

# Agile@CA Development Process

Simon Cockayne

Misc Track



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## **Simon Cockayne**

CA Technologies.

Sr Principal Product Manager. Product Owner CA 2E/CA Plex

This session will discuss how both the CA 2E and CA Plex products are now developed using an Agile approach. There will be a special focus on the critical role that customers play in shaping the strategy and content of new releases, by collaborating with the Product Manager, Product Owner and the Scrum Teams. We'll also plan to have a rich discussion on what works well and where we can make the process even better.

# Agenda

- Agile Manifesto and Principles
- Scrum
- Product Manager vs. Product Owner
- Collaboration and engagement
- Ideal Wall
- Roadmap
- Happiness Graphing
- Agile Delivery
- CA 2E and CA Plex
- Q&A



# Agile software development

- Manifesto for Agile Software Development
  - <http://agilemanifesto.org>
- Principles behind the Agile Manifesto
  - <http://agilemanifesto.org/principles.html>



**Meeting tips**

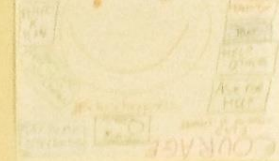
Always include something when you start and end the meeting.

Always have an agenda.

Always have a facilitator and a scribe.

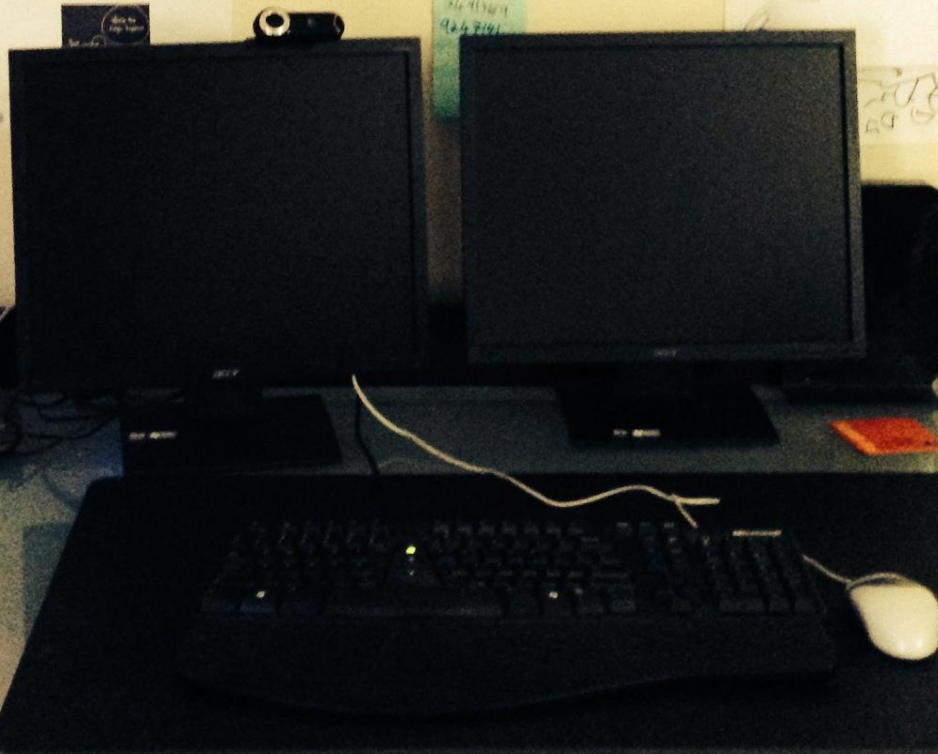
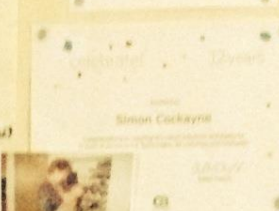
Always have a time limit.

**BE PATIENT**



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“**Scrum** is an iterative and incremental agile software development framework for managing software projects and product or application development. Its focus is on "a flexible, holistic product development strategy where a development team works as a unit to reach a common goal" as opposed to a "traditional, sequential approach".

