

Agile in Government Introduction

For VM-Fusion

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Document Markings

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DM22-0423

Meeting Conventions for Today

Please stay on mute for the lecture portion of the course module.

If you are “in” the Teams meeting via web or app, please ask questions via the Chat window.

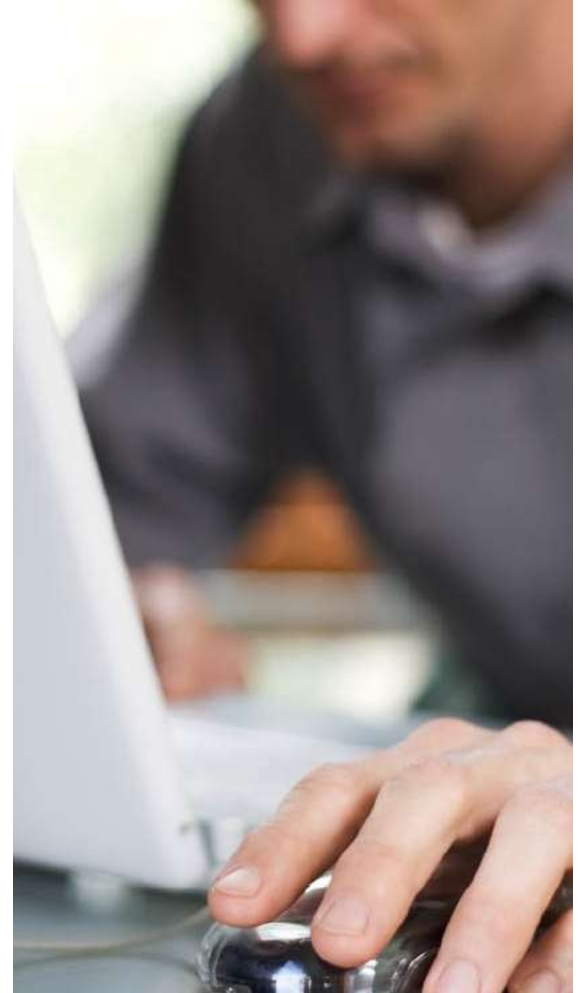
- A facilitator will collect the questions and either pass them to the facilitator if something immediate, or organize them for the Q&A portion of the course module

Instructor will call for participation and discussion at break points. Please remember to come off mute before talking.

When you are done talking, before going back on mute, please say “Over” so others know you are finished.

SEI PowerPoint Template

Practical Considerations



Learning Objectives

Describe agile and how to confirm that VM-Fusion is adopting this mindset

Describe agile values & principles and identify ways that these are relevant to VM-Fusion

Recognize Scrum and Kanban practices including how they apply to VM-Fusion activities

Agile in Government

Practical Considerations

Agile Principles

Working Definition of Agile

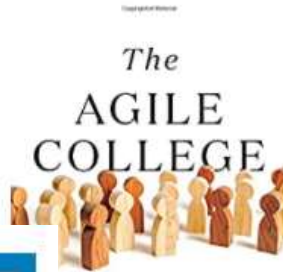


Agile An *iterative and incremental* (evolutionary) approach to software development which is performed in a *highly collaborative manner* by *self-organizing teams* within an *effective governance framework* with “just enough” ceremony that produces *high quality software* in a *cost effective and timely* manner which *meets the changing needs of its stakeholders*. [Ambler 2013]

[Ambler 2013] Ambler, Scott. *Disciplined Agile Software Development: Definition*.

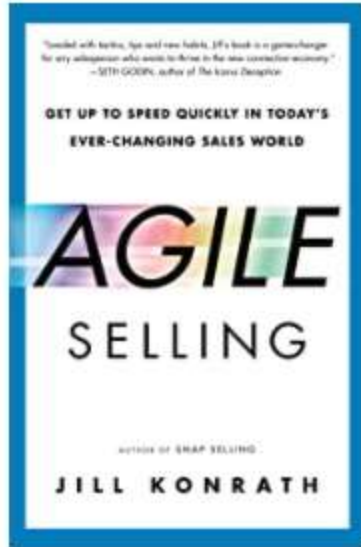
<http://www.agilemodeling.com/essays/agileSoftwareDevelopment.htm>

Agile is Everywhere



HOW INSTITUTIONS SUCCESSFULLY NAVIGATE
DEMOGRAPHIC CHANGES

NATHAN D. GRAWE
PROFESSOR OF MANAGEMENT, UNIVERSITY OF CALIFORNIA, BERKELEY



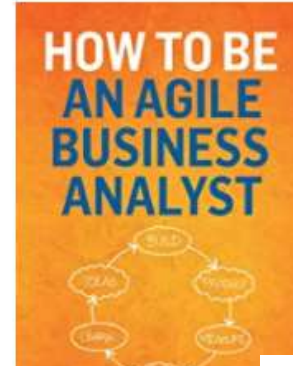
"Loaded with tactics, tips and new habits, it's both a game-changer for any salesperson who wants to thrive in the new customer economy."
—SETH GODIN, author of The Traction Equation

