Team

The Scrum Team:

- The Scrum Team consists of a Product Owner, the Development Team, and a Scrum Master.
- Scrum Teams are self-organizing and cross-functional. Self-organizing teams choose how best to accomplish their work, rather than being directed by others outside the team.
- Cross-functional teams have all competencies needed to accomplish the work without depending on others not part of the team.

The Product Owner:

- The Product Owner is responsible for maximizing the value of the product resulting from work of the Development Team.
- The Product Owner is the sole person responsible for managing the Product Backlog.

Scrum Team – The Product Owner

Product Backlog management includes:

- Clearly expressing Product Backlog items;
- Ordering the items in the Product Backlog to best achieve goals and missions;
- Optimizing the value of the work the Development Team performs;
- Ensuring that the Product Backlog is visible, transparent, and clear to all, and shows what the Scrum Team will work on next;
- Ensuring the Development Team understands items in the Product Backlog to the level needed.

The Product Owner may do the above work, or have the Development Team do it. However, the Product Owner remains accountable.

The Development Team:

- The Development Team consists of professionals who do the work of delivering a potentially releasable Increment of "Done" product at the end of each Sprint.

Scrum Team – The Development Team

- A "Done" increment is required at the Sprint Review. Only members of the Development Team create the Increment.

Development Teams have the following characteristics:

- They are self-organizing. No one (not even the Scrum Master) tells the Development Team how to turn Product Backlog into Increments of potentially releasable functionality;
- Development Teams are cross-functional, with all the skills as a team necessary to create a product Increment;
- Scrum recognizes no titles for Development Team members, regardless of the work being performed by the person;
- Scrum recognizes no sub-teams in the Development Team, regardless of domains that need to be addressed like testing, architecture, operations, or business analysis; and,
- Individual Development Team members may have specialized skills and areas of focus, but accountability belongs to the Development Team as a whole.

Scrum Team – The Scrum Master

Development Team Size:

- Optimal Development Team size is small enough to remain nimble and large enough to complete significant work within a Sprint.
- The Product Owner and Scrum Master roles are not included in this count unless they are also executing the work of the Sprint Backlog.

The Scrum Master:

- The Scrum Master is responsible for promoting and supporting Scrum as defined in the Scrum Guide.
- Scrum Masters do this by helping everyone understand Scrum theory, practices, rules, and values.
- The Scrum Master is a servant-leader for the Scrum Team.

Scrum Team – The Scrum Master

Scrum Master Service to the Product Owner:

- Ensuring that goals,scope,and product domain are understood by everyone on the Scrum Team;
- Finding techniques for effective Product Backlog management;
- Helping the Scrum Team understand the need for clear and concise Product Backlog items;
- Understanding product planning in an empirical environment;
- Ensuring the Product Owner knows how to arrange the Product Backlog to maximize value;
- Understanding and practicing agility; and,
- Facilitating Scrum events as requested or needed.

Scrum Master Service to the Development Team:

- Coaching the Development Team in self-organization and cross-functionality;
- Helping the Development Team to create high-value products;

Scrum Team – The Scrum Master

- Removing impediments to the Development Team's progress;
- Facilitating Scrum events as requested or needed; and,
- Coaching the Development Team in organizational environments in which Scrum is not yet fully adopted and understood.

Scrum Master Service to the Organization:

- Leading and coaching the organization in its Scrum adoption;
- Planning Scrum implementations within the organization;
- Helping employees and stakeholders understand and enact Scrum and empirical product development;
- Causing change that increases the productivity of the Scrum Team;
- Working with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.

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