SECOND EDITION

THE PROJECT MANAGER'S GUIDE TO MASTERING

AGILE

PRINCIPLES AND PRACTICES FOR AN ADAPTIVE APPROACH



The Project MANAGER'S GUIDE TO MASTERING AGILE

The Project MANAGER'S GUIDE TO MASTERING AGILE

Principles and Practices for an Adaptive Approach

Second Edition

Charles G. Cobb

Agile Project Management Academy https://agileprojectmanagementacademy.com/

WILEY

Copyright © 2023 by John Wiley & Sons Inc. All rights reserved.

Published by John Wiley & Sons, Inc., Hoboken, New Jersey. Published simultaneously in Canada.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise, except as permitted under Section 107 or 108 of the 1976 United States Copyright Act, without either the prior written permission of the Publisher, or authorization through payment of the appropriate per-copy fee to the Copyright Clearance Center, Inc., 222 Rosewood Drive, Danvers, MA 01923, (978) 750-8400, fax (978) 750-4470, or on the web at www.copyright.com. Requests to the Publisher for permission should be addressed to the Permissions Department, John Wiley & Sons, Inc., 111 River Street, Hoboken, NJ 07030, (201) 748-6011, fax (201) 748-6008, or online at http://www.wiley.com/go/permission.

Trademarks: Wiley and the Wiley logo are trademarks or registered trademarks of John Wiley & Sons, Inc. and/or its affiliates in the United States and other countries and may not be used without written permission. All other trademarks are the property of their respective owners. John Wiley & Sons, Inc. is not associated with any product or vendor mentioned in this book.

Limit of Liability/Disclaimer of Warranty: While the publisher and author have used their best efforts in preparing this book, they make no representations or warranties with respect to the accuracy or completeness of the contents of this book and specifically disclaim any implied warranties of merchantability or fitness for a particular purpose. No warranty may be created or extended by sales representatives or written sales materials. The advice and strategies contained herein may not be suitable for your situation. You should consult with a professional where appropriate. Neither the publisher nor author shall be liable for any loss of profit or any other commercial damages, including but not limited to special, incidental, consequential, or other damages. Further, readers should be aware that websites listed in this work may have changed or disappeared between when this work was written and when it is read. Neither the publisher nor authors shall be liable for any loss of profit or any other commercial damages, including but not limited to special, incidental, consequential, or other damages.

For general information on our other products and services or for technical support, please contact our Customer Care Department within the United States at (800) 762-2974, outside the United States at (317) 572-3993 or fax (317) 572-4002.

Wiley also publishes its books in a variety of electronic formats. Some content that appears in print may not be available in electronic formats. For more information about Wiley products, visit our web site at www.wiley.com.

Library of Congress Cataloging-in-Publication Data

Names: Cobb, Charles G., 1945- author.

Title: The project manager's guide to mastering agile: principles and practices for an adaptive approach / Charles Grinnell Cobb.

Description: Second edition. I Hoboken, New Jersey: Wiley, [2023] I

Includes bibliographical references and index.

Identifiers: LCCN 2022047014 (print) | LCCN 2022047015 (ebook) | ISBN 9781119931355 (paperback) | ISBN 9781119931362 (adobe pdf) | ISBN

9781119931379 (epub)

Subjects: LCSH: Agile software development. I Computer

Classification: LCC QA76.76.D47 C63 2023 (print) | LCC QA76.76.D47

(ebook) | DDC 005.1-dc23/eng/20220930

LC record available at https://lccn.loc.gov/2022047014

LC ebook record available at https://lccn.loc.gov/2022047015

Cover Design: Wiley

Cover Images: © Den Rise/Shutterstock

CONTENTS

PREFACE	xvii	Summary of Key Points	19
ACKNOWLEDGMENTS	xxiii	Discussion Topics	20
Introduction to Agile Pro Management	ject 1	Notes	21
The Chasm in Project Management Philosophies	2	Part 1 Fundamentals of Agilo	2
What's Driving These Changes?	3	2 Agile History and the	
The Impact on the Project Management Profession	4	Agile Manifesto	25
The Evolution of Agile and	_	Agile Early History	25
Waterfall	6	Dr. Winston Royce and the Waterfall Model (1970)	26
Definition of Waterfall Definition of Agile	7 7	Early Iterative and Incremental Development Methods	20
Comparison of Predictive (Plan-Driven) and Adaptive		(Early 1970s) Further Evolution of Iterative	28
(Value-Driven) Approaches Which Approach Is Better?	8 10	and Incremental Development (Mid-to-Late 1970s)	28
The Evolution of the Project Management Profession	11	Early Agile Development Methods (1980s and 1990s)	29
The Early History of Project Management	12	Agile Manifesto (2001)	30
Transformation of the Project Management Profession	13	Agile Manifesto Values Agile Manifesto Principles	30 33
What's Driving This Change, and Why Now?	14	Summary of Key Points Discussion Topics	39 40
Agile Project Management Benefits	17	Notes	41