GET UP TO SPEED QUICKLY IN TODAY'S
EVER-CHANGING SALES WORLD

AGILE
SELLING

author of *SHAP SELLING*

JILL KONRATH



HOW TO BE
AN AGILE
BUSINESS
ANALYST

KENT J. McDONALD



AGILE HR
Deliver value in a changing
world of work

Natali Dank
Rina Hellström



AGILE
for Instructional
Designers

Iterative
Project Management
to Achieve Results

Megan Torrance



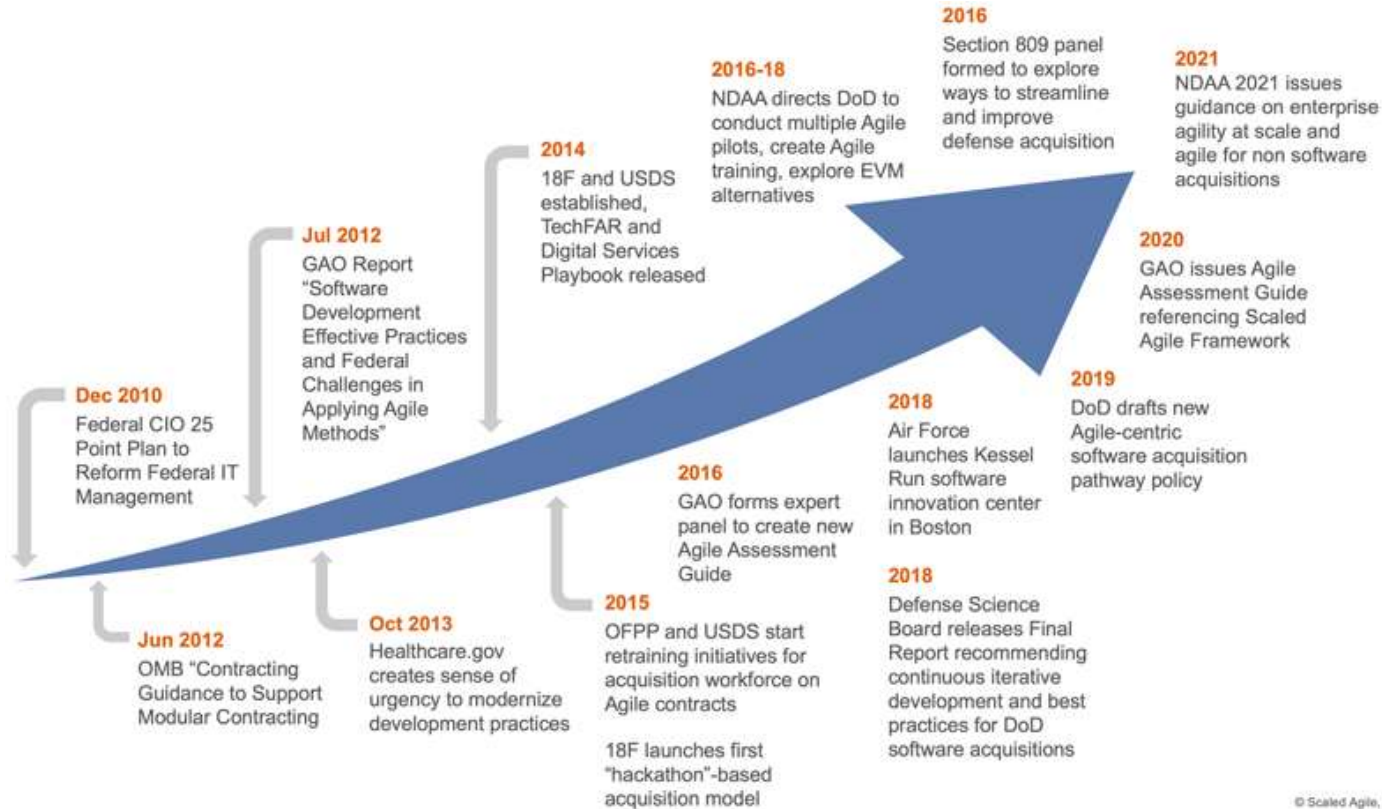
**Mastering
MARKETING
AGILITY**

Transform Your
Marketing Teams
and Evolve Your
Organization

Foreword by Scott Brinker,
author of *Marketing Land*

ANDREA
FRYREAR

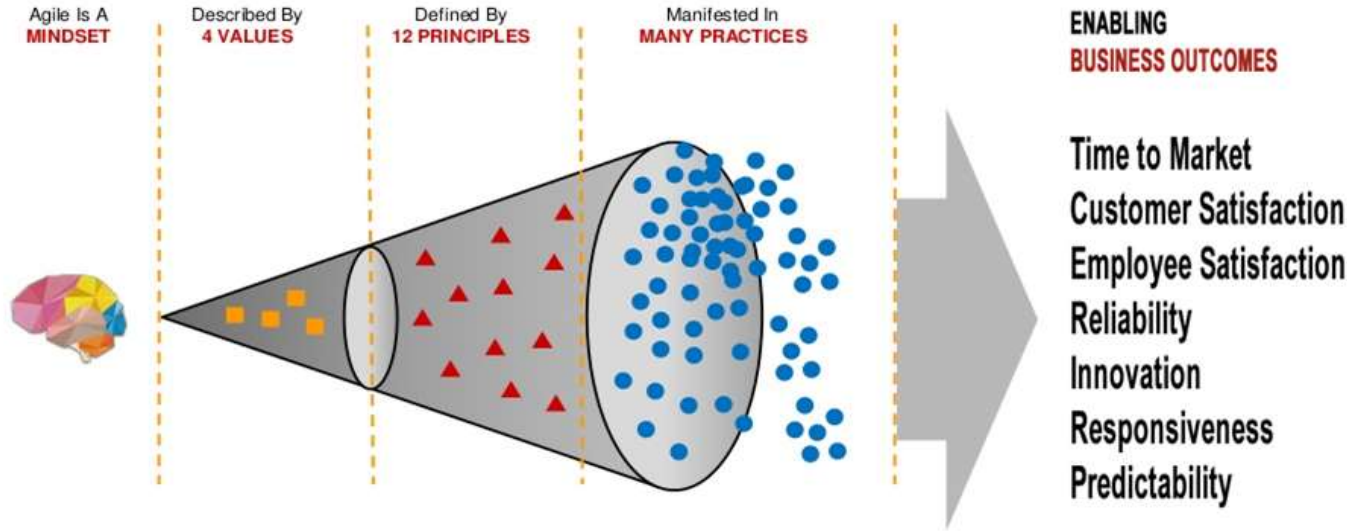
Events Driving Lean-Agile Adoption in US Government



© Scaled Agile, Inc.

Source: <https://www.scaledagileframework.com/government-article/>, as of Apr 13, 2021

What is Agile?



Implementing the practices, tools and processes **without** the Agile mindset, values, and principles of the Agile Manifesto

Is NOT Agile!

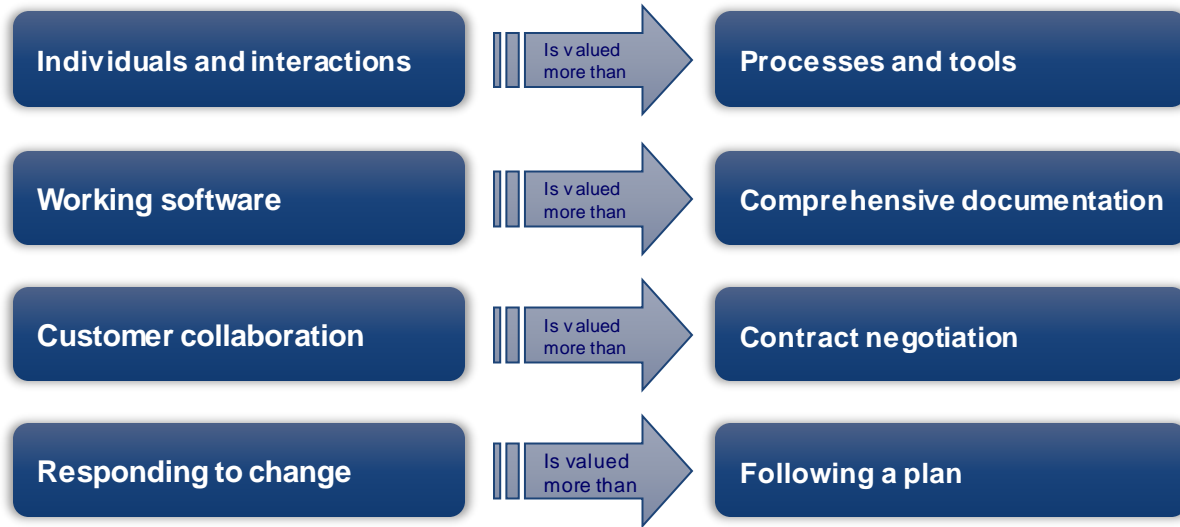
[Source: https://www.slideshare.net/MichaelTarnowski/agile-mindset-for-executives](https://www.slideshare.net/MichaelTarnowski/agile-mindset-for-executives)

It isn't enough to adopt the practices of a successful team. You must adopt attitudes and a mindset for making decisions to adopt practices that will lead to your success.



Agile Values

While there is value in the items on the right,
we value the items on the left more.



➤ **Activity: Which side do you think will benefit your customer more?**

<http://agilemanifesto.org>

Agile Principles

For most of these, substituting “working product” allows translation into non-software environments.

1. Our highest priority is to **satisfy the customer** through early and continuous delivery of valuable **software**.
2. Welcome **changing requirements**, even late in development. Agile processes harness change for the customer's competitive advantage.
3. **Deliver working software frequently**, from a couple of weeks to a couple of months, with a preference to the shorter timescale.
4. **Business people and developers must work together** daily throughout the project.
5. **Build projects around motivated individuals**. Give them the environment and support they need, and trust them to get the job done.
6. The most efficient and effective method of conveying information to and within a development team is **face-to-face conversation**.
7. **Working software is the primary measure of progress**.
8. Agile processes **promote sustainable development**. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.
9. Continuous attention to **technical excellence and good** design enhances agility.
10. **Simplicity**--the art of maximizing the amount of work not done--is essential.
11. The **best architectures, requirements, and designs emerge from self-organizing** teams.
12. At **regular intervals**, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

Agile Principles: <http://agilemanifesto.org>

➤ **Activity: Which principle(s) do you think are most applicable to the work you do?**

Please Open This Web Site for the Next Portion of the Training

<https://pollev.com/mainsummit799>



Don't Forget Lean Principles



- #1 Take an economic view
- #2 Apply systems thinking
- #3 Assume variability; preserve options
- #4 Build incrementally with fast, integrated learning cycles
- #5 Base milestones on objective evaluation of working systems
- #6 Visualize and limit WIP, reduce batch sizes, and manage queue lengths
- #7 Apply cadence, synchronize with cross-domain planning
- #8 Unlock the intrinsic motivation of knowledge workers
- #9 Decentralize decision-making
- #10 Organize around value

SAFe Lean-Agile Principles

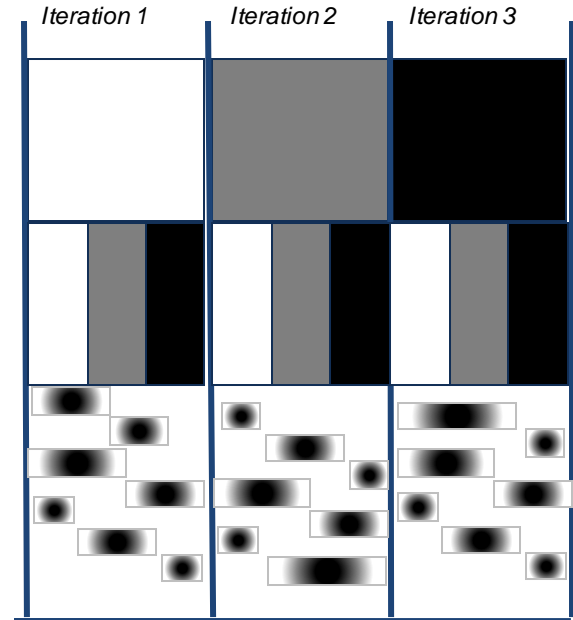
Lean principles focus on more of an enterprise level than Agile's
Lean principles are compatible with Agile and DevSecOps