[http://en.wikipedia.org/wiki/Scrum\\_\(development\)](http://en.wikipedia.org/wiki/Scrum_(development))



# Agile Development

- Agile development - Scrum based.
- Maintain potential enhancements in a Product Backlog
  - Epics and Stories
- Release planning.
- Sprints ( $1 > n$ )
  - Sprint planning – Select from Product Backlog > Sprint Backlog
  - 4 week sprints.
  - Smaller self-contained chunks of work, a.k.a. **Story**
  - DEV/QA/DOC all done in parallel (Daily standups).
  - Demo of sprint output to eligible customers at end of sprint.
  - Regular feedback from customers – that we can react to before it is too late
- **No Beta (for Plex and 2E)**





# Definition of Done – Applies to all stories.

- All tasks updated with accurate Done (hours), and To do (hours) 0 and Tasks marked as Completed.
- All acceptance criteria met.
  - Acceptance criteria are specific to a story.
- All QA automated (excluding Web Option GUI and WS GUI).  
**NOTE:** Must include successfully run Test Set, in current Sprint folder.
- All QA passed. **No bugs.**  
**NOTE:** A story cannot be closed if there are bugs of any severity.
- All doc must be complete.  
**NOTE:** Including updating Release Notes AND updating Documentation Changes section in any modified manuals.

# What if a story does not meet Definition of Done

- Ideally we will not update product or doc with part of a story, if it does not meet definition of done.
- We will not review/discuss stories that do not meet the definition of done.

# End of Sprint Code

- End of Sprint code will be made available (to “accepted” customers only) – every four weeks.
- Do not use in production.
- Do not contact CA Support with questions.
- See next slide for feedback

- 2E r8.6 developed using Agile (Scrum)
  - Ongoing collaboration with selected customers during development
  - Pre-release features reviewed on a monthly basis
  - Extremely successful outcome
  - 3-month Beta release
- Future 2E and Plex releases...
  - Continue to use Agile (Scrum)
  - Building on our experiences with r8.6
  - Heavy customer collaboration and validation
  - No Beta release planned

# Product Owner vs. Product Manager (PdM)

# PdM vs. PO

- PdM and PO are a team.
- Jointly build and maintain a product backlog
- The PdM owns the overall strategy and does much of the business planning, market sizing, revenue planning
- The PO's overarching responsibility is to represent the voice of the customer during the development process.



