



**Agile Case Study**

# Large IT Services Vendor

# Introduction

## Client Overview

Client is a Large IT Services vendor focusing on implementation services for Software in Asia.

## Business Verticals

Obtain Management Commitment, Conduct Trainings, Define Project specific Process, Implementation, Agile Assessment, Standardize Agile WoW Process and Institutionalize

## Business Motivation/ Challenge to go Agile

The company faced the following challenges:

- New domain and technology
- Want of frequent releases
- Demanding timelines and schedules

# Activities

1

## **Secured management sponsorship for Agile to be used**

The management agreed to using all Agile principles in changing and improving the way the company worked.

6

## **Rolled out Target Process tool for Scrum Project Management**

2

## **Conducted Scrum Workshops**

To imbibe an understanding of how the principles of Scrum work, workshops were conducted for the employees to get a view of the subject.

7

## **Finalized on Definition of Done for each phase and created the Product backlog**

The definitions were changed and backlogs for each product was estimated again. New numbers were created based on these

3

## **Aligned the Agile way of working to organisation product milestone**

The current working of the organization was put in sync with Agile principles and employees were taught on how to use these principles in their daily work.

8

## **Monitoring and mentoring during each activity of the sprint or product development**

Conducted agile assessment at project closure

4

## **Customized the agile processes specific to the project needs**

Each principle of Agile was suited to different needs of each department and project. An in-depth analysis was done to see which principle and process could be applied where for maximum results.

9

## **Demonstrated the benefits achieved due to Agile WoW Standardized the Agile WoW Process**

5

## **Identified ScrumMaster, Product Owner & Scrum team**

Identified the roles that had to be played by each one of them and the responsibilities they had to undertake within the Agile management

10

## **Rolled it out in all projects of the Program**

## Realized Benefits

Time to market improved by

**35%**

Product quality of features improved

**>22%**  
in later sprint

## Roadmap and Approach

### 1. Architecture Phase

The objective of this phase is to do a study of the existing architecture and arrive at the choice of solution. The team did the following activities:

- **Documented and reviewed architecture specification** - The roles and departments, the structure of the company and the working, the processes used, etc.
- Create UML diagrams which will display how the API interfaces work together
- Raise CRs to track the API implementation
- Create prioritized granular User Stories in Product Backlog in Target Process
- Estimate each user story using planning poker technique to derive the sprint velocity

### 2. Development Phase

To “Design – Develop – Module Test – Rework” within each sprint which will be of 2 weeks time box






- Module Tested API Interfaces
- Interface Specification Document
- Module Test coverage report

### 3. Integration Phase

- To Build – Integrate – Test – Rework within each sprint which will be of 2 weeks time box
- Fully functional API Interfaces

# Change Management

## Benefits/Value Delivered

 <p><b>The choice of the solution finalized</b> – Architecture was frozen with our efforts and practices. The company then got a fixed</p>	architecture to work within. Roles were defined, processes were finalized and the functioning was improved as per the agile principles
 <p>A fully functional (unit tested) API with code coverage of 100%</p>	 <p>100% legacy conformance and performance test cases passed</p>
 <p>S6 milestone checkpoints achieved</p>	 <p>S7.1 milestone checkpoints achieved</p>

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