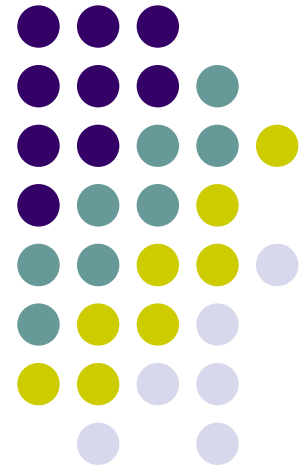


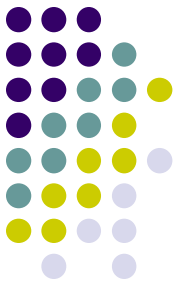
# Agile Development

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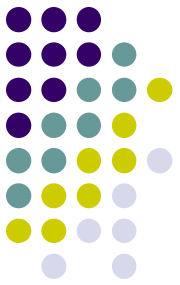
Perspectives from the  
Texas Legislative council



# Participants



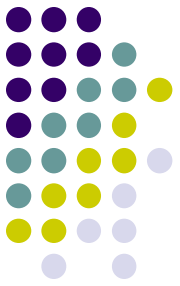
- Paul Prachyl, Deputy Director of Applications ([paul.prachyl@tlc.state.tx.us](mailto:paul.prachyl@tlc.state.tx.us))
- Joe Diana, Project Manager ([joe.diana@tlc.state.tx.us](mailto:joe.diana@tlc.state.tx.us))
- Amber Snyder, Office Consultant ([amber.snyder@tlc.state.tx.us](mailto:amber.snyder@tlc.state.tx.us))
- Amy Crandell, Agile Quality Assurance Analyst ([amy.crandell@tlc.state.tx.us](mailto:amy.crandell@tlc.state.tx.us))
- Craig Whisenhunt, Developer ([craig.whisenhunt@tlc.state.tx.us](mailto:craig.whisenhunt@tlc.state.tx.us))



Agile Development

# MANAGER PERSPECTIVE

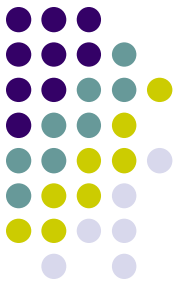
# Manager Perspective Overview



- TLC Development Environment
- Why Agile
- Our Approach
- Partner with a Coach
- Lessons Learned

# Manager Perspective

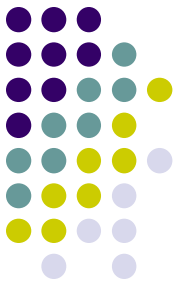
## TLC Development Environment



- IS Division
- Teams Composition – Teams of Teams
- Goal - Quality Software and Support
- Client Interaction

# Manager Perspective

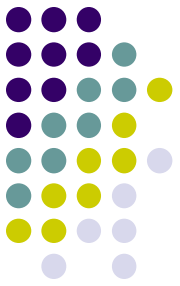
## Why Agile?



- Complexities of Highly Automated Environment
- Client's Desire for More Involvement
- Testing
- Gauging Success

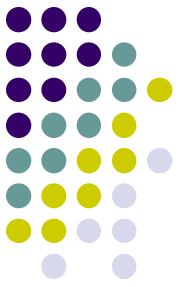
# Manager Perspective

## Our Approach



- Agile Promoted from Within
- Education on Agile
- Health Check – Are we Ready?
- Consider the Whole Team - Methodology Effects Everyone

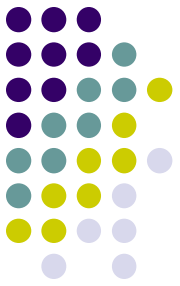
# Manager Perspective Partner with a Coach



- Partner Values = Ours?
- Holistic Approach
- Pilot Project
- Mentoring

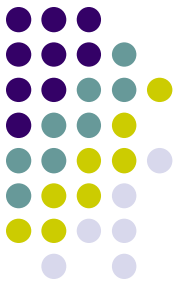


# Manager Perspective Pilot Project



- Who Goes First?
- Team Selection
- Regroup and Commit

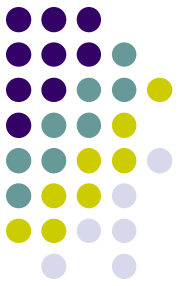
# Manager Perspective Lessons Learned



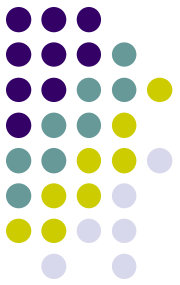
- Successes
  - Team work
  - Communication
  - Increased Productivity
  - Celebration of Success
  - Acceptance from the Bottom Up