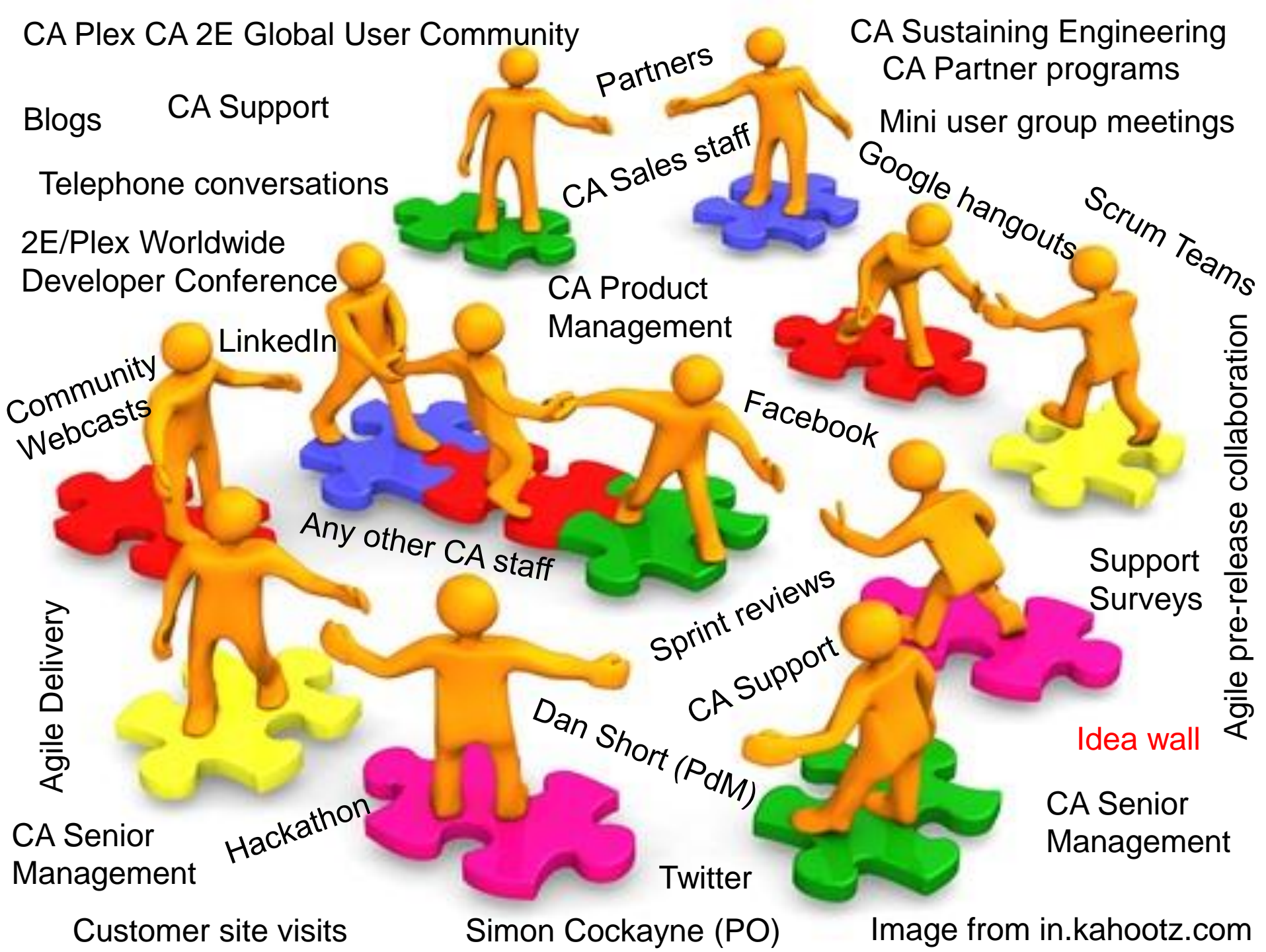


# development

Activity	Product Owner	Product Manager
Market research	Rarely	Core function
Work with UEX team to explore and define customer requirements	Core function	Core function
Document release plan; vision, 3-5 goals with outcomes and definition of success	Rarely	Core function
Write Themes & Epics for the Backlog	Sometimes	Core Function
Expand Epics into Stories	Core Function	As Needed
Work with R&D to size Epics/Stories	Core Function	As Needed
Work with Scrum team to schedule stories	Core Function	As Needed
Ensure Scrum team understands a story during a Sprint	Core Function	As Needed
Secure customers for customer validation	As Needed	Core function
Work with customers to validate functionality in Sprint reviews	Core Function	Rarely
Brief customers on product roadmap	Sometimes	Core Function
Define materials & campaigns with Marketing	Rarely	Core function
Talk with Analysts	Sometimes	Core function



