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Turbocharging Your Project Delivery

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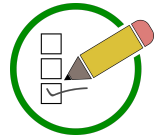
Partner Success Webinar - October 12th 2023

Time for a quick Poll



Today, I am going to start with a teaser

What does Software development has to do with a rowing race?


NZL

Pull Hard

Long Stroke

Move Together

How will we do it?

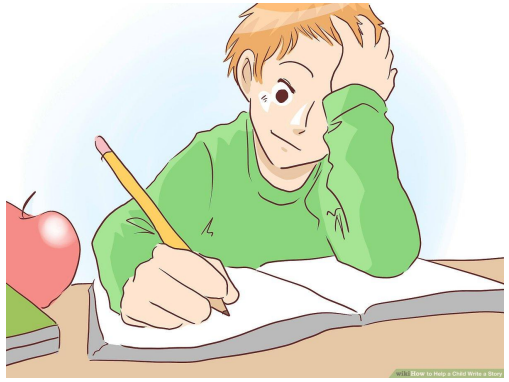
One Team!

&

Putting ourselves in other's shoe

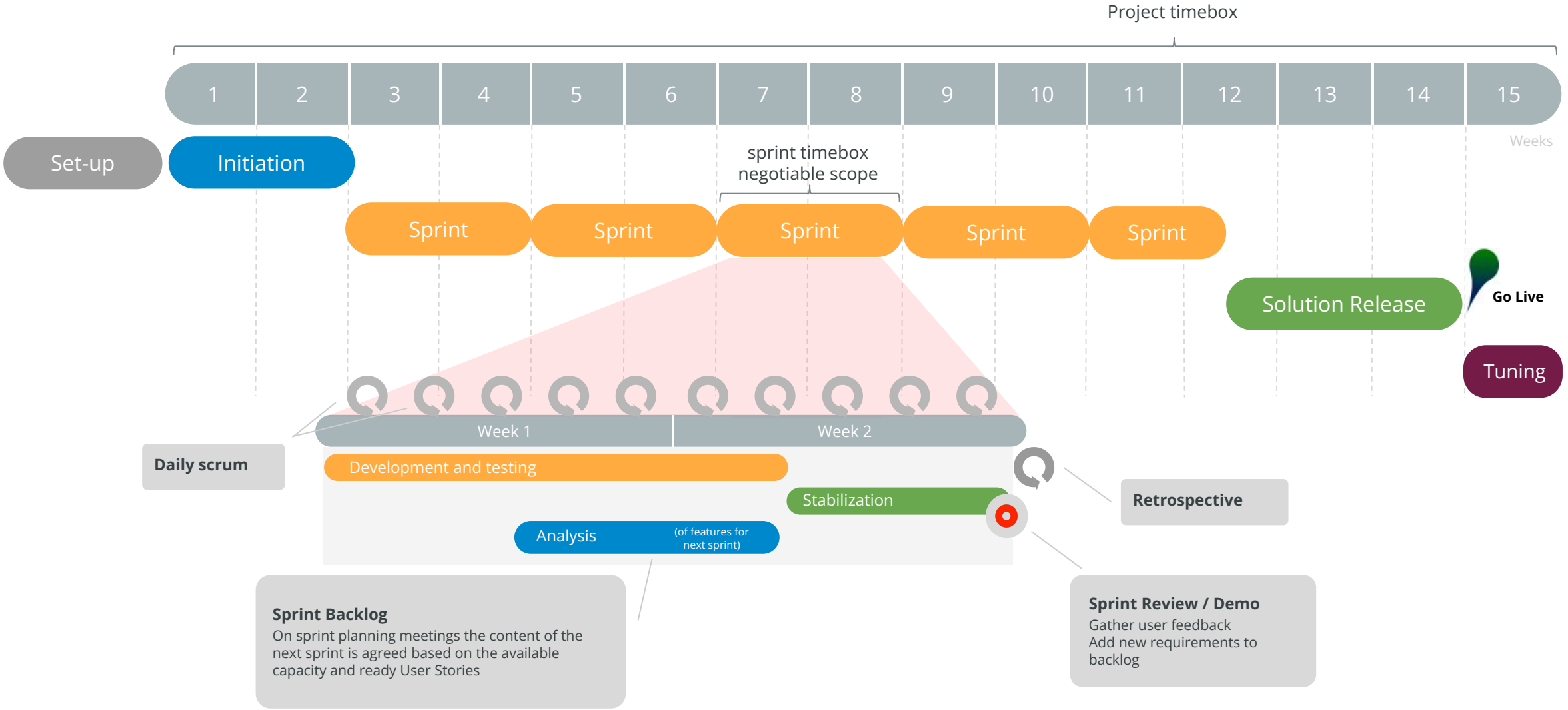
Easier said than done!

When customers move from **classic development** and start using **OutSystems**



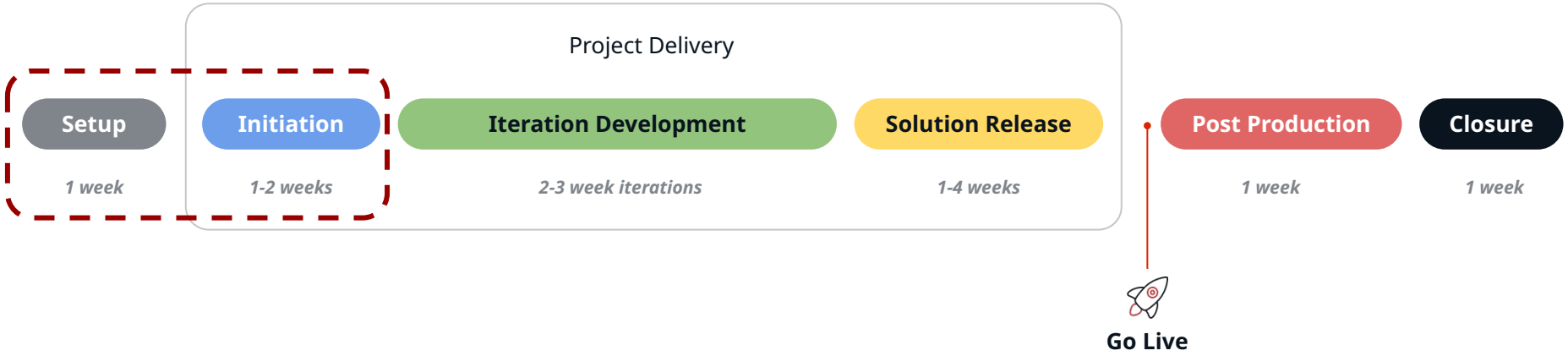
We shift from **development stalling** the projects to **backlog stalling** the projects

