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Agile Digital Services (AgileDS™) guidance, training and certification



AgileDS™

Agile Digital Services
Handbook™



Professional guidance, training and certification to support the design and delivery of effective digital services in an Agile way.

Approved training courses available globally via APMG's network of accredited training organizations (ATOs).

Foundation and Practitioner level certification available.

Agile Digital Services (AgileDS™)



AgileDS Handbook

Official guidance

Published by
Agile Business Products



Approved Training

via Accredited Training
Organizations (ATOs)

Accredited by APMG to
offer approved training services



Certification

Foundation + Practitioner

Syllabus & exams
developed by APMG



Agile Business Products

Developed in partnership with Agile Business Products – the leading not-for-profit professional body for promoting and enabling business agility worldwide.

www.agilebusiness.org

Agile Business Products created the AgileDS Handbook and partners with APMG to develop the supporting accredited training and certification program.

Background

- Organizations of all kinds can no longer afford to ignore or react too slowly to the increasing pace of change that is happening today, particularly in business and public sector environments.
- Successful organizations of the future will be those that are highly responsive to change.
- Agile approaches are now an established way of working to achieve optimum responsiveness in the fast-moving business and public world.
- At the core of these approaches remain the values of the *Agile Manifesto* that was created in 2001.
- While agile continues to deliver increased value when applied to software development, increasingly the focus of senior managers in the private and public sectors is on applying it to other areas and disciplines within their organizations.
- The scale and complexity of public sector digital transformation is enormous.



The Agile Manifesto

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

Individuals and interactions **over** processes and tools

Working software **over** comprehensive documentation

Customer collaboration **over** contract negotiation

Responding to change **over** following a plan

That is, while there is value in the items on the right,
we value the items on the left more.

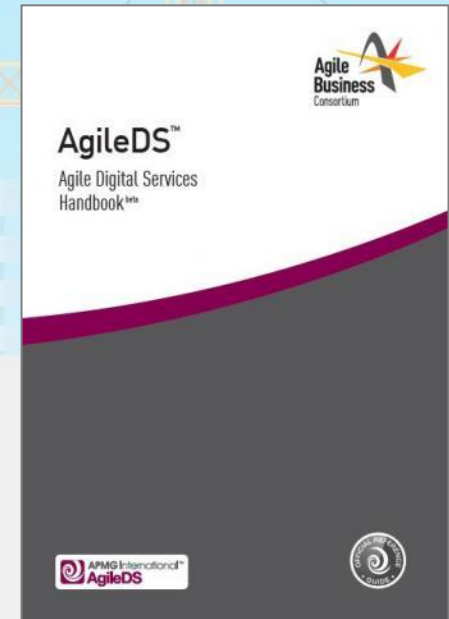


Government Digital Service (GDS)

- Created by the UK Cabinet Office to support implementation of the UK Government digital strategy.
- Established centre of excellence in digital technology and data.
- GDS created the *Digital Service Standard* to support and guide Government practitioners in the design, development and delivery of digital services.
- Focused on ensuring that needs are met with key design principles of 'start with user needs' and 'build services not websites'.
- Standard is well tried, proven to work, and drawing increased attention from other countries.

AgileDS development

- Previously no Agile framework available which effectively addressed the Agile development of digital services within a project or programme structure.
- Limited guidance on the application of GDS' Digital Service Standard.
- Developed by Agile Business Products in 2017 to provide guidance on employing agile in the public sector.
- Agile Business Products adopted GDS principles of starting with user needs by performing research & analysis and, most importantly, talking to practitioner to discover needs & requirements.

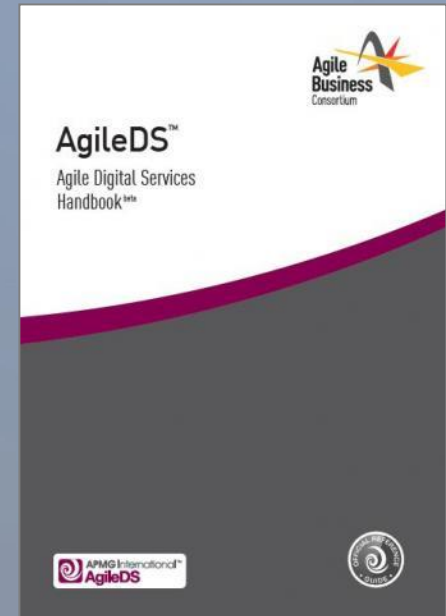


AgileDS development: research findings

- There is a large and growing appetite to use agile approaches to deliver digital services.
- Governance needs to become less bureaucratic, more flexible and more focused on setting clear goals, delegating decision-making and facilitating cross-organization conversations.
- People throughout organizations need to understand the concepts, tools and techniques that must be applied to deliver great digital services.
- People need support and guidance to put the GOV.UK Service Manual into practice.
- Digital service development is pushing the concept of multi-disciplinary teams to a new level, with all team members needing to know enough about user research, service design, DevOps and how it is possible to deliver solutions at pace and scale.