Taking an Iterative Approach

Single batch – one process step per iteration

Multiple batches - complete each batch at the end of an iteration; siloed process steps within each iteration

Multiple really small batches - decompose each batch into small packages, with multiple start-to-finish cycles in each iteration



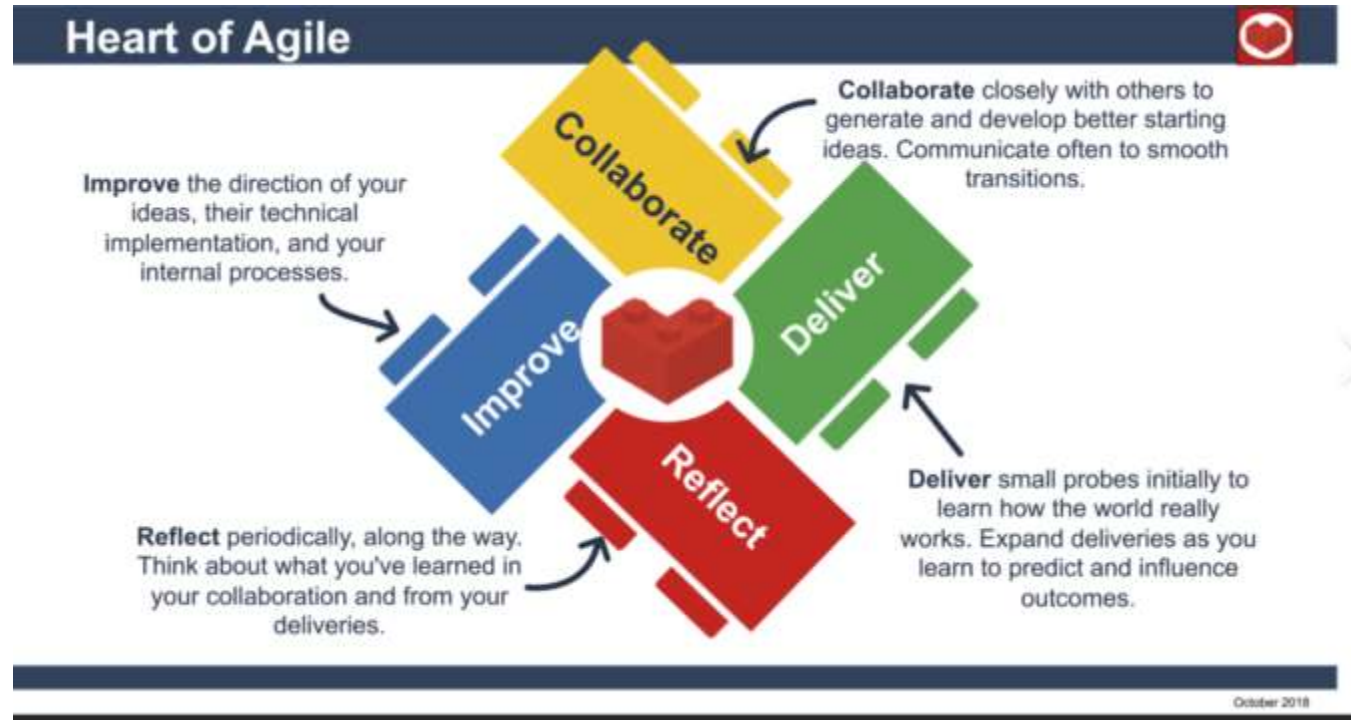
Distillation of a number of lean principles

Start with Teams Using Common Concepts But Allow Methods That Suit Their Context

All team-focused Agile approaches have commonalities and differences

Focus on the commonalities whenever possible and choose the best way forward for your team that suits your context

Cockburn's "Heart of Agile" provides a way to look at commonalities across team methods



Source: heartofagile.com

Agile Team Method Commonalities: Scrum, XP, Kanban Are The Most Used



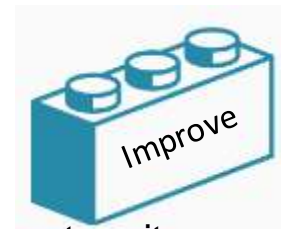
- Collaborate across functions and stakeholders
- Communicate often to smooth handoffs
- Build trust-based relationships
- Use common tools, where feasible
- Establish & evolve prioritized backlogs of work items



- Learn from each iteration's products
- Enable fast feedback



- Work in small batches
- Build quality in
- Design modular work items
- Divide work into short iterations
- Deliver incrementally



- Act on learning, don't just capture it
- Improve direction of ideas, technical implementation, and internal processes

All Common Agile Team Methods are Based on PDCA Cycle

Plan - a task, change or test, aimed at improvement.

- Analyze what you intend to improve - choose areas with highest rate of return

Do - Carry out the change or test (preferably on a small scale).

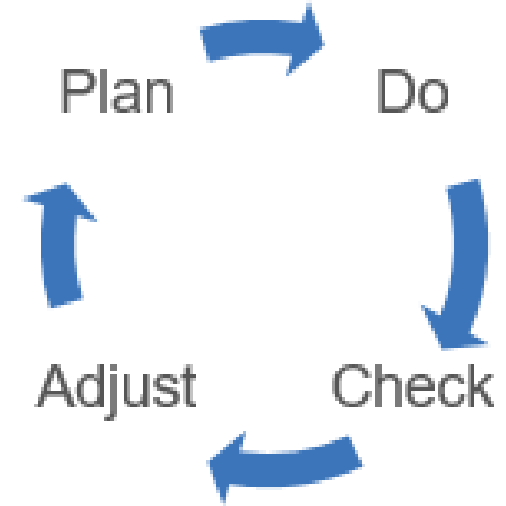
- Implement the change you decided on in the plan phase.

Check - the results. What was learned? What went wrong?
(We have received empirical data! We are NOT guessing!)

- Measure / monitor the level of improvement.

Adjust – Make the change based on the empirical data.

- Adopt the change, abandon it, or run through the cycle again.



Plan – Do – Check – Adjust (PDCA) cycle is inherent in all of our work.

Common Tools Will be Used Across Different Team Types


Tool focused on workflow management: **JIRA**

Tool focused on artifact (document) evolution and sharing: **CONFLUENCE**

Tool focused on inter/intra-team collaboration: **MATTERMOST** and **MS Teams**

Development, integration, and test teams of evolving software and hardware products will have lots of other tools specific to their context