How do we try to avoid it?



Project Delivery Playbook

How do we try to avoid it?



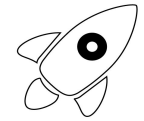
Heavy focus on project Set-Up and Initiation to ensure we have

the full **team aligned** and

backlog for one to two sprints

before we start the Iteration Development

Project Phases



Go Live

Project Delivery

Set-up | Initiation | Sprint Development | Solution Release | Tuning

Set-up

The preparation of the project is crucial for a good start. The key focus is ensure that everyone is ready for the Initiation, internal and externally.

Gather the context, briefing the customer of what is expected during the initiation, ensuring all stakeholders are involved and available.

Initiation

Where we start the actual project. The key focus is on understanding the business and users needs to build with <customer> the vision of the future application:

How will it answer to the most important Users Stories? What will it look like? What will its architecture be?

Sprint Development

An incremental and iterative process delivers the application. This means that every 2 to 3 weeks there is a checkpoint with the users and stakeholders to demo the part of your application developed during that time. These checkpoints are also the way to respond to business changes.

Detailed analysis, development, and testing are done incrementally, so if a change or a new requirement that brings significant value to the business comes up, it can replace another one with lower business value.

During the Sprint Development and after each demo, the users are also invited to test the application. Doing so allows them to provide feedback that will improve the application's overall quality and usability.

Solution Release

This phase is the moment for the stakeholders and users to test the entire application end to end thoroughly, and for the delivery team to make the final improvements before the new solution goes live. At the end of this stage, the new solution is live, and the business starts benefiting.

Tuning

When users start using the application, some usability and performance issues may arise. This phase aims at performing a fine-tuning that improves the adoption and promotes an excellent user experience. This is also the right moment to plan for the future and discuss how to ensure the application continuously supports the business over time.

Project preparation checklist

- ❑ Handover from Sales team:
  - ❑ Client and business context
  - ❑ Goals
  - ❑ Assumptions
  - ❑ Risks
  - ❑ Operations and Administrative processes
- ❑ Team allocation plan is done
- ❑ Infrastructure will be available with no impact on plan
- ❑ Project Management tool is bootstrapped
- ❑ Initiation workshop is fully planned with the customer
  - ❑ Goals
  - ❑ Agenda
  - ❑ Stakeholders (Sponsors, Key users, project team)
  - ❑ Availability
- ❑ “Kick Off” presentation is validated with the customer PM
- ❑ “Great Apps Program” meetings are scheduled

Schedule – Week 1

EXAMPLE

	Day 1	Day 2	Day 3	Day 4	Day 5
Morning 9:30 - 12:00	**Meet & Greet**	**Daily scrum**	**Daily scrum**	**Daily scrum**	**Daily scrum**
	Initiation kick-off All Hands	**Integrations I** Core Systems, Networking, Accesses, Integration patterns *PM, ARCH*	**Requirements Gathering II** Personas, and User Stories *PM, PO, SME, BA, ARCH*	**Requirements Gathering III** Personas, and User Stories *PM, PO, SME, BA, ARCH*	**Requirements Gathering IV** Personas, and User Stories *PM, PO, SME, BA, ARCH*
	Business & Functional Overview				
Afternoon 13:00 - 18:00	**Business & Functional Overview** *PM, PO, BA, ARCH*	**See Users in action**	**OS Team Work** *Ad hoc PM, PO, BA, SME*	**OS Team Work** *Ad hoc PM, PO, BA, SME*	**Integrations II** Core Systems, Networking, Accesses, Integration patterns *PM, PO, SME, BA, ARCH*
	Requirements Gathering I Personas, and User Stories *PM, PO, SME, BA, ARCH*	**OS Team Work** *Ad hoc PM, PO, BA, SME*			**Week wrap-up** Progress Update *All Hands*
	OS Team Work *Ad hoc PM, PO, BA, SME*				

Spr - Sponsor **PM** -Proj Mgr **PO** - Prod Owner **ARCH** - Arch/Tech Lead
SME - Subject Matter Exp **BA** - Business Analysts **KU** - Key Users

* 1 week of initiation per 4 sprints of development

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Schedule – Week 2

EXAMPLE

	Day 6	Day 7	Day 8	Day 9	Day 10
Morning 9:30 - 12:00	**Daily scrum**	**Daily scrum**	**Daily scrum**		
	Requirements Gathering V Personas, and User Stories *PM, PO, SME, BA, ARCH*	**Requirements Gathering VI** Personas, and User Stories *PM, PO, SME, BA, ARCH*	**Usability Testing and Business Alignment** *PM, PO, SME, BA, ARCH*	**Scope walk-through** *PM, PO, SME, BA, ARCH*	**Team Work** Final Changes & Prep Sprint 1 *Ad hoc PM, PO, BA, SME*
Afternoon 13:00 - 18:00	**Team Work**	**Team Work**	**Team Work** Feedback review, Backlog review and Project Plan	**Team Work** Feedback review, Backlog review and Project Plan	**Team Work** Prep Sprint 1 *Ad hoc PM, PO, BA, SME* **Backlog Validation & Sign-Off** All Hands **Initiation wrap-up**

