

Service Definition Document

Agile Enablement and Delivery

The service

Organisations steeped in waterfall methodologies often do not realise the full benefits of agile implementations and delivery. This can be due to many reasons, however the cultural shift for business to agile delivery is often constrained within the delivery organisation and does not always extend across broader stakeholder communities.

QTM's focus on people, rather than technology, drives a broader adoption of agile through balancing the business benefits with the technical challenges through real practical experience in complex organisations, and understanding of all aspects of the organisation behaving in an agile manner.

Agile is something the organisation does, it is not done to them or for them.

We focus on achieving a better delivery outcome. We will help you adapt your delivery approach to get the best out of agile leading to faster delivery, prioritisation of the backlog to meet business needs, and the optimum conduct of agile ceremonies, to secure a better testing outcome.

Our agile experts have worked with many different teams at all stages of their own agile evolution and our service includes:

- Assessment of barriers to agile optimisation and agreement of an action plan for remediation
- Designated Agile Coach –a single point of contact who will act as facilitator / leader to the team, address issues proactively, facilitate ceremonies and provide feedback
- Working sessions will be driven by the attendees (facilitated by the coach) who have real-world delivery challenges, and focus on the work at hand rather than abstract concepts, and “prepacked” content
- This focus will help you find ways to achieve practical agile delivery and the associated business benefits
- We actively engage with your product managers and delivery managers to help understand the business from an agile delivery, not sales, perspective – we know about agile and bimodal delivery, and so can understand the business pressures you face to offer solutions that cut across technical and organisational boundaries

Business continuity & continual improvement

Our agile delivery service offers more than just knowledge transfer – we will engage with senior stakeholders to challenge established custom and practice and help promote the agile delivery message and contribute to the overall Organisational and Physical designs for the Digital delivery environment. Specifically as part of the service, and where required, we will create continuity planning to ensure:

- Embedded agile ceremonies prioritising business-critical deliveries
- Regular analysis of organisational threats
- A list of the primary tasks required to keep the organisation operations flowing
- Appropriate control of key business information.

Onboarding and Offboarding

QTM will propose team members to supplement and support your agile program and reduce the burden on you of identification, selection and management.

The service can be offered as an ongoing transformational programme which has access to deeper service elements inside your organisation.

Service coverage

- The coach is selected to match your need and statement of work
- Ensure appropriate security clearance
- Work with all stakeholders to ensure common understanding
- Work with HR to ensure on-board and off-board processes allow immediate productivity and organisational security on exit

Implementation plan

QTM supply very experienced agile leaders and team members to work with stakeholders and embedded within your digital teams. We can develop a remediation or transition plan to help smooth your journey to optimal digital delivery. QTM recommends the following implementation plan

Step 1: Vision with a strategy definition

Establish a clear business need or vision that the project is addressing. In essence, why you're doing what you're setting out to do? this is the core belief that you'll refer back to as you build.

Step 2: Build out your product roadmap

Post strategy validation the appointed product owner will translate that vision into a product roadmap. This is a high-level view of the requirements for your project with a loose timeframe for when you will develop each of them.

Step 3: Create the release plan

Consists of a high-level timetable for the release of working software or services or revised practice and organisational structure.

Step 4: It's time to plan out your sprints

From the macro to the micro view, the product owner and development team plan “sprints”—short cycles of development in which specific tasks and goals will be carried out.

At the beginning of a sprint cycle, you and your team will create a list of backlog items you think you can complete in that timeframe.

Sprint planning takes place at the start of each sprint cycle. For example, if you’re doing weekly sprints, you’ll do a planning session every Monday (or whatever day of the week you choose to start on).

Step 5: Track performance with daily stand-ups

The stand-up is a daily, 15-minute meeting where your team comes together to discuss three things:

- What did you complete yesterday?
- What are you working on today?
- Are there any roadblocks getting in the way?

These meetings are essential for fostering the kind of communication that drives Agile project management..

Step 6: Review

The key here is to check your initial plan to make sure that all sprint requirements are met. Agile is about continuous learning and iterations, and this means on your processes as well as your product. Instrumentation gives solid information on delivery performance and allows reflection and identification of improvement steps

Service constraints

These will be agreed upon engagement

Compensation if service levels not met

Failure to meet services levels and deliverables and consequences thereof will be fully documented in statement of work documentation.

The ordering and invoicing process

This service is defined by a statement of work. This Statement of Work (SoW) details all necessary work required to deliver a consultancy agreement between the relevant parties. The purpose of this document is to set out the work and processes to be undertaken by QTM to ensure that we meet customer expectations.

Contract Termination

Conditions/dates of programme completion will be fully documented in statement of work and existing contracts documentation as will termination rights as a result of SLA and milestone failure or gross misconduct.

Post-sales support

QTM builds exceptional relationships with its customers, that's why so much of our business is repeat business. Post-sales support formal or informal and specifically tailored to client need is always available via our consultancy team. Typically, we do not supply software or platforms therefore our business relationship is the most important asset in our continued success.

In the highly competitive world of Service and specialist IT resource provisioning QTM is carving out a unique service proposition "Delivering IT with People not Resources" In practice this means:

- Extensive assessment of people and job suitability
- Deep understanding of client businesses
- Relationships measured in years

These features ensure the continued relevance and commitment to your business long after specific project completion.