knowledge14

April 27–May 1, 2014 • Moscone Center • San Francisco, CA

Lab Guide

Software Development Lifecycle: Be Agile with Scrum

Simon Morris & Ross Weir

Lab instance: https://**<<name>>**.lab.service-now.com

Login / Passwords:

admin / Knowledge14

itil / Knowledge14

employee / Knowledge14

Subject: Welcome aboard!!!!
Sent: Wednesday May 15th 2014
From: Tyler Durden, VP of Product Strategy

Hello there!

I just wanted to drop you a note and say welcome aboard on your first day as our new Product Owner. I'm really glad you've joined our team ☺

I'm Tyler, the Vice President of Product Strategy. My job is the overall delivery of our product to the market including development, marketing and branding.

Our product – NOWtunes – is at a critical stage in its lifecycle. We just released our first version to early adopters and now we are swamped with enhancement requests and a more than a couple of fairly nasty bugs that we need to fix.

We have a limited amount of developer effort and we want to keep releasing early and often.

The challenge is prioritizing features and defects and continually making sure we are doing the most important work.

As VP of Product Strategy I need predictability from my development teams. If I know how much the team can accomplish in a 2 week period I can plan future releases, marketing and advertising activities.

If the team over-promise and under-deliver we might be in trouble!!!

Good luck in your new role

--

Tyler Durden
VP Product Strategy
NOWtunes

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Lab Goal

To create a new Product within the Scrum module and to define the Product Backlog by creating story records.

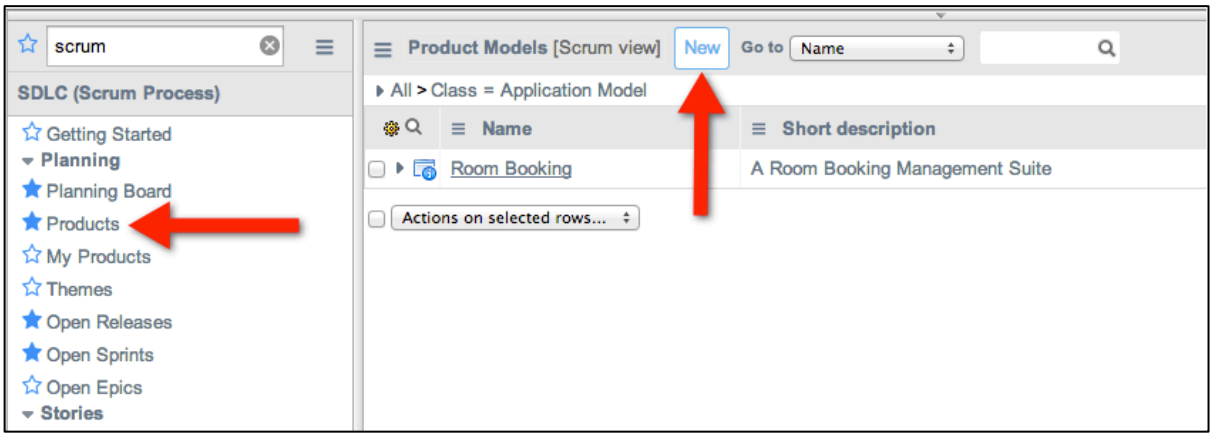
Rank the stories to define the highest priority items for the NOWTunes product.

Lab 1
Welcome Product Owner

Create a New Product

1. Login to the instance URL on the cover page using the provided **admin** credentials.

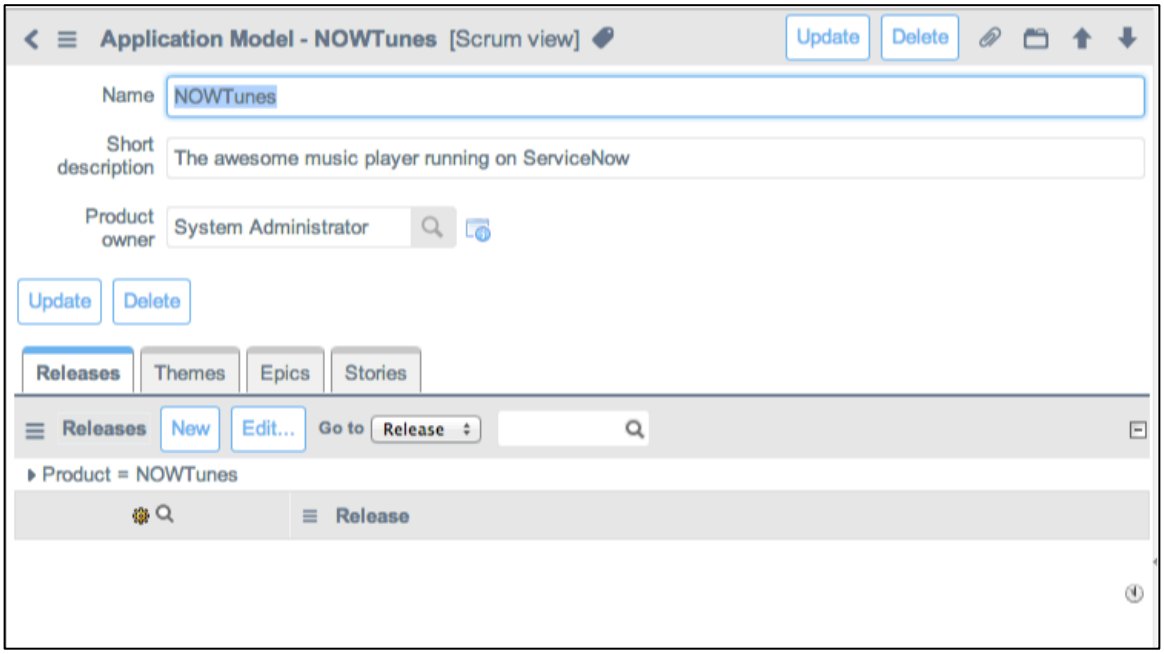
2. Navigate to **SDLC (Scrum process) > Planning > Products** and click **New**.



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3. Create a new Product record for the NOWTunes product and click **Update**.

   Name: **NOWTunes**
   Short description: **The awesome music player running on ServiceNow**
   Product owner: **System Administrator**



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Subject: Getting ready for the NOWtunes Summer release
Sent: Wednesday May 15th 2014
From: Marla Singer, ScrumMaster

Hey,

Welcome to the team – good to have you here.

I'm Marla and I'm the ScrumMaster for the development team. My job is to facilitate for the team and yourself as Product Owner. I ensure the teams are aware of our Agile principles and that we follow the process closely.

The first thing you need to do is get familiar with the Product Backlog to see what features we have done and what is planned for future releases.

The team is focused on getting the July release completed. Today we are halfway through the second sprint and we think we'll need at least another 2 sprints to finish off.

Your job is to prioritize features and defects to make sure the July release is absolutely rocking!!

Just wanted to get you started – have a look through the Product Backlog and at the progress in the current sprint (July Sprint 2). See you at the daily standup at 1030 tomorrow!!

