Process Basics

Process

Interrelated work activities that take specific inputs and produce specific outputs that are of value to a customer

Procedure

Step-by-step instructions that describe how to perform the activities in a process

Objective

Aim or goal of a process

Outcome

Intended or actual benefits that result from an activity, process or service

Output

Deliverable produced by a process activity (e.g., information, plans, documents, records, reports)

Process Owner

Individual accountable for the performance of a process and for ensuring the process delivers value to its stakeholders

Service Management Office (SMO)

Function that coordinates all processes and functions that manage a service provider's services throughout their lifecycle

Global Process Owner

Individual who oversees a single, global process—may reside in an SMO, may oversee one or more Regional Process Managers

Value Stream Owner

Individual accountable to senior management for improving the value to non-value ratio of a given product or service

Lean

Philosophy that focuses on creating more value for customers with fewer resources and less waste

Agile/Agile SM Basics

Agile

Any activity that conforms or attempts to conform to the values and principles of the Agile Manifesto

Scrum

Iterative and incremental agile framework for completing complex projects

Kanban

Method of work that pulls the flow of work through a process at a manageable pace

IT Service Management (ITSM)

Set of specialized organizational capabilities for providing value to customers in the form of services

Agile Service Management (Agile SM)

Ensuring ITSM processes reflect Agile values and are designed with 'just enough' control and structure to effectively and efficiently deliver services that facilitate customer outcomes when and how they are needed

DevOps

Cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals

Epic

Large user story

User Story

Brief statement used to describe a requirement from a user's perspective

As a...

I want to...

