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# Software Development Lifecycle: Be Agile with Scrum

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# Agenda

Introduction to Agile Development

Hands on with the ServiceNow Scrum process pack

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# Introduction to Agile Development

"What if we found ourselves building something nobody wanted?

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

Eric Ries, The Lean Startup




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# Introduction to Agile Development

- Software development industry is very inefficient…
  - **16%** of projects finish on-time, on-budget and with promised scope
  - **42%** of requirements written actually implemented
  - **66%** of software functionality is rarely used
  - **80%** of a system is built after it's first release
- Development is wasteful and emergent



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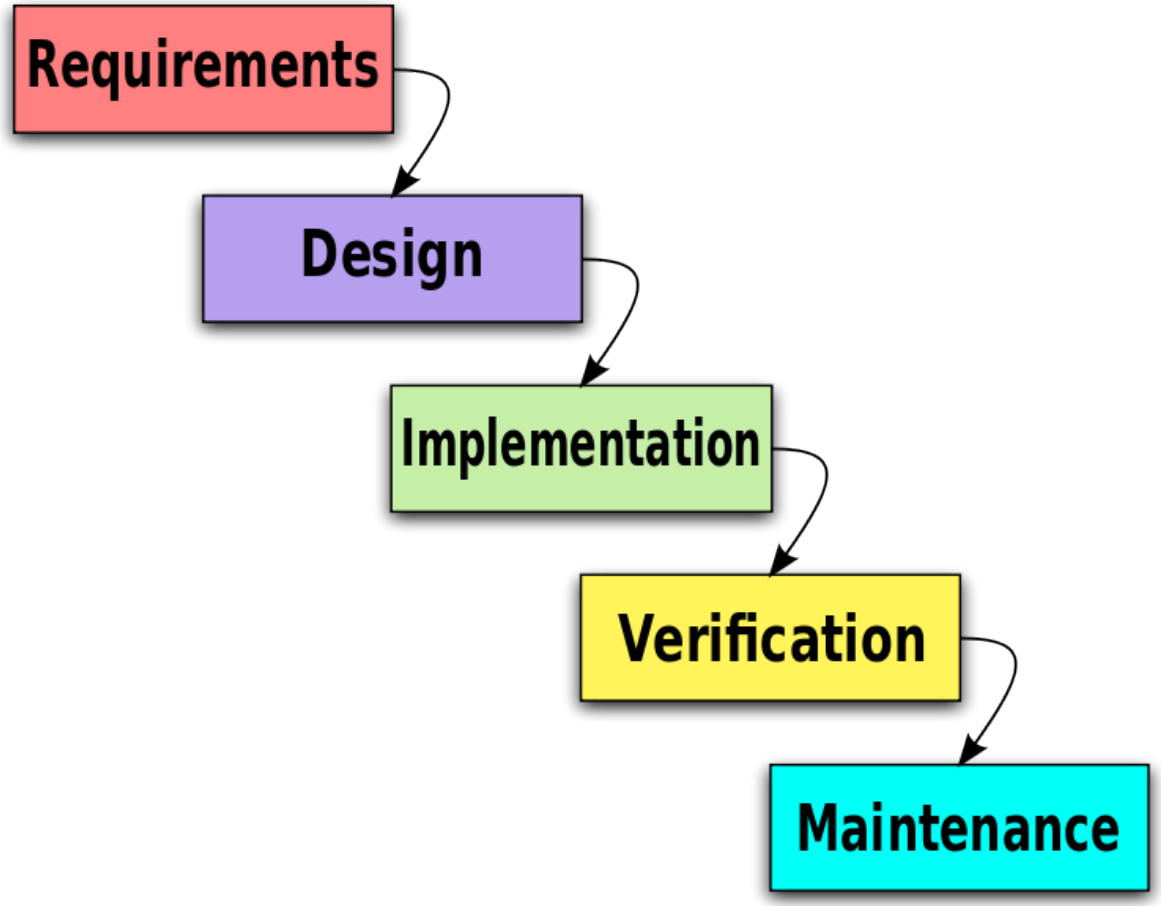
# Introduction to Agile Development

- Which methodology can we choose to deliver value to our customers?
  - The Waterfall methodology
  - One of the Agile (or Lean) methodologies
    - Scrum
    - Kanban

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# Introduction to Agile Development

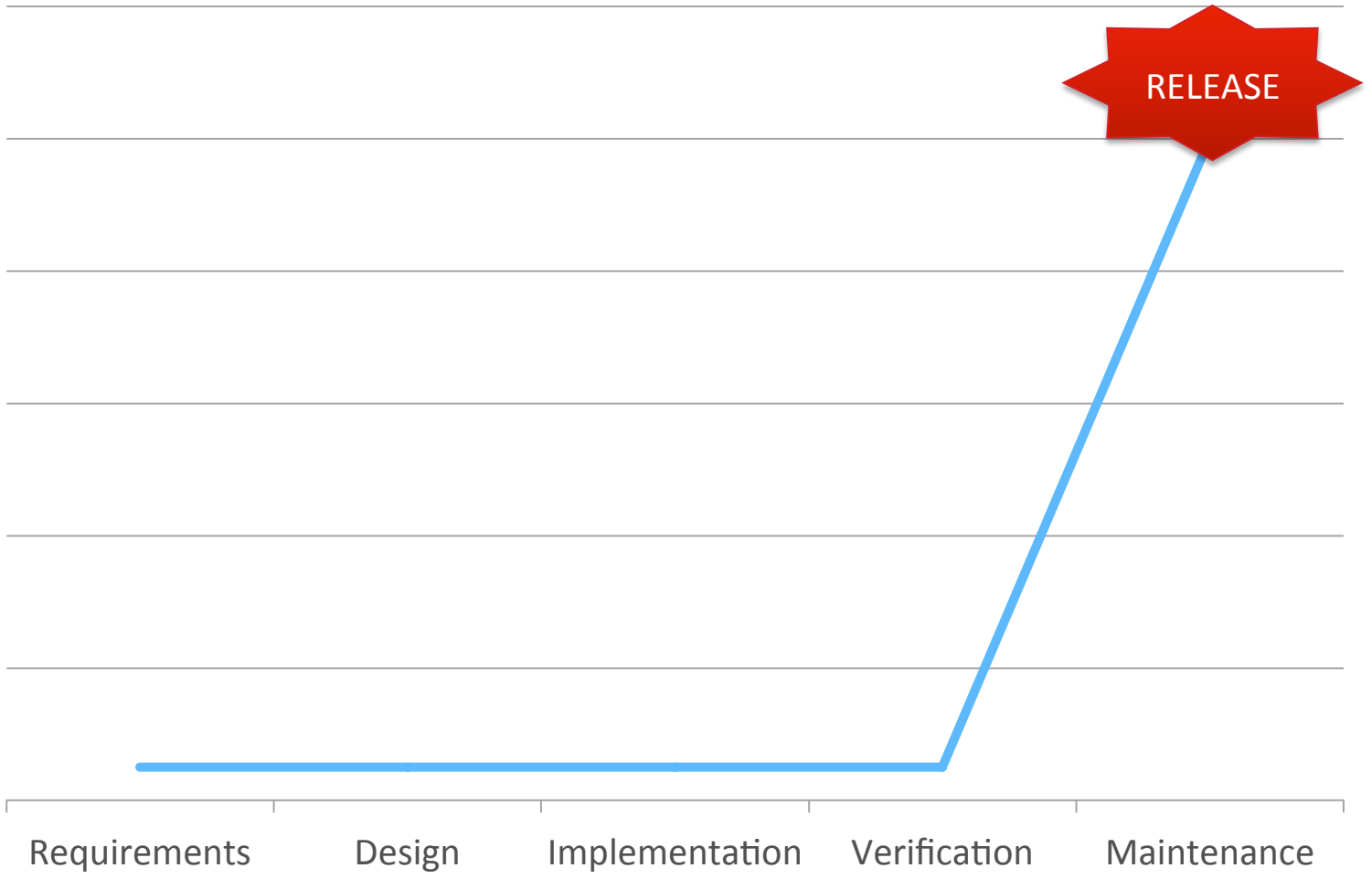
- The Waterfall methodology




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# Introduction to Agile Development

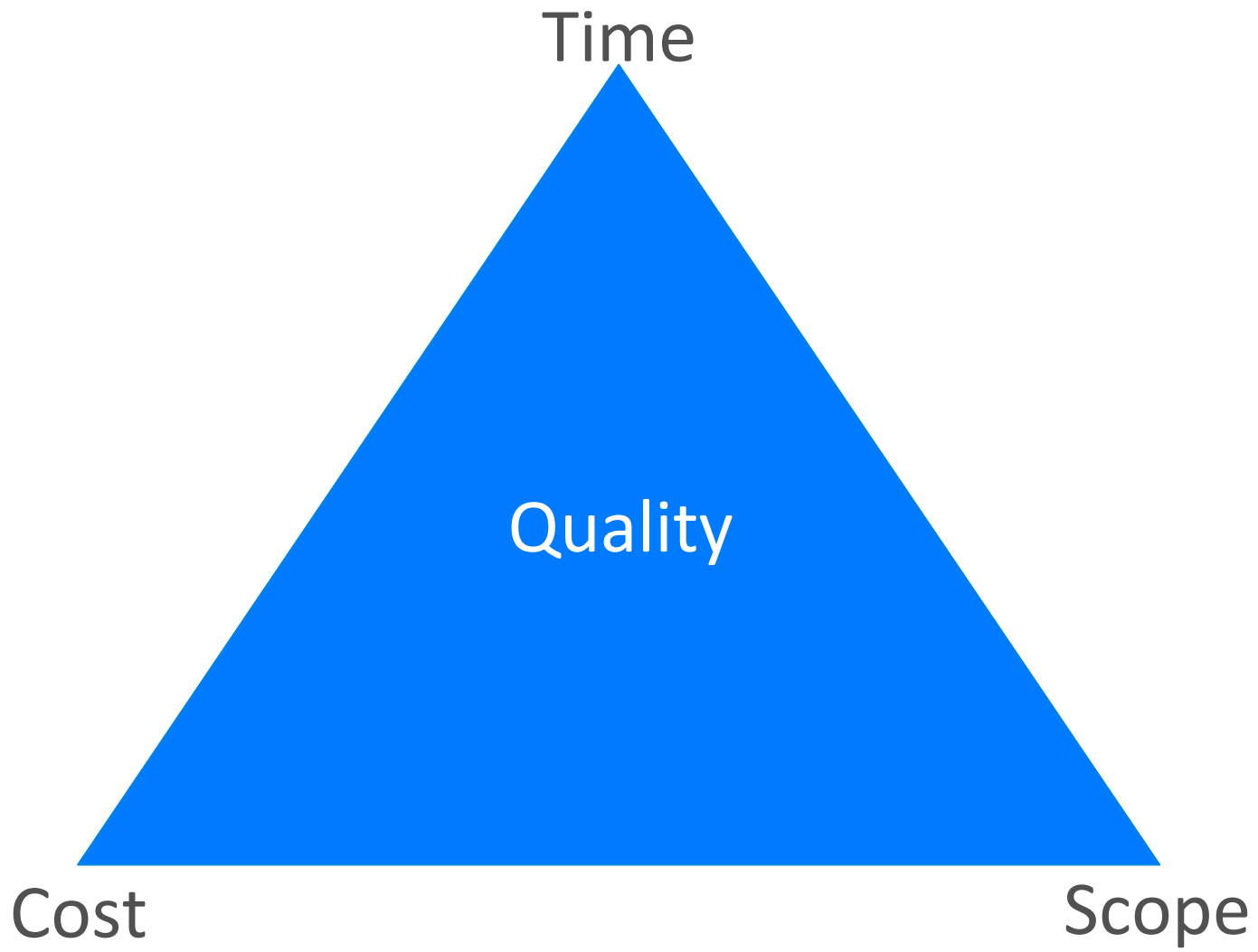
- The Waterfall methodology
  - Long durations between releases
  - Deferred value and cash flow
  - Change is expensive
  - Risk increases over time




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# Introduction to Agile Development

- The Software Project triangle




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Delivering software with Agile.