# Manager Perspective

## Lessons Learned



- Challenges
  - Product Owner / Client Involvement
  - Managing Conflicting Schedules
  - Training
  - Transition takes time

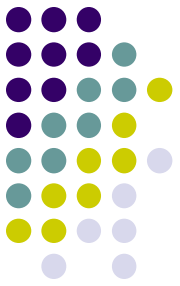


Agile Development

# PROJECT LEADER PERSPECTIVE

# Project Leader Perspective

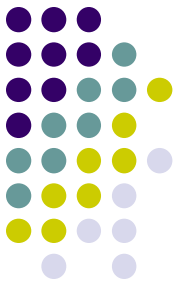
## Benefits of Agile



- Agile principles produce happier clients
  - Give clients more visibility into the process
  - Demo working code as you go along
  - Gather requirements just-in-time
  - Build just what you need, use that information to move forward
  - Make the client prioritize work

# Project Leader Perspective

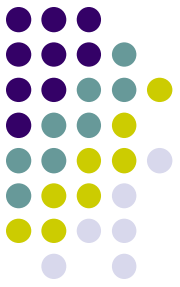
## Benefits of Agile



- Agile principles produce a happier team
  - Provide a common working area
  - Encourage pair programming
  - Gather requirements just-in-time
  - Estimate at a higher level
  - Set a consistent iteration schedule
  - Hold retrospectives after each iteration

# Project Leader Perspective

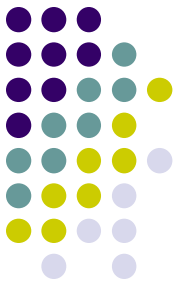
## Benefits of Agile



- Agile principles allow better utilization of resources
  - Teams are more self-directed
    - (But you still need a champion)
  - Developers learn from each other through pair programming
  - Cross-training happens naturally
  - More developers to support an application
  - Empowering people fosters ownership

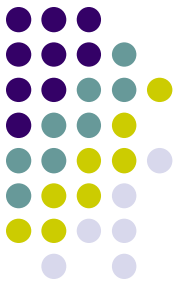
# Project Leader Perspective

## Challenges of Agile



- Understanding roles and responsibilities for matrixed team members
- Defining user stories is an art
- Long-term planning is not hard, but different
- New technologies require a learning curve

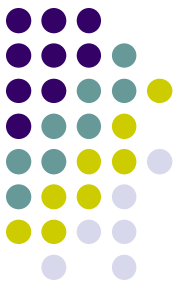




Agile Development

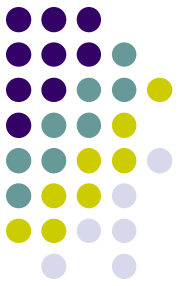
# **CUSTOMER SUPPORT PERSPECTIVE**

# Customer Support Perspective CMS Project



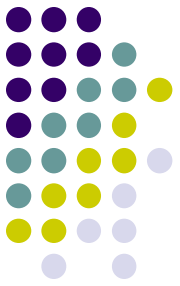
- What is CMS?
  - Largest non-legislative application
  - Used through out the year
  - VB6 application that needs to be written in newer technology
- Why Consultant Involvement?
  - Knows the client work process
  - Familiar with the application
  - Enhancement requests usually come through the consultant

# Customer Support Perspective CMS Project



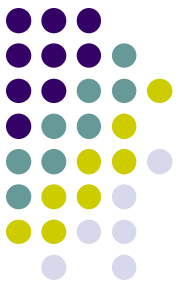
- Agile and CMS – Team Work
  - Whole team was learning at the same time
  - Took some time to learn our roles
  - Everyone's opinion was important
  - Not everything has to be perfect
  - A backlog isn't a BAD thing
  - Programmers have some really great ideas