# Collaboration and engagement

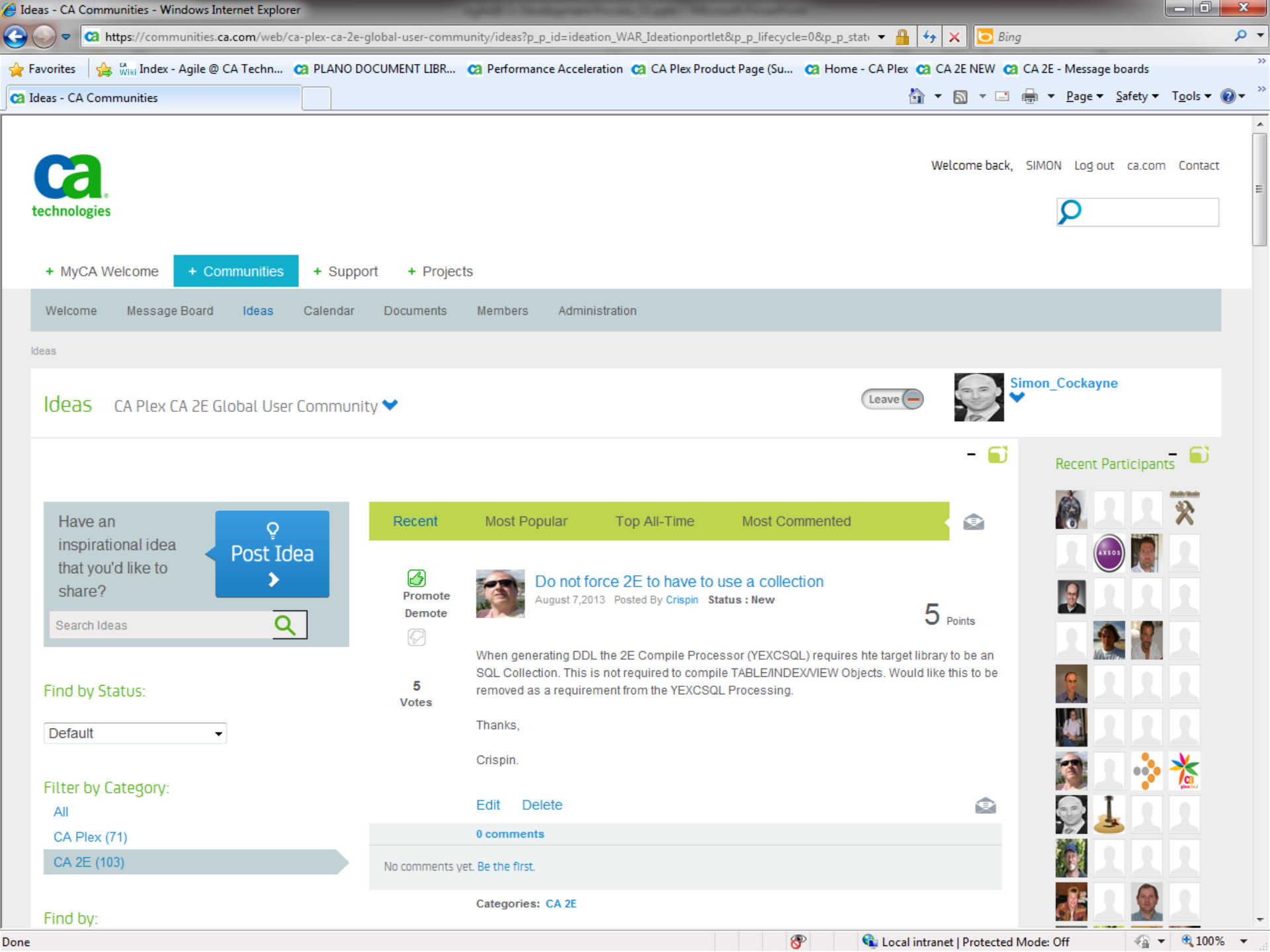


# Ideas

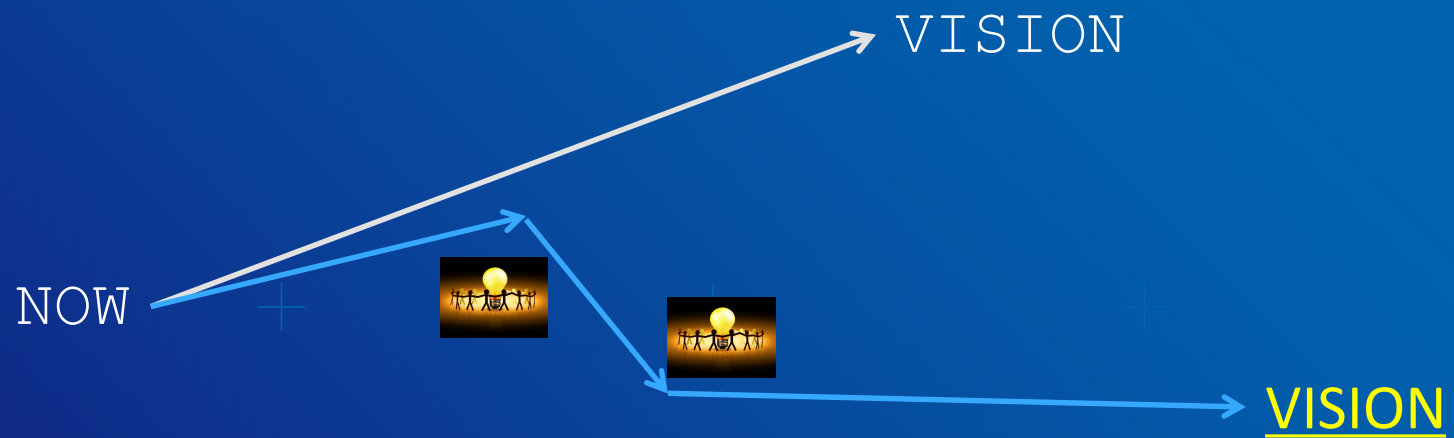


Image from [gustavosarnarimkt.wordpress.com](http://gustavosarnarimkt.wordpress.com)