Agile in Government
Practical Considerations
Scrum

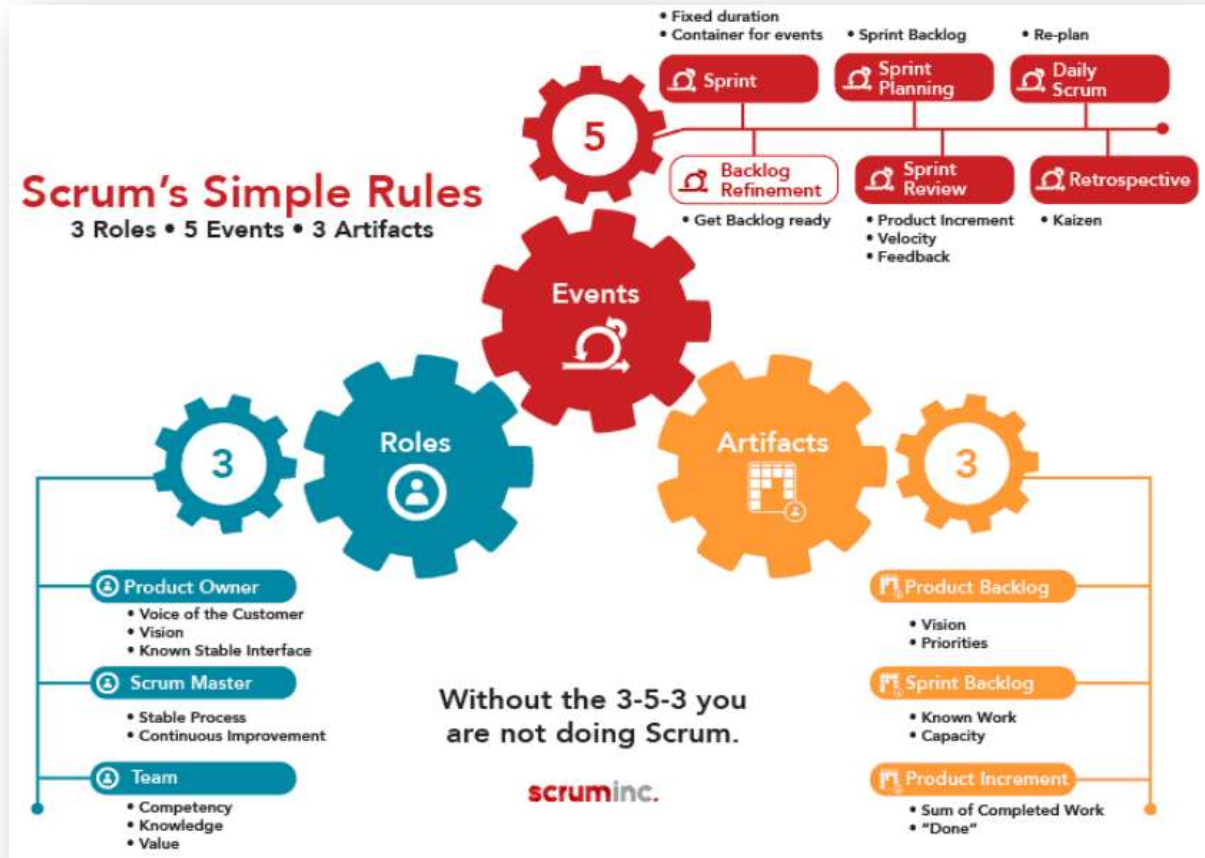
Scrum

The most popular approach to agile implementation

Really about team management

Almost invariably mixed with development practices from eXtreme Programming (XP)

Scrum's Simple Rules



Scrum is founded on empirical process control theory, or **empiricism**

Empiricism asserts that knowledge comes from real data and experience; and that making decisions is based on what is known.

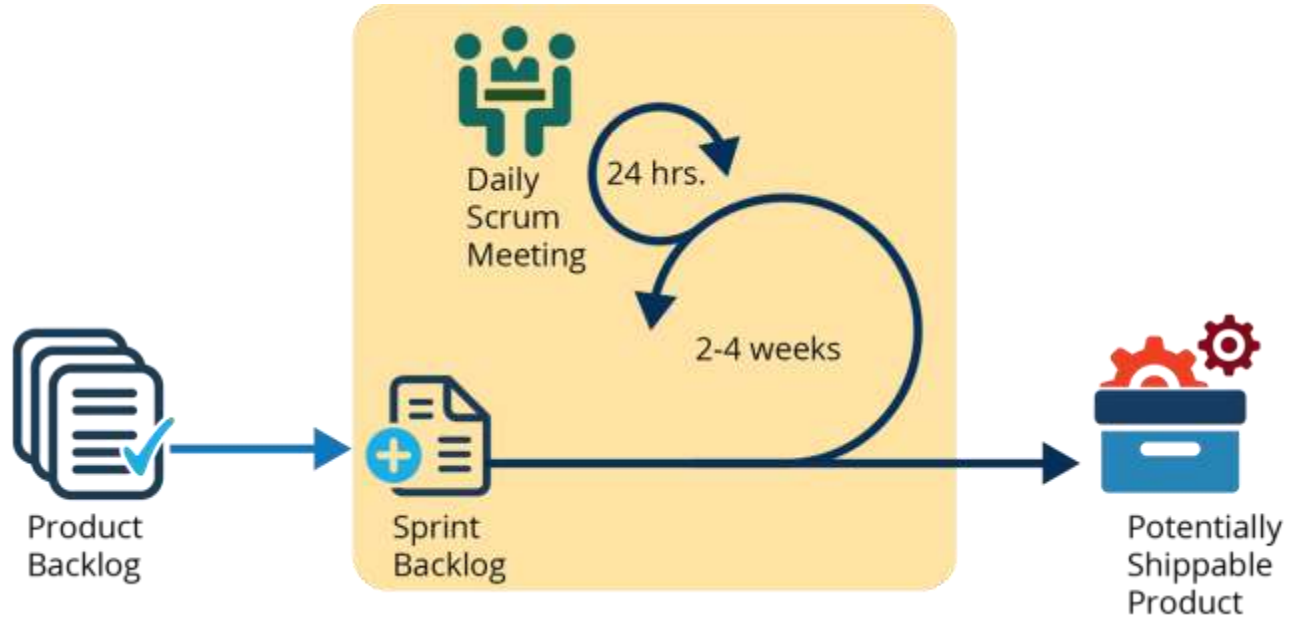
Scrum employs an iterative, incremental approach **to optimize predictability and control risk**

Optimal Team size is 3-9 members, ("2 pizza rule" (4.6 optimum)) not counting SM and PO

Scrum Teams are **cross-functional**, self-organizing and self-managing



Key Elements of Scrum



New Terms - Roles

Product Owner:

- The “voice of the customer,” accountable for ensuring business value is delivered by creating customer-centric items (typically stories (or user stories), prioritizing them, and maintaining them in the product backlog

Scrum Master:

- The process facilitator for a development team who works with the team to identify and find solutions to impediments to progress, as well as maintaining the information radiators that show progress to stakeholders and representing the team in management activities related to the project

Team:

- Cross-functional self-organizing team of 3-9 members (usually developers and testers) plus the Scrum Master (sometimes called Agile Team Lead) and Product Owner

New Terms – Events₁

Sprint:

- An iteration of a defined, consistent time span (2-4 weeks is typical) during which the backlog items selected for the iteration are planned, designed, implemented, tested, and demonstrated to the product owner/customer

(Release Planning:)

- Planning activities across a defined number of sprints that implement a desired set of features to the point of delivery to the next customer (could be external, often is internal, e.g. system test)

Sprint Planning:

- Planning activities that occur at the beginning of a sprint, including determining the capacity for the sprint, establishing a sprint goal, performing relative estimation on the candidate stories for the sprint, and creating the task list (sprint backlog) the team will use to self-manage the work of the sprint

Daily Scrum:

- Daily standups that are used to communicate what was accomplished yesterday, what will be accomplished today and identify any impediments to the Scrum Master in order for action to be taken to eliminate the issue.

New Terms – Events₂

Sprint Review:

- The activity at the end of a sprint that demonstrates the code that has been completed and verifies, with the product owner, that the sprint goal has been met

Sprint Retrospective:

- An activity at the end of the sprint review/demo where the team and the Scrum Master review the processes and practices used in the sprint to identify improvements to be tried in the next or future sprints—Agile’s way of “inspect and adapt” for processes

Backlog Refinement:

- An ongoing activity that looks at the uncommitted backlog, reprioritizes it as needed and ensures that the top items are ready for the next sprint

New Terms - Artifacts

Product Backlog:

- A prioritized list of (user) stories and defects ordered from the highest priority to the lowest

Sprint Backlog:

- A list of tasks that the team believes need to be completed to satisfy the user stories for that sprint and meet the sprint goal

Product Increment (potentially shippable):

- The result of a sprint—even though it is unlikely that the project would be cancelled after a particular sprint, the idea is that the product is implemented in such a way that some value could be derived no matter when the project stops

(Visualizations of Progress:)

- E.g., Burndown Charts: a visual tool displaying progress via a simple line chart representing remaining work (vertical axis) over time (horizontal axis)

New Terms - Other

Epics:

- User stories that are too large to directly implement. There is no official threshold to differentiate between an epic and a user story


User Stories:

- Used in several Agile methods, derive from Extreme Programming; used as the basis for defining the functions a system must provide, and include a written sentence or two and a series of conversations about the desired functionality, to shift the focus from writing about requirements to talking about them

Definition of Done¹:

- A checklist of value-added activities that must be performed before a story can be declared to be Done. The checklist is determined by the Agile Team. **Information Radiator:** a physical or virtual display of tasks and progress that is accessible to all stakeholders throughout the project

¹ [https://www.scrumalliance.org/community/articles/2008/september/what-is-definition-of-done-\(dod\)](https://www.scrumalliance.org/community/articles/2008/september/what-is-definition-of-done-(dod))



Agile in Government
Practical Considerations
Kanban

Kanban

Although Kanban can be used on its own, it is frequently used within the context of Scrum & XP when the team is a product development team

- In that context, Kanban is frequently used in Sprint execution to visualize the work the team is currently committed to

Kanban is the most frequently used team method for non-SW development teams (e.g., systems engineering, certification, contracting)