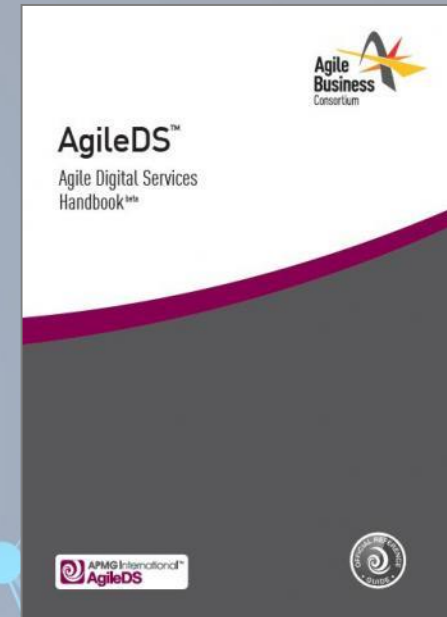
The AgileDS Handbook

- Developed to enable organisations to develop a consistent approach, common language and skilled workforce for the successful design and delivery of digital services whether through evolving improvements or step-change transformation.
- Guidance will support people who are involved in delivering digital services by providing a structured framework which is usable for organizations that want the benefits of agile together with a robust governance framework.
- Specifically designed to complement the Government Digital Service (GDS).



The AgileDS Handbook

- Offers practitioners involved in the design and delivery of digital services with a mature Agile approach that embraces Agile product and service development in the context of Agile, business change-focused programmes and projects.
- Allows users to gain the benefits of a rapid, responsive approach without introducing governance and control-related risks.
- Course uses language familiar to public sector staff from the GDS Service Manual, including the GDS lifecycle (user-needs-discovery-alpha-beta-live) and GDS roles.
- Focuses real attention on user research, user experience, and the Digital Design Principles and Digital Service Standard.



Handbook Content

Principles

Service Lifecycle

User Needs and User Experience

Requirements

Prioritisation

Roles and Responsibilities

Planning and Control

Agile Governance

Sprints

Iterative Development

Estimating

Quality Assurance

(Appendices)