3 Scrum Overview	43	Spikes	73
Scrum Framework	44	Progressive Elaboration	74
		Value-Based Functional	
Sprints	45	Decomposition	74
Product Backlog	45	Agile Requirements Practices	75
Scrum Meetings	47	The Role of a Business Analyst in an Agile Project	75
Scrum Roles	50		
Product Owner Role	50	"Just Barely Good Enough"	77
Scrum Master Role	51	Differentiating Wants from Needs and the "Five Whys"	77
Team Role	53	MoSCoW Technique	78
Scrum Values	54	User Personas and User Stories	79
Commitment and Focus	55	User Personas	79
Openness	56	User Stories	80
Respect	57		82
Courage	58	Epics	
General Scrum/Agile Principles	58	Product Backlog	83
Variability and Uncertainty	59	What Is a Product Backlog?	83
Prediction and Adaptation	60	Product Backlog Grooming (Refinement)	84
Validated Learning	61	Summary of Key Points	86
Work in Progress	62	Discussion Topics	88
Progress	63	Notes	89
Performance	64		
Summary of Key Points	66	Part 2 Agile Project Manage	ment
Discussion Topics	66	Overview	
Notes	67		
4 Agile Planning, Requirements, and Product Backlog	69	5 Agile Development, Quality, and Testing Practices	95
Agile Planning Practices	69	Agile Software Development Practices	96
Planning Strategies	70	Code Refactoring	96
Capacity-Based Planning	72	Continuous Integration	97

CONTENTS	vii	

Pair Programming	98	What Is a Kanban Process?	115
Test-Driven Development	99	Differences Between Scrum	
Extreme Programming (XP)	100	and Kanban	116
Agile Quality Management Practices	100	Work-In-Process (WIP) Limits in Kanban	117
Key Differences in Agile Quality		Kanban Boards	118
Management Practices	100	Theory of Constraints	119
Definition of "Done"	101	Summary of Key Points	122
The Role of Quality Assurance		Discussion Topics	123
(QA) Testing in an Agile Project	102	Notes	123
Agile Testing Practices	103	7 Agile Estimation	125
Concurrent Testing	103	• right Danisation	
Acceptance Test-Driven	4.00	Agile Estimation Overview	125
Development	103	What's Different about Agile Estimation?	125
Repeatable Tests and Automated Regression Testing	104	Developing an Estimation	123
Value-Driven and Risk-Based		Strategy	127
Testing	104	Management of Uncertainty	127
Summary of Key Points	104	Agile Estimation Practices	129
Discussion Topics	107	Levels of Estimation	129
		Story Points	130
6 Time-Boxing, Kanban, a		Other Relative Sizing Techniques	133
Theory of Constraints	109	What Is Planning Poker?	134
The Importance of Flow	111	More Sophisticated Agile	
Small Batch Sizes	111	Estimation Techniques	134
Just-In-Time Production	111	Velocity and Burn-Down/Burn-Up Charts	135
Concurrent Processing	111	Velocity	135
Time-Boxing	112	Burn-Down Charts	135
Time-Boxing Advantages	112		
Additional Time-Boxing		Burn-Up Charts	137
Productivity Advantages	113	Summary of Key Points	138
The Kanban Process	113	Discussion Topics	139
Push and Pull Processes	114	Notes	141

PMBOK® Version /?	15/	1 /	
The Difference Between Explicit		Summary of Key Points	182
and Tacit Knowledge	159	Discussion Topics	183
Summary of Key Points	160	Notes	184
Discussion Topics	161		
Notes	161	(11) The Roots of Agile	185
9 Agile Communications	160	Influence of Total Quality Management (TQM)	185
and Tools	163	Cease Dependence on Inspection	186
Agile Communications Practices	163	Emphasis on the Human Aspect of Quality	188
Information Radiators	163	The Need for Cross-functional	
Face-to-Face Communications	165	Collaboration and Transformation	189

CONTLINIS IX	CONTENTS ix	
--------------	-------------	--

Importance of Leadership	190	Fit for Purpose	218
Ongoing Continuous Improvement	191	As a Transition to a Full Agile	
Influence of Lean Manufacturing	192	Approach	218
Customer Value	195	What Are the Benefits of a Hybrid Agile Approach?	219
Map the Value Stream	196	General Benefits of a Hybrid Agile	
Pull	196	Approach	219
Flow	200	Other Benefits of a Hybrid Agile	
Respect for People	203	Approach	219
Perfection	204	What's Different About a Hybrid Agile Approach?	220
Principles of Product Development Flow	205	Key Differences from a Plan-driven (Waterfall) Approach	221
1. Economics	205	Key Differences from an Agile	
2. Queues: Actively Manage Queues	205	Approach	222
3. Variability: Understand and	201	Choosing the Right Approach	223
Exploit Variability	206	Most Important Factors to Consider	223
4. Batch Size: Reduce Batch Size	206		
WIP Constraints: Apply WIP Constraints	206	Other Factors to Consider Summary of Key Points	224 224
6. Control Flow Under Uncertainty: Cadence and Synchronization	207	Discussion Topics	225
7. Fast Feedback: Get Feedback as Fast as Possible	207	Notes	225
8. Decentralize Control	207	(13) Value-Driven Delivery	227
Summary of Key Points	208	Value-Driven Delivery Overview	227
Discussion Topics	209	What's Different about Value-	
Notes	210	Driven Delivery?	228
		What Are the Advantages of Value- Driven Delivery?	229
Part 3 Agile Project Managem	nent	Principles of Value-Driven Delivery	230
Planning and Management		Focus on Customer Needs Rather	
		Than Solutions	231
2) Hybrid Agile Models	217	The Pareto Rule	232
Why Would You Use a Hybrid Agile Approach?	218	Customer-Value Prioritization Overview	233