Spr - Sponsor **PM** -Proj Mgr **PO** - Prod Owner **ARCH** - Arch/Tech Lead
SME - Subject Matter Exp **BA** - Business Analysts **KU** - Key Users

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Meetings

outsystems	Customer Logo / outsystems	Customer Logo	outsystems
Project Kick Off	**Vision Goals, Success Criteria, High Level scope, Priorities**	**Business Context (As Is -Demo- vs. To Be) & IT Landscape**	**User Story Drill Down (Sprint 1)**
Present Stonegate and OutSystems agreement to implement the My Pub application.	Collaborative session to: - identify the project goals and success criteria; - agree on the high level scope and priorities of the project.	Session to understand the current application (demo). Map the functional modules with the current landscape. Understand which system owns which data domain (e.g. client data). Start sketching the target architecture based on business concepts.	Deep dive session to review the User Stories for Sprint 1 Focus on: - Identify the personas - Most common use cases (80/20) - Mock-ups - No/little training

*Lead by Customer Logo and/ or outsystems

Initiation

Meetings

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Validate Non-functional requirements

Validate the non-functional requirements identified in the Vision: Security & Data Quality, Usability, Compatibility, Availability, recoverability, Maintainability, Performance, Availability, Localization, Scalability and Reliability.

Map with the overall architecture and with the selected target infrastructure.

Define new User Stories or Acceptance criterias.

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System integrations Infra availability and remote access

A technical session to understand the requirements of the integration linking the interactions with the business function.

Very important to define data ownership architecture and integration patterns (realtime, bulk, caching, ...)

Accesses and connectivities must be detailed.
Test accesses to infrastructure / OS platform / Integrations .

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Application architecture Migrations & data requirements

A technical session for understanding how the Stonegate's infrastructure will be migrated to OutSystems

Stonegate's key user responsible for the data analysis will need to be present at the meeting

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Sprint Working Model

Agree on the Sprint working model defined by OutSystems:
- Day by Day activities
- Definition of Ready
- Definition of Done
- Quality Assurance flow

*Lead by 

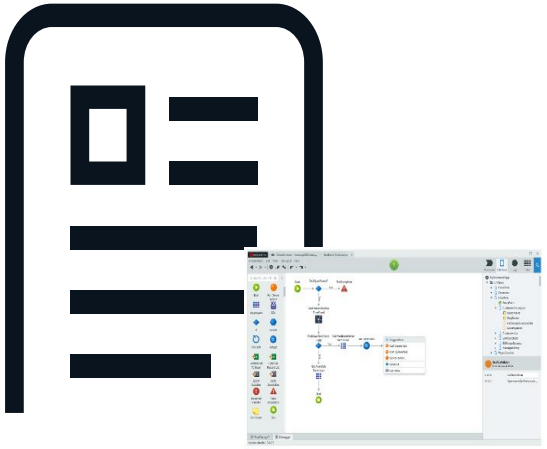
and/ or outsystems

Meetings

Customer Logo + outsystems	outsystems	Customer Logo + outsystems
Vision Wrap-up	**Sprint 1 planning**	**Daily Scrum**
Presenting the finalized version of the Vision document. Summary of what has been accomplished or decided. Assignment of next steps for the developing and business teams.	**Deep dive session** to plan all the ceremonies for the Sprint 1, as well as the necessary stakeholders needed for each ceremony	Short meeting (15 min max) where every team member will say: - What I did yesterday - What will I do today - Roadblocks

*Lead by Customer Logo and/ or outsystems

Listen to the users



User Stories are ready for development

Listen to Users

Define a Vision

See user's workspace

Discuss the concepts

Gather feedback

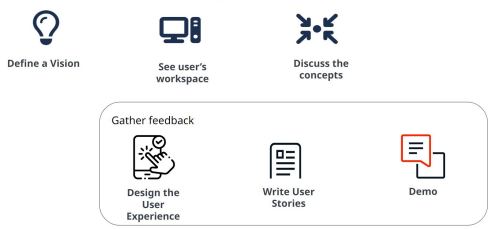
Design the User Experience

Write and review User Stories

Demo

- Vision Document Template
- Requirements Gathering & Solution Mapping
- Experience Design Checklist