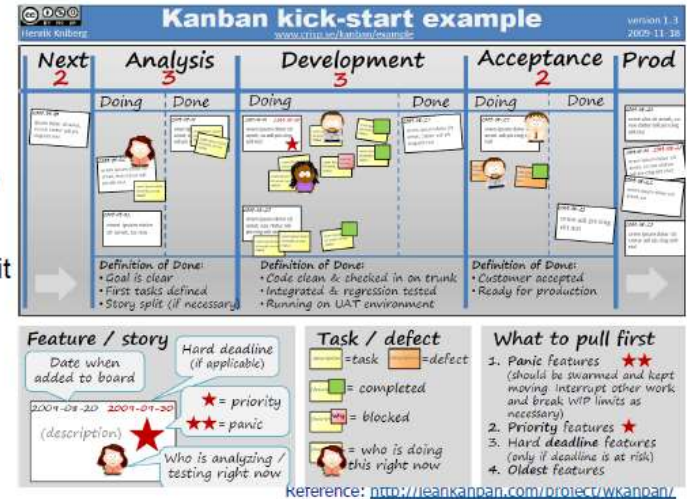
Quick Introduction to Kanban Method

Three Core Principles

- Start with what you do now
- Agree to pursue incremental evolutionary change
- Initially, respect current roles, job titles, and responsibilities

Five Core Practices

- Visualize workflow
- Limit Work In Progress (WIP)
- Manage Flow
- Make Process Policies Explicit
- Improve Collaboratively

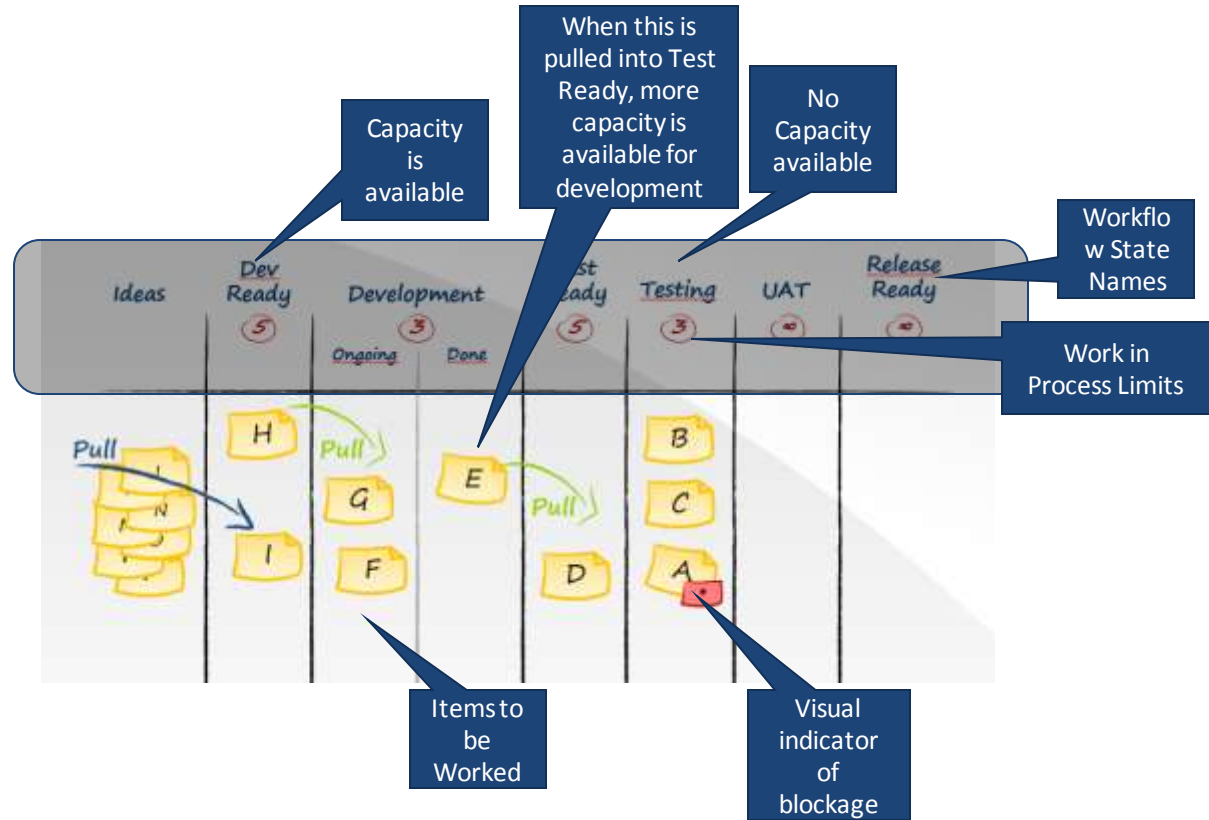


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Anatomy of a Development-Focused Kanban Board

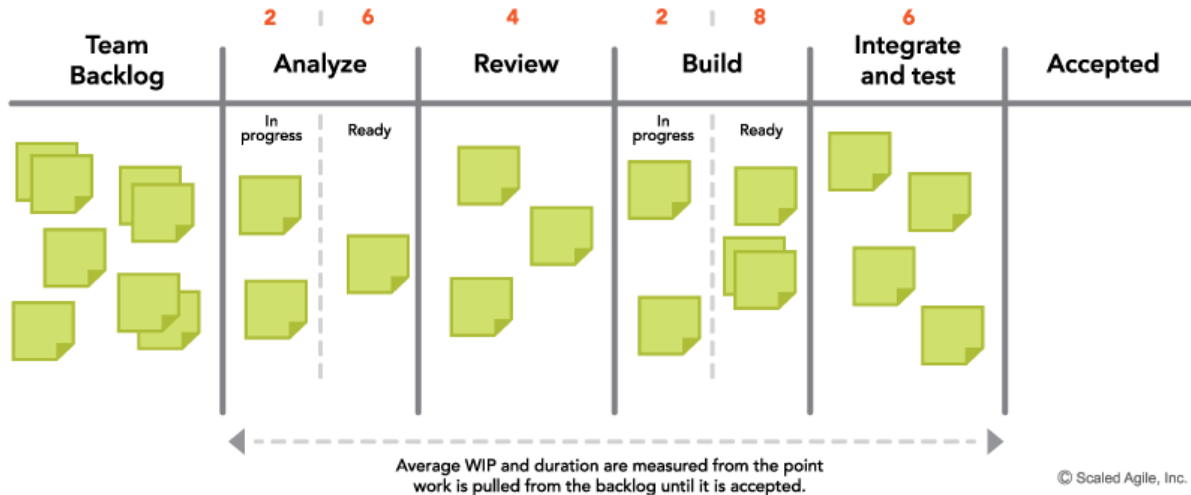
Many Kanban examples focus on development. How would the workflow states differ for systems engineering, or contracting services?

Add different workflow categories in the Mural where indicated.

