



Agile Project Process
Standard Operating Procedure

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1. General statement of purpose.
 - 1.1. This document identifies the agile project process.
2. Scope.
 - 2.1. This document applies to the entire agile project process, from when the Project Initiation Request form is submitted until the project is closed.
 - 2.2. An agile project involves new software or hardware or modification of existing software or hardware. A small agile project has a budget of at least \$150,000, while a large agile project has a budget of at least \$250,000.
 - 2.3. The project's program manager has the authority to modify (add or delete) any project requirements, based on the uniqueness of the project, by adding a note in the **Notes** section of the project indicating the changes from this SOP.
3. Discipline.
 - 3.1. Program management SOPs.
4. Terms and definitions.
 - 4.1. Refer to the OMES IS Glossary.
5. Instructions.
 - 5.1. Demand phase.
 - 5.1.1. A project originates when a PIR form is completed on the [OMES Enterprise Program Management Office website](#).
 - 5.1.2. ServiceNow automatically creates a demand request.
 - 5.1.3. The program manager takes ownership of the demand, initiates the review and performs assessments with the requesting agency.
 - 5.1.4. The program manager requests estimates via internal resource estimate and creates the planning statement of work.
 - 5.1.5. The program manager receives the signed SOW back from the agency and requests planning resource assignments via IRE.
 - 5.1.6. The program manager allocates resources to resource plan in ServiceNow.
 - 5.2. Initiating phase.
 - 5.2.1. The program manager converts the demand to a project and selects the enterprise project type as either the large or small waterfall project.
 - 5.2.2. ServiceNow automatically assigns the appropriate project task template.

- 5.2.3. The project manager creates the project site:
 - 5.2.3.1. Navigate to the project SharePoint site.
 - 5.2.3.2. Select the **Share** button in the upper right corner.
 - 5.2.3.3. Enter **IS Project Members** in the **Invite People** field.
 - 5.2.3.4. Select **Show Options** and deselect **Send an email invitation**.
 - 5.2.3.4.1. This step is critical to ensure an email is not sent to all IS Projects members.
 - 5.2.3.5. Select the permission level dropdown and select the option that includes **Full Control**.
 - 5.2.3.6. Select **Share** to save the changes and to share the project site with all IS Projects members.
- 5.2.4. The program manager pastes the link to the project site in the project site field within ServiceNow.
- 5.2.5. The program manager obtains a P-code for the project.
- 5.2.6. The program manager allocates the project manager and resources to the project.
- 5.2.7. The project manager reviews the initiation and moves project to planning phase.
- 5.3. Planning phase.
 - 5.3.1. The project team has a kickoff meeting for the project.
 - 5.3.2. The project team provides weekly status reports from project kickoff to project closeout.
 - 5.3.3. The project team completes iteration zero, developing personas, user stories, features, epics and a roadmap.
 - 5.3.4. The project team determines the timing of their sprints in the project plan (tasks).
 - 5.3.5. The project team creates the P90 estimate.
 - 5.3.6. The project manager creates and executes the risk, issues and communications plans in ServiceNow (*required only for large agile projects*).
 - 5.3.7. The project manager generates an execution SOW.
 - 5.3.8. The agency signs the execution SOW.
- 5.4. Executing phase.
 - 5.4.1. The project team executes the project, providing weekly status reports from project kickoff to project closeout.
 - 5.4.2. The project team performs the following steps in each sprint until the last sprint is complete:
 - 5.4.2.1. Design.
 - 5.4.2.2. Develop.
 - 5.4.2.3. Test.
 - 5.4.2.4. Deploy.
 - 5.4.2.5. Sprint retrospective.
 - 5.4.3. After the last sprint is complete, the project team performs a project retrospective.
 - 5.4.4. A change ticket is opened for each deployment and approvals are obtained.
- 5.5. Delivering phase.
 - 5.5.1. The project manager updates the actual close date in ServiceNow.
 - 5.5.2. The project manager updates the key performance indicator measurements.
 - 5.5.3. The project manager sends the Certificate of Completion and Acceptance to the requestor/agency with the final KPI measurements.

- 5.5.4. The requestor/agency signs the Certificate of Completion and Acceptance and returns it to the project manager.
- 5.6. Auditing phase.
 - 5.6.1. The project manager receives the final invoices and internal labor billing and updates the cost plan.
 - 5.6.2. The project manager emails the final status report for the project.
 - 5.6.3. The project manager changes the project phase to auditing and notifies the program manager via email that the project is ready for audit.
 - 5.6.4. The program manager reviews the project and opens an action item for the audit in ServiceNow.
 - 5.6.5. Once the audit passes the program manager closes the action items and moves the project phase to closing.
- 6. Roles and responsibilities.
 - 6.1. Requestor/agency.
 - 6.1.1. Completes the PIR Form on the OMES EPMO website.
 - 6.1.2. Signs the planning SOW.
 - 6.1.3. Signs the execution SOW.
 - 6.1.4. Signs the Certificate of Completion and Acceptance and returns it to the project manager.
 - 6.2. Program manager.
 - 6.2.1. Reviews and approves the demand, moves project to **Initiating** and selects either the large or small agile enterprise project type.
 - 6.2.2. Obtains a P-Code for the project.
 - 6.2.3. Determines resources and their cost and availability from the IRE meeting.
 - 6.2.4. Develops a planning (P50) SOW.
 - 6.2.5. Obtains the signed SOW.
 - 6.2.6. Determines the start date based on resource availability from IRE and customer approval.
 - 6.2.7. Assigns and allocates the project manager and resources to the project.
 - 6.2.8. Changes the project phase to **Initiating**.
 - 6.2.9. Opens the audit action in ServiceNow.
 - 6.2.10. Audits the project.
 - 6.2.11. Closes the audit actions once the project passes audit and changes the project phase to **Closing**.
 - 6.3. Project team.
 - 6.3.1. Has a kickoff meeting for the project.
 - 6.3.2. Completes iteration zero, developing personas, user stories, features, epics, and a roadmap.
 - 6.3.3. Determines the timing of their sprints in the project plan (tasks).
 - 6.3.4. Creates the execution (P90) estimate.
 - 6.3.5. Executes the project, updates status reports, task updates, cost plan updates and a burn down chart.
 - 6.3.6. Performs each step within the sprints until the final sprint is complete.
 - 6.3.7. Performs a project retrospective after the last sprint is complete.
 - 6.4. Project manager.
 - 6.4.1. Creates and executes the risk, issues, and communication plans, if applicable.
 - 6.4.2. Generates an execution SOW.
 - 6.4.3. Documents and measures KPIs.

- 6.4.4. Sends the Certificate of Completion and Acceptance to the agency.
- 6.4.5. Receives the final invoices.
- 6.4.6. Updates the final internal labor.
- 6.4.7. Emails the final status report for the project.
- 6.4.8. Notifies the program manager via email that the project is ready for audit.

7. Limitation or implementation notes.

- 7.1. None.

8. References.

- 8.1. [08.1.14a Agile Project Process – Process Map.](#)
- 8.2. [08.1.10 Project Internal Resource Estimate \(IRE\) and Resource Assignment Process.](#)
- 8.3. [08.1.12 Managing PeopleSoft Project IDs.](#)
- 8.4. [08.1.20 Statement of Work Process.](#)
- 8.5. [Certificate of Completion and Acceptance.](#)
- 8.6. [Communications Plan.](#)
- 8.7. [Kick Off Presentation.](#)
- 8.8. [Risk Plan.](#)
- 8.9. [SOW User Guide.](#)

08.1.14a Agile Project Process

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