

Navigating your way to Agile

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AOC Solutions

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- FinTech company based in Chantilly, VA.
- Several satellite offices & many remote employees across the US.
- AOC partners with Financial Institutions to provide e-payables solutions.
- Adopted Agile in Fall 2016 with a Scrum framework
- For more information: <https://www.aocsolutions.com/>

Meet the presenter

- 17+ years of experience in Commercial Credit Card payments.
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- Part of AOC for over 10 years under different roles:
 - Tech Writer
 - Project Manager
 - Implementation Manager
 - Product Manager
 - Product Owner (current title)
 - Prior to AOC, worked in WEX for 7 years on multiple Commercial Payment programs.

What Agile means to AOC

- Collaboration between groups with different skill sets.
- Allow the people doing the work to make decisions on what works best for them.
- Learn as you go and make adjustments as necessary.
- A support system to help people grow, challenge themselves and not be a single point of failure.
- Planning for the future but not locking teams into random deadlines.
- Teamwork.

Why the switch to Agile?

- E-Payables is constantly evolving.
- Need to respond to market needs in a timely fashion.
- Improve collaboration between Development, Product and QA teams.
- Smaller, more frequent releases.
- Less “throw away” code.

Getting Started

- Hire a consultant with proven experience on migrating companies to Agile.

- Get Buy-in from the top down.
- Create a dedicated migration team and keep it small.
- Review existing SDLC software, must be compatible with Agile.
- AOC selected TFS from several available products.
- Get training!
- Start with a pilot.
- Woo the naysayers.

Potential Challenges

- Getting everyone on board (see woo the naysayers)
- Converting Detailed Business Requirements to User Stories
- Estimating story points consistently
- Using Story Points vs Dev Hours
- Balancing Dev & QA work within a sprint
- Managing Roadmaps & Backlogs
- Setting client expectations
- Providing meaningful estimates to external clients

Common Agile Terms

- Ceremonies
- Backlogs
- Product Backlog Item
- Epic
- Feature
- User Story
- Acceptance Criteria

Sample Story and Acceptance Criteria

Story

AS A customer service rep **I WANT** to add notes to a customer record **SO THAT** we can have a historical reference for changes made to the account

Acceptance Criteria

A CSR will be able to notate an account with a permanent record

The notes shall be retrievable

The notes shall be reportable

Agile Roles

- Scrum Master
- Product Owner
- Designer
- Development team (includes developers & QA testers)