An alternative way

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# Introduction to Agile Development

- Agile development
  - Deliver working software frequently
  - Incremental/Iterative development
  - Tight feedback loops
  - Emergent design




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# Scrum roles and artifacts

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# Scrum roles and artifacts

- Product Owner
- Scrum Master
- Development Team
  - Developers
  - Quality Engineers
  - User Interface / User Experience designers
  - Technical Writers
  - Requirements Analysts

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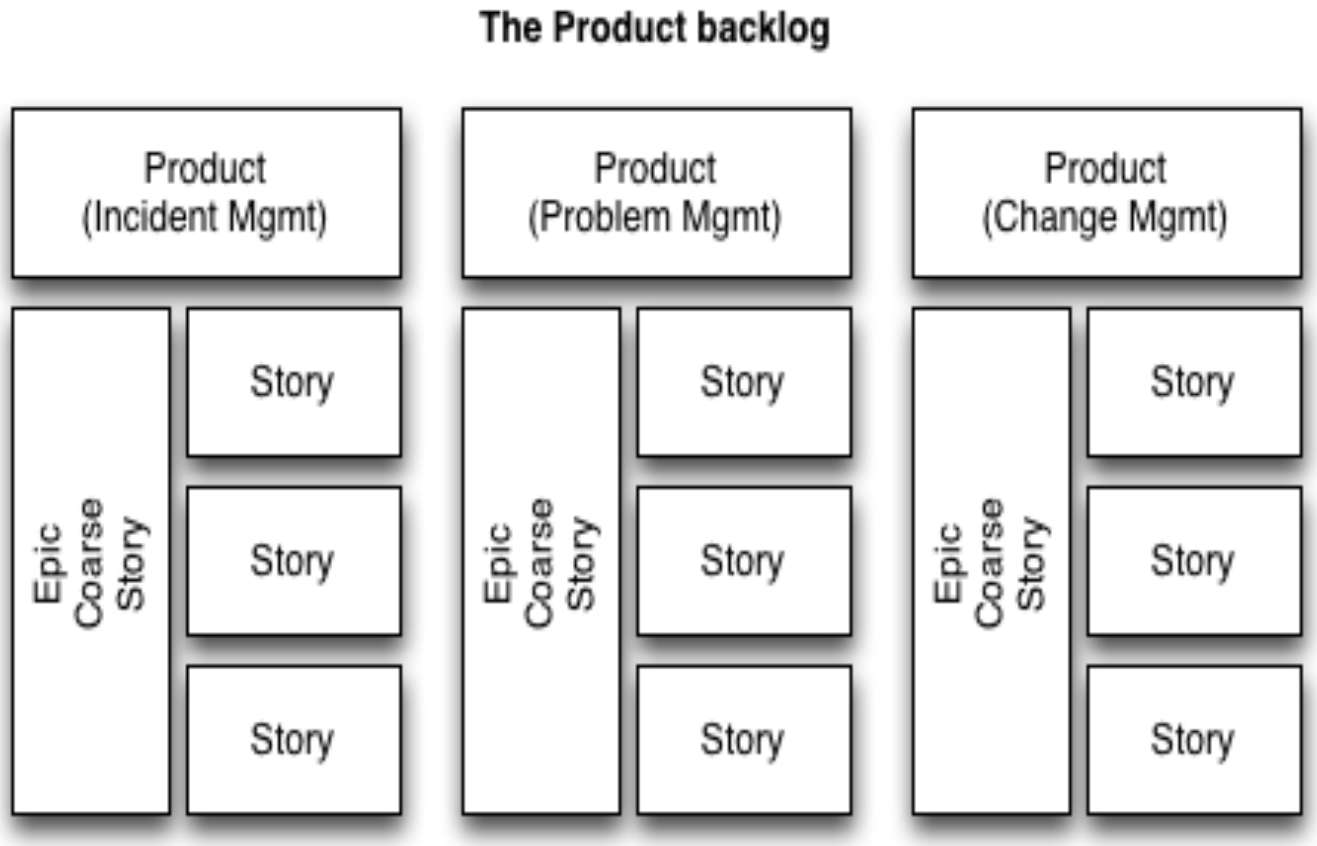
# Scrum roles and artifacts

- Planning the product
  - Products
  - Epics
  - Stories
- Building the product
  - Releases
  - Sprints
  - Stories
  - Tasks

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# Scrum roles and artifacts

- Products
- Epics
- Stories




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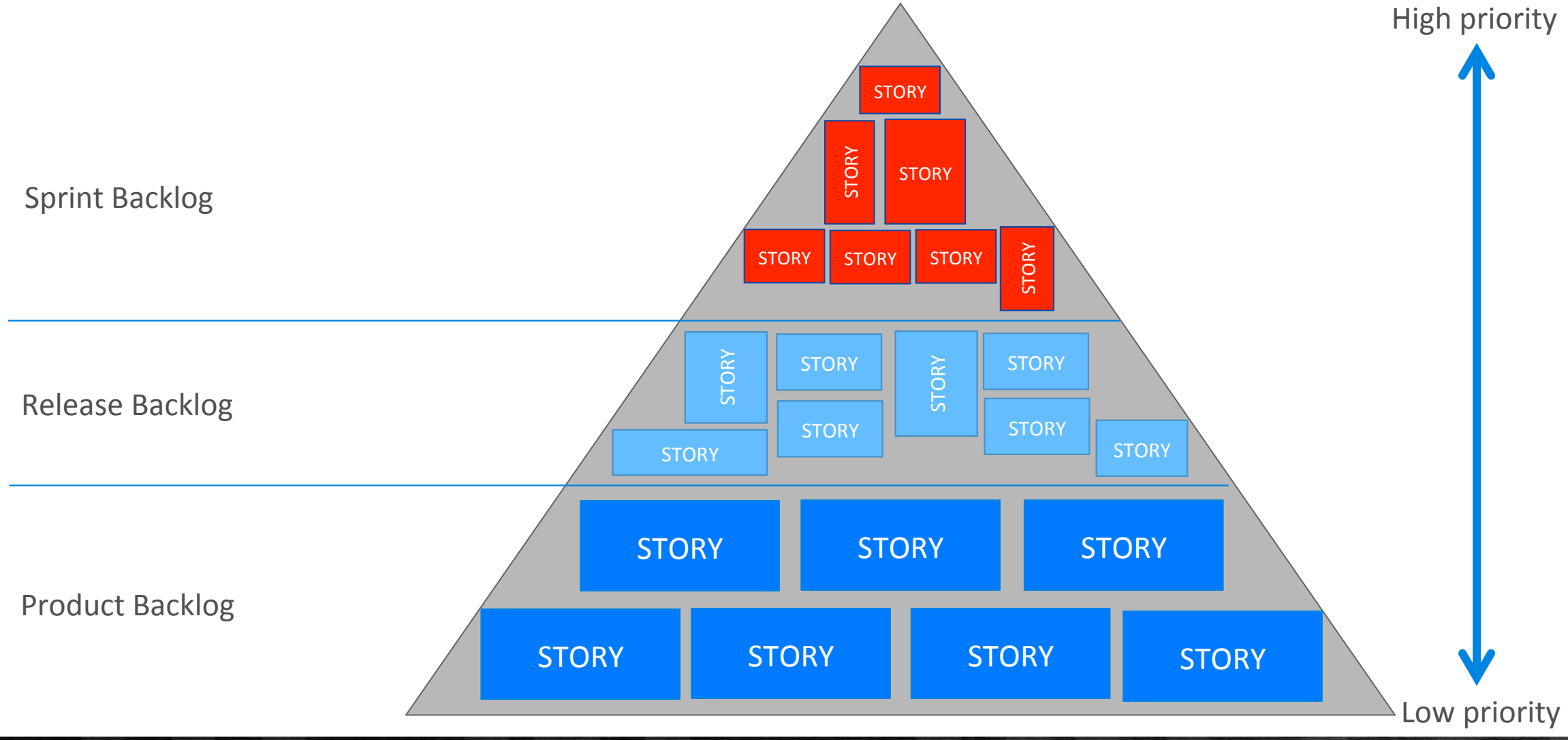
# Scrum roles and artifacts