A: The Service Delivery Approach Questionnaire

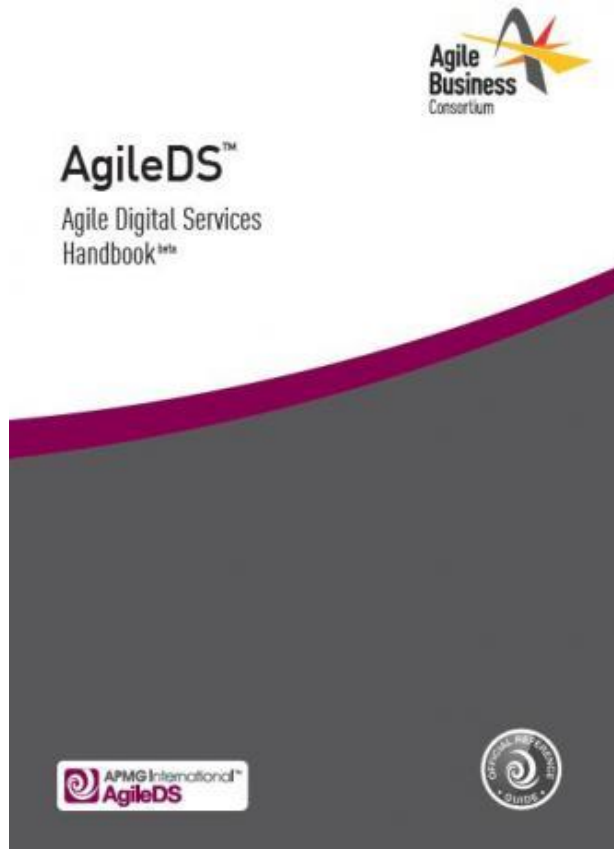
B: Estimating Styles and Techniques

C: The Digital Service Standard

D: Facilitated Workshops

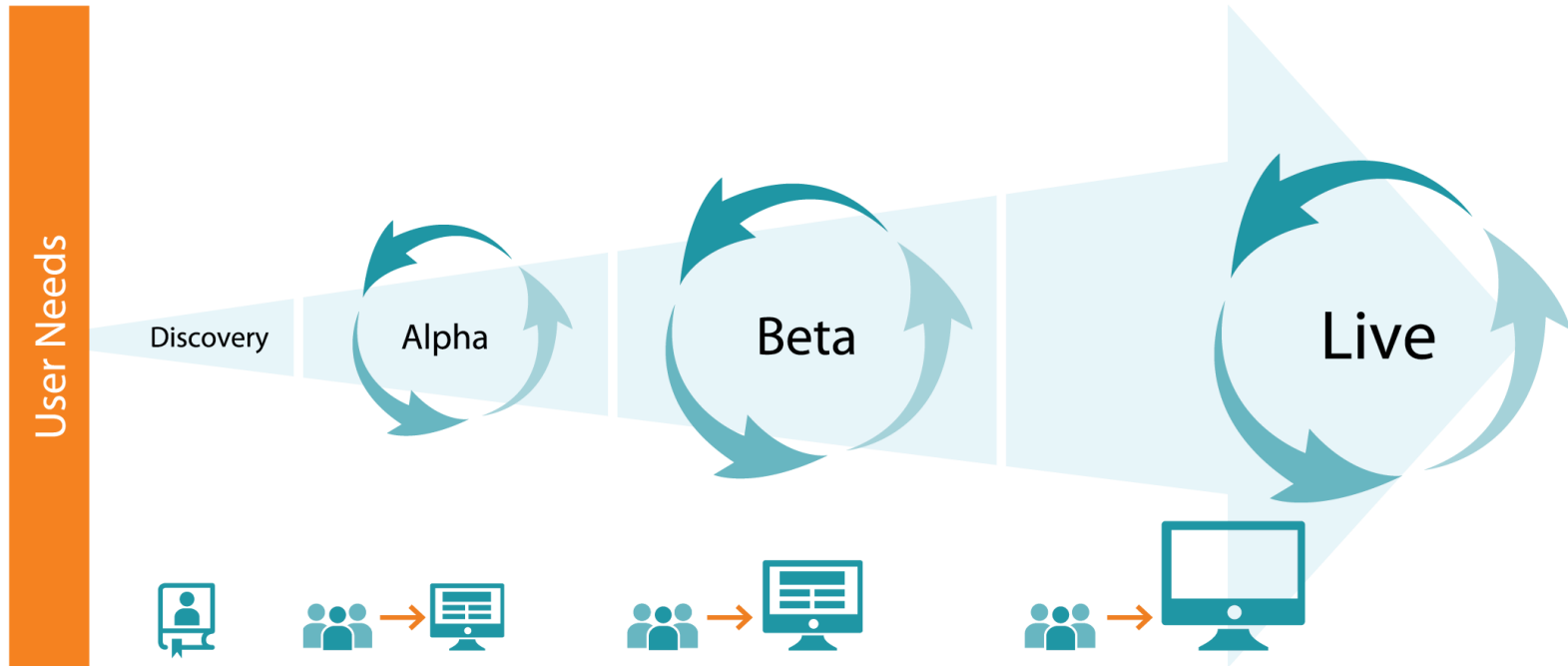
E: Configuring Agile Digital Services for Scalability and Formality

AgileDS Principles



- ▶ START WITH NEEDS
- ▶ DO LESS
- ▶ DESIGN WITH DATA
- ▶ DO THE HARD WORK TO MAKE IT SIMPLE
- ▶ ITERATE. THEN ITERATE AGAIN
- ▶ THIS IS FOR EVERYONE
- ▶ UNDERSTAND CONTEXT
- ▶ BUILD DIGITAL SERVICES, NOT WEBSITES
- ▶ BE CONSISTENT, NOT UNIFORM
- ▶ MAKE THINGS OPEN; IT MAKES THINGS BETTER