User Stories Readiness



Depict the Business Process

Design the mock-ups

Write Acceptance Criteria

Write Test Cases

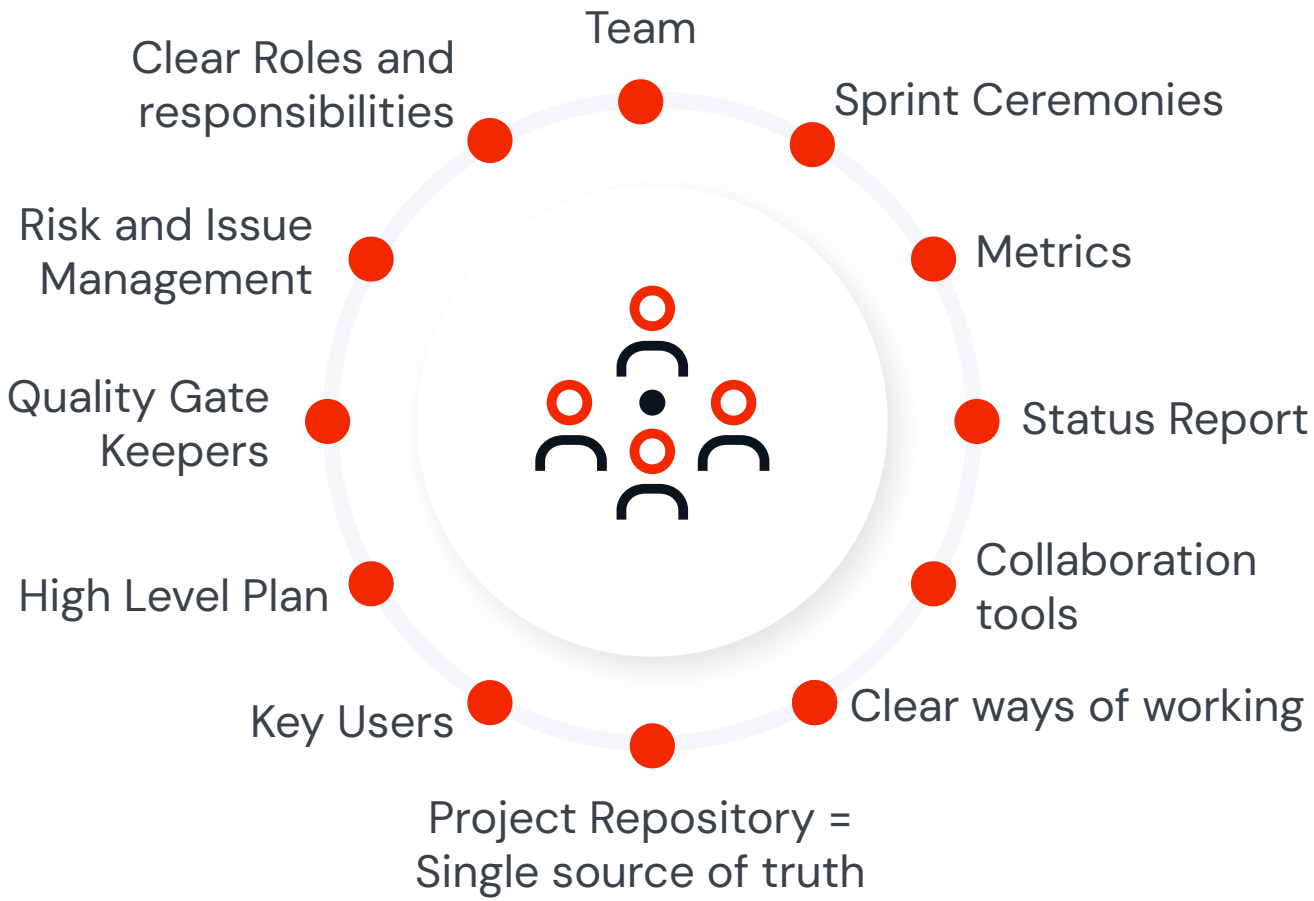
Write technical considerations

Estimate it with the development team

Manage the backlog

Do not forget Non-functional requirements

Governance



Status Report template

Lifecycles, DoR and DoD

Project Responsibilities

IT Manager
Cross-team dependencies
Technical Vision
3rd Party interactions

Business Sponsor
Business Vision
Decision-Maker
Scope Priority

IT Architect
Application Architecture
Lead development team
Ensure quality

Project Manager
Program Management
Manage Risks
Manage Timeline

Engagement Manager
Delivery Outcome Owner for OutSystems

Product Owner
Delivery Owner
Project Vision
Ensure business alignment

Technical Lead
Manages delivery team
Sizes, Assigns, Commits to features
Architects the solution

QA Lead, Tester(s)
Testing approach, estimation, execution and overall quality of the product

Developers
Develop and test technical solution following best practices

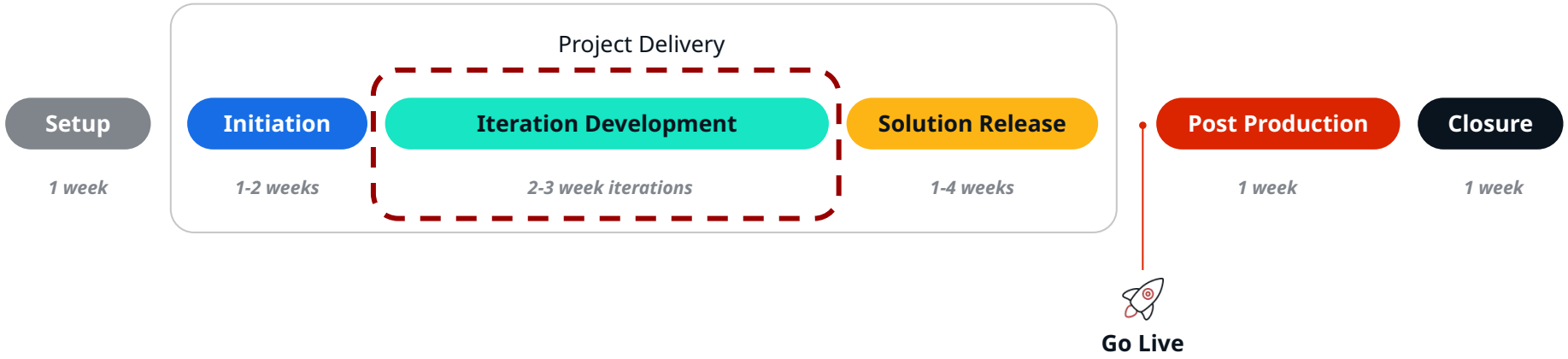
Key Users
Input, direction, knowledge and priorities from business operation

Experts
Depending on the project it might include UX/UI and/or DevSecOps roles

Business Analyst(s)
Business Processes
User Stories
Acceptance Testing

OutSystems projects are heavily people-centric and collaborative

After we make sure the backlog is ready, let's start development



Let's now focus on implementing according to **Best Practices**

Test, **Test**, Test,

Demoing the functionalities developed to the full team

Gather **feedback** from business users

Sprint Ceremonies

Ceremony	Description	Attendees	Frequency
Daily Scrum	Review of completed work, plans, and impediments for the day	Mandatory: Full team	Daily
Backlog Refinement	Full team refinement of user stories to ensure that the team has stories DOR and ready for sprint planning.	Mandatory: Full team	2 - 3 / week
Sprint Planning	Full team plan and agreement on the user stories to be worked in the planned sprint.	Mandatory: Full team	At the start of each sprint
Sprint Retrospective	Discover what worked and didn't work during the sprint and the corrective actions to take for the next sprint.	Mandatory: Full team	At the end of each sprint

