Edge Acceleration Service

Agile Assurance Specification

Engagement Approach

Item	Description
Delivery Model	An engagement to review, assess and provide guidance on your Agile delivery practices for Edge to help you on achieving faster tim to success by a Digital Engagement Lead (DEL). A DEL will engage with the customer to obtain the necessary prerequisites and information to review. The review and assessmen will be conducted offsite by the DEL. The DEL will host web conference sessions to go through the assessment with appropriate customer stakeholders. The DEL will also attend a subset of the Agile ceremonies being held over two development cycles (e.g. 2 Sprints if a Scrum methodology is being followed) in order to further assess the Agile maturity of the team.
Duration	The Agile Assurance Service is delivered remotely over 4-6 consecutive weeks[1].
Customer Engagement Model	Customer is an active participant in information sharing and actively involved in all review and assessment activities conducted by Apigee.
Customer Obligations	Customer is required to provide personnel with knowledge and expertise as well as the time required throughout the engagement. The following types of information will need to be provided to deliver team: • Documentation, Epics/Stories, diagrams, and other assets f existing Agile processes and tools • Full remote access to necessary tools and environments used during customer's delivery cycle • Designated technical & business points-of-contact • See Roles and Responsibilities section for recommended

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[1] Signifies engagement duration to experience the entire delivery cycle a couple of times. Does not signify/translate to number of consulting hours.

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	Customer personnel participants, Engagement Requirements, Assumptions and Constraints.
Extension	Any activities that extend beyond the specified duration of this offering requires the purchase of service unit packs as offered in the current price list.

Engagement Scope

Activities	- Digital Engagement Lead engaged for 4-6 weeks[2] - Review & Assessment of Requirements Management activities, such as: - Backlog population - Requirements traceability - Backlog prioritization - Dependency management - Definitions of 'Ready' and 'Done' - Review & Assessment of Build and Test activities, such as: - Planning & grooming - Using & leveraging Demos - Retrospective - Test and development integration - Achieving 'Done' - Continuous Integration - Scope management - Review & Assessment of Tooling being used in delivery cycle - Requirements definition - Traceability and management - Peer reviews - Automation for Testing and Deployment - Continuous Integration - Review & Assessment of your Delivery Approach - Big bang vs. incremental - Automation during the delivery cycle - Capturing record of delivery cycles - Capturing and leveraging feedback from delivery cycles

[2] Signifies engagement duration to experience the entire delivery cycle a couple of times. Does not signify/translate to number of consulting hours.

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	• Plan for changes to Agile tools & processes

Roles and Responsibilities

Apigee Roles

Digital Engagement Lead

The Digital Engagement Lead (DEL) is the expert responsible for reviewing and assessing the customer's processes and tools for Agile delivery related to requirements management, build & test activities, automation, CI/CD, delivery approach, etc.

Customer Roles

Product Owner

The Product Owner is responsible for providing the business context for the solution and identifying business issues and challenges that need to be taken into consideration as part of the implementation and delivery.

Lead Architect

The Lead Architect provides input to ensure that Apigee team has all information related to the tools leveraged as part of the Agile delivery process. The Lead Architect is also responsible for providing the necessary contextual information and documentation related to the Agile processes and tools. The Lead Architect is also responsible for inviting the appropriate stakeholders during the stand-ups and knowledge transfer sessions per guidelines from the Apigee team.

Scrum Master

The Scrum Master will be responsible for working with the Apigee DEL to facilitate the review process by providing the necessary artifacts such as samples of Epics & User Stories, standards for CI/CD, automation, build and test processes, and helping with any necessary stand-ups per Apigee's guidance.

Engagement Requirements, Assumptions and Constraints

- Apigee and Customer resources will be scheduled and held to an agreed timeline to ensure consistency of resources to the project.
- Customer will ensure that personnel with appropriate skills and experience are available to meet with Apigee as reasonably necessary.

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- Customer will provide timely responses to Apigee inquiries from knowledgeable personnel in timeframes that do not impact the schedule.
- Customer will ensure that appropriate resources are engaged to resolve an issue if Apigee determines the issue is due to a problem in Customer's environment.
- Delays in delivery of Customer or Customer vendor's deliverables required for Apigee to perform the required activities will directly impact Apigee's timeline(s) and costs.
- If Apigee personnel are requested to be on-site at Customer premises, Customer will ensure the following, as applicable:
  - Suitable office space, supplies, furniture, telephone, internet access and other facilities equivalent to those provided to Customer employees are provided to Apigee personnel.
  - Security clearance and building access for Apigee personnel is enabled.
- The Apigee professional working day is eight hours, including reasonable time for meals. Apigee expects that Customer personnel are available during similar working hours. Apigee understands that occasions arise during customer engagements that require a longer working day or scheduling outside of regular working hours. Apigee will work with the customer to mutually agree upon scheduling outside of regular working hours and reasonably accommodate such requests as may be appropriate or required for the project.
- All services purchased expire 6 months from purchase date.

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