The (Agile) Digital Services Lifecycle



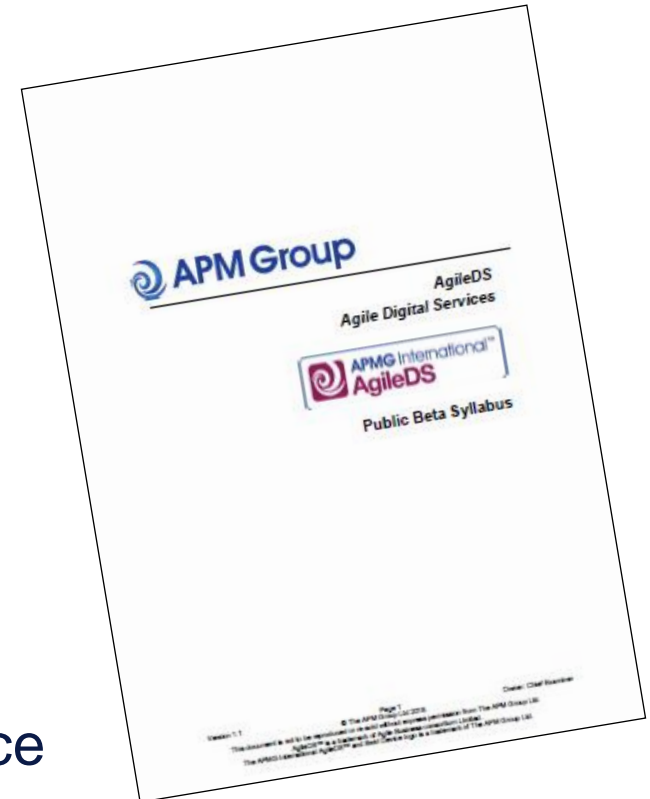


AgileDS training and certification



AgileDS syllabus

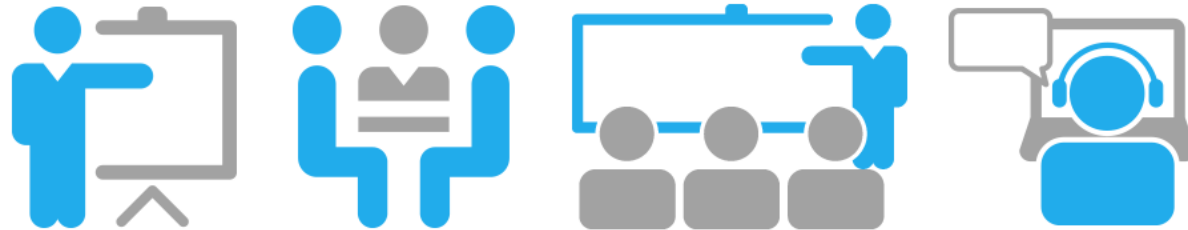
- Four key areas:-
 - Service Lifecycle and Products
 - Themes and Responsibilities
 - Techniques
 - Planning, Control and Governance



AgileDS Exams

FOUNDATION	PRACTITIONER
Multiple-choice format	Objective-testing format
50 questions	4 questions (20 marks each)
50% pass mark (25/50)	50% pass mark (40/80)
40 minutes	2.5 hours
Closed-book	Open-book (Handbook permitted)
No pre-requisites	Foundation pass pre-requisite

Training



Train / certify to Foundation level only or Foundation+Practitioner

Approved training courses available via APMG ATOs
(Accredited Training Organizations)

(RECOMMENDED)

APMG accredited processes, courseware and trainers.
ATOs offer a range of course options, from traditional tutor-lead to fully online.

Self-study is also an option.

Who is it for?

AGILE TEAM MEMBERS
WORKING IN A DIGITAL
SERVICES
ENVIRONMENT

PRACTICING AND
ASPIRING PROJECT
MANAGERS

OTHERS INVOLVED IN THE
DESIGN, DEVELOPMENT
AND DELIVERY OF DIGITAL
SERVICES

WHILST AGILEDS HANDBOOK INCORPORATES THE GDS
LIFECYCLE AND PRINCIPLES, IT DOES NOT INCLUDE UK-CENTRIC
POLICIES, SO CAN BE ADOPTED & TAILORED GLOBALLY

APPLICABLE TO ANY ORGANIZATION OR PUBLIC SECTOR
BODY / DEPARTMENT OFFERING DIGITAL SERVICES TO
CUSTOMERS / CITIZENS

Benefits

- ❑ Understand and apply the underpinning philosophy and principles of Agile Digital Services in a project situation
- ❑ Understand and appropriately configure the lifecycle of an Agile Digital Services project to a given scenario
- ❑ Produce and evaluate the content of Agile Digital Services products produced during an Agile project in a given scenario
- ❑ Understand the Agile Digital Services techniques and their benefits and limitations (Facilitated Workshops; MoSCoW prioritisation; Iterative Development; Building Incrementally; Timeboxing; User Needs; User Experience)
- ❑ Identify and apply the Agile Digital Services techniques to be used for a given situation within a scenario.