- Releases
- Sprints
- Stories
- Tasks



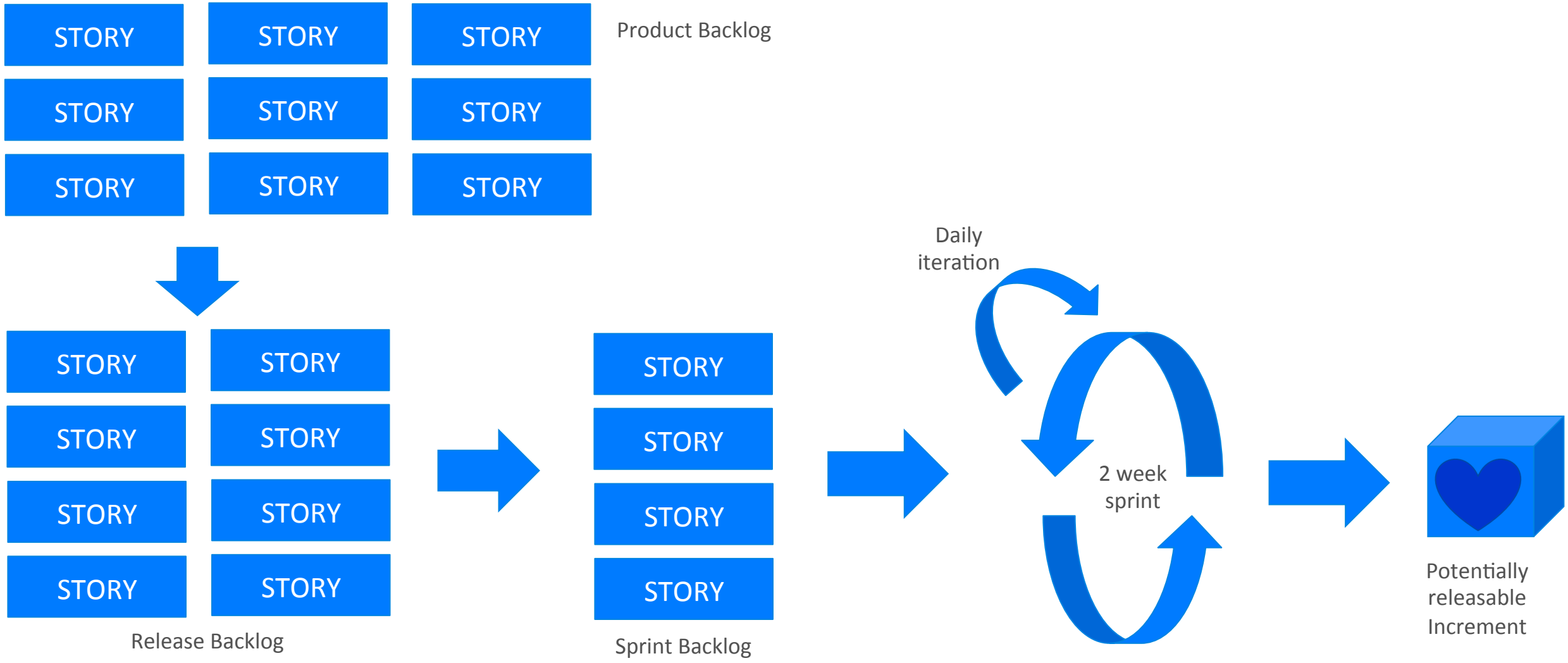

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# Scrum roles and artifacts




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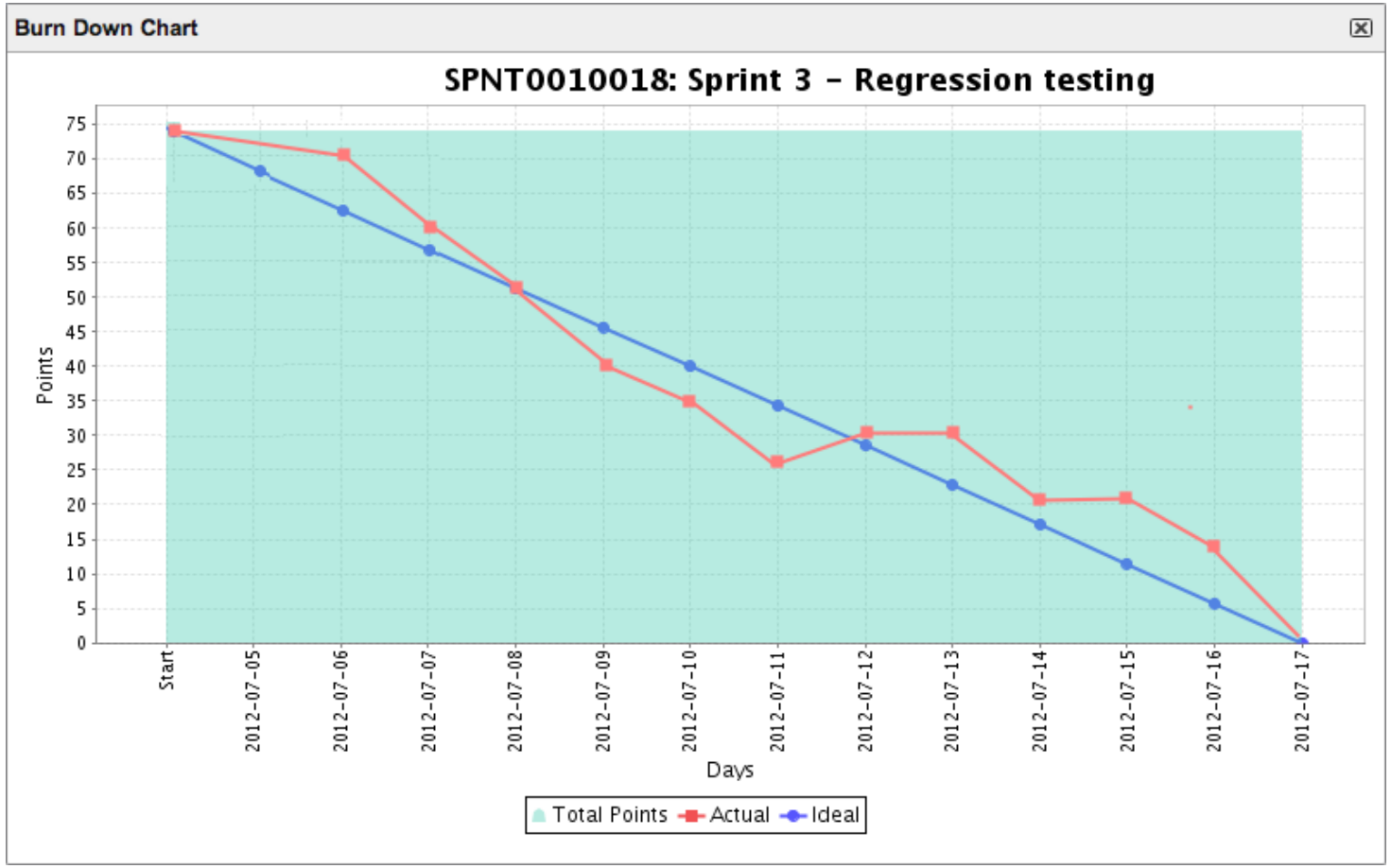
# Scrum roles and artifacts




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# Scrum roles and artifacts

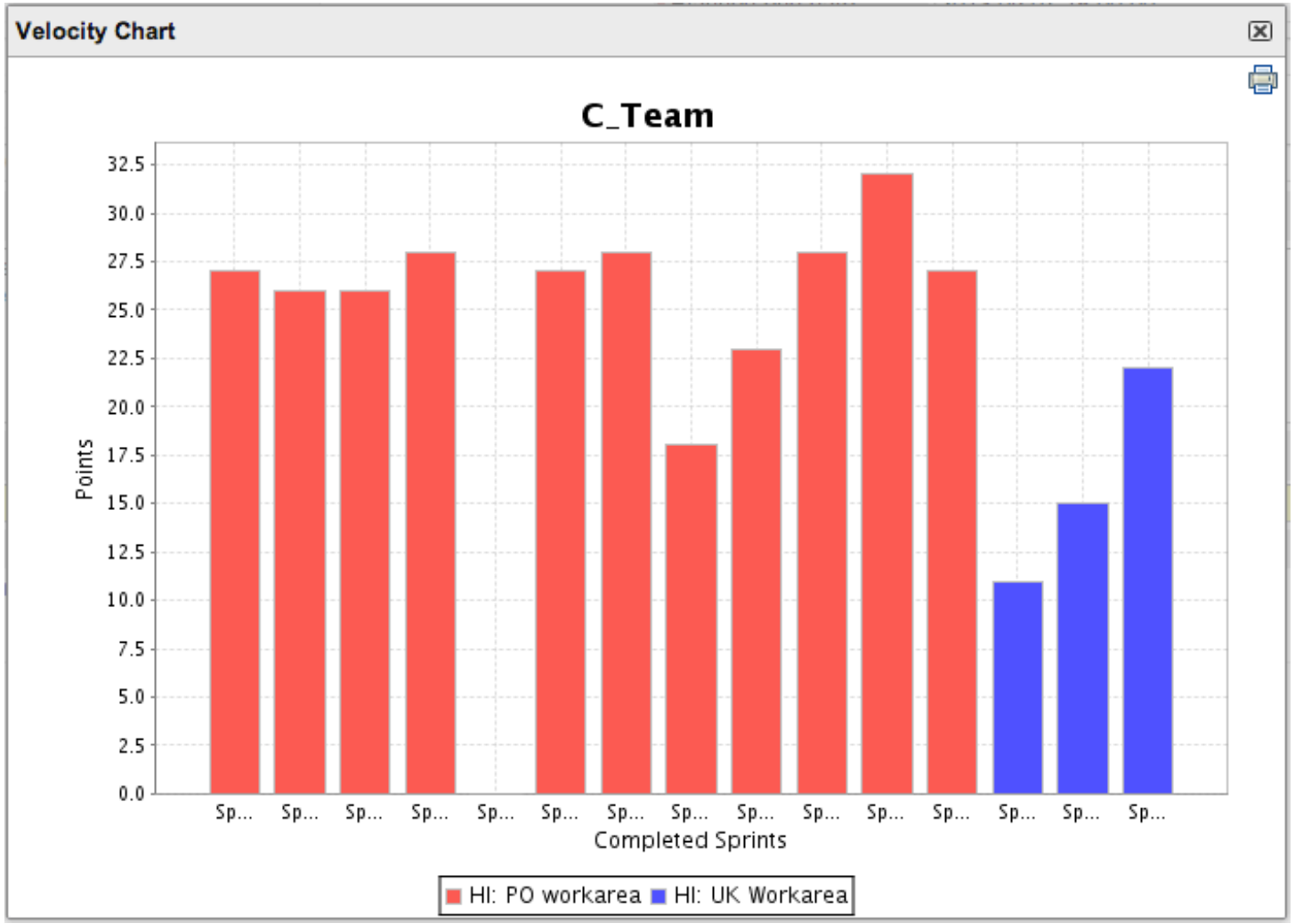
- Sprint burndown
  - Track earned value against remaining work
  - Track progress against “the ideal line”




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# Scrum roles and artifacts

- Velocity charts
  - Predict future performance based on past velocity



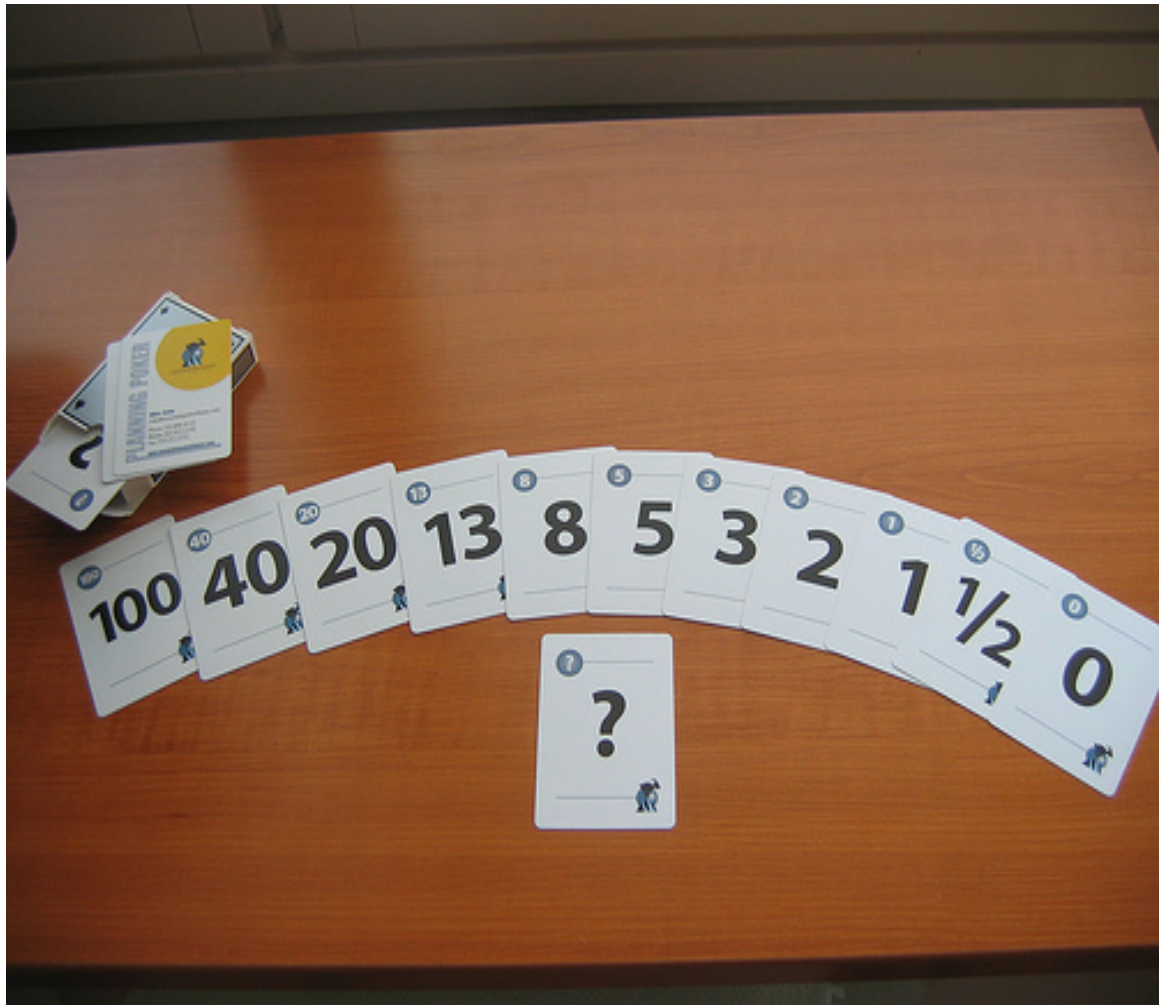

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# Estimating the size of work with Story Points

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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