M

--

Marla Singer
ScrumMaster
NOWtunes

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Create Stories

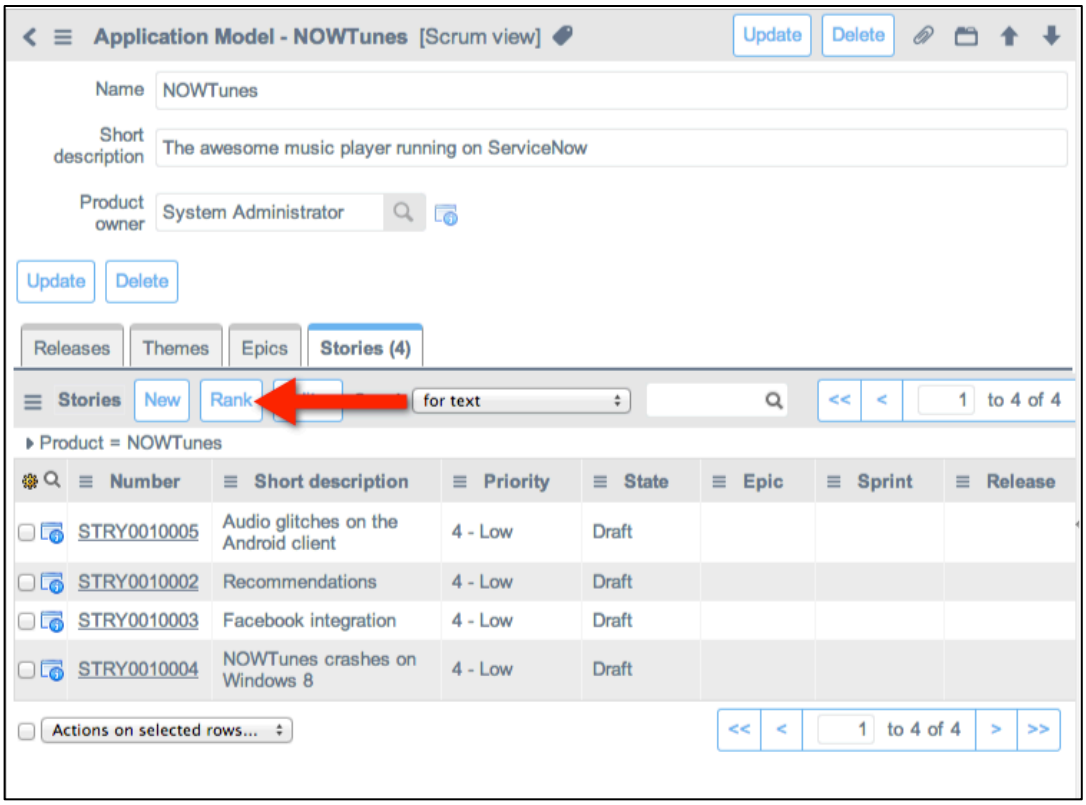
1. Open the product you just created and then click the **Stories** related list. Currently it is empty so you will now create some stories for the development team to work on. Click **New**.

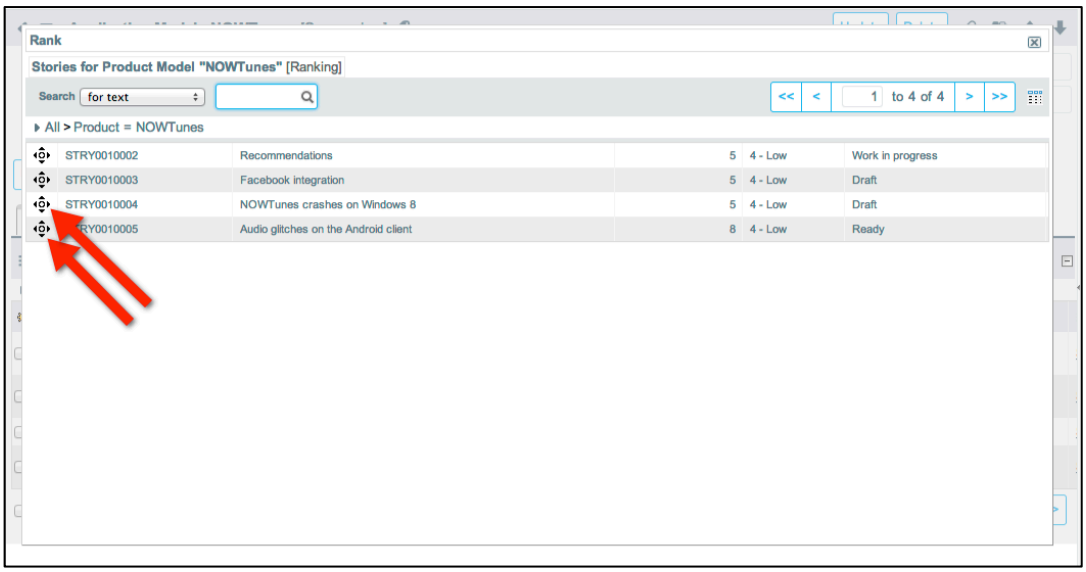
2. Create stories for the following features.

Short Description	Classification	Description	Acceptance Criteria
Recommendations	Feature	As a music listener I am presented with similar artists and tracks so that I can expand my music selection Our revenue would increase if we can keep users spending whilst they are still in the app. Recommend music to them!	At the end of each track users are presented with tracks from the same artist or genre to purchase. Do not recommend tracks that a user already owns in their collection
Facebook integration	Feature	As a music listener I can share my playlists with Facebook so that my friends can listen to my tunes. Our customer-base would expand if users could share our product on social networks.	Users are presented with a “Share” button on each playlist Users can manage their Facebook share settings in the preferences pane
NOWTunes crashes on Windows 8	Defect	The latest version of NOWTunes crashes at launch for all Windows 8 users.	The NOWTunes app starts successfully on Windows 8
Audio glitches on the Android client	Defect	On very old versions of Android there are slight audio glitches when streaming music	Music glitche issues resolved on Android Gingerbread devices

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4. Click the **Rank** UI Action on the **Stories** related list to drag and drop the highest priority item. Which item would YOU consider to be highest priority?





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Lab Goal

To create releases and sprints for the NOWTunes product.

Lab 2
Create your Releases

Subject: Shipping the next version of NOWTunes

Sent: Wednesday May 15th 2014

From: Tyler Durden, VP of Product Strategy

Hello again,

It's time to start planning the next release of NOWTunes. We want to release in 12 weeks time with some awesome new features.

Wanted to let you know so that you can plan ahead and get the team ready.