Benefits

- ❑ Understand the roles and responsibilities within an Agile Digital Services project and correctly determine the appropriate personnel to fulfil these roles within a given scenario
- ❑ Understand the mechanisms for planning, control and governance of an Agile Digital Services Project which are specific to an Agile project
- ❑ Understand in outline how to test, estimate and measure progress in an Agile and Digital Services project
- ❑ Describe the Agile Digital Services approach to managing requirements and identify action to rectify problems with requirements within an Agile and Digital Services project from a given scenario.
- ❑ Successful candidates can claim an additional Business Agility Professional Level 1 digital badge from the Agile Business Consortium, offering candidates additional recognition of their achievements.

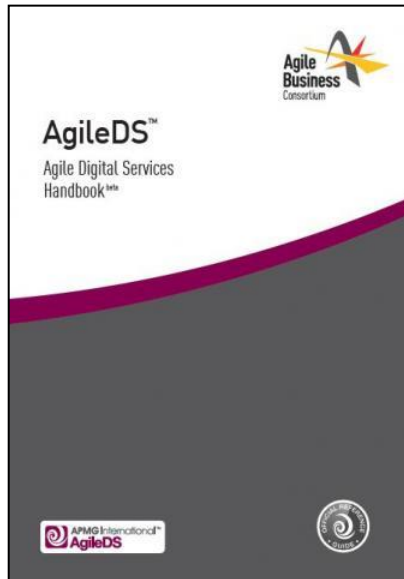
SUCCESSFUL CANDIDATES

#ShareYourSuccess

WITH A DIGITAL BADGE

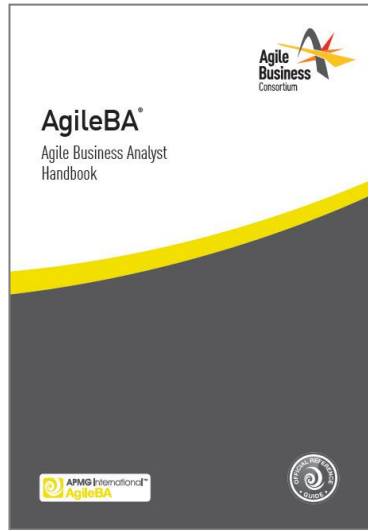


Find out more....

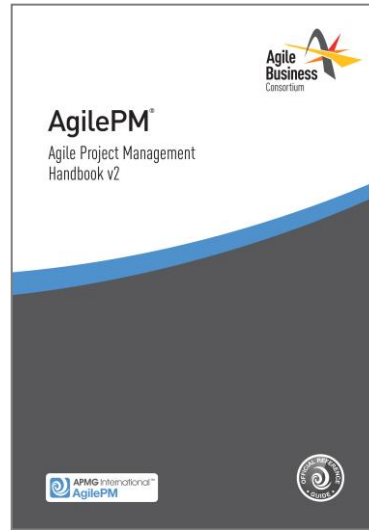


www.apmg-international.com/AgileDS

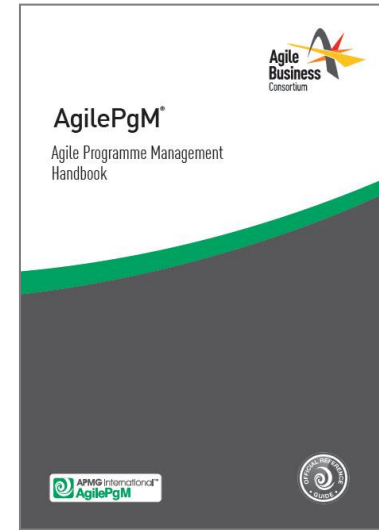
Also available...



www.apmg-international.com/AgileBA



www.apmg-international.com/AgilePM



www.apmg-international.com/AgilePgM

Agile Business Products

Find out more at:

www.agilebusiness.org

Including:

Membership (individual and corporate)

Free-to-download resources

Training and certification

Events