# Roadmap





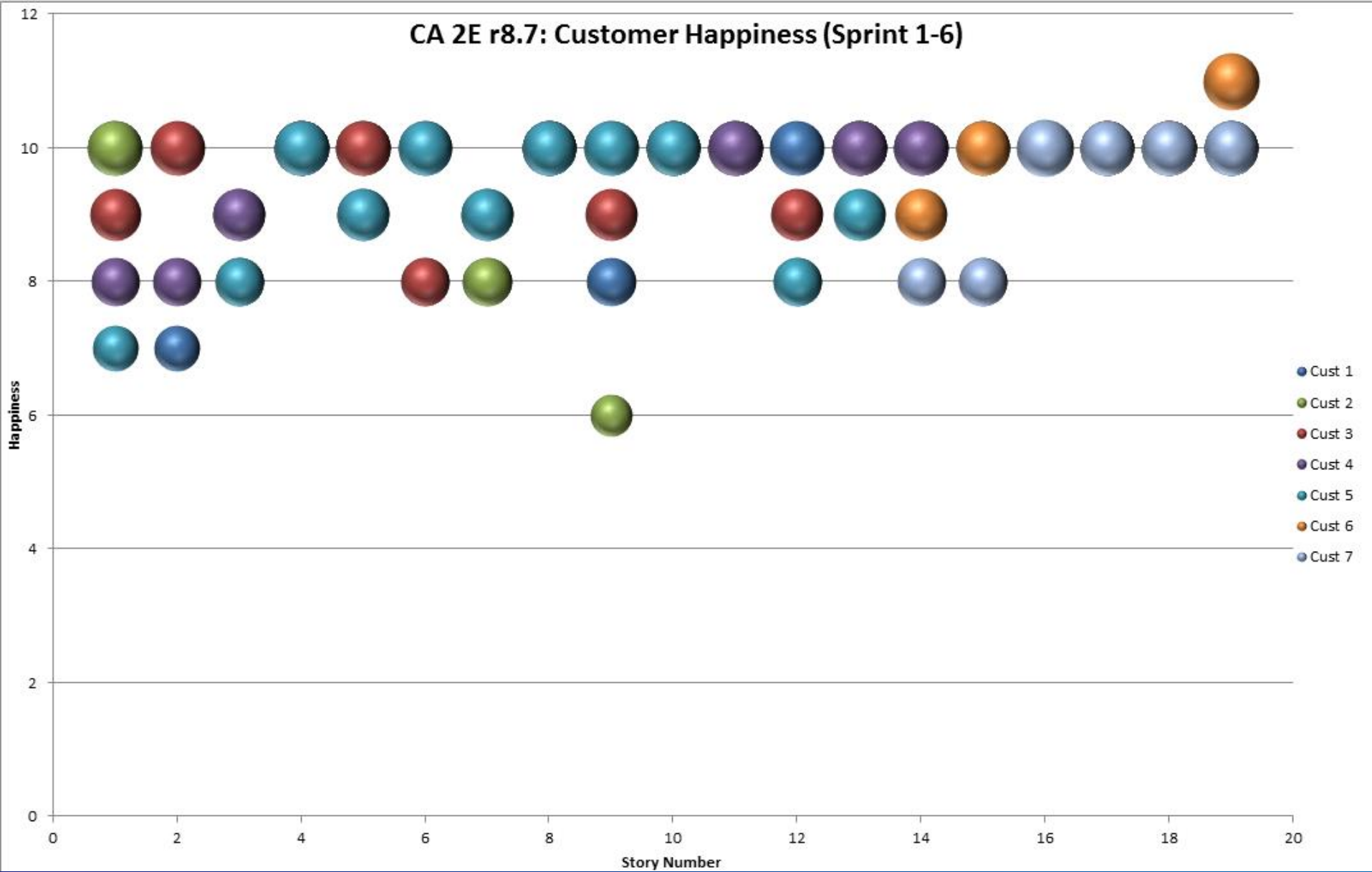
# Happiness Graphing

# An experiment: Graphing Your Happiness

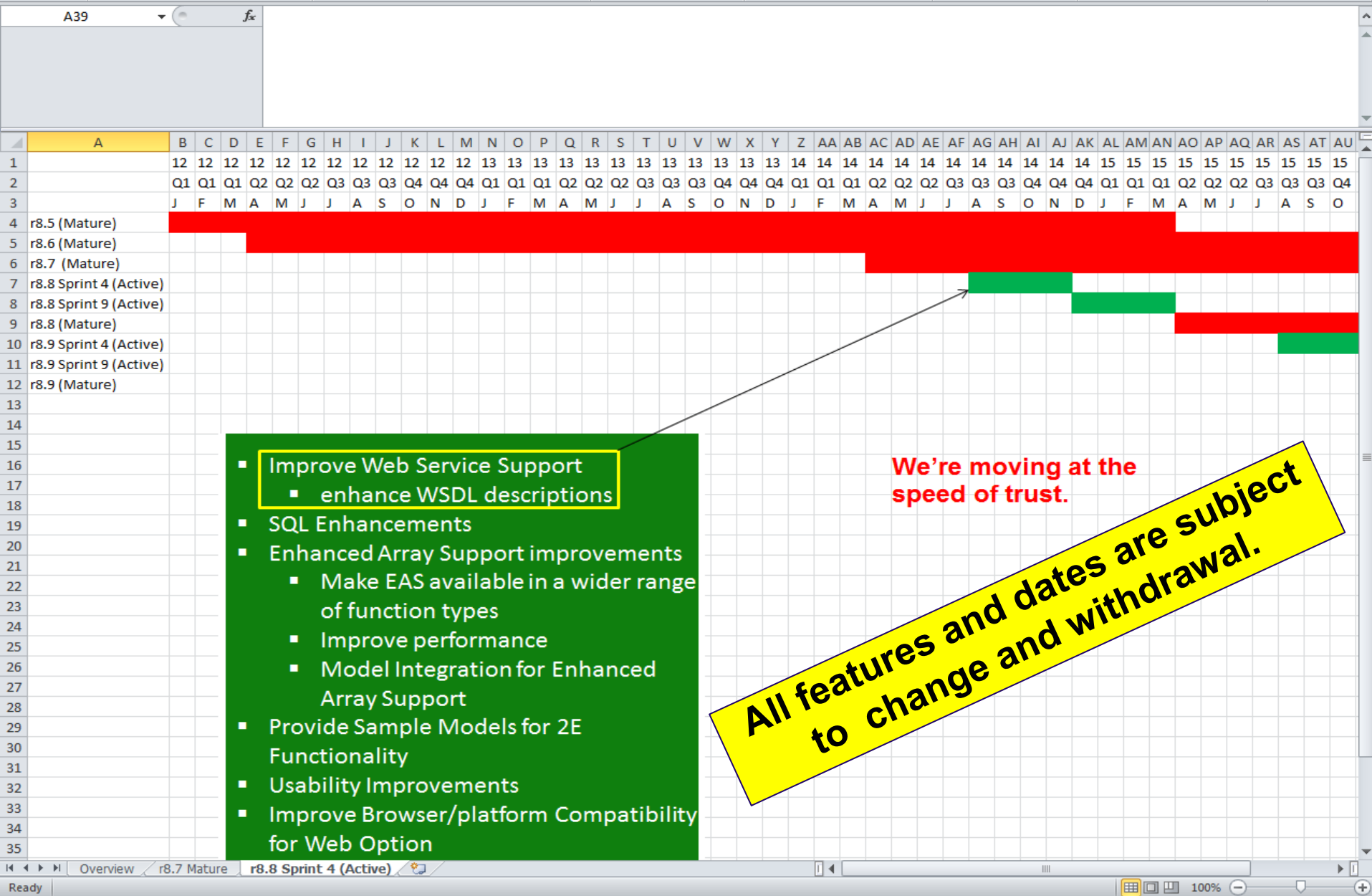
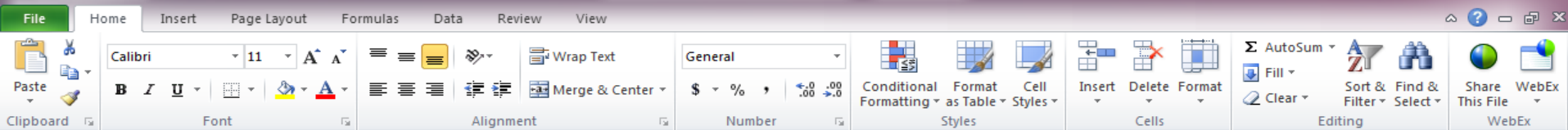
- Our goal is to give you guys value, to help you be happy.
- Can we estimate and measure happiness?
- Can we show CA management how happy you are?
- How can we help you be happier?
- /s our release backlog full of value adding things, in value order?
- **Q:How happy does backlog item X make you?**
  - Super-happy (scores 9-10) – you love the backlog item. 😊
  - Ok - (score 7-8) – you are satisfied.
  - Unhappy (score 0-6) – you are unhappy (or miserable) about the backlog item. ☹
- Be Open. Be honest.
- Let's experiment...