Thanks

--

Tyler Durden

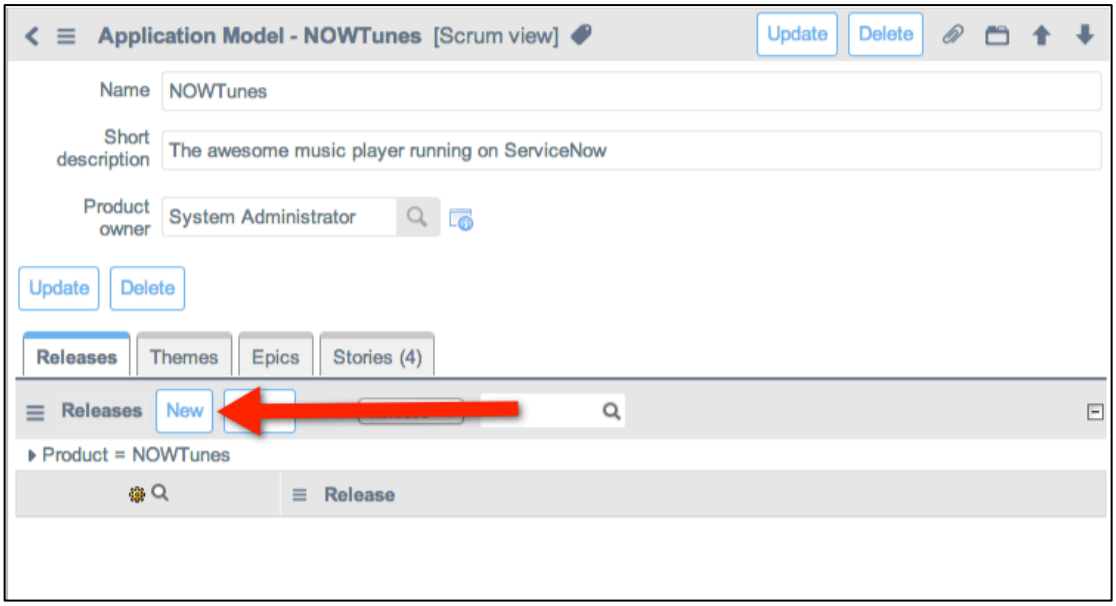
VP Product Strategy

NOWtunes

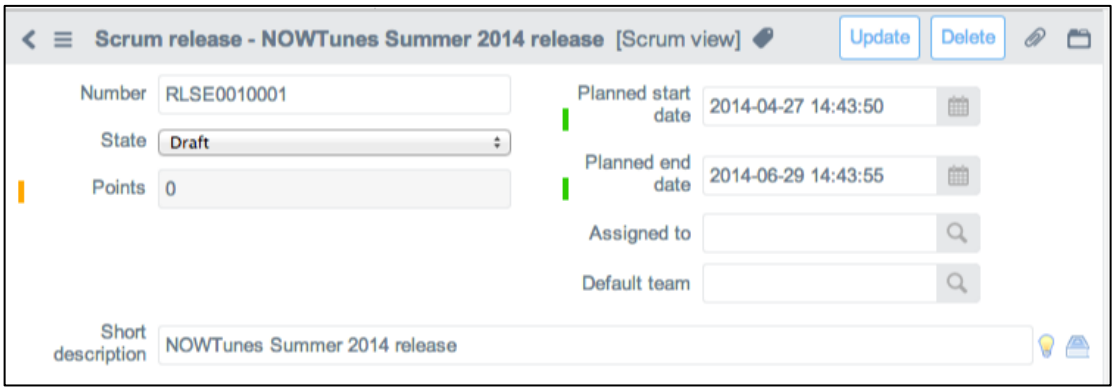
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Create Releases

1. Open the **NOWTunes** product.
2. On the **Releases** related list click **New.**



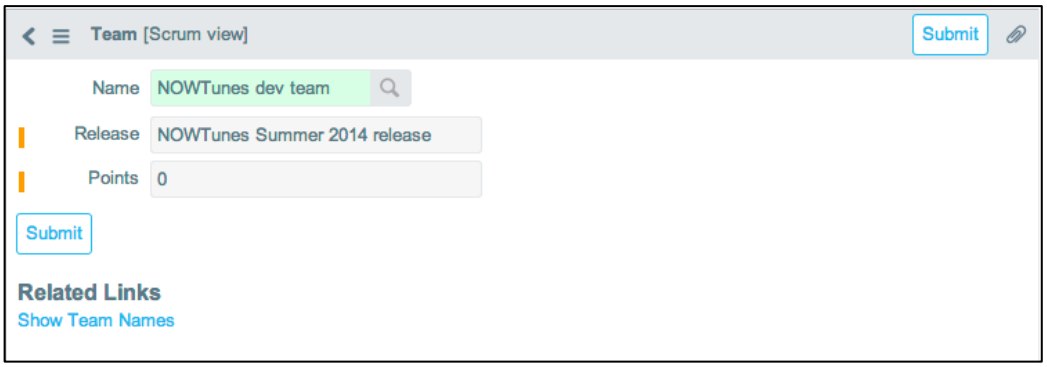
3. Create a release that starts today and ends in around 8 weeks time. Save the record.



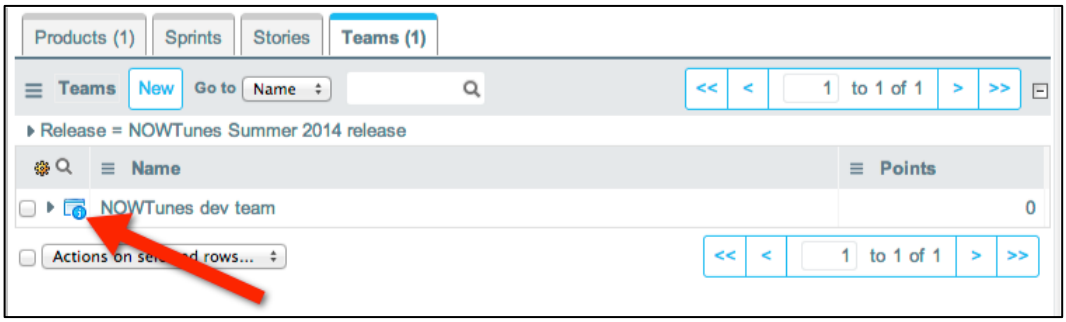
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4. On the release record there is a **Teams** related list. Click **New** to define your release team.

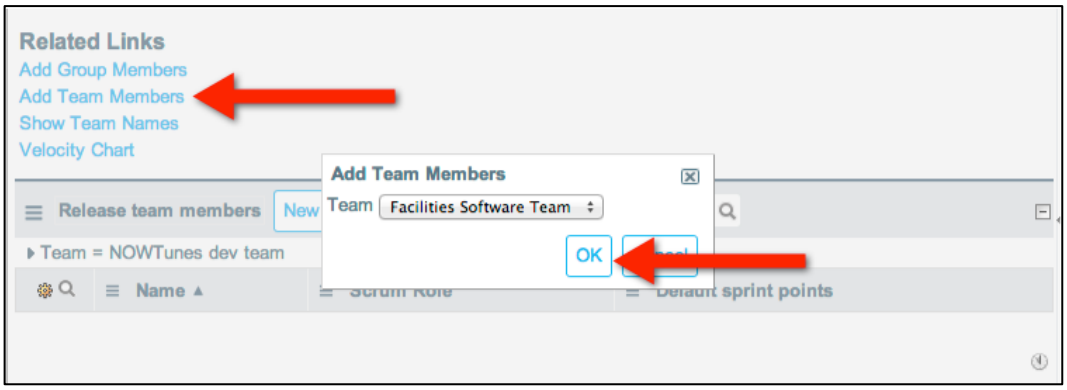
   Enter a name for the team. Notice the background of the reference field will turn green. It will be dynamically created when the **Submit** button is clicked.