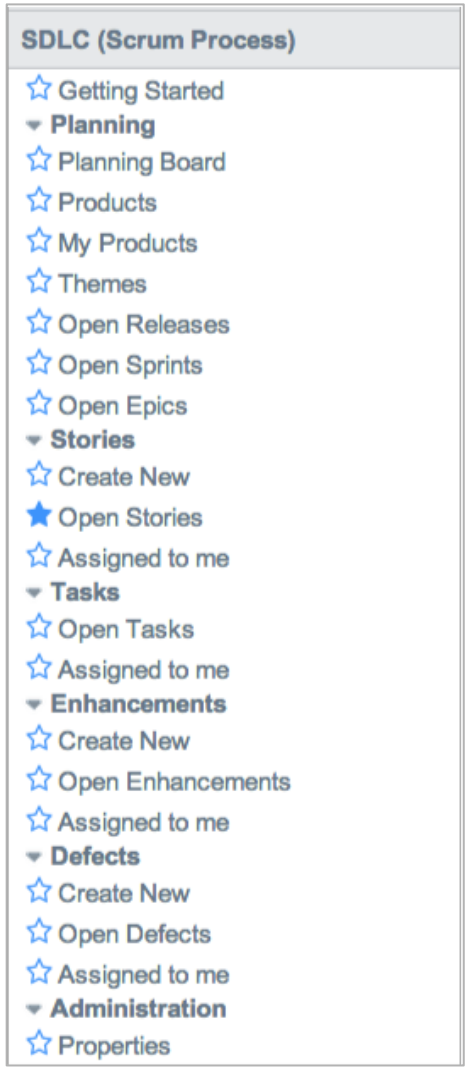
| | |
|---|---|
| State | Ready for testing |
| Points | 6 |
| Assigned to | Don Goodliffe |

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# The Scrum Process Pack

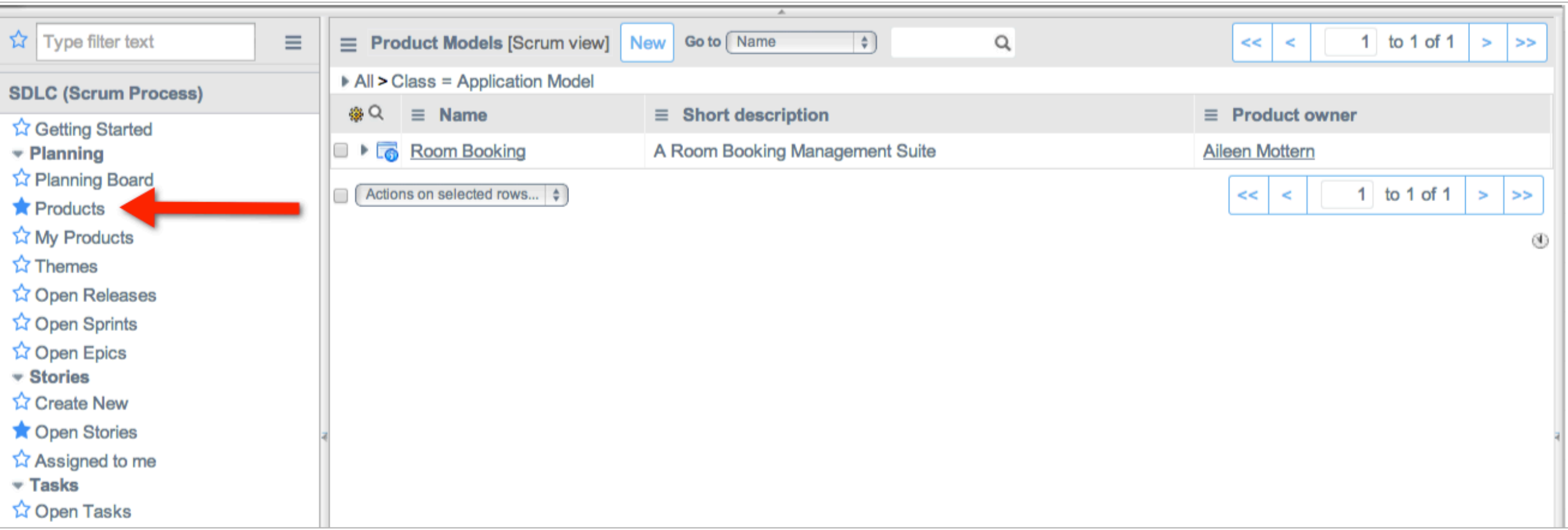
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# Applications and Modules




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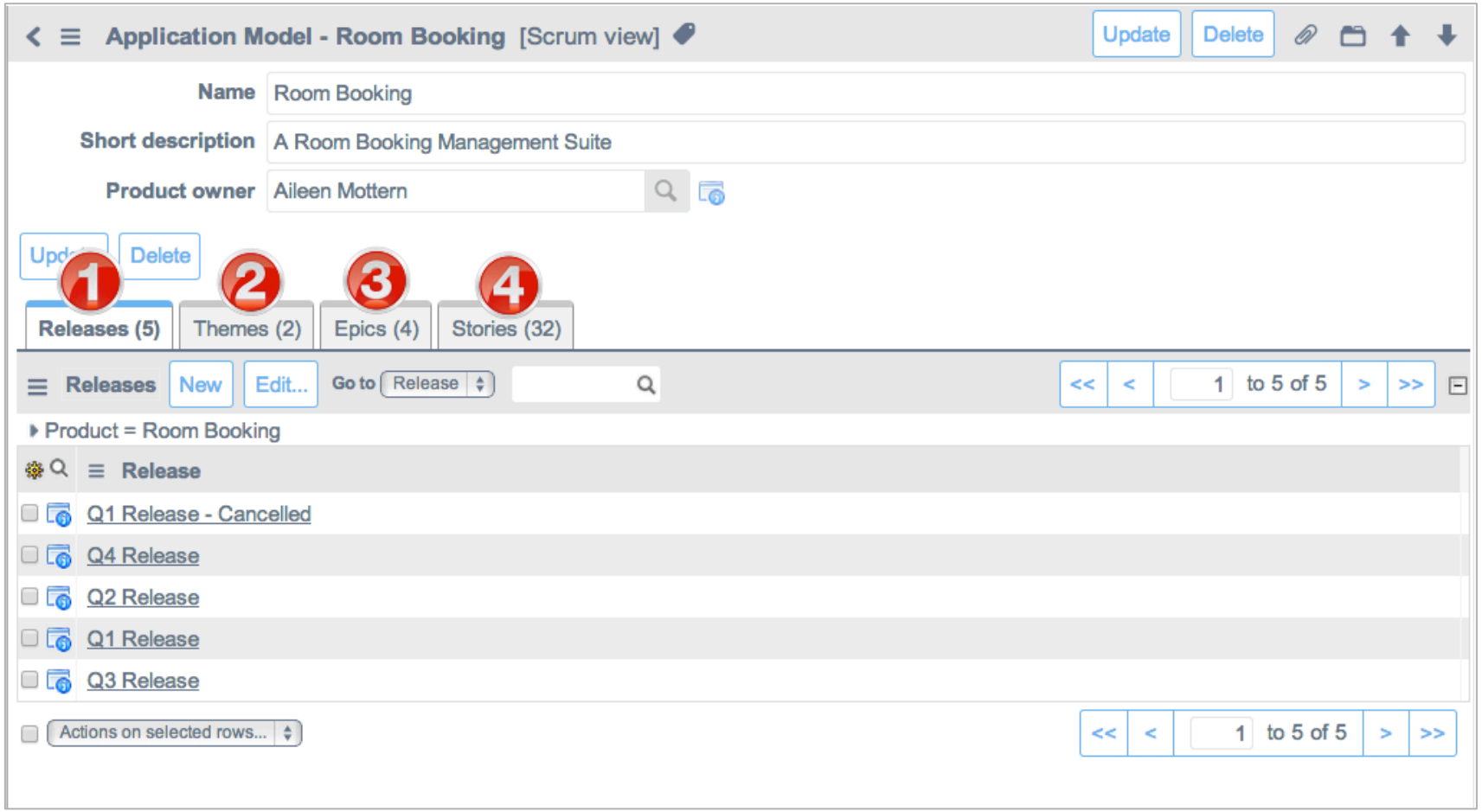
# Product List




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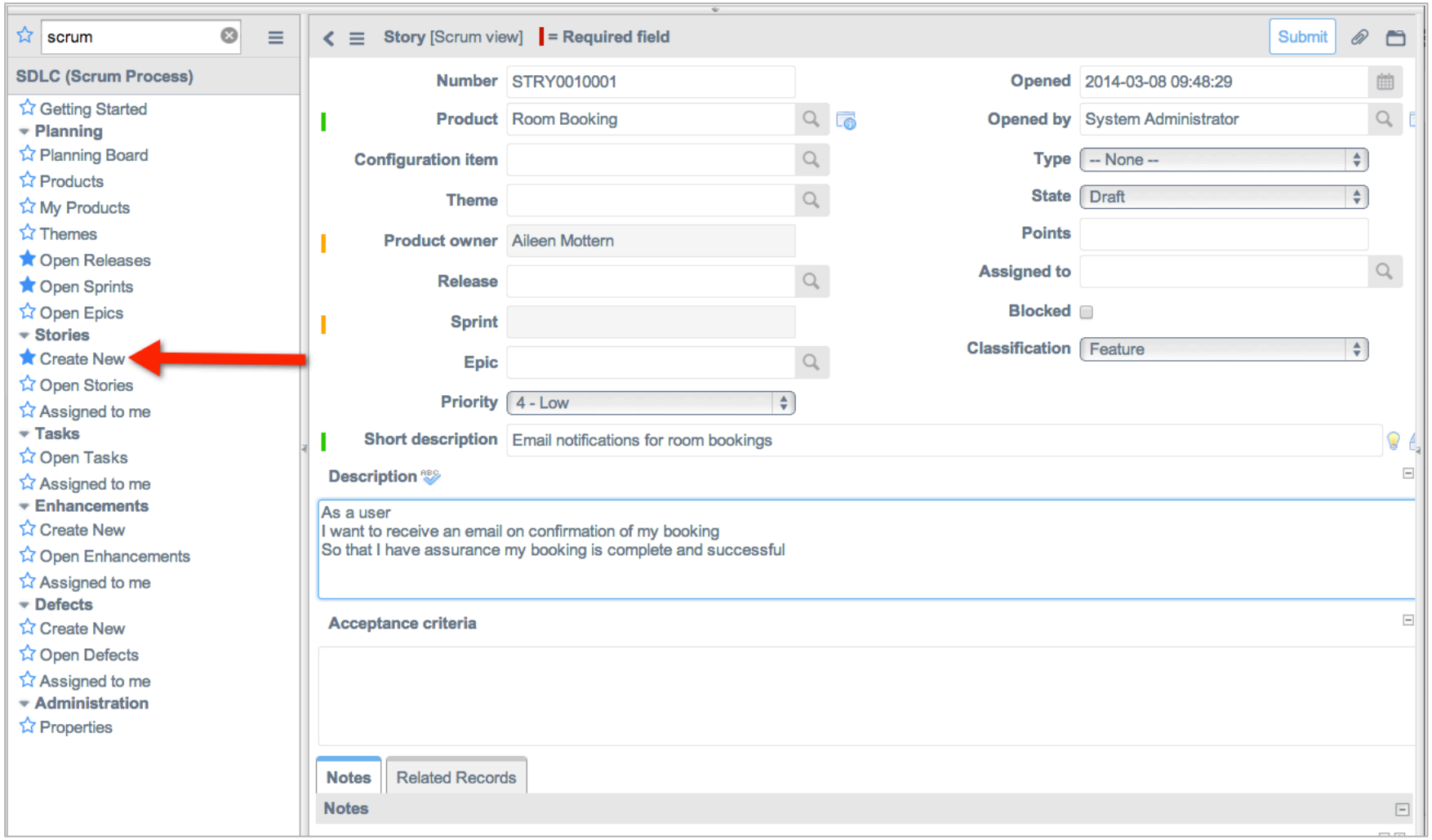
# Product Perspective