Team Ceremony

Team + Stakeholders

Sprint Ceremonies

Ceremony	Description	Attendees	Frequency
Defects triage	Review the defects, identify what is changes and what is a bug and define the priorities to develop.	Mandatory: Testers & BA	Twice a week
Sprint Demo	Demonstration of the user stories developed in the sprint and an opportunity for stakeholder review and feedback.	Mandatory: Full team + Key Stakeholders and Users	At the end of each sprint
Status Meeting	Discussion and review of completed work, upcoming activities, risks, issues and project status.	Mandatory: Full team + Key Stakeholders and Users	Weekly

Team Ceremony

Team + Stakeholders

Iteration Development

Sprint Ceremony Schedule

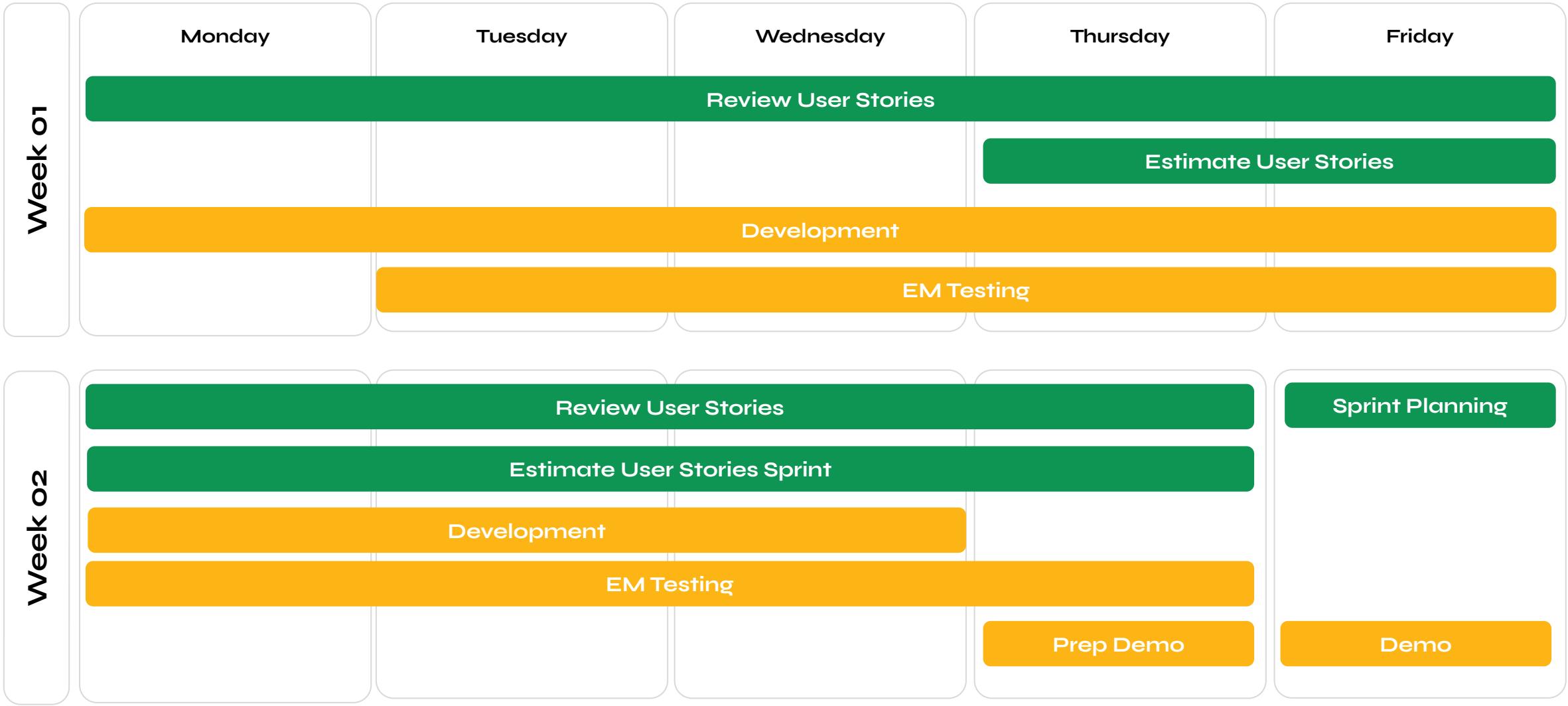
	Monday	Tuesday	Wednesday	Thursday	Friday
Week 01	Daily Scrum 9:00 - 9:15 Sprint Retrospective 9:30 - 10:00	Daily Scrum 9:00 - 9:15 Backlog Refinement 10:00 - 11:30	Daily Scrum 9:00 - 9:15	Daily Scrum 9:00 - 9:15 Backlog Refinement 10:00 - 11:30	Daily Scrum 9:00 - 9:15 Status Meeting 10:30 - 11:30
Week 02	Daily Scrum 9:00 - 9:15	Daily Scrum 9:00 - 9:15 Backlog Refinement 10:00 - 11:30	Daily Scrum 9:00 - 9:15	Daily Scrum 9:00 - 9:15 Backlog Refinement 10:00 - 11:30	Daily Scrum 9:00 - 9:15 Business Demo 9:30 - 10:30 Sprint Planning 10:30 - 11:30