# Customer Support Perspective CMS Project



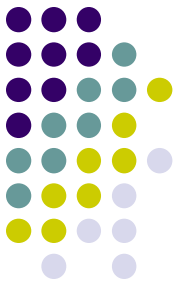
- What I learned as Product Owner
  - I needed help
  - Knowing the clients process is a must
  - Attending meetings and Scrums is important
  - Stay focused on the goal – iteration only
  - The first idea isn't always the best

# Customer Support Perspective CMS Project



The First Idea





Home

Open  
Delete  
Edit

New Individual  
New Organization  
Contact

Find

Name	Address	Phone Number	Email
Robbie Hunter	304 East Moerbe Thorndale, TX 76577		rhunter@tisd.org
Robert Snyder	20108 Canterwood Lane Pflugerville, TX 78660	(512) 272-8177	
Robert Timmons			
Roberto "Robert" Martinez			
Roger Patterson			patterson@aol.com
Ronald E. "Ronnie" Morris			
<b>Rosalba R. McCabe</b>			Rosalba.McCabe@avh.com
Rosie's Flower Shop			
Roxann Richardson			rrichardson@tisd.org
Ruma Das			ruma@yahoo.com
RuthAnn Morgan	Thorndale, TX 76577		rmorgan@tisd.org

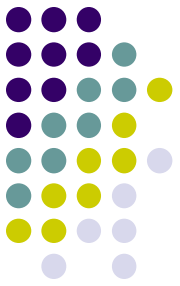
**Rosalba R. McCabe**

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E-Mail  
Personal train.er.one@tlc.state.tx.us  
\*Personal rosalba.mcmabe@avh.com

Addresses  
Home  
900 East Avenue E  
Alpine, TX 79830  
Business  
501 Main St.  
Suite 100  
Alpine, TX 97705

# Customer Support Perspective CMS Project



## The Better Idea





Home

Open

Delete

Edit



New Individual



New Organization

Contact

Find

Find



Name	Address	Phone Number	Email
Robbie Hunter	304 East Moerbe Thorndale, TX 76577		rhunter@tisd.org
Robert Snyder	20108 Canterwood Lane Pflugerville, TX 78660	(512) 272-8177	
Robert Timmons	12 Rob Roy Ave. Houston, TX 77041	(713) 555-8663	
Roberto "Robert" Martinez	507 West 15th St. Austin, TX 78701	(512) 697-3217	
Roger Patterson	4567 Rio Grande Road. College Station, TX 78740	(979) 696-5587	patterson@aol.com
Ronald E. "Ronnie" Morrison	1455 Research Blvd. Ausitn, TX 78751		
Rosalba R. McCabe	8 River Rd. Cutoff Alpine, TX 799011234	(512) 345-6789	Rosalba.McCabe@avh
Rosie's Flower Shop	3403 Jordan River Leander, TX 78641		
Roxann Richardson	304 East Moerbe Thorndale, TX 76577		rrichardson@tisd.org
Ruma Das	8077 Bottlebrush Dr. Austin, TX 78750	(512) 377-4567	ruma@yahoo.com
RuthAnn Morgan	304 East Moerbe Thorndale, TX 76577		rmorgan@tisd.org
RuthAnn Parsons	1901 Running Brook Dr. Austin, TX 78723		
Samantha A. "Sam" Richardson	718 Congress Ave. Austin, TX 78701	(512) 249-6689	sam@bison.org

## Rosalba R. McCabe

### Phone

\* Home (512) 345-6789

### E-mail

**Personal** Trainer.One@tlc.state.tx.us

\* **Personal** Rosalba.McCabe@avh.com

### Addresses

#### Home

900 East Avenue E  
Alpine, TX 79830

#### Business

501 Main St.  
Suite 100  
Alpine, TX 97705  
USA

#### \* Other

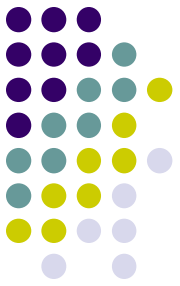
8 River Rd. Cutoff  
Alpine, TX 799011234  
USA

#### Alternate

P.O. Box 1210

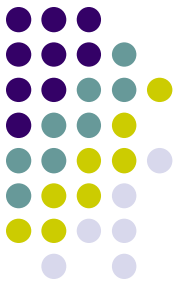


# Customer Support Perspective CMS Project



- What the Agile Process Allowed
  - It's OK if the first idea doesn't work
  - Feedback is quick
  - You can change your mind
  - Fix it time is shorter
  - Not everything has to fall into place at once
  - The Team made the process work!!