5. After clicking **Submit** click to edit the team you just created.

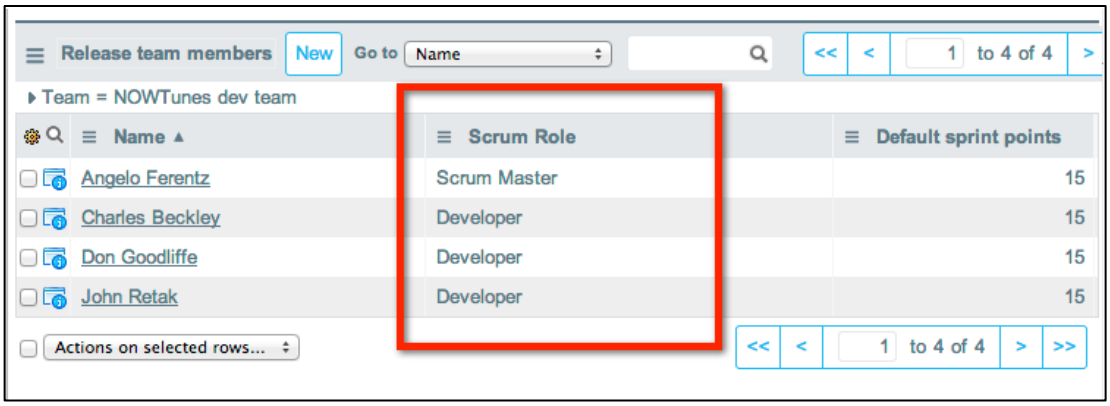


6. Click **Add Team Members**. We are going to add users from the existing **Facilities Software Team** as they are joining the NOWTunes product.

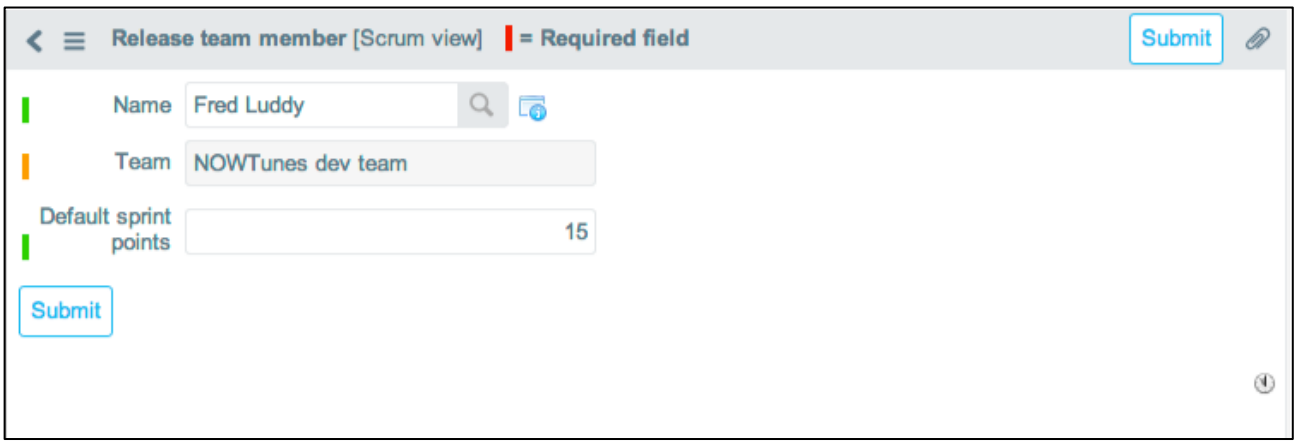


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7. You've added 4 members to your new Scrum team. List edit the members to change their **Scrum Role**.



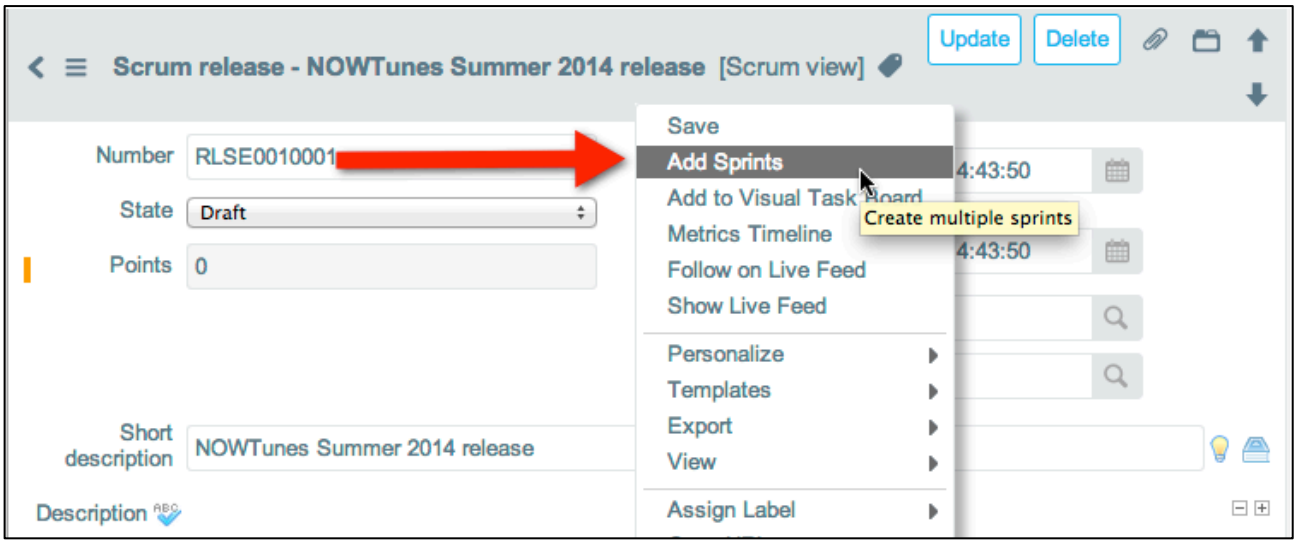
8. Add Fred Luddy to your team (Why not!!!?) by clicking the **New** button on the **Release team members** related list.



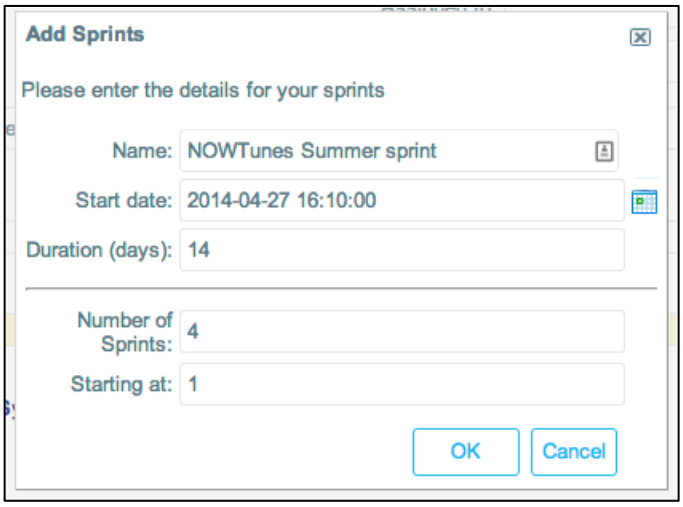
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Create Sprints

1. Navigate back to the release record you created earlier in this lab. Right click the form header and select the **Add Sprints** UI Action.