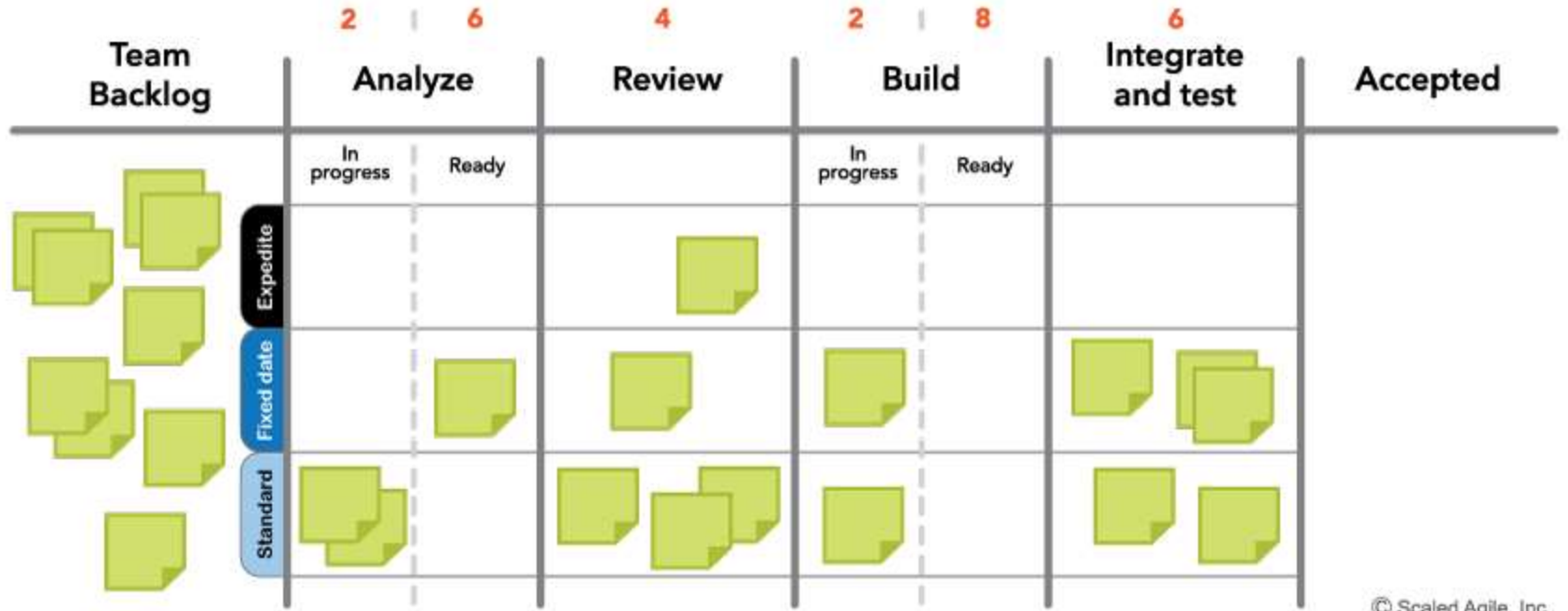


Kanban Example

To get started teams typically build an approximation of their current process flow and define some initial WIP limits. Here is an example of a team's initial Kanban board, which captures their current workflow states: Analyze, Review, Build, and Integrate and test.



Classes of Service on the Kanban Board



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Improving Flow with Classes of Service

Teams need to be able to manage dependencies as well as ensure alignment with Milestones. Kanban uses the concept of classes of service to help teams optimize the execution of their backlog items.

Classes of service help differentiate backlog items based on their Cost of Delay (CoD).

Each class of service has a specific execution policy that the team agrees to follow.

Classes of service are typically visualized as 'swim lanes.

Class of Service Example

Standard – Baseline class of service, work items that are neither expedited nor fixed date.

- Most backlog items should fall into this category.
- The CoD is linear for standard items, meaning that value cannot be achieved until delivery occurs, but there's no specific date by which the work must be completed.

Class of Service Example

Fixed date – Work items that must be delivered on or before a specific date.

- CoD of these items is nonlinear and is highly sensitive to small changes in the delivery date.
- These must be actively managed to mitigate the schedule risk.
- These items are pulled into development when necessary, to be finished on time.
- Some items may require additional analysis to refine the expected lead time.
- Some may need to be reclassified as expedite if the team falls behind.

Class of Service Example

Expedite – Work item has an unacceptable CoD and therefore requires immediate attention.

- Can be pulled into development, even if it is in violation of current WIP limits.
- Typically, there can be only **one** expedite item in the system at a time.
- Teams may set a policy to swarm on that item to make sure it moves through the system rapidly.
- If teams find that many items require expediting, then the system may be overloaded. Either demand exceeds capacity, or the input process may need more discipline. Whatever the case, the process needs to be adjusted.

SEI PowerPoint Template

Requirements Prioritization



Learning Objectives

Select and apply prioritization techniques to VM-Fusion work

Recognize the value of periodic re-prioritization

Recognize roles of VM-Fusion PMs and business stakeholders in task sizing

Generate an initial prioritization of VM-Fusion projects



Agile in Government
Requirements Prioritization
Principles

Prioritization Principles

Prioritization is essential for any agile project

- Can't work on everything at the same time
- Arrange work in order of importance
- Also allows the team to consider the minimum necessary to create value

Goal is to produce a ranked order of work items

Must be performed periodically

- New work items arrive and must be inserted into the backlog periodically
- Priorities change as we learn

Don't be stupid!

- Don't ignore dependencies, regardless of prioritization, if A depends on B, do B first
- Generated priorities can be adjusted

Prioritization Techniques

There are many different prioritization techniques – so choose what works for you

List of some prioritization techniques:

- MoSCoW
- Kano model
- Relative Weighting Method
- Opportunity Scoring
- Stack Ranking
- Priority Poker
- Cost of Delay & WSJF
- 100 Dollar Test
- Mission Based Prioritization

MoSCoW

All work items are placed into one of the following categories:

Must – The must requirements are given the topmost priority

Should – Next priority is given to the requirements that are highly desirable, though not mandatory

Could – The next priority is given to the requirement that is nice to have

Won't – And the final consideration is given to the requirements which will not work in the process at that point of time

Can use time as a forcing function by asking “How do we place the work items if the work has to be done within the next 3 months?”

Estimation Mechanisms

We can't be precise about the various factors that play into the different prioritization techniques so must come to consensus on estimates for the factors

- Use relative and not absolute estimation
- Typically use an arbitrary scale (Fibonacci sequence/T-shirt sizing)
- Don't have to be precise – the goal is speed not precision

Popular estimation techniques

- Planning Poker
- Bucket System
- Affinity Estimation
- Dot Voting
- White Elephant Estimation

White Elephant Estimation

Team stand-up in a semi circle facing their sizing or white board

Have deck of story cards, in arbitrary order, in front of the board

Signal for the next member to perform the following steps:

- *Either take a card from the top of the deck read it out and place in one of the columns (a.k.a **propose the estimation** for that item)*
- **OR** *take one of the cards already placed on the board and move to another column (a.k.a **change the estimate**). If someone is moving card, he/she need to provide some reasons for doing it*
- **OR** *pass, if all the stories are placed and they are satisfied with the story placement*

Once all the stories are placed on the board, the team inspects the board and each member can propose to move one of the stories' place. They can, later on, discuss it with the product owner and ask questions that will help them estimate those stories together.

Exercise

We have the list of tickets in the Fusion Center Ticket Inventory

- The keys have been placed on virtual stickies on a virtual whiteboard
- Need to prioritize them via MoSCoW

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Requirements Prioritization

Weighted Shortest Job First (WSJF)

Weighted Shortest Job First (WSJF)

WSJF extends the notion of Cost of Delay by factoring in job duration

Produces maximum economic benefit by focusing on sequence of jobs rather than individual job ROI

Very simple: Weight = Cost of Delay / Job size

Cost of Delay can be measured in terms of:

- User business/mission value – relative value to the customer/organization
- Time criticality – the urgency of the job (e.g., is there a date after which it has no value)
- Risk reduction/opportunity enablement (RR/OE) – what else does this do for the organization? Does it reduce risk? Can it enable other jobs to proceed more rapidly?

Cost of Delay = User value + Time criticality + RR/OE

Applying WSJF

For the selected jobs:

- 1) Estimate user value for all jobs
- 2) Estimate time criticality for all jobs
- 3) Estimate RR/OE for all jobs
- 4) Estimate job size for all jobs
- 5) Perform the calculations and prioritize accordingly

<https://app.mural.co/invitation/mural/seissd7195/1651239756139?sender=ccampus9600&key=e7769018-3140-4d61-95e5-e418c400b67e>

Agile in Government

Requirements Prioritization

Mission Based Prioritization

Prioritization



Backlogs in Real Life



A Solution

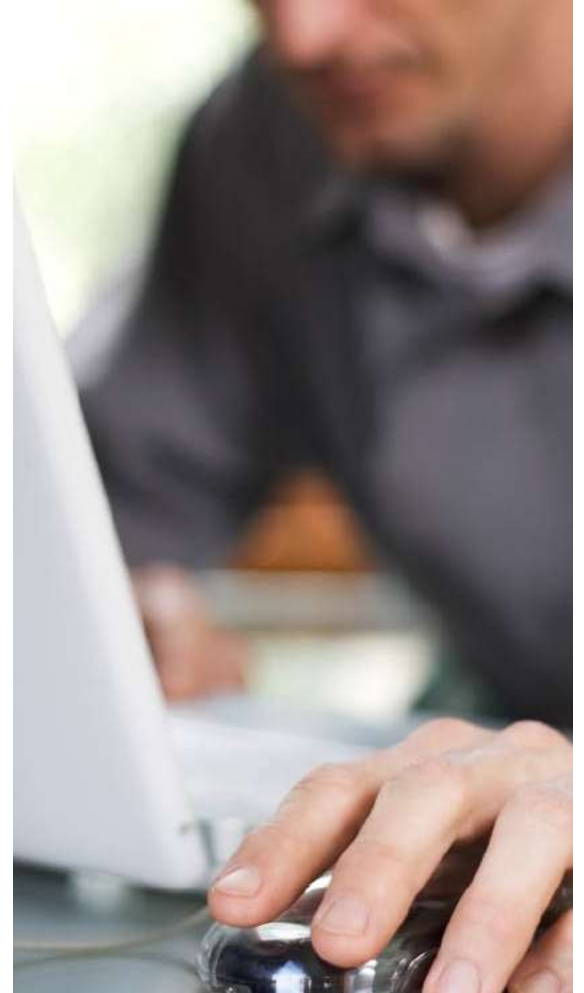


- Provides strategic or tactical advantage
- Foundational (other features depend on this feature)
- Replaces deficient functionality
- Supplies missing functionality in existing system
- High sponsorship / visibility
- Difficulty-to-implement
- Uncertainty
- Fulfills direct user request
- Required to field
- Hardens security
- Time critical / urgent
- Previously de-prioritized