1. Required: Releases that will be used to work on the product
2. “Multiple things”
3. “Big things”
4. “Things”




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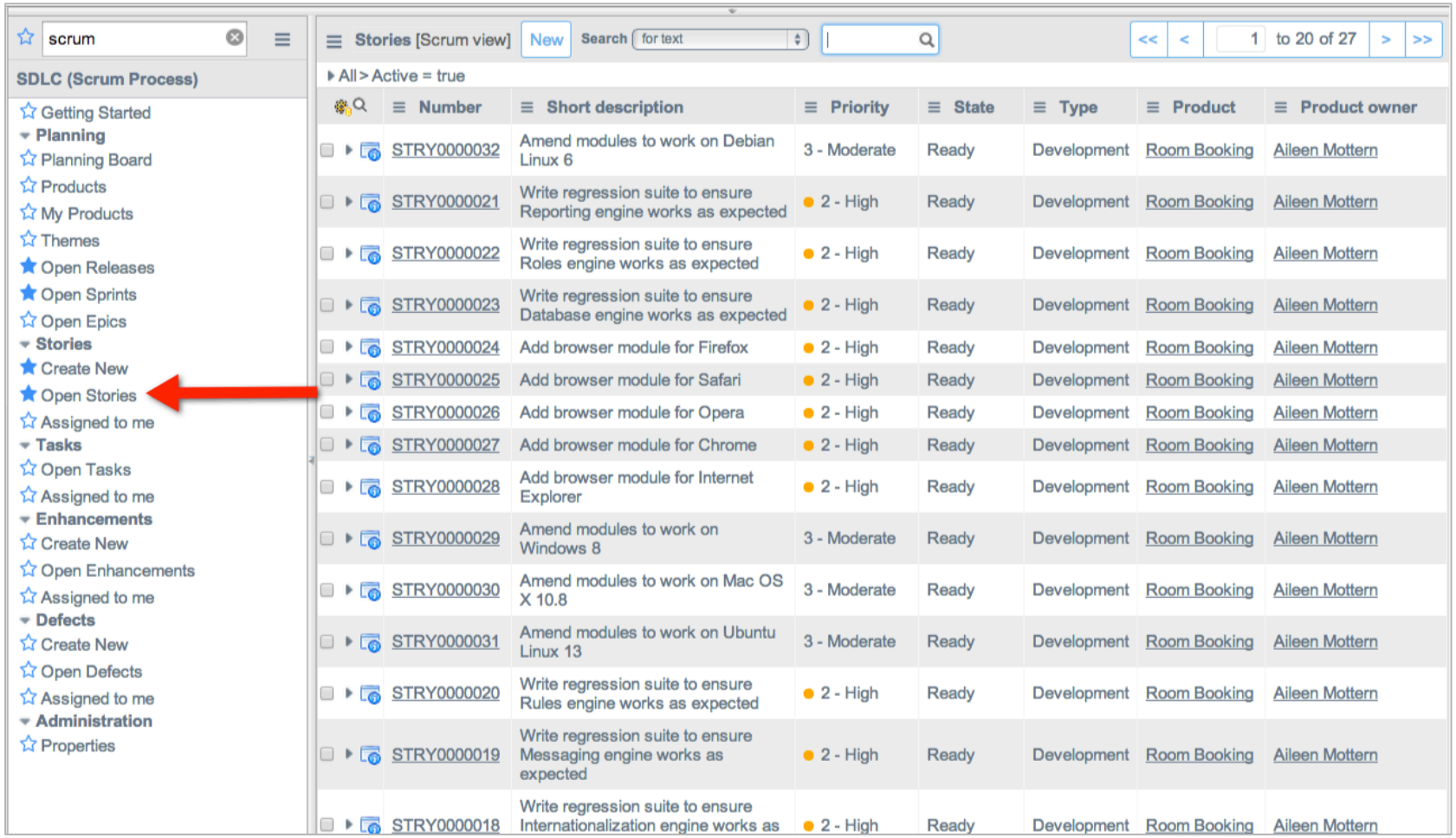
# Create a Story




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# Open Stories

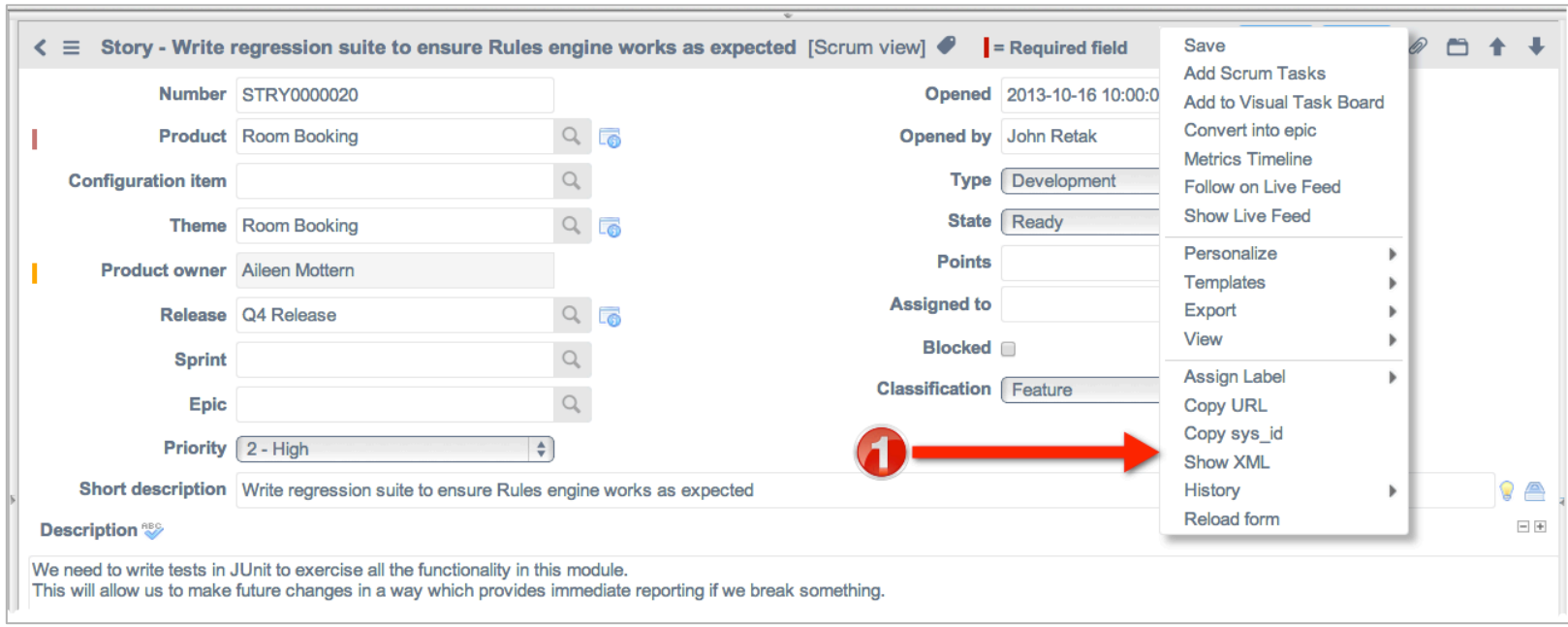
## A good place to filter and search

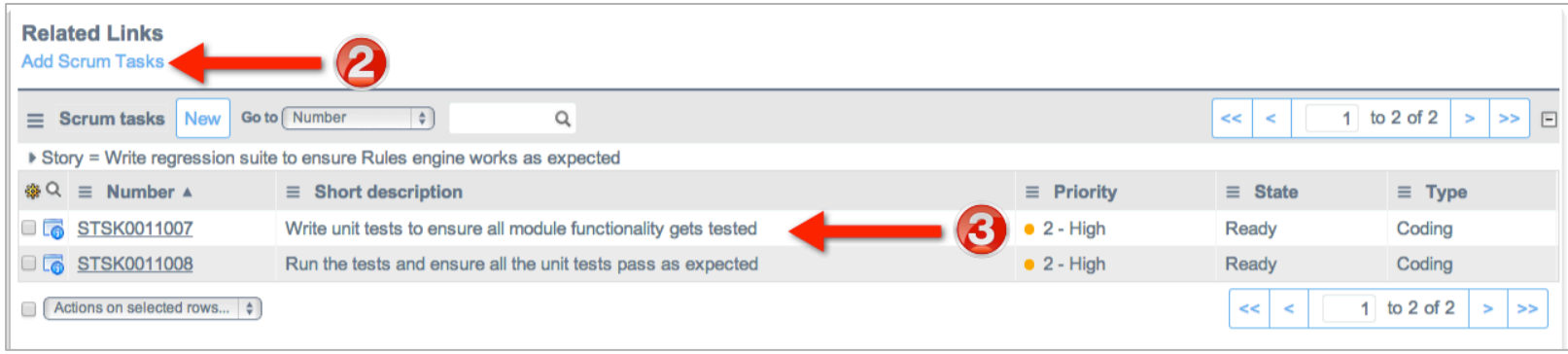



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# Story – Useful features

1. Context menu
2. UI actions
3. Tasks (Optional)




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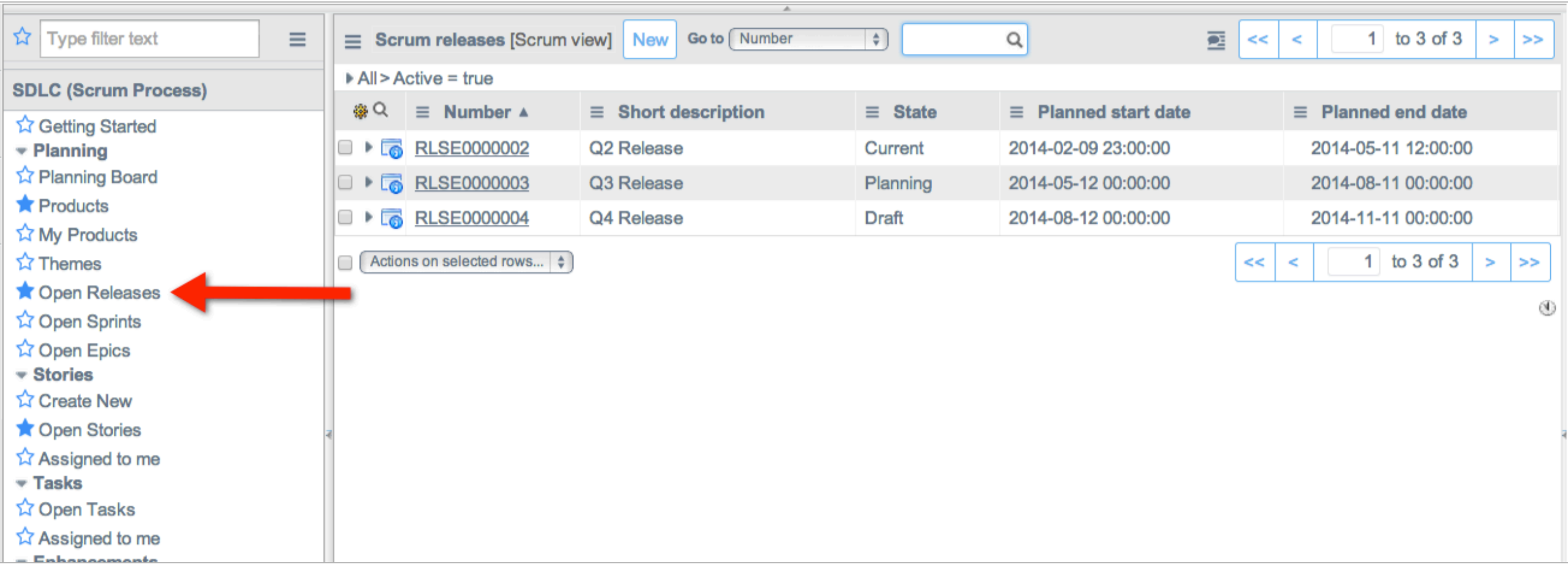
# Hands on time

- Please complete Lab 1
- Let us know if you need help or have questions.




