knowledge16

Experience the Service Revolution



SDLC: Agile Software Development and Test Management

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servicenow

Overview Of Lab

- Manage the SDLC process from “concept” to “completed feature”
- Hands on with Demand Management, Project Management, SDLC and Test Management
- Some Agile “tips and tricks” from us

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Quick Introductions from Us …

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Agile Software Development

"What if we found ourselves building something nobody wanted?"

"In that case what does it matter if we built it on-time and on-budget?"

Eric Reis, The Lean Startup



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State of Software Projects

- 16% of projects finish on-time, on-budget and with promised scope
- 42% of requirements written are actually implemented
- 66% of software functionality is rarely used
- 80% of software systems are built after the first release



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Key Takeaway #1

- Software development is emergent and wasteful
- Agile software management can help tackle these problems

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Hands-On

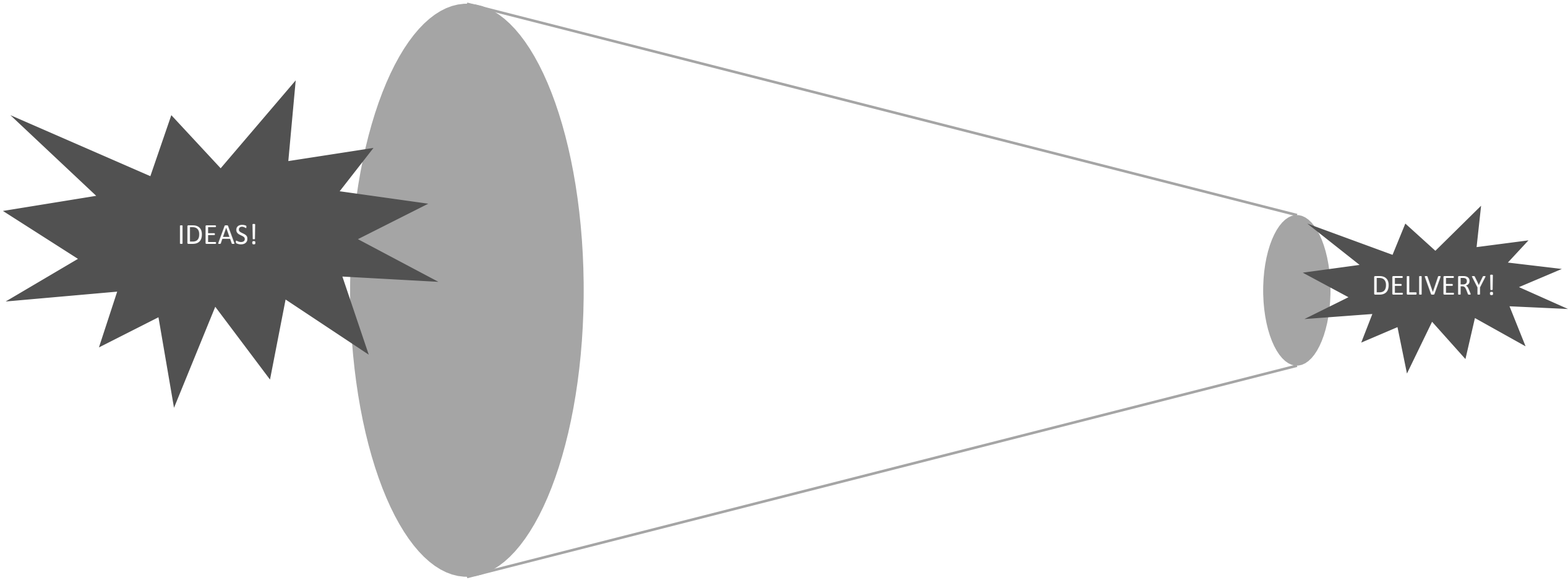
- A business user, Abel Tuter submits an idea via the Service Catalog
- The idea is handled by Barbara Hindley (Demand and Project Manager)
- Bart Hachey (Stakeholder) provides feedback on the Demand

