

Server Team Scheduled Release Process

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Document Revision History

Date	Version	Status	Author
1/20/2015	1.0	Original draft Ohio's Private Cloud Scheduled Release Process; Scheduled Release Process 01 2015	Matt Popovich
10/19/2015	2.0	Creation of new Documented Service Release process	Tracy Bryniarski

I. Ohio Private Cloud's Service Release Schedule

- A. Yearly Release Schedule is planned by quarter
 - 1. First quarter, April 30
 - 2. Second quarter July, 31
 - 3. Third quarter, October 31
 - 4. Fourth quarter, January 31

II. Service Release Agile & Scrum Methodology

A. The Service Release Scrum Team

- 1. Service Owner
 - a) Defines the features of the service(s) that will be developed
 - b) Responsible for the overall delivery of the service(s)
 - c) Prioritizes services according strategic or client needs
 - d) Guides the development of the service offerings
 - e) Accepts or rejects work results
- 2. Scrum Master
 - a) Ensures the Service Release team is fully functional and organized
 - b) Enables cooperation across roles and functions
 - c) Works to remove blockers and external interferences from the team
 - d) Works with leadership to create epics and with the team to define the story cards
 - e) Tracks the story cards through to completion and reports the velocity (completed story points) for each sprint/release
 - f) Participates in the daily stand up, retrospective, and planning sessions
- 3. Team
 - a) Focused on sharing knowledge and communication
 - b) Buys in to sprint scope and specific work results
 - c) Acts as Subject Matter Experts to help break work down and define story cards
 - d) Driven to work together within team boundaries to reach sprint goal

III. Planning the next Service Release

- A. Leadership meets to define the release plan for the services that will be delivered
- B. The release plan maps out the targeted epics that will deliver services needed by client entities or that is in furtherance of overall Office of Information Technology (OIT) strategy

- C. The release planning process sheds light on conflicts in priorities so that they can be resolved by Leadership

IV. Service Release Sprints

A. Characteristics of a Sprint

1. Work is broken down to be completed in short timeframes (sprints of 1-4 weeks; *Service Release* sprints are 2 weeks long)
2. A Sprint 0 is typically used at the beginning of an effort in order to get a team/project ramped up (environment set up)
3. Barriers to progress on a story card are designated by marking them with a “blocker” which details the group, dependency, or incident (number) which is creating the hurdle to progress
4. The team only gets credit for story cards that are “Done”
5. Work (points) not “Done” in a sprint carry forward to the next sprint
Service Release Definition of “Done” - To be considered “Done”, each Story Card must meet all of the completion criteria (acceptance criteria), pass a peer review, and be accepted by the Leadership Team