## CA 2E r8.7: Customer Happiness (Sprint 1-6)



# Agile Delivery



# CA Plex and CA 2E





# Summary



**Meeting tips**

Always prepare meeting agenda and send them to participants in advance

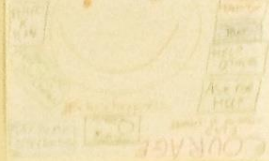
Always have an agenda

Focus on the agenda

Don't let the meeting run too long

Keep it short

**BE PATIENT**



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Members for Agile Software Development

Agile is a mindset, not a methodology. It is a way of thinking and working that values individuals and interactions over processes and tools. It is a way of working that is flexible and adaptable to change.

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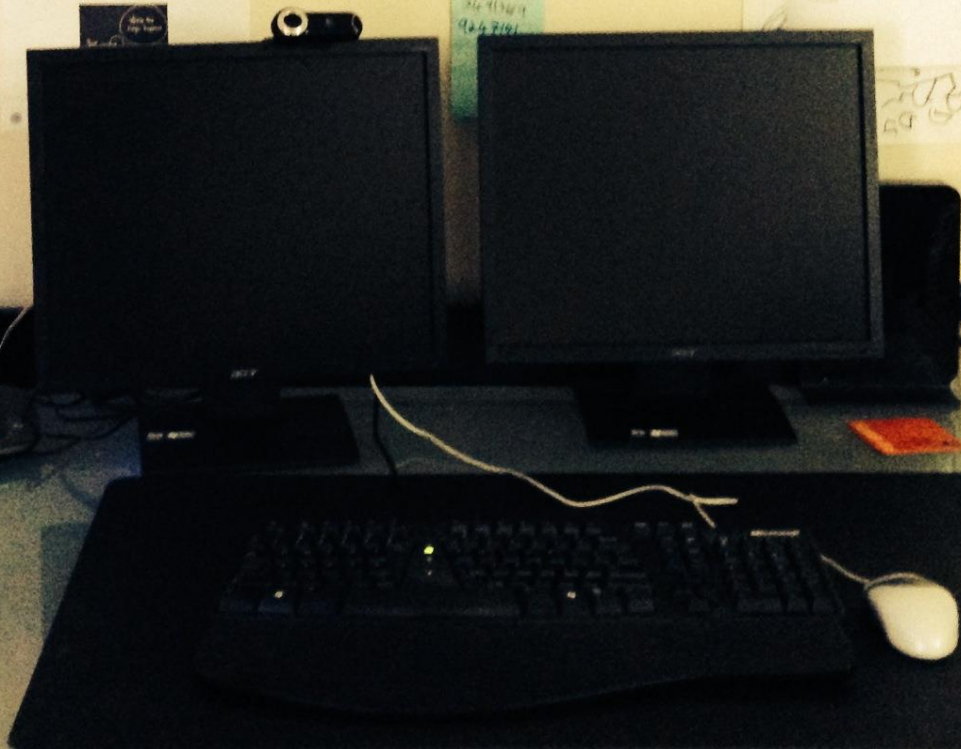
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# Discussion