Lab 1.0

Manage Demand

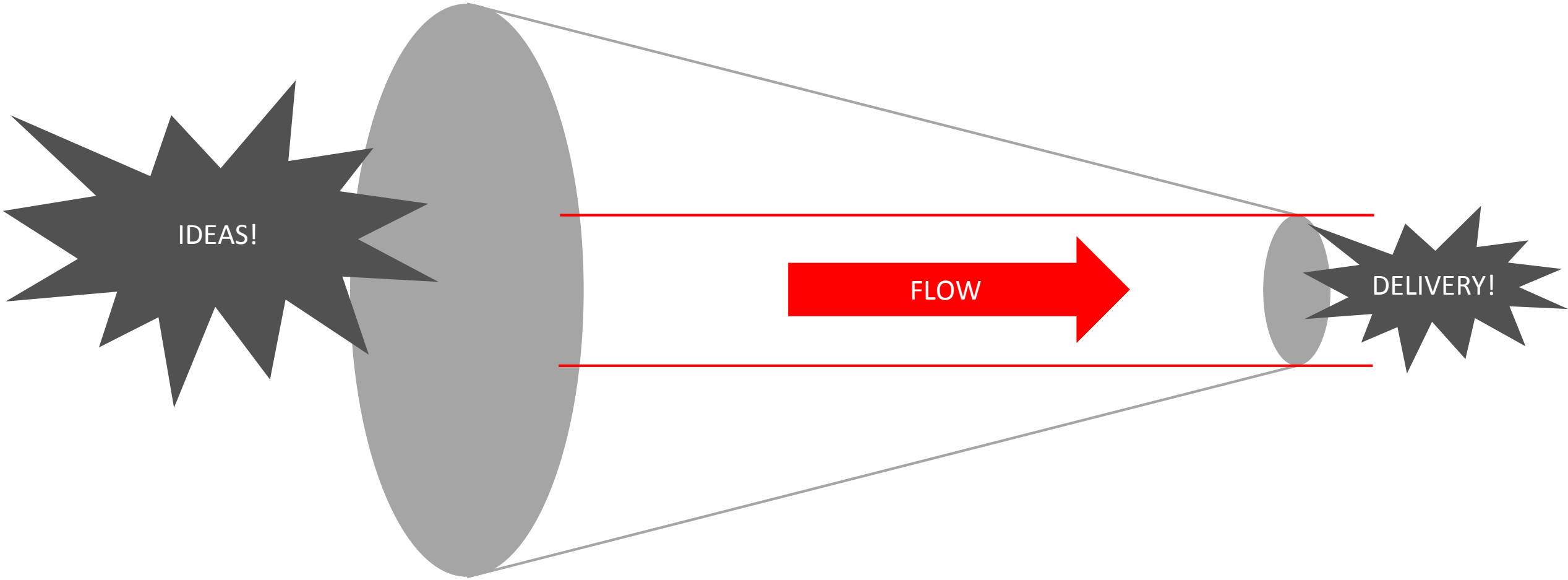
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Managing Demand