V. Sprint Meeting Cadence during 2 week sprint

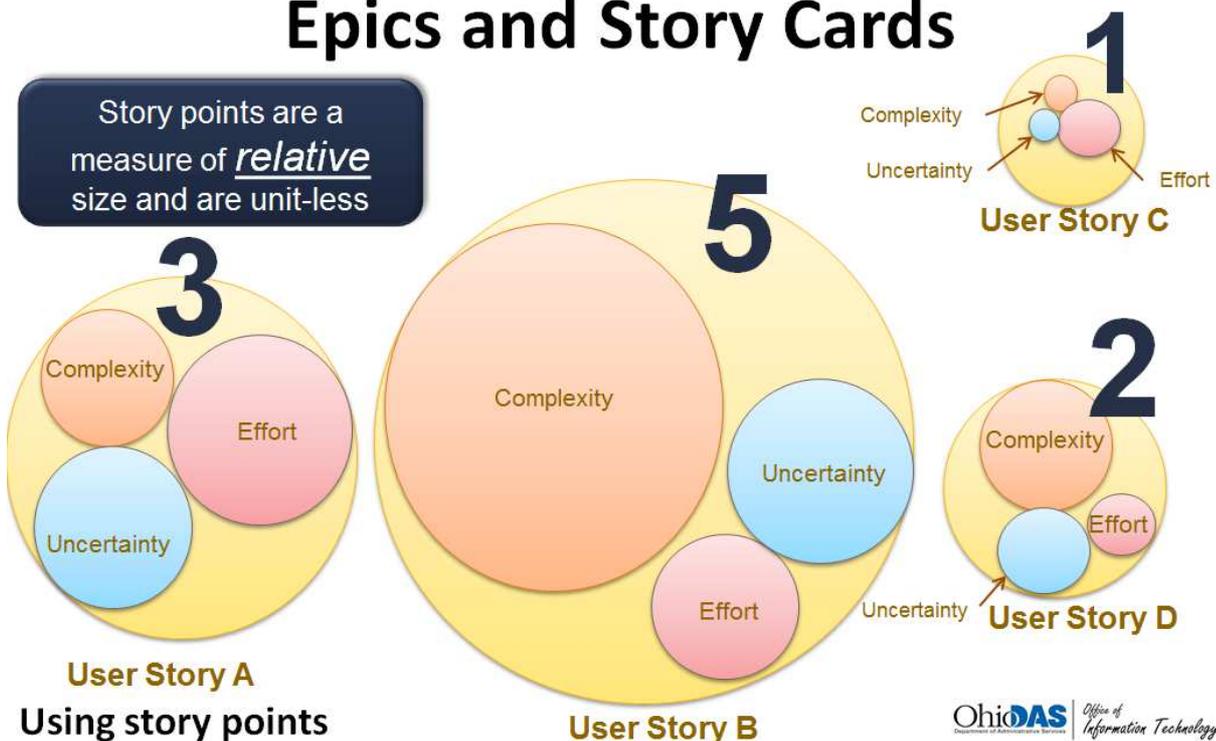
A. Meeting 1 (Monday) Sprint Planning Session

1. Story card prioritization Leadership reviews and discusses the priorities of the story cards
2. Review of the backlog of story cards for dependencies and completeness (are additional story cards needed?)
3. Story cards are queued for the next sprint.
4. A batch of story cards are loaded in the “Sprint +1” column to be leveraged as there is time available or if blocker impedes progress on the story cards that are queued for next sprint.
5. The team commits to completing the story cards queued for the sprint

- B. Meeting 2 (Tuesday) Retrospective Session for last Sprint
1. Takes place the week after the conclusion of every sprint
 2. Consists of a continuous improvement discussion where the team reflects on project and process successes (what went well) and opportunities (what did not go well) and take action moving forward (what can be improved)
 3. Targeted to last up to 30 minutes
 4. Changes the team decides on are acted on immediately
- C. Meeting 3 & 4 (Tuesday or Wednesday) Story Card Estimation sessions
1. Story card estimations sessions are held weekly (as needed) to estimate new epics and story cards
 2. The goal is to have the entire team participate
 - a) The card is read
 - b) The team asks questions and discusses the story cards
 - c) The team estimates simultaneously
 - d) Disagreements are negotiated
 - e) The team comes to a consensus

Epics and Story Cards

Story points are a measure of relative size and are unit-less



- D. Daily Standup meeting for 15 minutes
 - What did I accomplish today?
 - What will I do tomorrow?
 - What impedes me?

VI. Service Release Backlog

- A. The backlog is a list of all desired Service Release work, prioritized by the Service Owner- Backlogs are usually a combination of:
 1. Service-based implementation work (design and build a service)
 2. Task-based work (upgrade software to version “x”)
- B. The backlog is made up of the epics and the related service requirements documented as story cards
- C. The backlog is typically “groomed” or re-prioritized by Leadership at the start of each sprint
- D. Adequate work must exist with enough detail defined prior to the sprint planning session

VII. Sprint Backlog

- A. The sprint backlog contains the story cards for development/completion in the *current* sprint
- B. Story Cards in the sprint backlog have been estimated
- C. Blockers could be applied to story cards in the backlog if they are impacted by impediments to cards that are already in process

VIII. Ohio Private Cloud’s Service Release Priorities Set By

- A. DAS/OIT Technology Executives (State CIO, State COO and State CISO)
- B. State of Ohio Line of Business & Technology Board gathered yearly through the State of Ohio Private Cloud Assessment
- C. Agency feedback gathered through quarterly service review meetings
- D. Internal DAS/OIT Brainstorming Sessions