Mission Based Prioritization Demo

SEI PowerPoint Template

Requirements Elicitation and Splitting



Learning Objectives

Know when requirements are developed to sufficient detail

Practice approaches to requirements decomposition



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Requirements Elicitation and Splitting

Providing Detail for Requirements

The Backlog is the “Container” for Requirements in Lean/Agile Settings

Backlog Attributes:

- List format typically organized by rank-order (not priority category!)
 - There cannot be two “Number One” priorities
- Expected only to be complete enough for people close to the work to plan and specify implementation
- Abstraction level at which backlog items are specified is tied to which layer of the team structure they relate to
 - “feature” level items are often allocated baseline types of items
 - “story” level items are usually derived requirements level and wouldn’t require ECPs for change
- Story level items often include both “who” and “why” in the description of the item

Requirements Specification Attributes:

- Typically organized by topic or by Product-based Work Breakdown Structure
- Expected to be “complete” before implementation begins
- Level at which requirements are specified is usually a baseline that requires configuration control permission to change (SRS or HRS typical)
- “Who” needs the “what” of the requirement and “why” they need it not typically included at any level

Agile Motto for the Backlog Process



*Who makes the backlog?
And who ensures that
what is in the backlog is
prioritized? And who
ensures that the
committed backlog items
meet expectations of the
customer?*

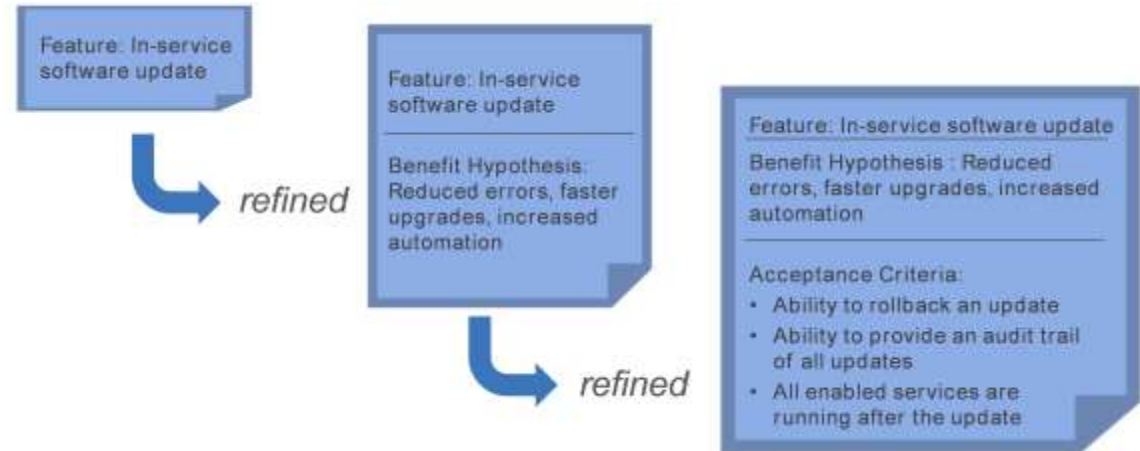
Product Owners and Managers!

Analysis and refinement ensure Features and Stories are ready for implementation

Epics/Features may start as a one-sentence overview with more details added in backlog refinement meetings.

Stories are more detailed, and add “who” and “why” to typical “what” requirements (see section on Stories)

This refinement is the “bread and butter” of Product Managers prior to planning meetings



Making It Real

Need to know more than just functionality

- For stories we have who wants the functionality and why they want it
- Need to have some understanding of user value, urgency, RR/OE, and size
- Need to have understanding of what's most important to be delivered early and what can be delayed

The only way to do this is by:

- Providing templates that guide the customers into providing the right information
 - Epic Hypothesis (describes the work)
 - Lean business case (to assist in making the go/no go situation)
- Asking clarifying questions of the customers (and educating them in the process)

Epic Hypothesis Statement

Epic Hypothesis Statement	
Funnel Entry Date:	<The date that the epic entered the funnel.>
Epic Name:	<A short name for the epic.>
Epic Owner:	<The name of the epic owner.>
Epic Description:	<An elevator pitch (value statement) that describes the epic in a clear and concise way.> For <customers> who <do something> the <solution> is a <something - the 'how'> that <provides this value> unlike <competitor, current solution or non-existing solution> our solution <does something better - the 'why'>
Business Outcomes:	<The measurable benefits that the business can anticipate if the epic hypothesis is proven to be correct.>
Leading Indicators:	<The early measures that will help predict the business outcome hypothesis. For more on this topic, see the Innovation Accounting advanced topic article.>
Nonfunctional Requirements (NFRs):	<Nonfunctional requirements (NFRs) associated with the epic.>

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<https://www.scaledagileframework.com/epic/>

Very generic statement that needs to be tailored for VM-Fusion

- Still has the “who” and “why” seen in stories
- Recast in terms of mission
- Other changes as needed

Provides a focus for analysis where the Minimum Viable Product is defined

Is the basis of analysis

Lean Business Case

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Lean Business Case for <short name of epic>

Business Overview Hypothesis (Describe how the success of the epic will be measured) for example, 50% increase in shipping orders 5% Availability increase from 95% to 99.9%, etc.)	Leading Indicators (Establish innovation accounting metrics to provide leading indicators of the outcomes. Hypothesis for example, a measurable change in purchase demographics within 30 days of feature release)	
In Scope: + --- + --- + ---	Out of Scope: + --- + --- + ---	Nonfunctional Requirements: + --- + --- + ---
Minimum Viable Product (MVP) Features + (Feature or Capability) + --- + ---	Additional Potential Features + (Feature or Capability) + --- + ---	

Analysis Summary: (Brief summary of the analysis that has been formalized to create the business case.)

Go / No-Go: (Go or No-Go recommendation)

Solution Analysis

Which internal and/or external customers are affected, and how?
(Describe the user community and any markets affected)

What is the potential impact on solutions, programs and services?
(Identify solutions, programs, services, teams, departments, etc. that will may be impacted by this epic)

What is the potential impact on sales, distribution, deployment and support?
(For external solutions or products, describe any potential impact on how the product is sold, distributed, or deployed)

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Again, needs tailoring for VM-Fusion

Defines the MVP in detail

- The necessary stories that, when complete, can confirm/refute the epic hypothesis

Is the basis for a go/no-go decision

The Lean Business Case provides enough information to be able to prioritize

Example in difference of expression of Stories vs Specifications

Typical backlog expression of a team-level story:

- As an operator of the xxx component, I need to control access to the yyy interface to ensure that all security parameters have been satisfied prior to transmitting data across the interface.
- Who=operator of xxx
- Why=ensuring security parameters are satisfied

Typical requirements specification expression of a team-level derived requirement:

- The xxx component shall control access to the yyy interface
- Who needs this? Not specified
- Why do they need it? Not specified

What is the benefit of adding “who” and “why” to low-level backlog items?