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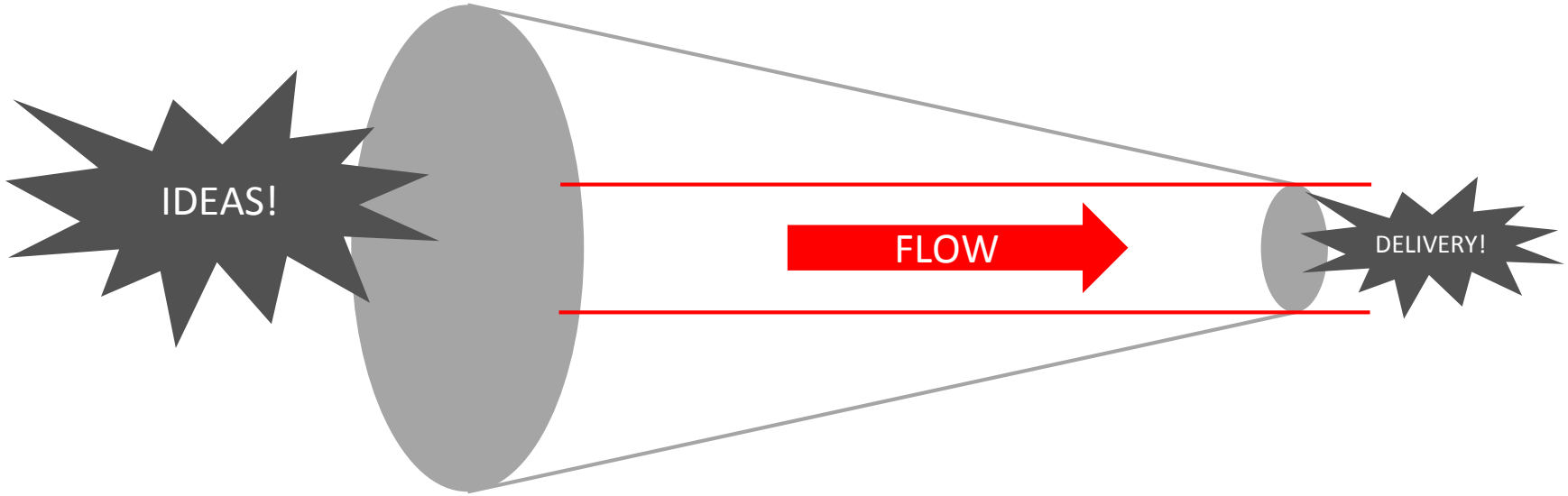
Managing Demand



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Scrum Principles

- Focus
- Alignment
- Artful Making
- Self Organization
- Rhythm



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Hands-On

- Barbara Hindley (Demand and Project Manager) creates a project to encapsulate the work

