



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 project delivery process, from when the Project and IT Approval Request form is submitted until the project is closed.
 - 2.2. 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 deviations from this SOP.
3. Discipline.
 - 3.1. Enterprise Programs Management.
4. Terms and definitions.
 - 4.1. Refer to the OMES IS Glossary.
5. Instructions.
 - 5.1. Demand phase.
 - 5.1.1. The project is created according to the IS 05.08 Demand Process.
 - 5.2. Initiating phase.
 - 5.2.1. The product management team determines if the Kanban, Scrum or waterfall delivery methodologies apply to the project.
 - 5.2.2. The program manager and assigned resources perform a discovery effort to determine or validate the following and updates ServiceNow with the documentation:
 - 5.2.2.1. A risk assessment for the project.
 - 5.2.2.2. An execution SOW for the project.
 - 5.2.2.3. A list of feature requests.
 - 5.2.2.4. A cost/benefit analysis.
 - 5.2.2.5. Whether this is a large or small agile project.
 - 5.2.2.6. A communication plan for project status and updates.
 - 5.2.3. If this is for maintenance of an existing project, this plan must also include:
 - 5.2.3.1. A date defining the end of support for the project.
 - 5.2.3.2. Response service level agreements and documentation.
 - 5.2.3.3. A testing plan for maintenance items.
 - 5.2.4. The program manager obtains a P-code for the project.
 - 5.2.5. The project manager reviews the initiation and moves project to execution phase.

- 5.3. Planning and execution phase.
 - 5.3.1. The project team has a kickoff meeting for the project.
 - 5.3.2. The project team creates the P90 estimate.
 - 5.3.3. The project team executes the project, following the process for the agile methodology chosen in step 5.2.1.
 - 5.3.4. The project team performs a project retrospective, following the IS 05.22 Sprint Retrospective process.
 - 5.3.5. The project manager sends the Certificate of Completion and Acceptance to the requestor/agency with the final key performance indicators measurements.
 - 5.3.6. The requestor/agency signs the Certificate of Completion and Acceptance and returns it to the project manager.
- 5.4. Auditing phase.
 - 5.4.1. The project manager updates the actual close date in ServiceNow.
 - 5.4.2. The project manager receives the final invoices and internal labor billing and updates the cost plan.
 - 5.4.3. The project manager emails the final status report for the project.
 - 5.4.4. The project manager changes the project phase to auditing and notifies the program manager via email that the project is ready for audit.
 - 5.4.5. The program manager reviews the project and opens an action item for the audit in ServiceNow.
 - 5.4.6. 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. Signs the Certificate of Completion and Acceptance and returns it to the project manager.
 - 6.2. Program manager.
 - 6.2.1. Determines which delivery methodology applies to the project.
 - 6.2.2. Confers with assigned resources to determine the elements of the project and updates related documentation in ServiceNow.
 - 6.2.3. Obtains a P-code for the project.
 - 6.2.4. Opens the audit action in ServiceNow.
 - 6.2.5. Closes the audit actions once the project passes audit and changes the project phase to **Closing**.
 - 6.3. Project team.
 - 6.3.1. Holds a kickoff meeting for the project.
 - 6.3.2. Creates P90 estimate.
 - 6.3.3. Executes project following the applicable methodology.
 - 6.3.4. Performs a project retrospective.
 - 6.4. Project manager.
 - 6.4.1. Reviews initiation and moves project to execution phase.
 - 6.4.2. Sends the Certificate of Completion and Acceptance to the agency with KPIs.
 - 6.4.3. Records actual close date in ServiceNow.
 - 6.4.4. Receives the final invoices and internal labor billing and updates cost plan.
 - 6.4.5. Emails the final status report for the project.
 - 6.4.6. Changes project phase to auditing and notifies the program manager the project is ready for audit.

7. Limitation or implementation notes.

7.1. None.

8. References.

- 8.1. [IS 05.09a Agile Project Process – Process Map.](#)
- 8.2. [IS 05.08 Demand Process.](#)
- 8.3. [IS 05.20 Kanban Methodology.](#)
- 8.4. [IS 05.21 Scrum Process.](#)
- 8.5. [IS 05.16 Agile Waterfall Methodology.](#)
- 8.6. [IS 05.22 Sprint Retrospective.](#)
- 8.7. [Certificate of Completion and Acceptance.](#)
- 8.8. [Kick Off Presentation.](#)