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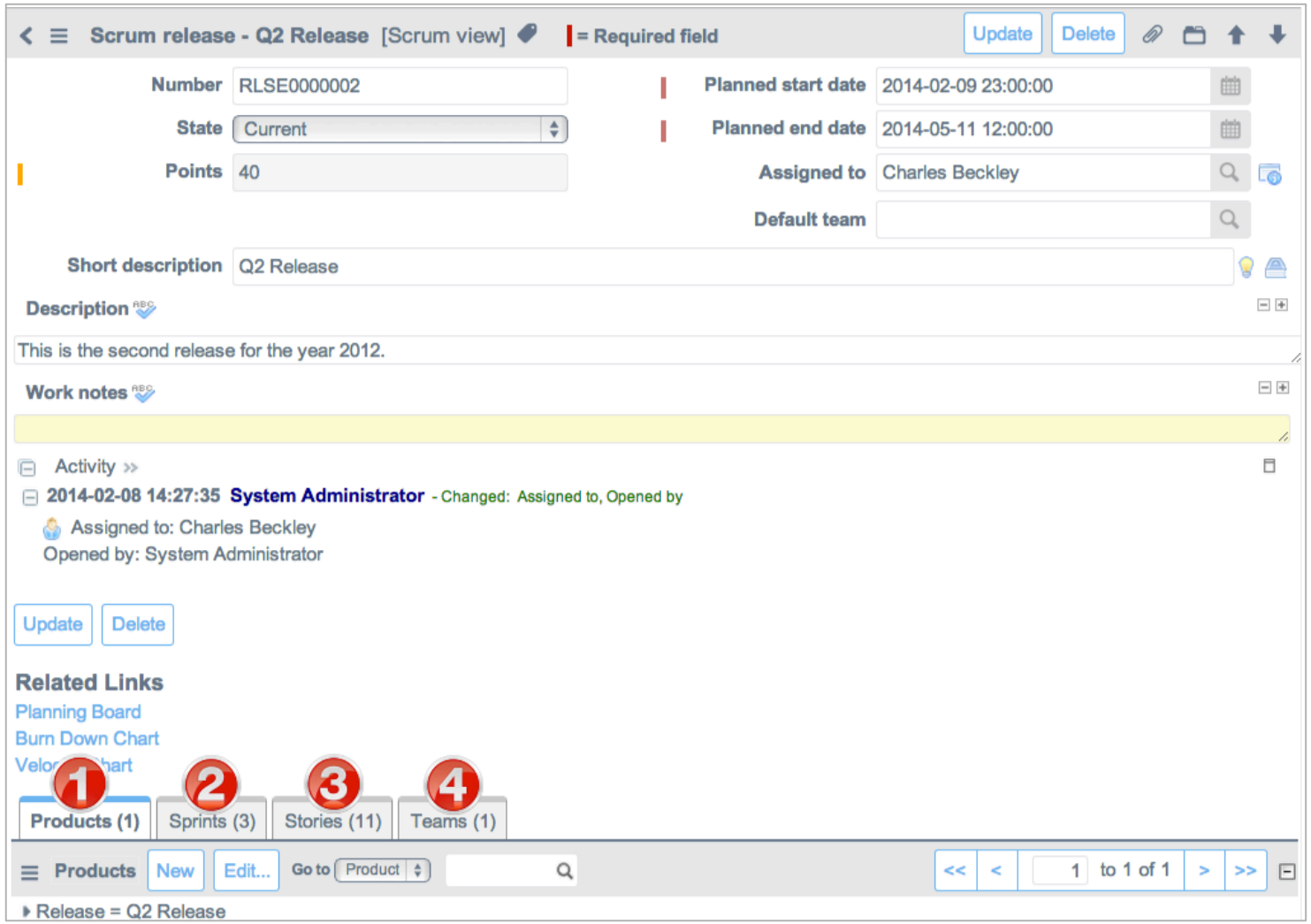
# Release List




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# Release Perspective

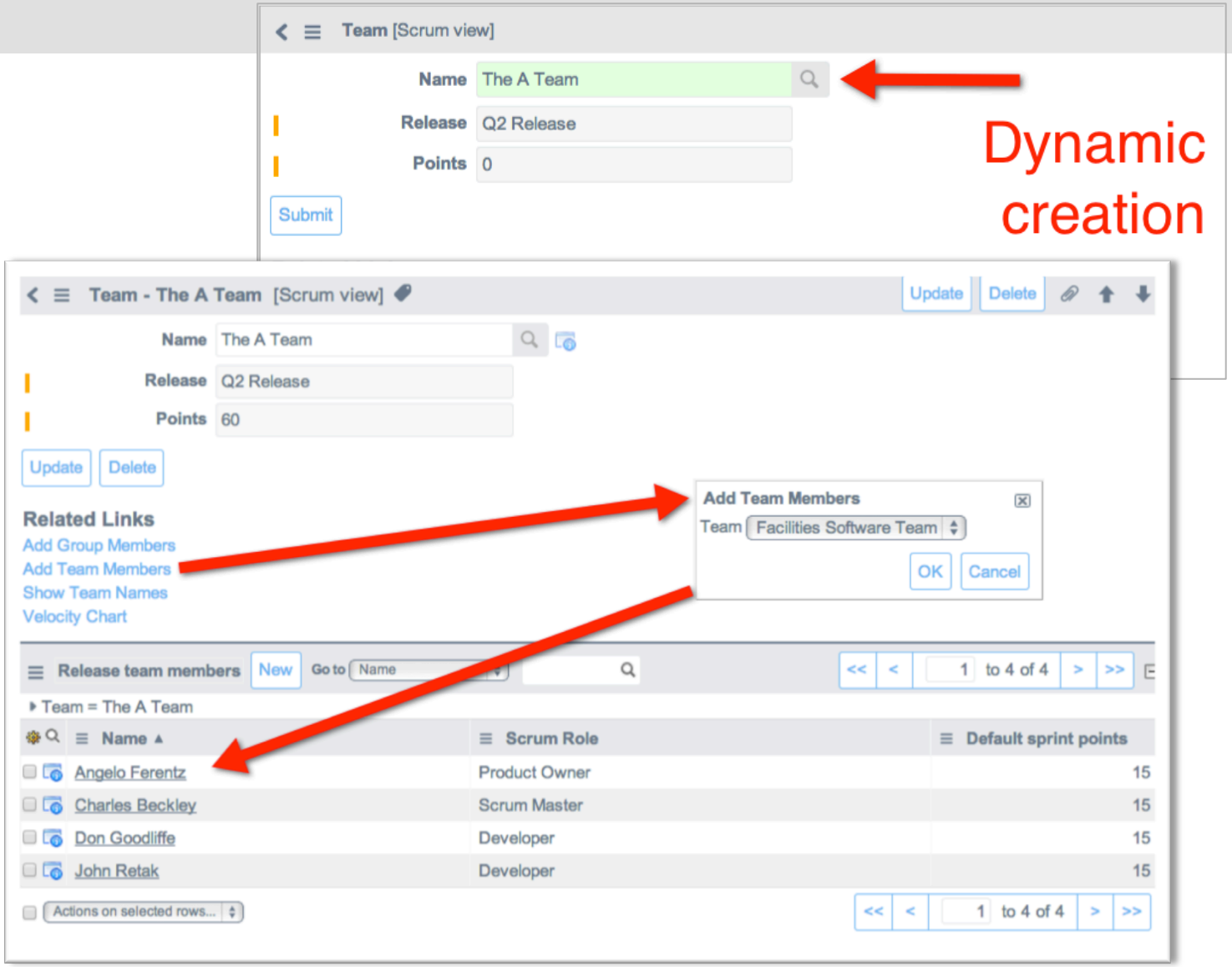
1. Products to be developed
2. Team(s) that will work on release
3. Sprints that will be used to fulfill the development
4. The release backlog




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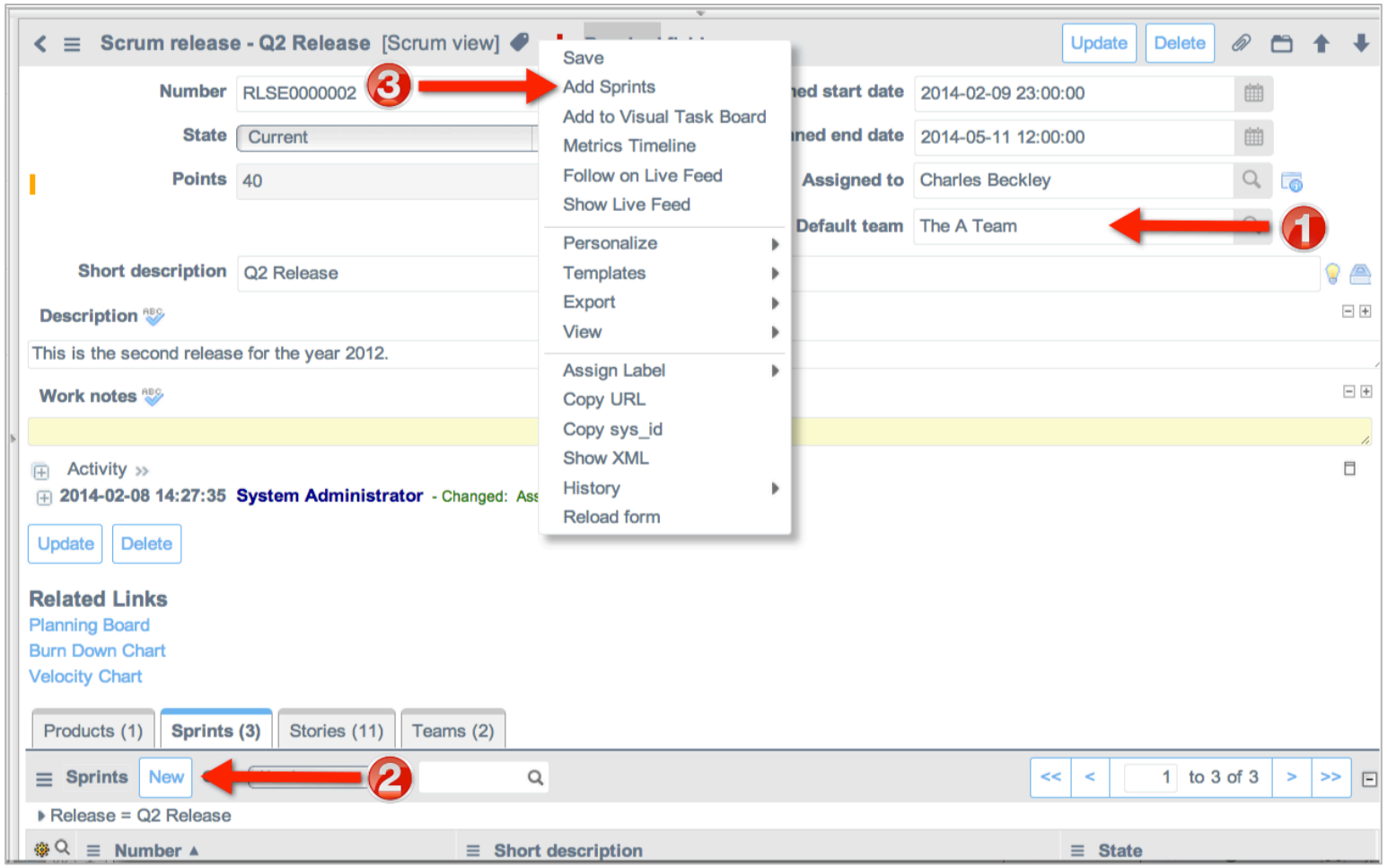
# Create a Release team