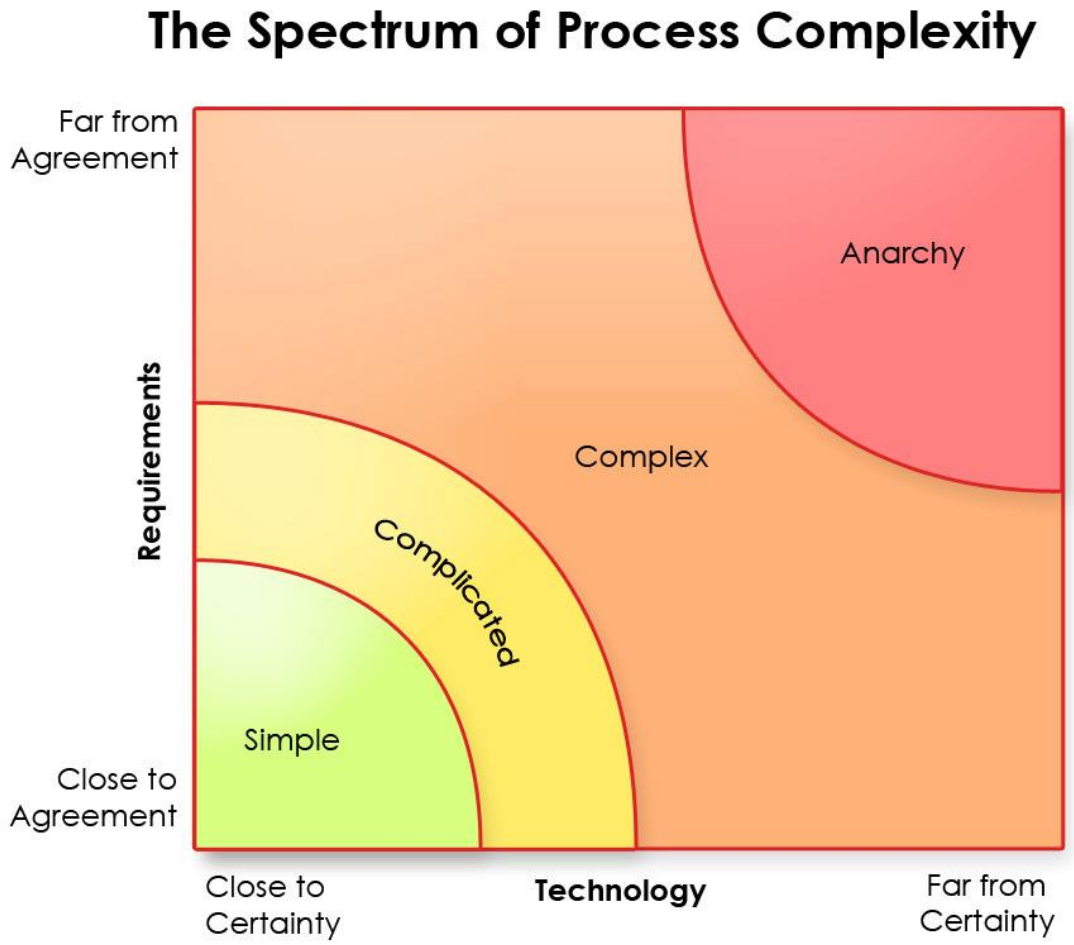
Lab 2.0

Manage the Project

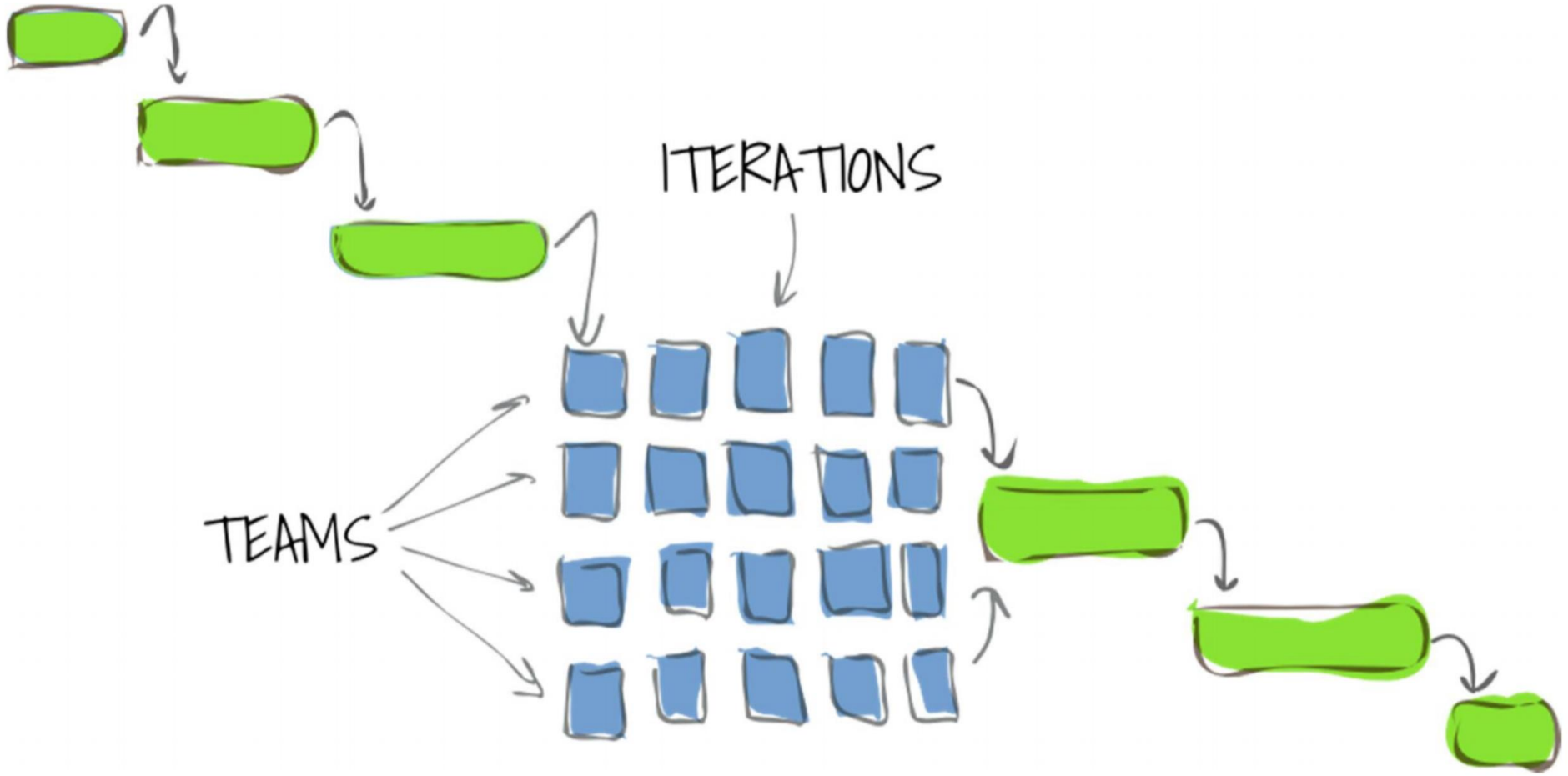
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Choose Your Project Delivery Method