Team Ceremony

Team + Stakeholders

Iteration Development

OS Team Activities



Estimations

- ❑ Sprint Capacity
- ❑ Per Screen
  - ❑ Table
  - ❑ List
  - ❑ Complex patterns
  - ❑ Out of the box patterns
  - ❑ Queries complexity
  - ❑ Integrations
- ❑ Unit testing
- ❑ Difficult to read user story?
- ❑ BDD framework
  - ❑ If
  - ❑ Then
  - ❑ Else
- ❑ Blockers

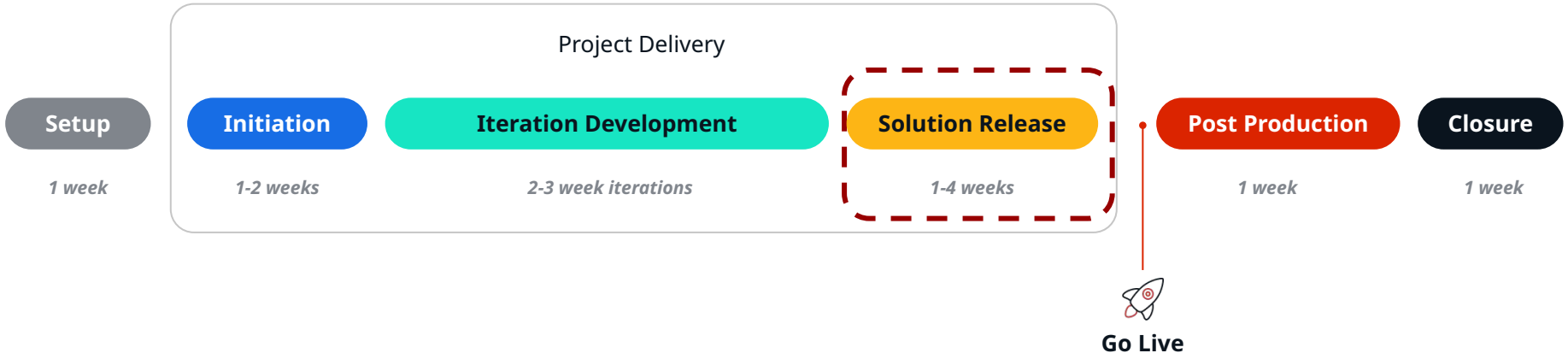
Tests

- ❑ Code Review / Technical testing - Tech Lead
- ❑ Functional test - Engagement Manager
- ❑ Quality Assurance - Testers
- ❑ User Acceptance Testing
- ❑ Test automation
- ❑ Defects triage

Demo

- ❏ Internal Demo from developers to Engagement Manager
- ❏ Define the High Level Scope of the Demo
- ❏ Write the Script
- ❏ Demo dry run with the development team