1. Create the team
2. Add team members
3. Set roles (optional)
4. Set default points



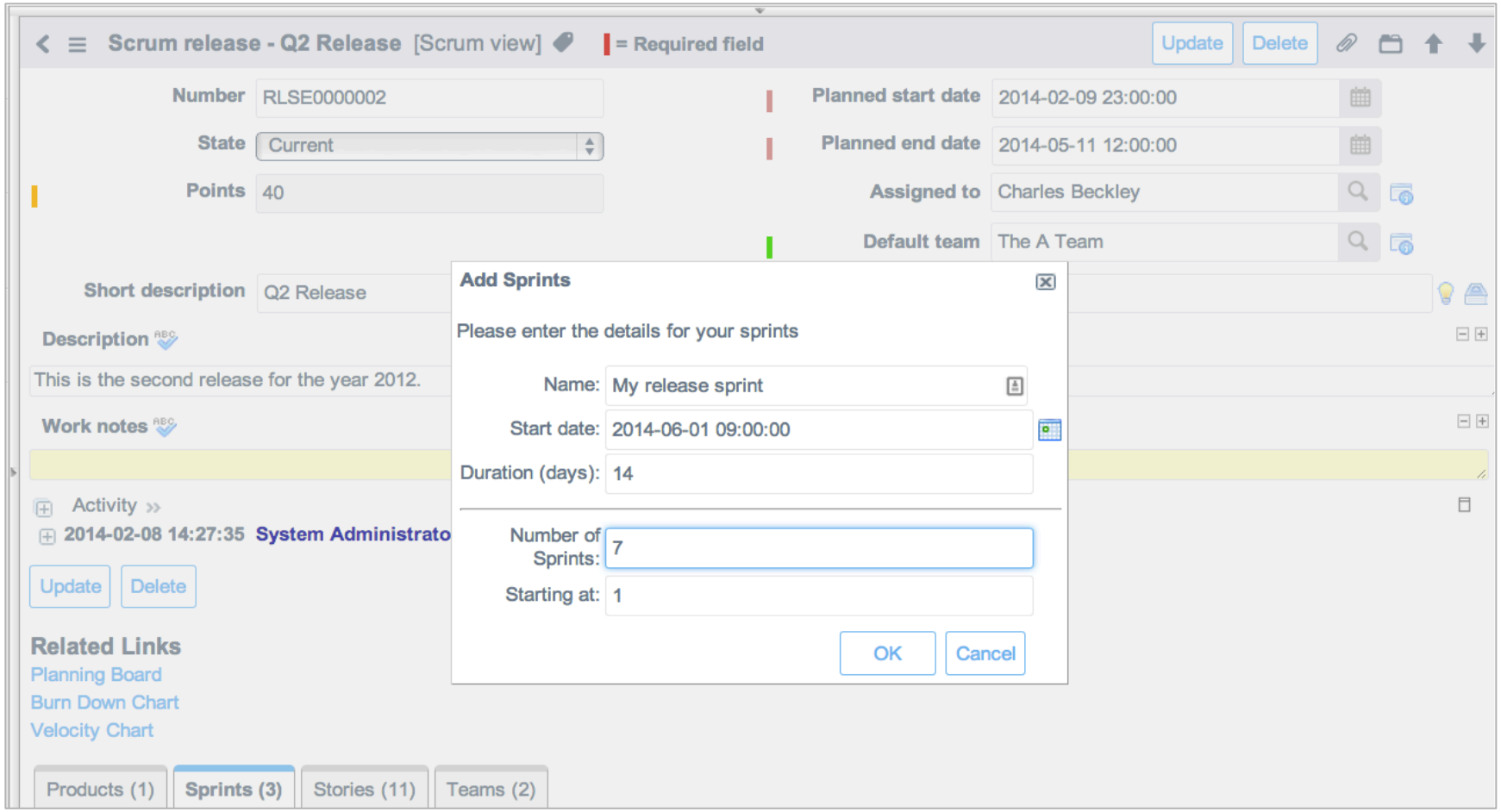

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# Creating Sprints



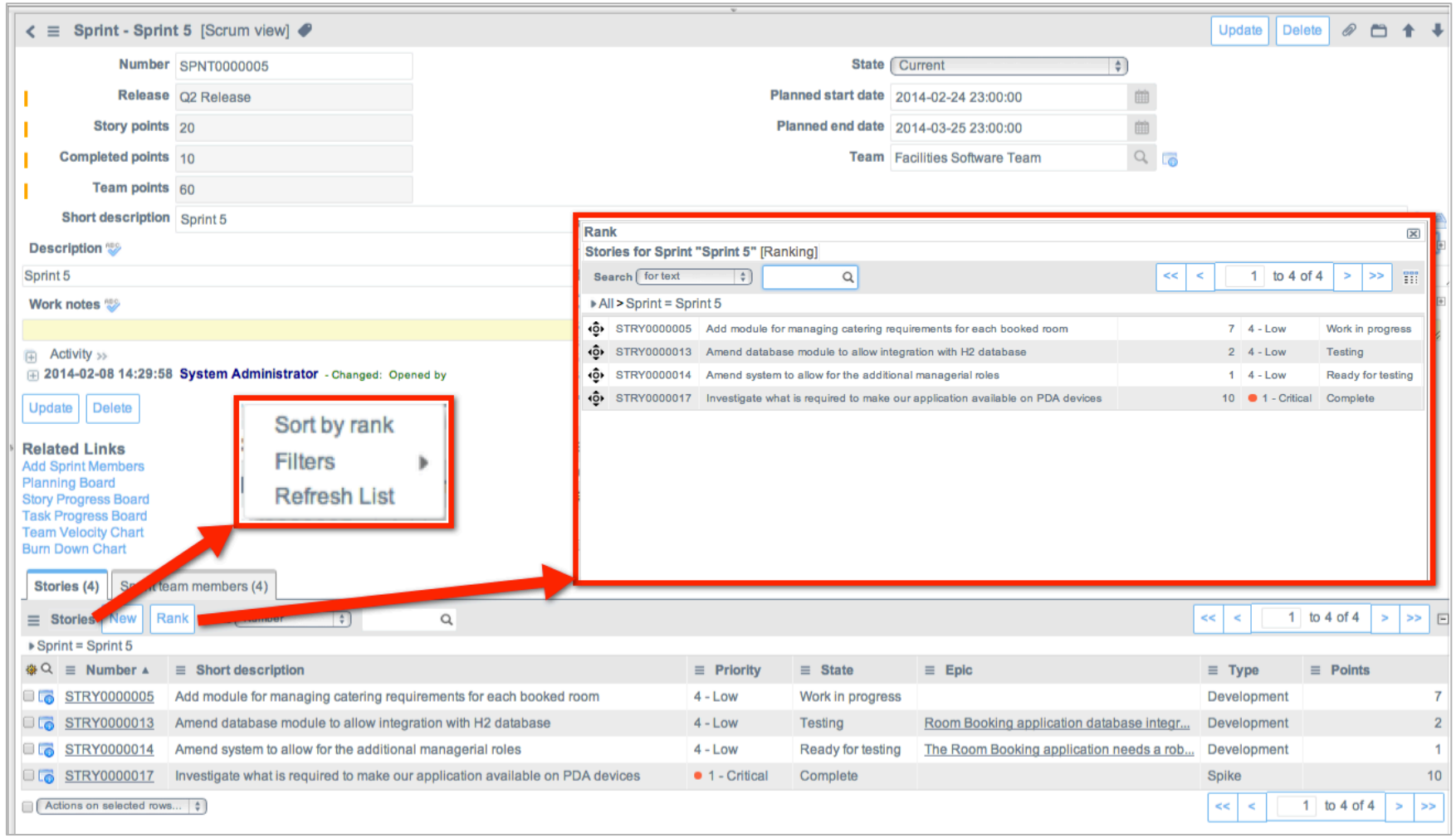

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# Creating sprints (Add multiple)




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# Sprint perspective




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# Hands on time

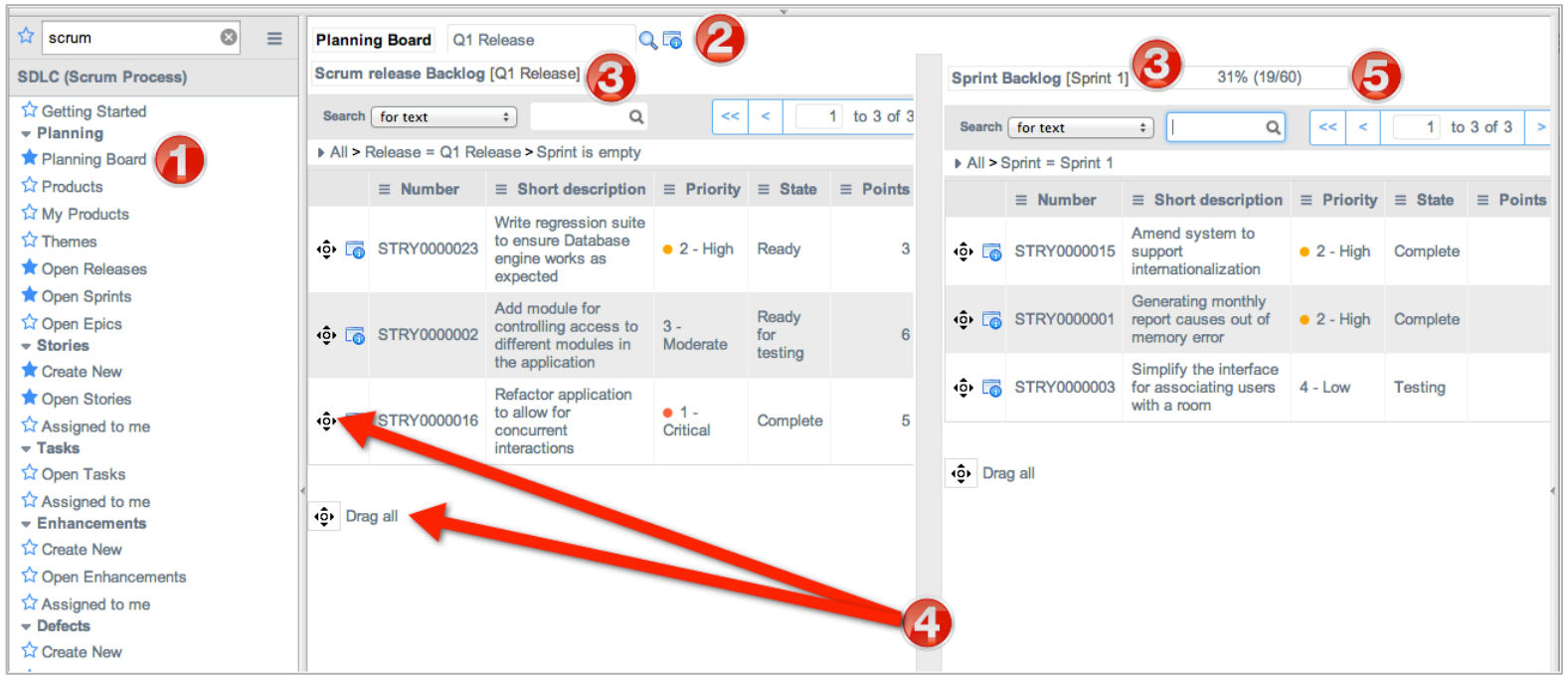
- Please complete Lab 2
- Let us know if you need help or have questions.