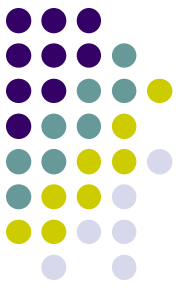
# Customer Support Perspective CMS Project



- How Agile Fits with Customer Support
  - Clients see our progress
  - They have a say in what is happening
  - They have say in the priority order
  - Knowledge of the application before deployment

# Customer Support Perspective

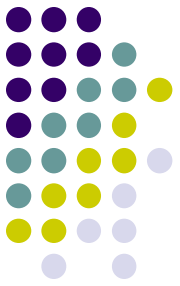
## SALSA Project (SALSA)



- What is SALSA?
  - A suite of applications used by the legislative professional to manage documents – i.e., the bills used by the legislature.
  - Last session, over 30,000 bill related documents were stored using SALSA.
  - This project involved rewriting the shared code, but leaving the interface intact
- Consultants involvement reasons identical to CMS.

# Customer Support Perspective

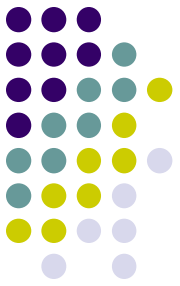
## Benefits of Agile (SALSA)



- Better knowledge of the application
  - Earlier participation
  - Active involvement writing user stories
  - Active involvement writing user acceptance
  - Choose the order stories are completed
  - Participation in daily scrums
  - Available in work area to answer questions from developers

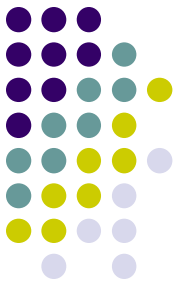
# Customer Support Perspective

## Benefits of Agile (SALSA)



- Testing is easier
  - Smaller chunks are more manageable
  - Requirements are expressed as tests
  - Bug fixes can be worked into the plan without stressing the team
  - Test plans can be written and used in smaller pieces.

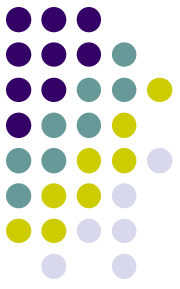
# Customer Support Perspective Challenges of Agile (SALSA)



- Communicating with other customer support coworkers who are not as involved.
- Defining how to release to the clients to view
- Writing documentation
- Preparing valid data for testing.

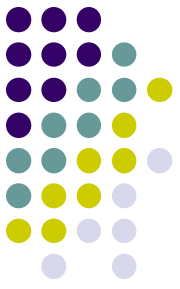
# Developer Perspective

## Benefits of Agile



- Greater efficiencies through effortless communication
  - Pair programming
  - Group work area
  - Scrum (daily team and stakeholder meeting)
  - Daily meetings last less than 10-15 minutes
  - Constant and consistent feedback loop with the product owner and all team members (DBAs, WSG, CSC, Managers, Supervisors)

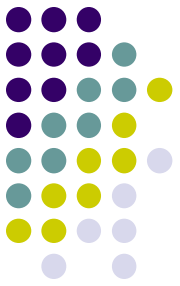
# Developer Perspective Challenges of Agile



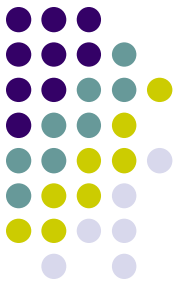
- Work area paradigm shift
  - No more individual cube isolation
  - Adjust to open work area, closer quarters
  - Higher ambient noise level due to increased coworker interaction
  - Necessary cooperation between team members on maintaining a work space that consistently fosters a productive and peaceful environment through mutual respect and consideration



# Developer Perspective Challenges of Agile



- Learning Curve
  - nHibernate
  - Unit Tests
  - Fitnesse
  - TFS
  - .NET



Agile Perspectives

# SUMMARY