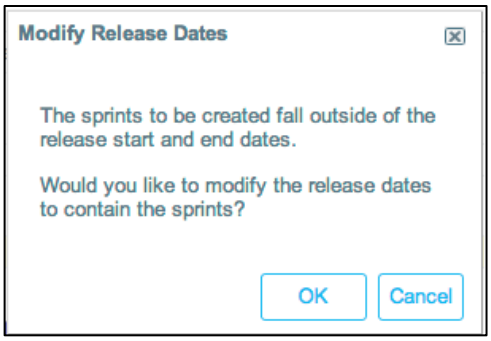


2. Configure the **Add Sprints** dialog window by naming the sprints, set the start date to today. We need to create 4 sprints with a duration of 14 days. They will be numbered starting at 1.

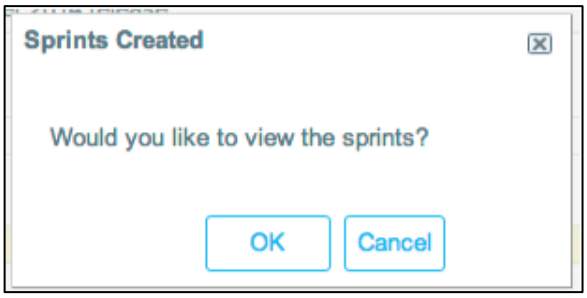


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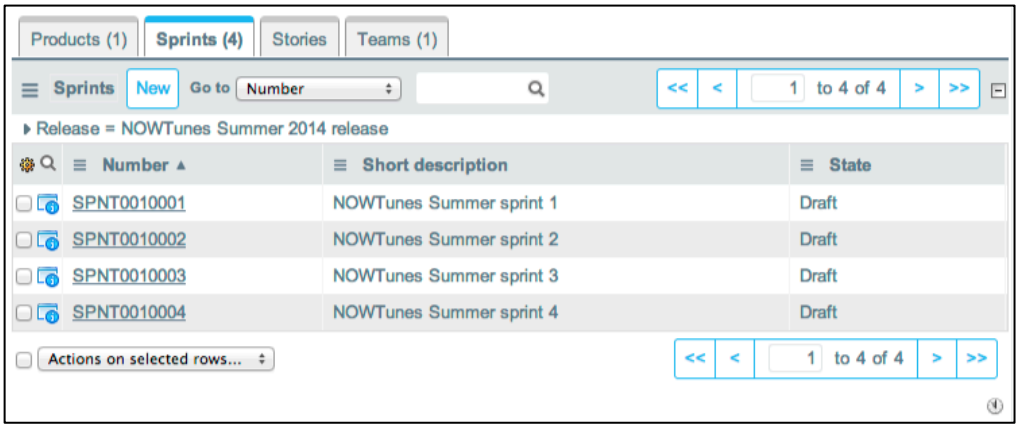
3. Depending on how you configured your release start and end dates you may be presented with a dialog asking permission to modify those dates. If so click **OK**.



4. When the dialog confirming the sprints have been created is shown, click **Cancel**



5. Confirm you now have multiple sprints defined for your release



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Lab Goal

Associate stories with sprints using the Planning board. Deal with incoming requirements by creating stories and reprioritizing your backlog

Lab 3
Plan your Releases

Subject: Nailing down what we're doing over the next few weeks.
Sent: Wednesday May 15th 2014
From: Marla Singer, ScrumMaster

Hey,

We're ready to start planning stories in detail now. The great thing about Agile and Scrum is that we don't waste time planning when things might still change.

Now we know what's in the next release we can work out exactly HOW to build this product. Can you start to allocate stories to sprints for us please?

Thanks!!

M

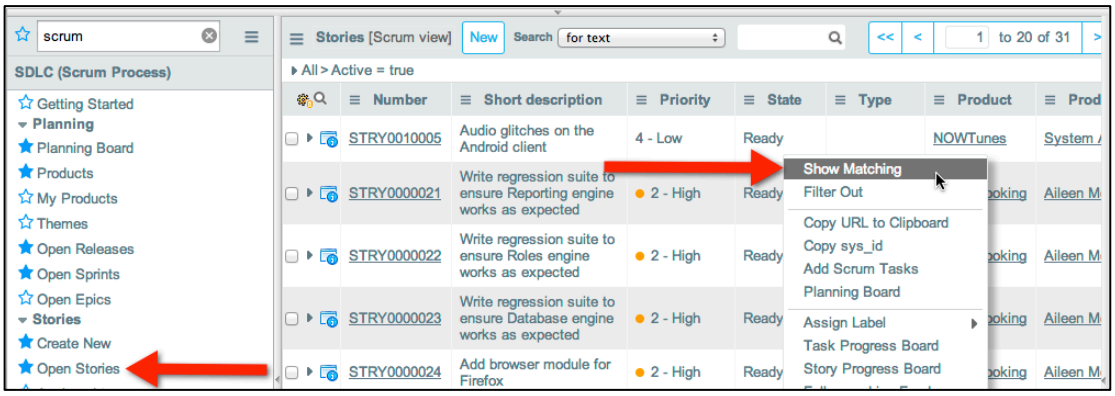
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Marla Singer
Scrum Master
NOWtunes

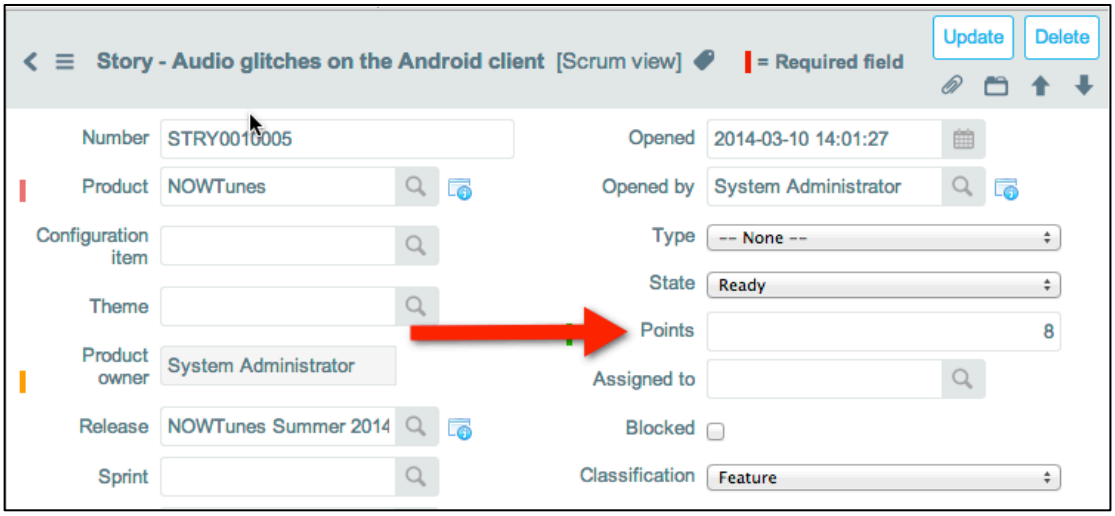
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1. From the navigation pane click **SDLC (Scrum Process) > Stories > Open Stories.**

   Filter the list of stories to show the ones relating to the **NOWTunes** product. Right click on the Product list and click **Show Matching** on the correct product.