- Projects in ServiceNow can be delivered
  - Using a traditional model
  - Using Agile
  - With a hybrid model
- Water-Scrum-Fall



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Hands-On

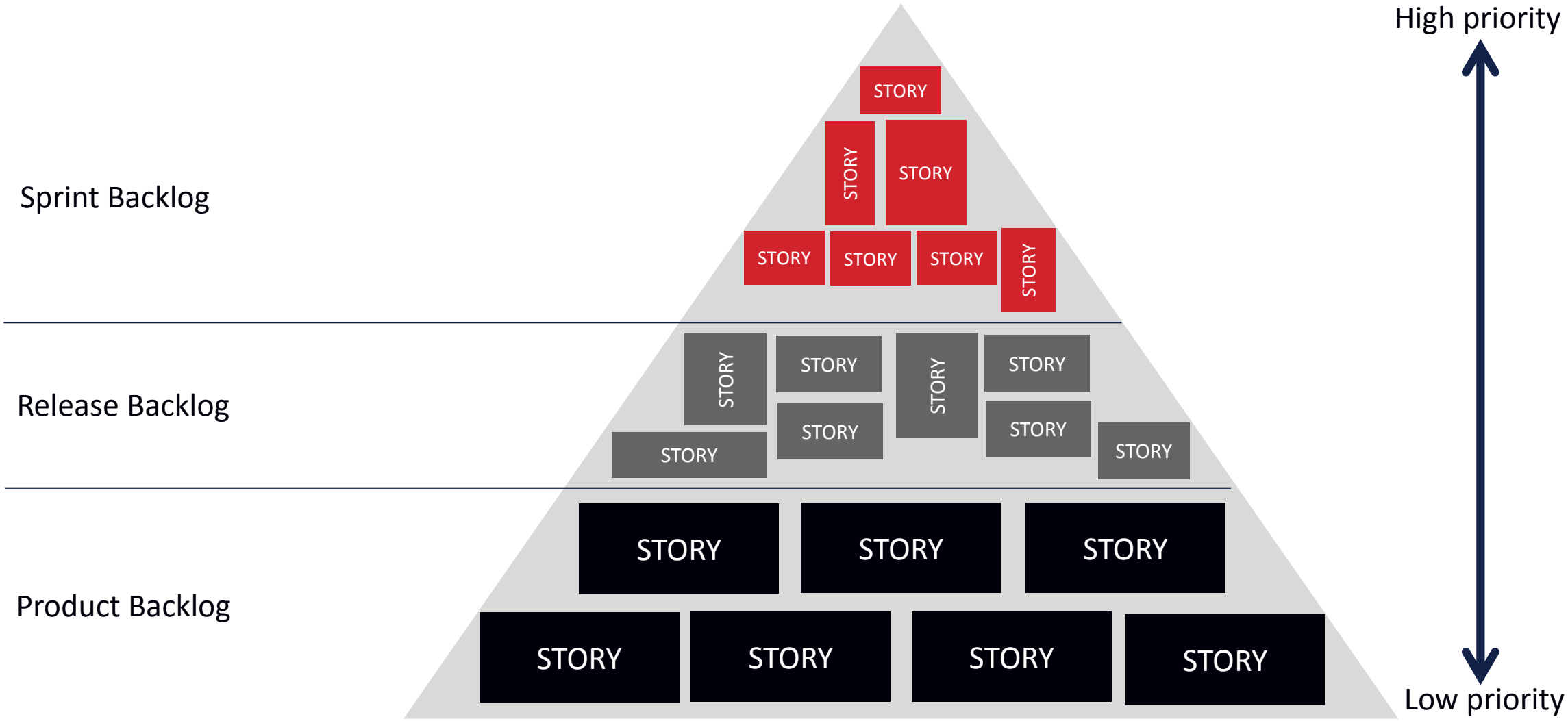
- Fatima Saylors (ScrumMaster) creates user stories in the teams backlog.