After we make sure the backlog is ready, let's start development



Prepare it **upfront**

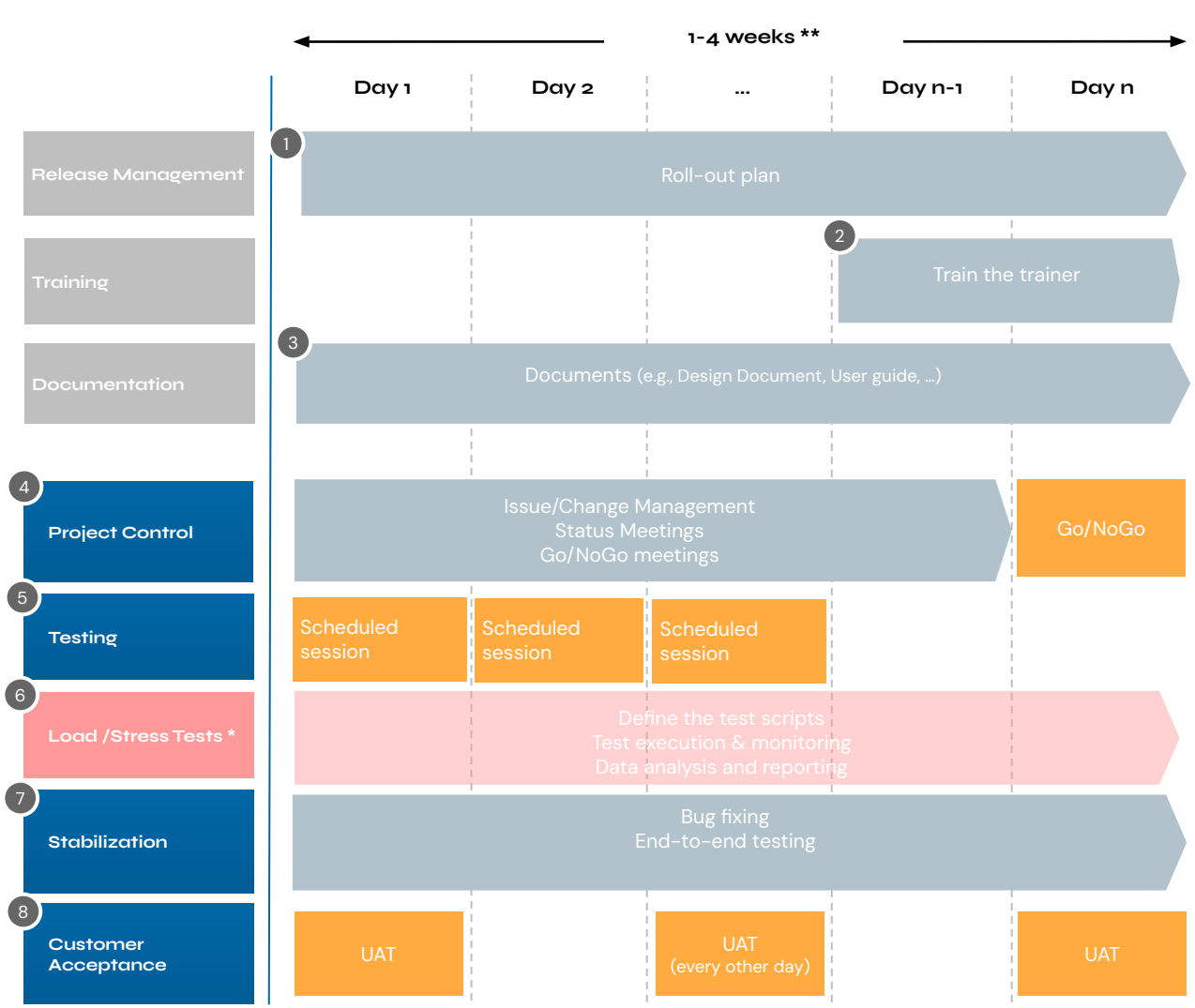
Solution Release

Solution Release

- ❏ Start preparing Solution Release ahead of time
- ❏ Prepare the Runbook along the project (every Sprint)
- ❏ Load tests / stress tests
- ❏ Data migration
- ❏ Go / No Go criteria defined at the beginning of the project
- ❏ Bug Fixing
- ❏ New user stories - always check the risk of going wrong and the impact
- ❏ Final Demo - end to end process
- ❏ Handover to customer

Runbook template for ODC and O11

Solution Release



Ensure business value
Guarantee that everyone is using the solution appropriately.

* If applicable, based on performance or user volume requirements

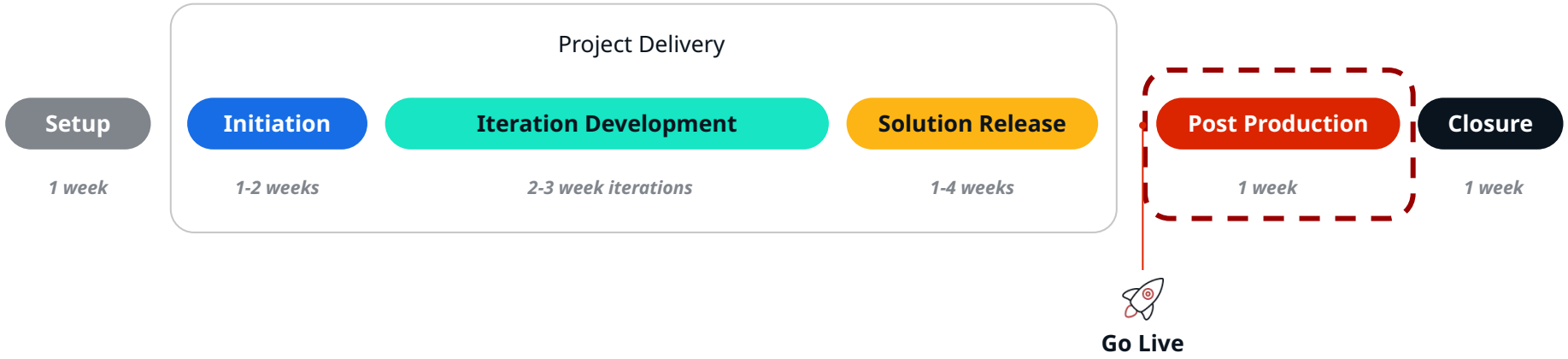
** Rule of thumb: 1 week of Solution Release for each 5 of Sprint Development

Solution Release

Go Live

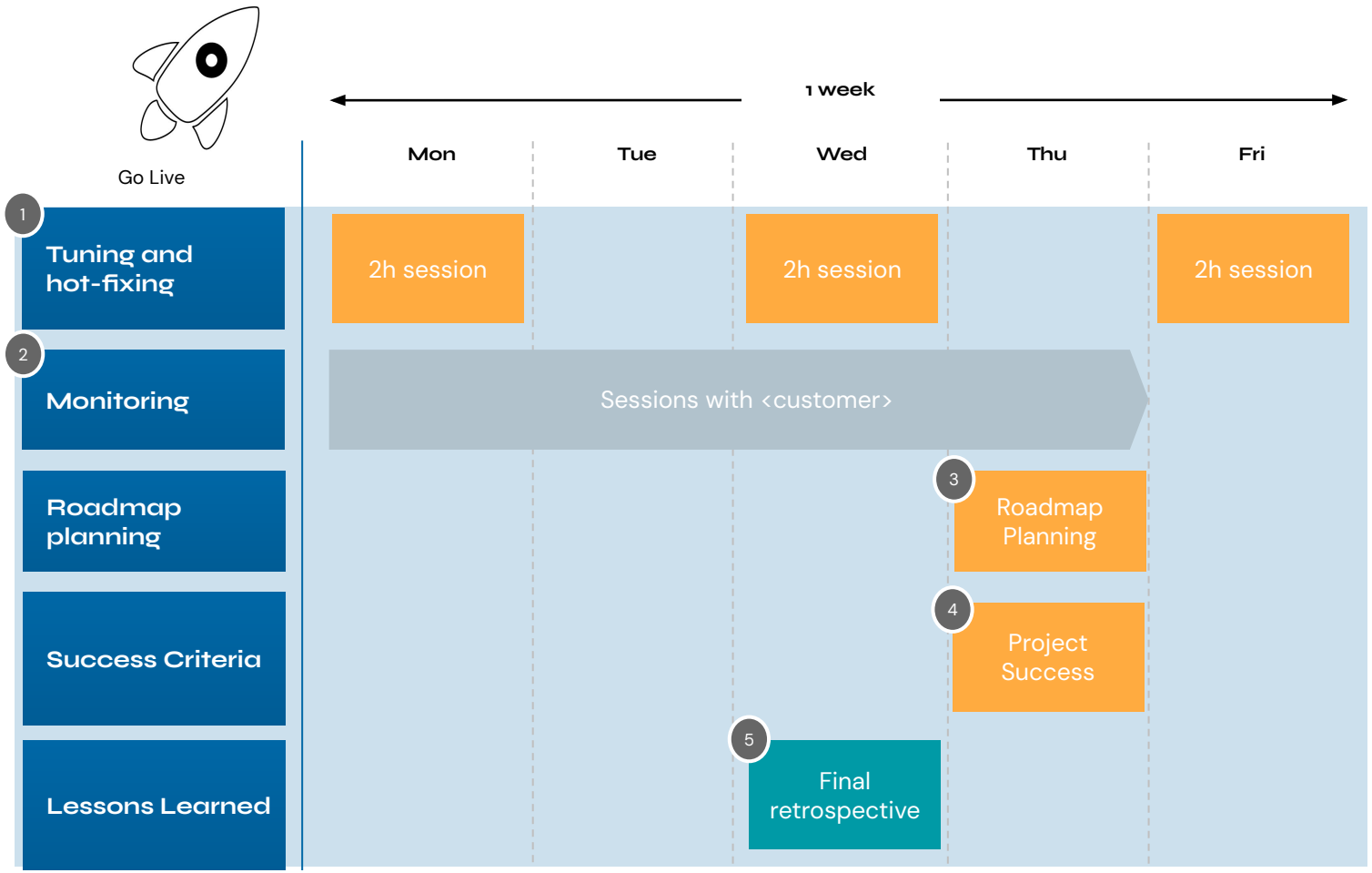
- ❑ Communication process in place - consider War Room
- ❑ Align all stakeholders, including external systems
- ❑ Follow the Roll-out plan and the runbook