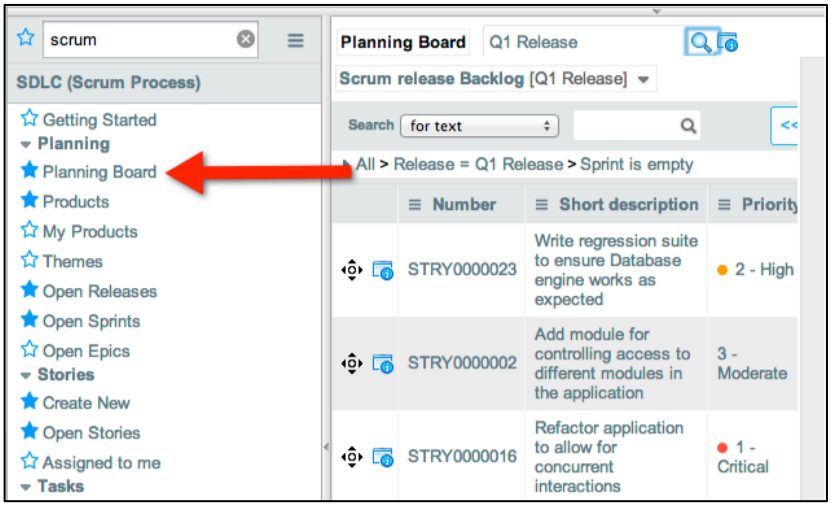


2. Review each story and associate a Story point value depending on how big you estimate the feature to be. Use story point values in the range 1, 2, 3, 5, 8, 13, 20. Save each record.

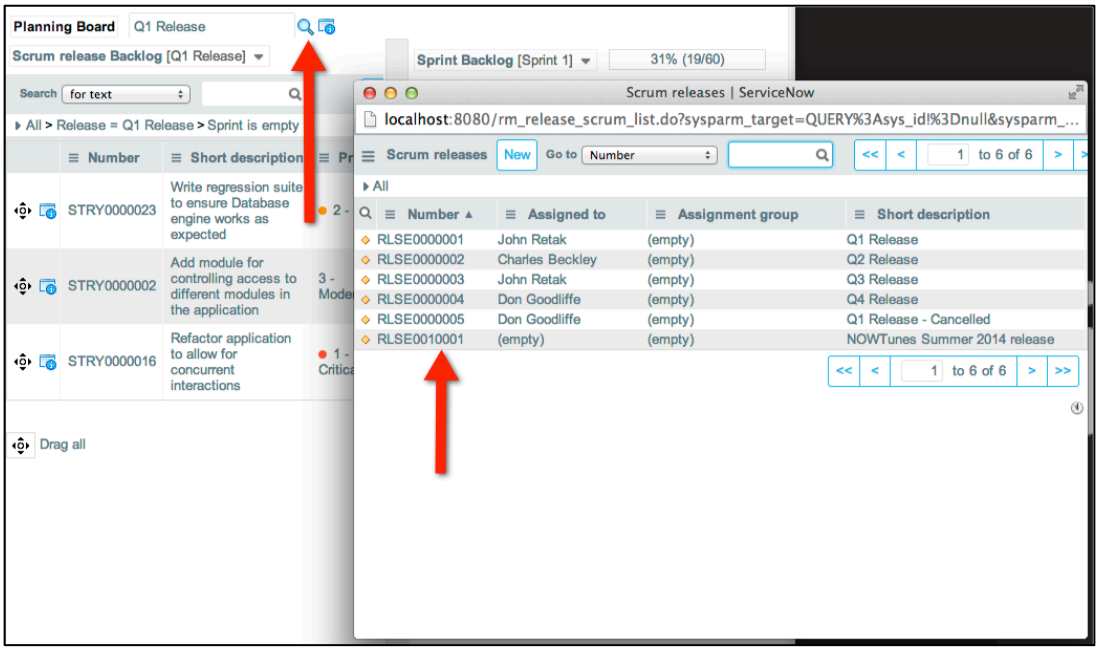


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3. From the navigation pane click **SDLC (Scrum Process) > Planning > Planning Board**.

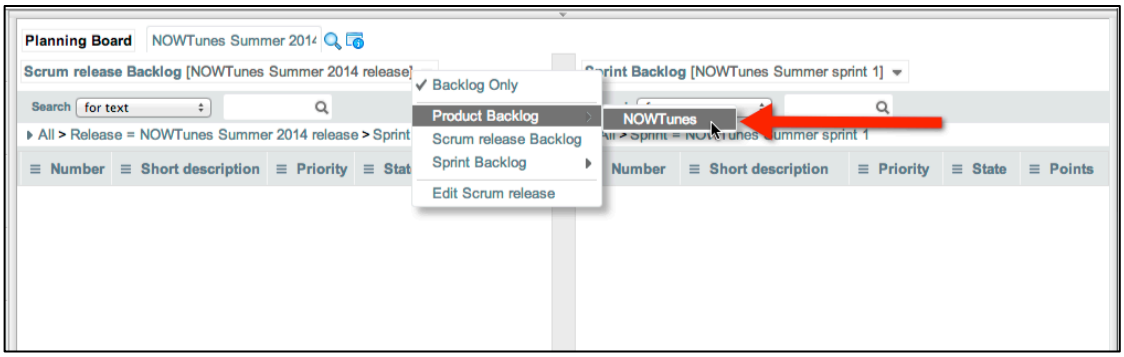


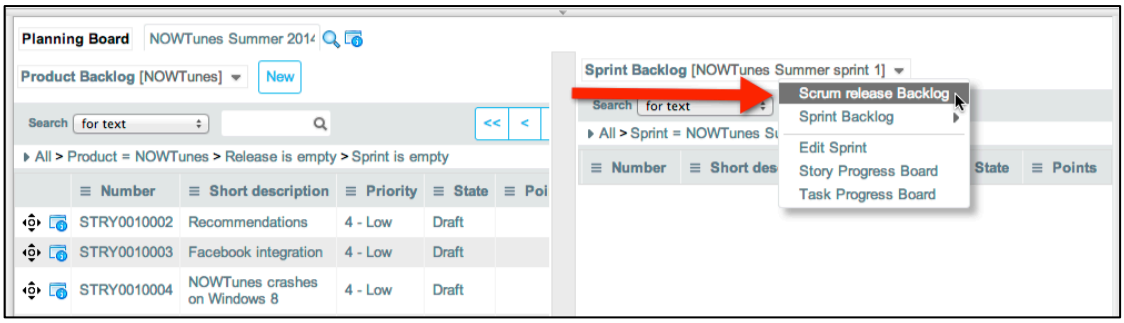
4. From the reference field select the **NOWTunes** release you created earlier.



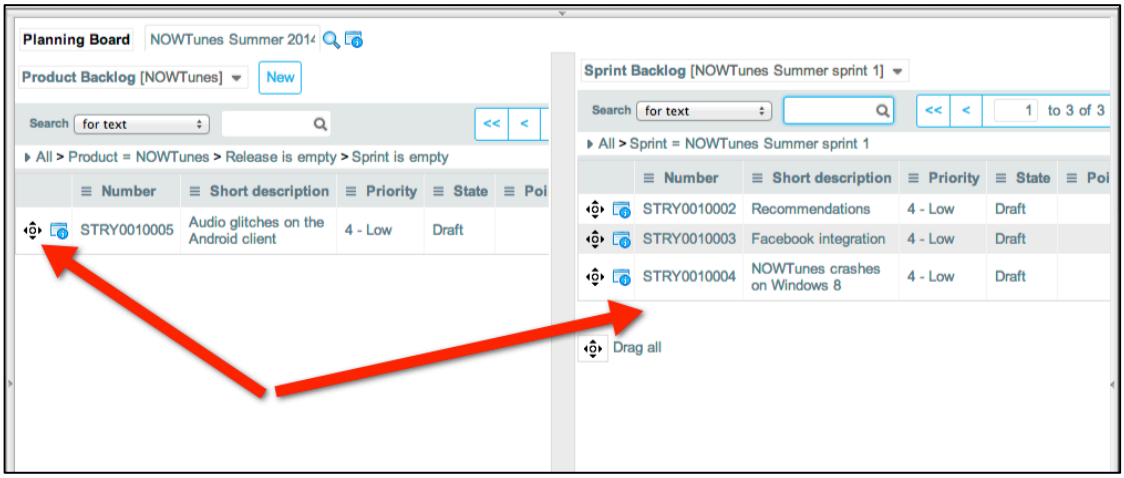
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5. Configure the board so that the left pane shows the **NOWTunes** Product Backlog and the right side shows the **Scrum release Backlog**.