More on Stories

Stories should satisfy the 3 Cs

- **Card** – The story must be concise e.g., can be written on an index card or a sticky note
- **Conversation** – A promise that, when the story is scheduled to be worked that there will be a conversation between the team and the product owner to fully understand the story
- **Confirmation** – The collection of acceptance criteria that, when satisfied, allow the team to know that the story is functionally correct

Stories should also satisfy then INVEST attributes








- I – independent of each other
- N – negotiable as they express intent, not a contract
- V – valuable as they represent a piece of visible functionality
- E – estimable as they are small and negotiable
- S – small enough to fit within an iteration
- T – testable as they are understood well enough to know how to test

Richer Approach

Guide the conversations with the customer by focusing on the 7 Product Dimensions of agile products

- Framework for factors to consider when developing a product

7 Product Dimensions

						
User	Interface	Action	Data	Control	Environment	Quality Attribute
Users interact with the product	The product connects to users, systems, and devices	The product provides capabilities for users	The product includes a repository of data and useful information	The product enforces constraints	The product conforms to physical properties and technology platforms	The product has certain properties that qualify its operation and development

"7 Product Dimensions" by EBG Consulting is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

See also: <https://www.ebgconsulting.com/blog/the-7-product-dimensions-a-guide-to-asking-the-right-questions/>

Dimensions

Users – the person or thing that will interact with the product (e.g., admin, regular user, another system)

Interface – how that interaction will occur (e.g., web page or API)

Action – what the product will do for the users, needs a verb phrase

Data – the input data users will provide and the output data they will get back

Control – rules that govern the data or product (e.g., each user can have only one SSN)

Environment – the technology and infrastructure needed for the product to work correctly

Quality Attribute(s) – often a reflection of the controls (e.g., software cannot permit the user to enter more than one SSN), but should also focus on the “ilities” such as

Availability, Reliability, and Maintainability

Sample User Story

As the **Account Manager (User)**, I need to **add a dependent (Action)** to **my account management page (Interface)** to **provide access to this dependent (another Action)**.

(Data)

- Input Data: Name, ID Number, Relationship status (Husband, Son, Parent, etc.)
- Output Data: Non-Applicable in this case.

Control (Business rules and/or restrictions)

- Only a valid ID number can be accepted by system. When it is invalid, block the operation and show error message.
- If the informed ID number is already associated to the Account, block the operation, and show message.

(Environment)

- Implement in both web and mobile versions of online banking.

(Quality Attributes)

- Not allowed to use an invalid ID Number for the dependent.
- Not allowed to use duplicate ID Numbers for an account.
- Only after being added can the dependent person access the balance for the linked account.

Agile in Government

Requirements Elicitation and Splitting

Requirements Splitting

Splitting Epics and Stories

Split by:

- Workflow steps
- Business rule variations
- Major effort
- Simple/complex
- Variations in data
- Data entry methods
- Deferred system qualities
- Operations (ex., Create, Read, Update, Delete [CRUD])
- Use-case scenarios
- Break-out spike

Summarized from: *Agile Software Requirements*. By Dean Leffingwell

Functional/project/geographic/mission-focused groups

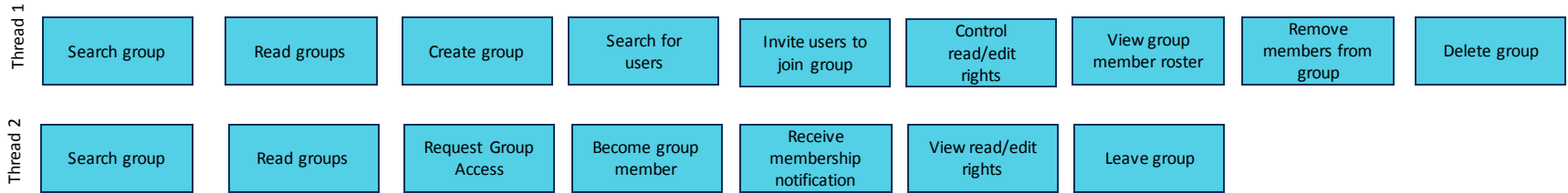
Actors: Analyst
Type A, Analyst
Type B,
Customer

NFRs: ability to
share/collaborate
with working
files

Interfaces:
database of user
profiles (need to
identify user
profile)

Acceptance
Criteria:
CRUD

1. Identify Actors
2. Identify Interfaces
3. Identify NFRs
4. Build the Mission Thread
5. Define Acceptance Criteria for Epic / Enabler
6. Define Acceptance Criteria for each Box
7. Define Size for each Box



Acceptance
Criteria

- Origination: Users want the ability to create groups/teams to work on projects or RFIs and be able to collaborate amongst themselves, but also be able to share the work with other sites and allow them access to the work, and govern access with the ability to assign “read only” and “edit” rights to other users.
- Step 1, the analyst gets an RFI and creates a group to answer the RFI via , chat, or email and include all participants to work and share data within the sites. Step 2, share the work/data/notes with other users outside of the team, which could be other sites or customers, so that they could share information and collaborate.

Size

Functional/project/
geographic/mission
-focused groups

Program Epic - Data sharing within

Thread 1	Search group	Read groups	Create group	Search for users	Invite users to join group	Control read/edit rights	View group member roster	Remove members from group	Delete group
Acceptance Criteria	Ability to search for groups	Ability to view groups and read a short description	Ability to create a group, name it, and add a description	Ability to search for users by name & org	Ability to invite users via email	Ability to assign read/edit rights to members	Ability to see group membership names in a roster/table	Ability to remove members and see they are removed	Ability to delete group & see it is deleted
Size	Small	Small	Small	Small	Small	Small	Small	Small	Small

Thread 2	Search group	Read groups	Request Group Access	Become group member	Receive membership notification	View read/edit rights	Leave group
Acceptance Criteria	Ability to search for groups	Ability to view groups and read a short description	Ability to request access to a group	Ability to access/view contents of a group	See email notification once membership is confirmed	See access rights	Ability to leave group and see confirmation once you've left
Size	Small	Small	Small	Small	Small	Small	Small

Pgm Epic

Actors:

NFRs:

Interfaces:

Acceptance
Criteria:

1. Identify Actors
2. Identify Interfaces
3. Identify NFRs
4. Build the Mission Thread
5. Define Acceptance Criteria for Epic / Enabler
6. Define Acceptance Criteria for each Box
7. Define Size for each Box



Acceptance
Criteria

Size



Agile in Government

Requirements Elicitation and Splitting

Requirements – Communicating the Plan

Letting Leadership Know What to Expect – And When

	Release A	Release B	Release C	Release D
Legacy System Replacement Functions				
Catalog				
Association				
Catalog Maintenance				
Catalog Administration				
Handheld Library				
Generation				
Manual Different Connections				
Manual Visualization				
Reference Builder				
Dynamic Calibration				
Unconnected				
Lost/Unidentified Objects				
Manual Piece				
Generic Study				
Server Calibration				
Realtime Matrix Tracking				
High Priority Tracking				
Accuracy				
Competition Assessment				
Generic				
Message Processing Function				
Generic Processing				
Generic Processing				
Generic				
Generic				
Generic				
Generic				
Automated Threat/Attack Messages				
Automated Training, Exercises, and Test				
Security-Enabled Tagging for Legacy				
New/Enhanced Requirements Beyond Legacy				
Single High Value/Expensive Algorithms				
Service Oriented Architecture				
User Defined Operational Picture				
Not Dually				
Security-Cross Domain Solution Capability				
Generic with Multiple Algorithms				
Enhanced Generic Detection & Association Capabilities				
Routine Tracking				
Automated High Priority Tracking				
Blending				
Algorithms/Displays and Applications				
Integration of Non-Traditional Data Sources				
Legacy Capability Enabled		End Ops Reference on Catalog	Assume Mission if Processing Fails	Fully Implement Enhanced Missions

XXX Increment 2

Service Packs-Capability Delivery



Impact for <using organization>: Increased functionality starting as early as 2014, migrate off legacy catalog, and end reliance on XXX by 2015.

XXX Increment 2

Service Pack 9: Complete Space Catalog and SAP

Service Pack 9



- Catalog Administration
- Catalog Maintenance
- Maneuver
- Conjunction Assessment
- Routine Metric & SOI Tasking
- Sensor Calibration
- RSO Accuracy
- Dynamic Calibration of Atmosphere
- Uncorrelated Tracks
- Lost/Unidentified objects
- SAP (MIT/LL)

IMPACT TO JSpOC C2 & SSA

- **Catalog Administration** will be coordinated, exhaustive and CM controlled, reducing time required to perform actions, potential data spills, and repeatability. Posture for SISP replacement in future (post Inc 2)
- **Maneuver capability** will report processed maneuvers 1 order of magnitude smaller than XXX, and provide a federated service capable of publishing processed, predicted and detected maneuvers
- **Catalog Maintenance** will be SP-based using more accurate observation association techniques and streaming in nature vice batch catalog updates
- **Conjunction Assessment** will be event-based vice detection-based, streaming in nature resulting in more objects compared more frequently, automated and largely a background process eliminating tedious and needless operator steps
- **RSO Accuracy** will be automated, dynamic and configurable via a dedicated UDOP report generation screen
- **Routine Metric & SOI Tasking** will be automated on a single system eliminating data and tape transfers, modular to support future improvements
- **Lost/Unidentified objects** will leverage Nyx-based capability for more effective UCT and Lost-list processing

Impact for <user organization>: Complete establishment of ...