Lab 3.0

Manage User Stories

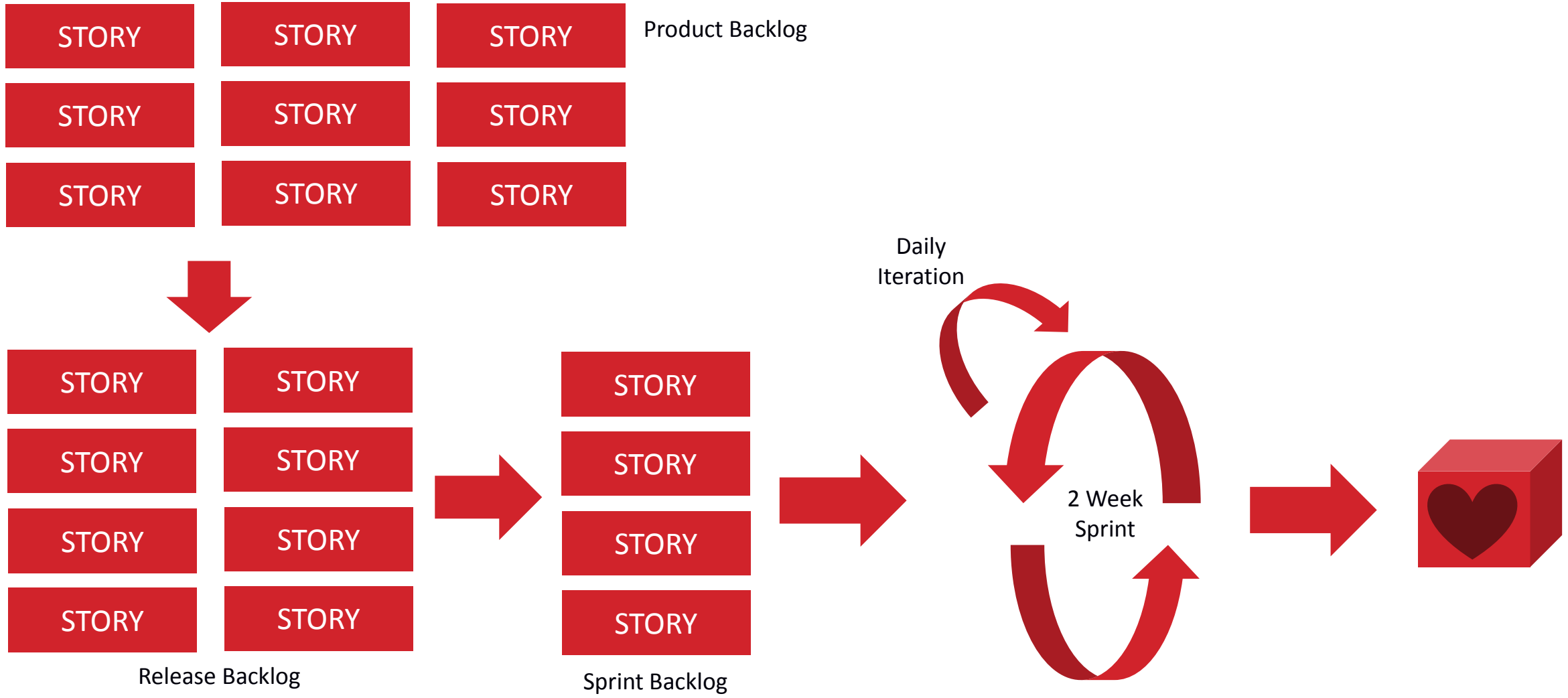
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Backlogs