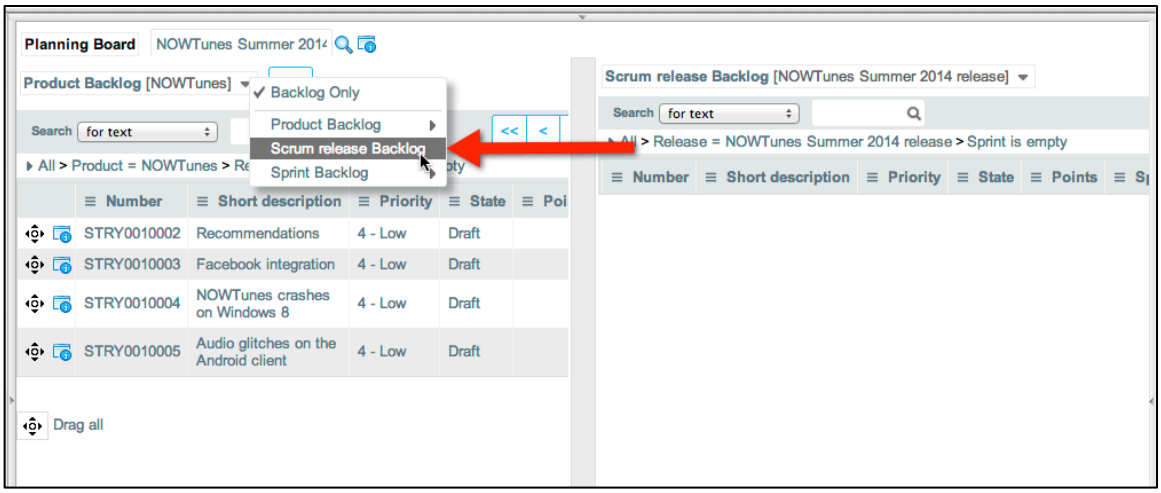


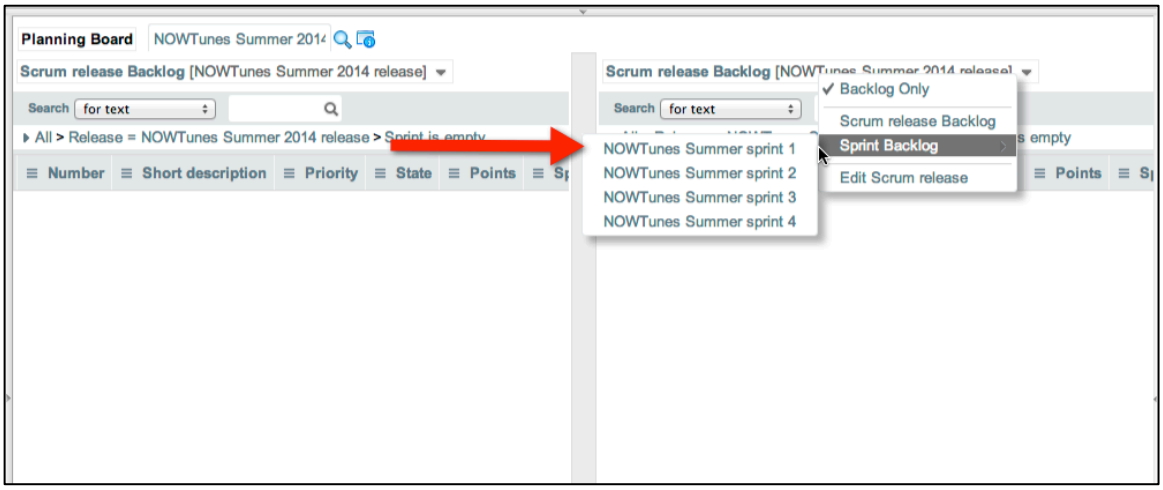
6. Drag stories from the Product Backlog into the Release backlog.



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7. Now configure the board so that the left pane shows the **Scrum Release Backlog** and the right side shows your first sprint in the release.





8. Move the top 2 stories from the Release backlog into Sprint 1 and the remainder into sprint 2.

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Subject: Some high priority work
Sent: Wednesday May 15th 2014
From: Tyler Durden, VP of Product Strategy

Hello again,

Need the development team to switch focus please. We have a great opportunity to sponsor a music festival and sell tickets through the app. This is going to be massive for the company and I'm relying on the development team to be Agile and support us through it.

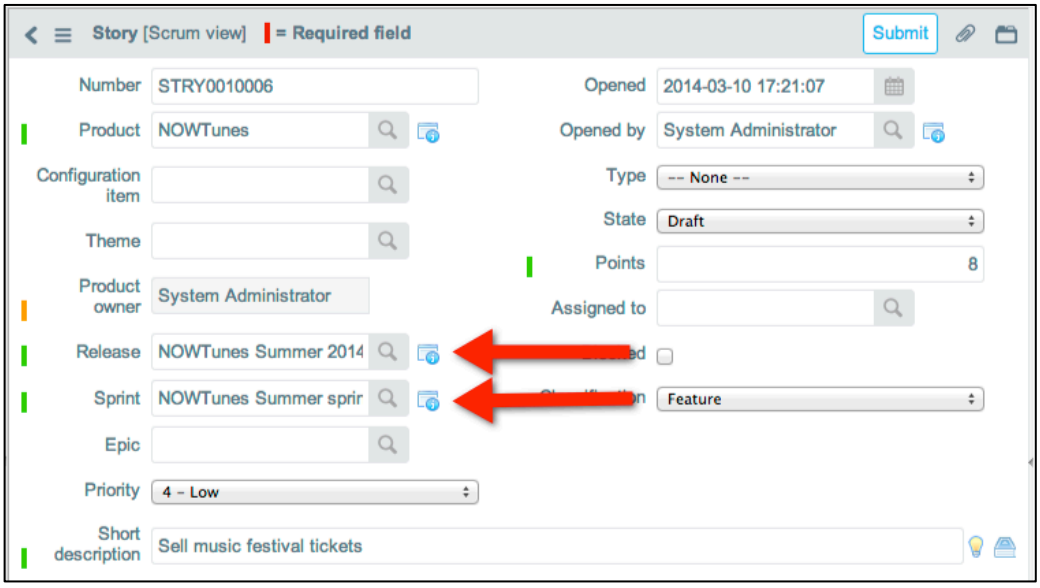
Also, I'm hearing more about the Android bug happening on brand new handsets. I'm not sure if this has high priority or not but I'd like it moved up the list of things we are fixing.