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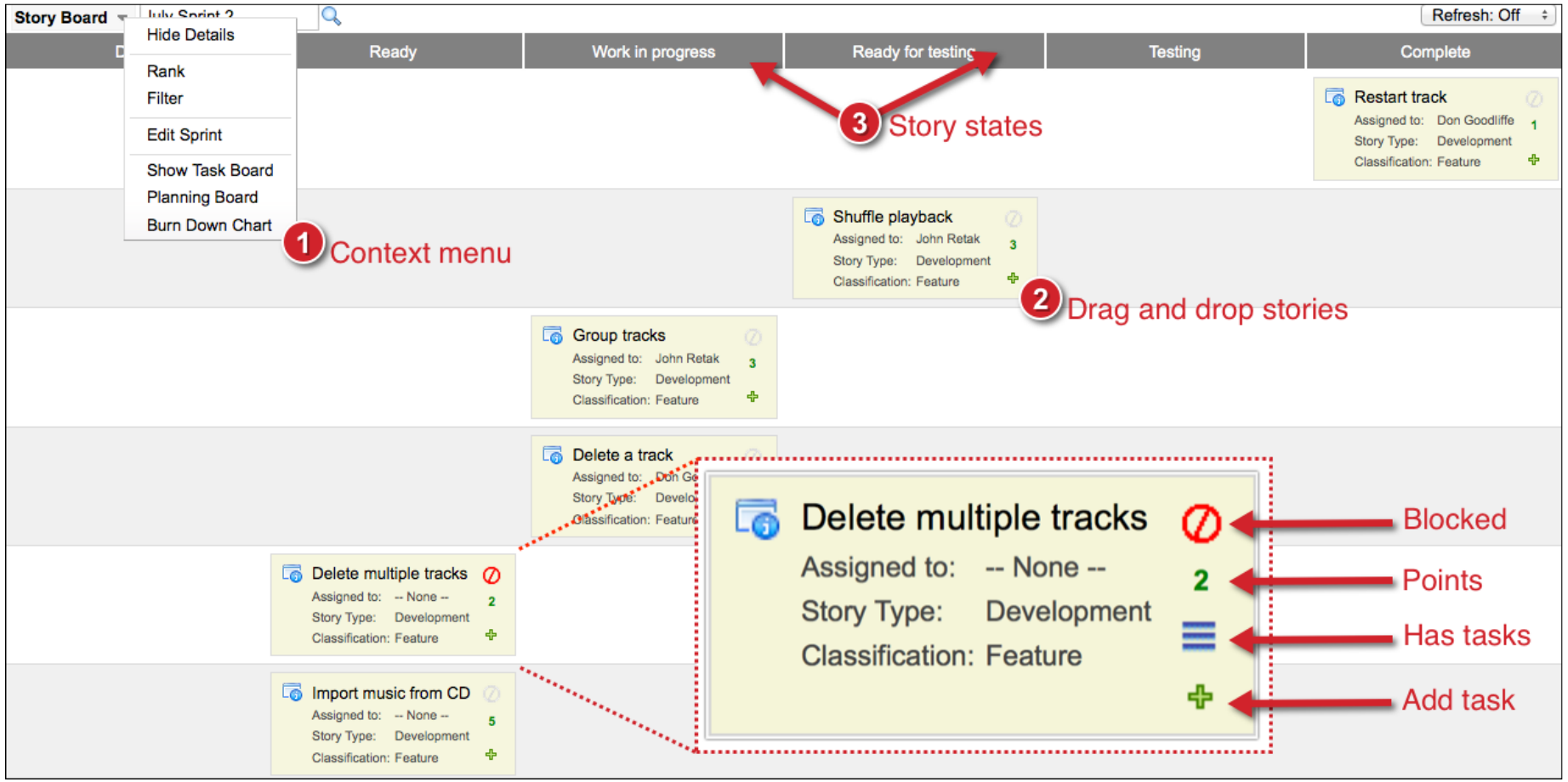
# Planning Board

1. Module link
2. “Release” being planned
3. Release, Product or Sprint backlog
4. Drag and drop stories
5. Capacity meter



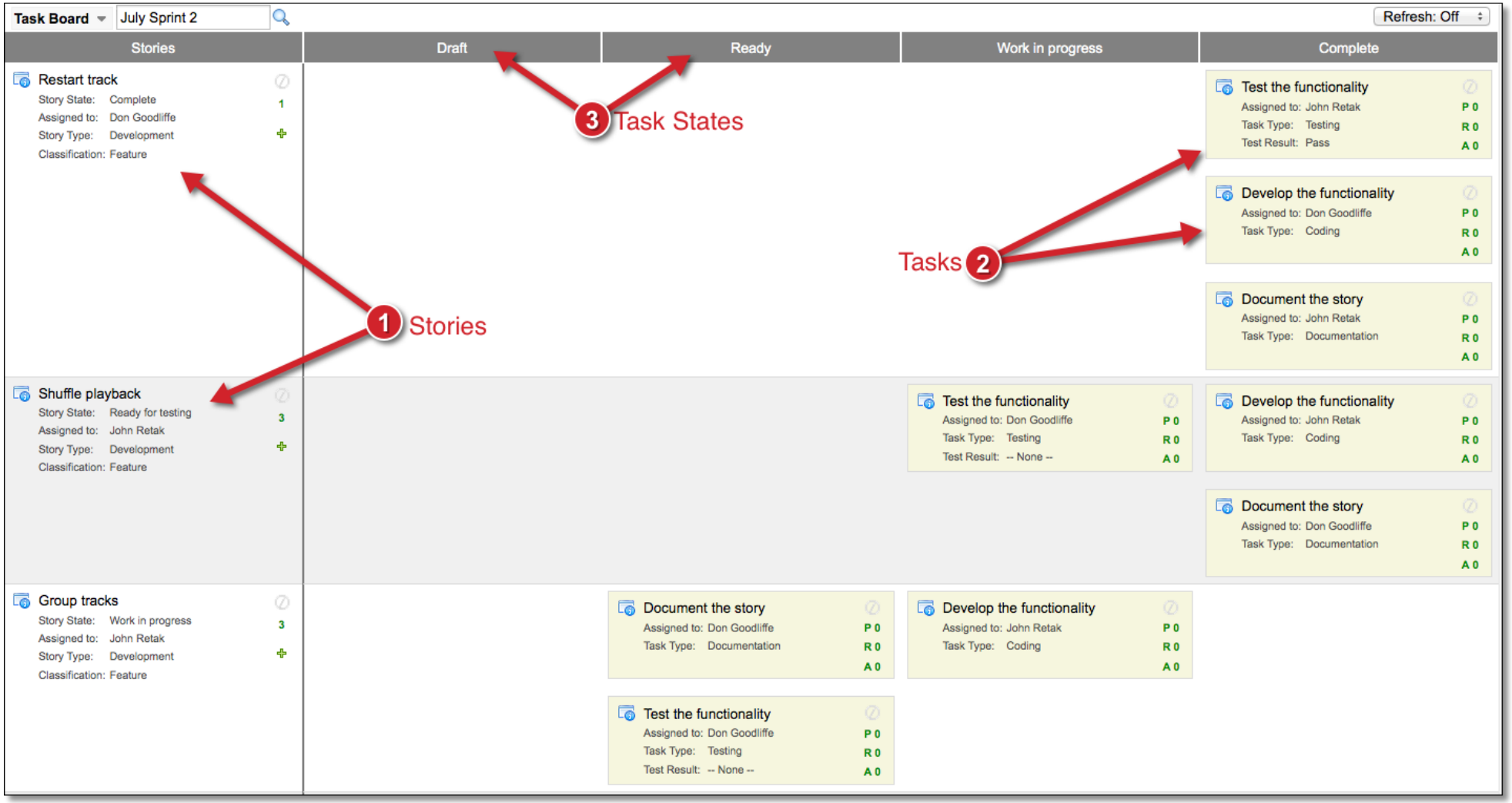

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# Story Progress Board




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# Task progress Board




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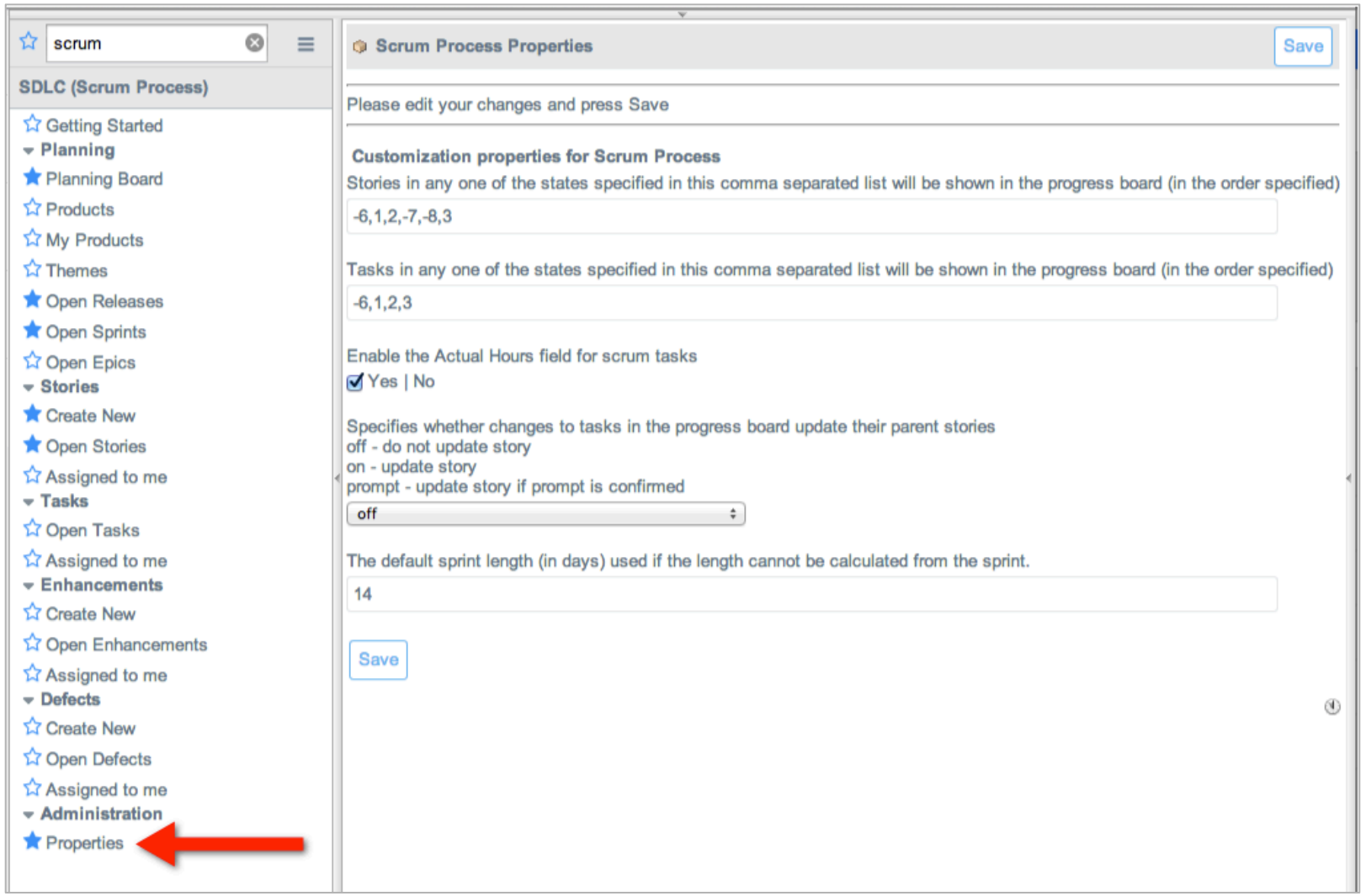
# Hands on time

- Please complete Lab 3
- Let us know if you need help or have questions.




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# Application Properties



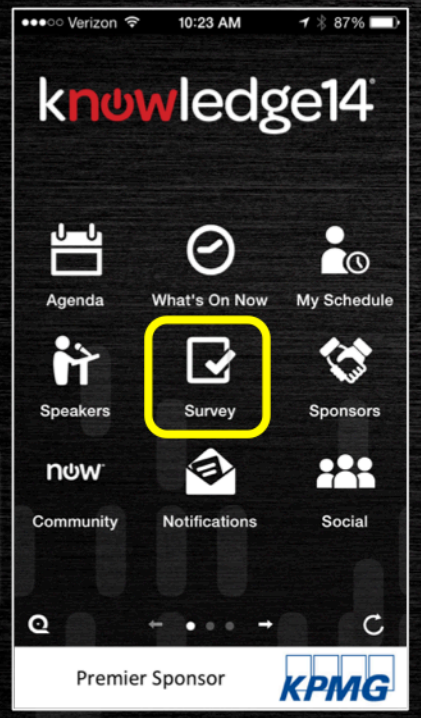

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# Recap

- Setup your release before you start
- Decide which perspective you want to view
  - Top Down (by Product or Release)
  - Bottom Up (Stories)
- Use boards for better visualization & management
- Context Menus
- UI Actions

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# Thank You

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