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Backlogs



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Estimating with Story Points

- Abstract method for estimating the size of work
- Estimates are always wrong – better to be approximately right than exactly wrong
- Story points not linked to hours, days or any other “real” measurement



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Estimating with Story Points

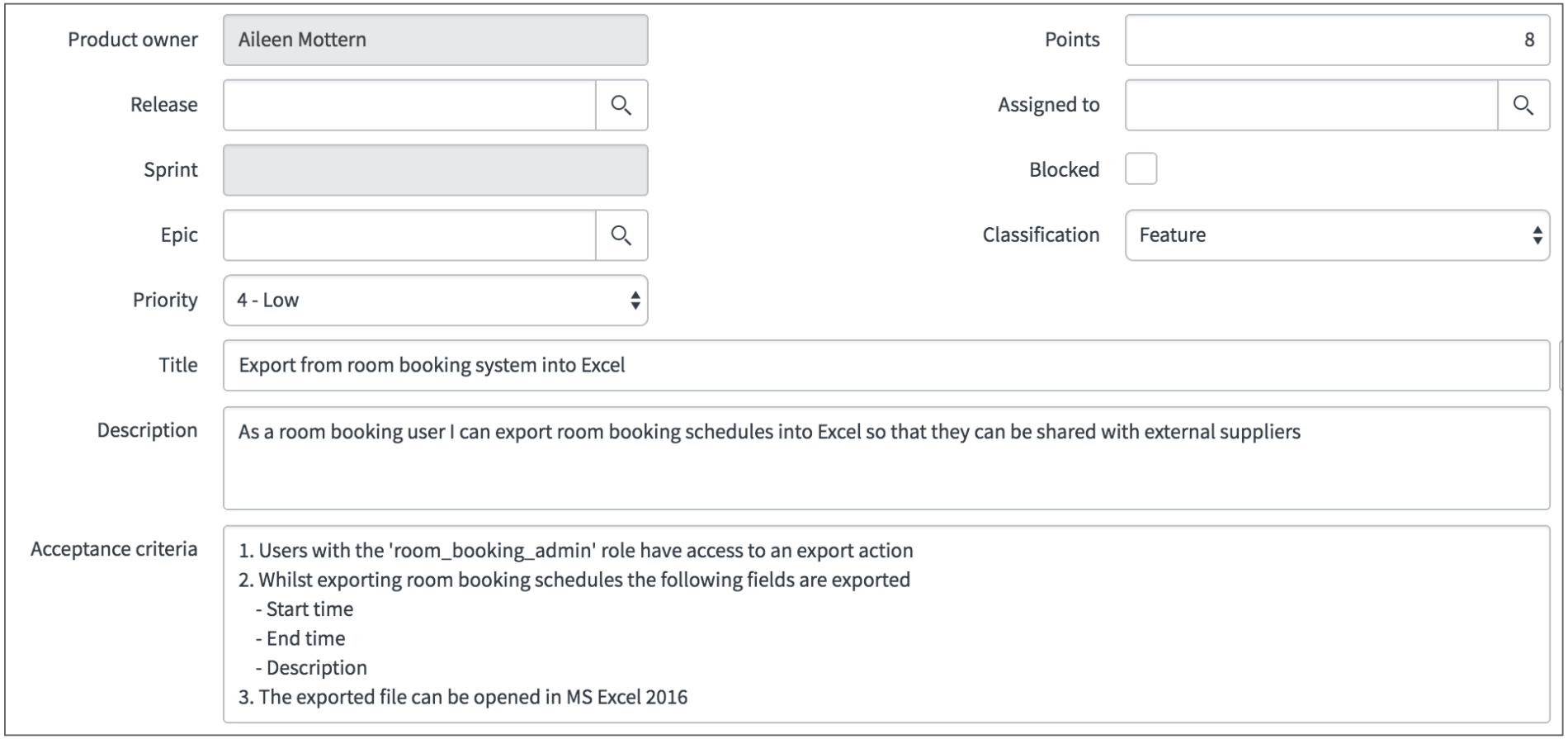


State	Ready for testing
Points	6
Assigned to	Don Goodliffe

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Writing Good Stories

- INVEST!
  - Independent
  - Negotiable
  - Valuable
  - Estimable
  - Small
  - Testable