So I can…
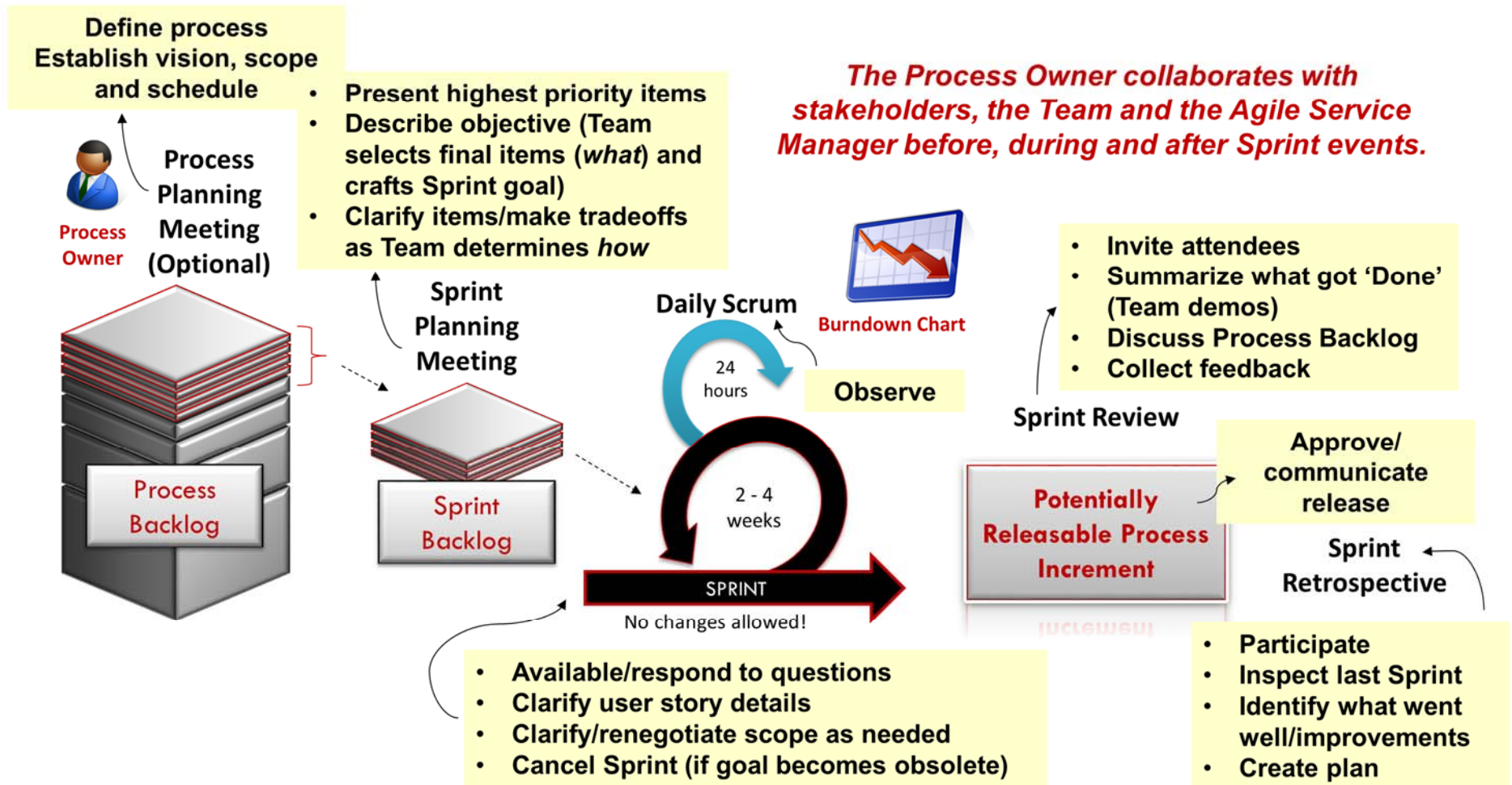
Theme

Collection of user stories

Persona

Fictional character that represents a typical

DevOps INSTITUTE

Certified Agile Process Owner (CAPO)® Reference Card

Process Owner and Sprint Events

Define process
Establish vision, scope and schedule

Process Owner

Process Planning Meeting (Optional)

- Present highest priority items
- Describe objective (Team selects final items (*what*) and crafts Sprint goal)
- Clarify items/make tradeoffs as Team determines *how*

The Process Owner collaborates with stakeholders, the Team and the Agile Service Manager before, during and after Sprint events.

Sprint Planning Meeting

Process Backlog

Sprint Backlog

Daily Scrum

24 hours

Burndown Chart

Observe

2 - 4 weeks

SPRINT

No changes allowed!

- Invite attendees
- Summarize what got 'Done' (Team demos)
- Discuss Process Backlog
- Collect feedback

Sprint Review

Potentially Releasable Process Increment

Approve/ communicate release

Sprint Retrospective

- Available/respond to questions
- Clarify user story details
- Clarify/renegotiate scope as needed
- Cancel Sprint (if goal becomes obsolete)

- Participate
- Inspect last Sprint
- Identify what went well/improvements
- Create plan

Important Agile SM Terms

Process Backlog
Requirements for a process, expressed as an ordered list of Process Backlog Items

Sprint Backlog
Sub-set of Process Backlog that represents work to be completed to realize Sprint goal

Sprint Planning Meeting
Time-boxed event of 4-8 hours that defines the Sprint goal, the increment of the Process Backlog that will be done during the Sprint and how it will be done

Sprint
Period of 2-4 weeks during which an increment of process work is completed

Daily Scrum
Event of 15 minutes or less for the Team to re-plan the next day of work during a Sprint

Iteration
Single time-boxed development cycle (i.e., a Sprint)

Increment
Sum of all backlog items completed during a Sprint

Sprint Review
Time-boxed event of 4 hours or less where the Team and stakeholders inspect the work resulting from the Sprint and update the Process Backlog

Sprint Retrospective
Time-boxed event of 1.5-3 hours during which the Team reviews the last Sprint and identifies and prioritizes improvements for the next Sprint

Definition of Done
Shared understanding of what it means for work to be considered complete