After we make sure the backlog is ready, let's start development



Post Production

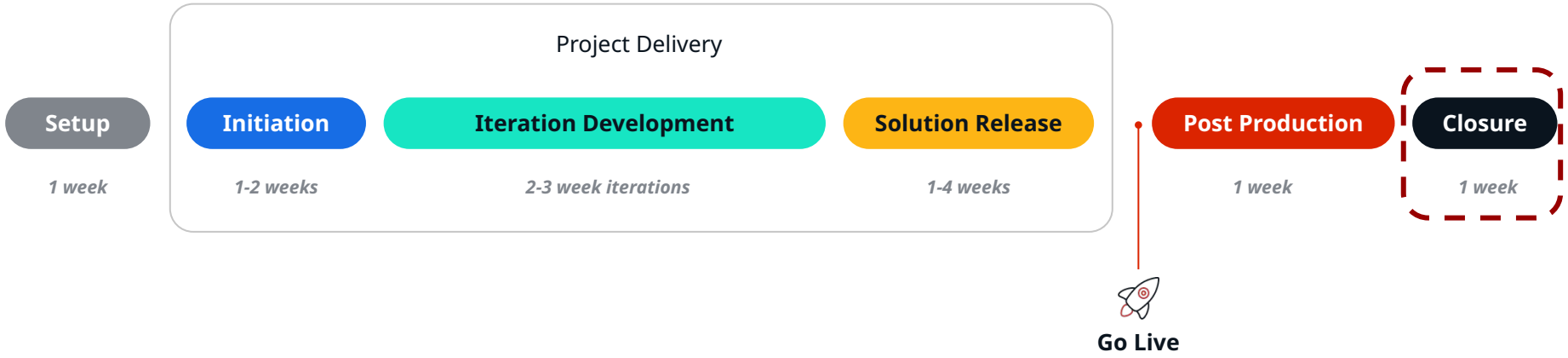
Post Production



All team members

Selected team members

After we make sure the backlog is ready, let's start development



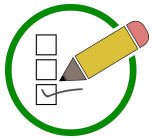
Closure

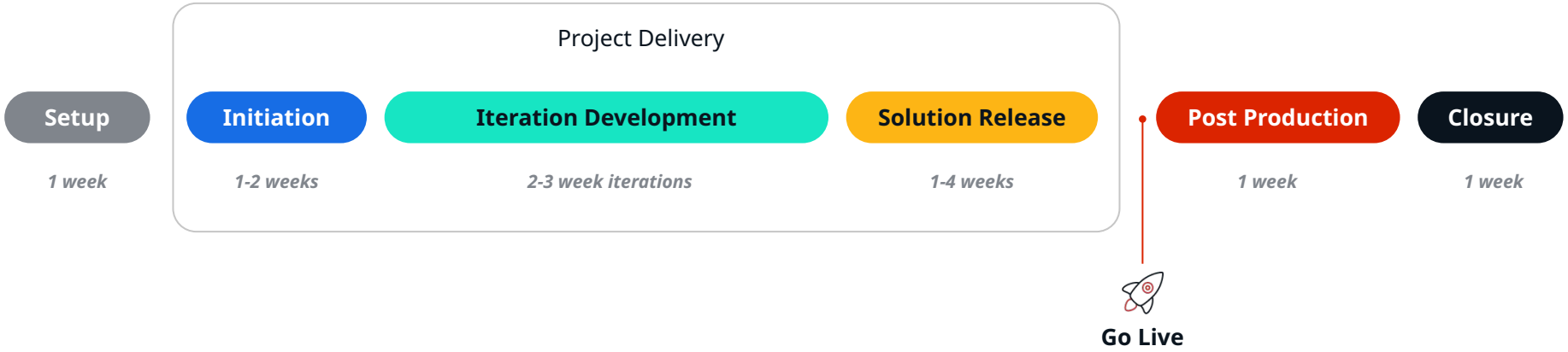
- ❏ Compile overview of the delivered solution, metrics, wow factors, challenges, roadmap, and lessons learned.
- ❏ Collect accelerators developed during the project
- ❏ Share the engagement with the community
- ❏ Request Customer Satisfaction Surveys

Would you like to hear more from us?

Join the next webinar.

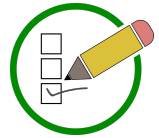
Time for a quick Poll





Q&A

Time for a quick Poll



Thank You