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Hands-On

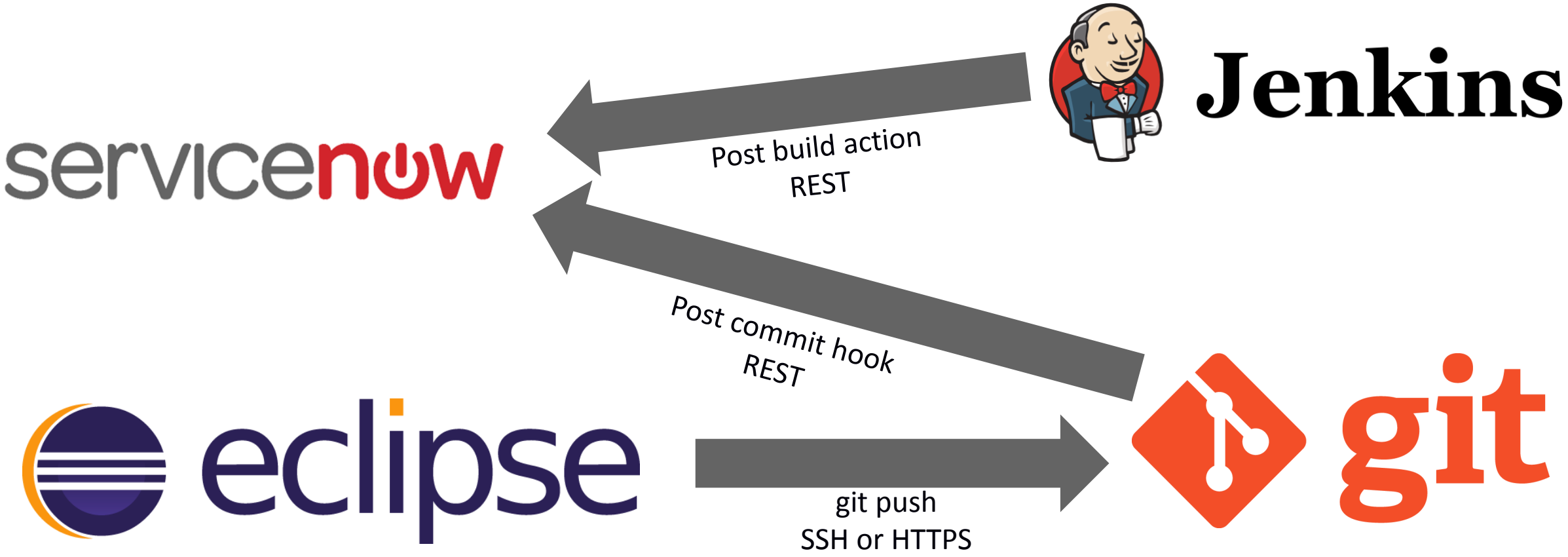
- Fatima (ScrumMaster) writes tests to ensure the released software has a high level of quality
- Bart (Stakeholder) executes the tests to give his feedback.

Lab 4.0

Writing Tests

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Automated Testing In ServiceNow



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Demonstration of a Jenkins Integration with ServiceNow

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Top Takeaways

1. Software Development is an end-to-end process: from “concept to cash.”

2. You can choose a delivery methodology to suit your environment:
   - Waterfall
   - Agile
   - Hybrid (Water-Scrum-Fall)

3. ServiceNow can be the process platform, a single-system-of-record for all development activity and an orchestration tool for continuous deployment.

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