Thanks!!

--

Tyler Durden
VP Product Strategy
NOWtunes

9. Unlucky! You have to re-plan your sprints in response to a new business opportunity and new information about bugs. Create a new story named **Sell music festival tickets** and move it to the first sprint.

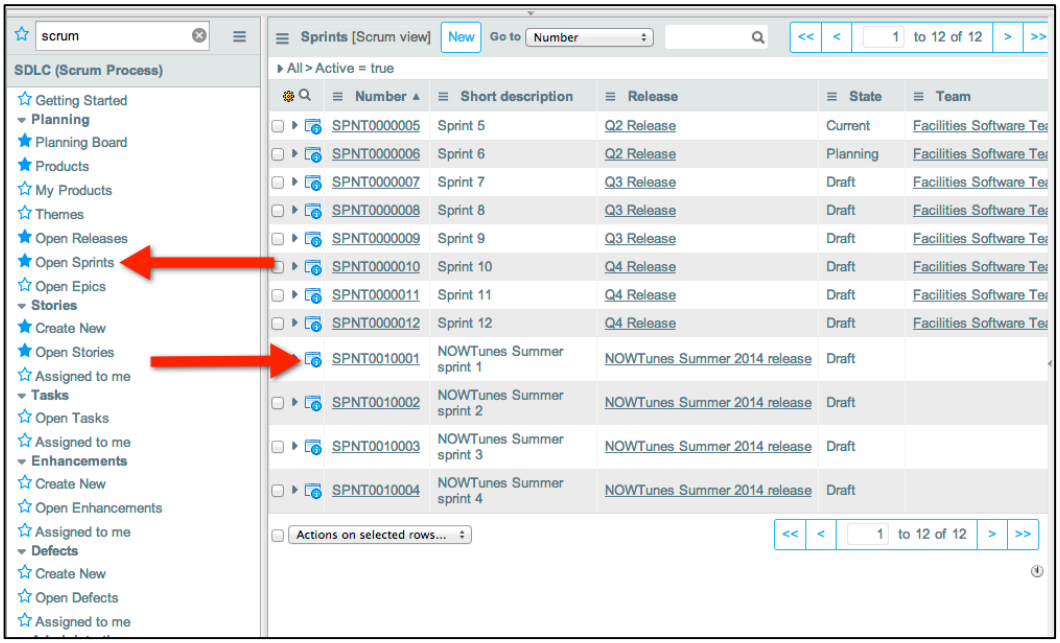


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10. Find the story that describes **Audio glitches on the Android client** and move it into the first sprint as well. Should you consider moving existing work into other sprints?

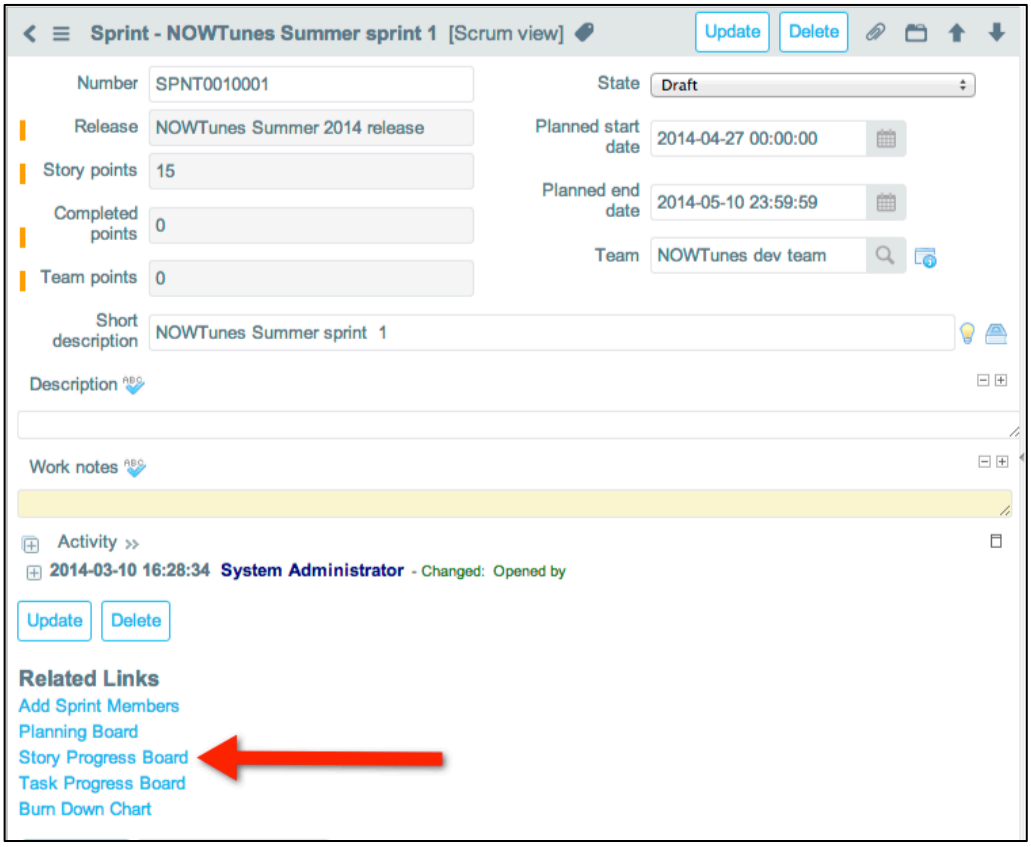
11. From the navigation pane click **SDLC (Scrum Process) > Planning > Open Sprints**.

    Open the first sprint in the release created earlier.

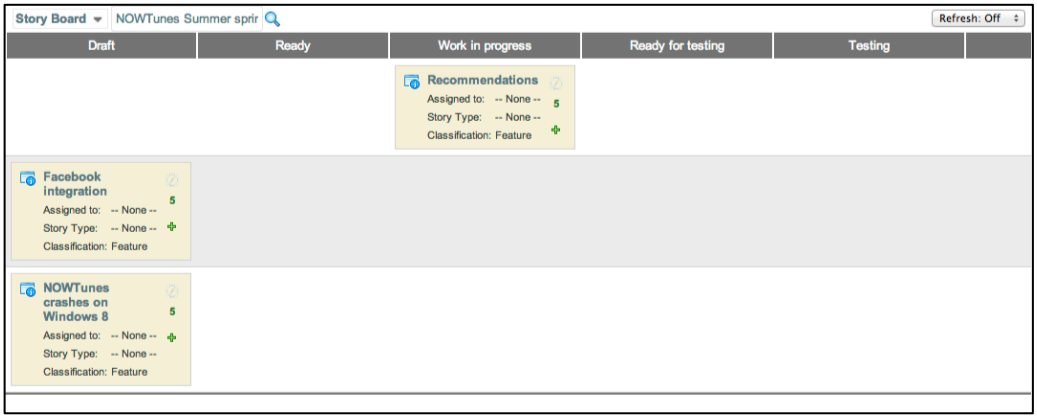


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12. Click the **Story Progress Board** UI Action.



13. Drag cards from the **Draft** column into the **Work in Progress** column to show which work is currently being done.



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THE END

Thank you very much for attending our lab



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