Levels of Prioritization	233	What Are the Benefits of a Product Roadmap?	258
Factors to Consider in Prioritization	234	Tips for Creating a Product	
MoSCoW Prioritization	234	Roadmap	258
Value-Driven Delivery Tools	235	Exploratory 360 Assessment	259
Minimum Viable Product	235	Agile Functional Decomposition	26
Minimum Marketable Feature	235	Relationship of Functional	
Summary of Key Points	236	Decomposition to Agile	26
Discussion Topics	238	Functional Decomposition Examples	262
Notes	239	Project Charter	264
(14) Adaptive Planning	241	Summary of Key Points	26
Adaptive Hairing		Discussion Topics	268
Rolling-Wave Planning	242	Notes	269
Overview of Rolling-Wave Planning	242		
Comparison of Planning Approaches	244	16 Agile Stakeholder Management and	
Progressive Elaboration and Multilevel Planning	247	Agile Contracts	271
Progressive Elaboration	247	What Is a Stakeholder?	27
Multilevel Planning	248	Internal Stakeholders	27
Summary of Key Points	251	External Stakeholders	27
Discussion Topics	253	Why Is Stakeholder Management Important?	273
Notes	253	Stakeholder Management Can Be Difficult	273
(15) Agile Planning Practices		What Can Go Wrong?	27:
and Tools	255	Common Stakeholder Management Mistakes	274
Product/Project Vision	255	Stakeholder Management Process	27:
What Is a Product/Project Vision?	255	_	
Product/Project Vision Examples	256	Identify and Analyze Stakeholders	27
Tips for Creating a Compelling Vision	257	Prioritize Stakeholders What's Different About Agile	276
Product Roadmaps	258	Stakeholder Management?	27

	Advantages of an Agile Stakeholder Management Approach	277	Part 4 Making Agile Work for a Business	
	Agile Stakeholders Have Rights and Responsibilities	278	18 Scaling Agile to an	
	Responsibility for Stakeholder Management in an Agile		Enterprise Level	301
	Environment	278	Enterprise-Level Agile Challenges	302
	Eight Tips for Agile Stakeholder Management	278	Differences in Enterprise-Level Agile Practices	302
	Agile Contracts	280	Reinterpreting Agile Manifesto	200
	How Would an Agile Contract	200	Values and Principles	303
	Work?	280	Enterprise-Level Obstacles to Overcome	307
	Types of Agile Contracts	280	Collaborative and Cross-Functional	
	An Agile Contracting Example	282	Approach	307
	Summary of Key Points	283	Organizational Commitment	308
	Discussion Topics	284	Risk and Regulatory Constraints	309
	Notes	285	Enterprise-Level Implementation Considerations	310
1	7 Distributed Project		Architectural Planning and Direction	310
_	Management in Agile	287	Enterprise-Level Requirements Definition and Management	311
	What Is Distributed Project	287	Development Team Integration	313
	Management? Distributed Project Management	207	Release to Production	314
	Roles	290	Enterprise-Level Management Practices	315
	Developer Project Management Responsibilities	291	Project/Program Management Approach	316
	Product Owner Project Management Responsibilities	292	The Role of a Project Management Office (PMO)	317
	Scrum Master Project Management Responsibilities	295	Project/Product Portfolio Management	319
	Summary of Key Points	295	Summary of Key Points	321
	Discussion Topics	297	Discussion Topics	323
	Note	298	Notes	323

(19) Scaling Agile for		21) Enterprise-Level Agile	
Multiple-Team Projects	325	Transformations	355
Scrum-of-Scrums Approach	325	Planning an Agile Transformation	355
Large-Scale Scrum (LeSS)	327	Define the Goals You Want to Achieve	355
Nexus	328	Becoming Agile Is a Journey, Not	
Scrum at Scale	329	a Destination	356
Summary of Key Points	330	Develop a Culture That Is Conducive to Agile	357
Discussion Topics	331	Manage Change	359
Notes	331	Don't Throw the Baby Out with the Bathwater	361
(20) Adapting an Agile Appro	ach	Tools Can Be Very Important	362
to Fit a Business	333	Adaptive Project Governance	
The Impact of Different Business		Model	364
Environments on Agile	334	Executive Steering Group	365
Product-Oriented Companies	334	Project Governance Group	366
Technology-Enabled Businesses	335	Working Group Forums	366
Project-Oriented Businesses	336	Project Teams	366
Hybrid Business Model	337	Summary of Key Points	366
Adapting an Agile Approach to a Business	337	Discussion Topics	368
Typical Levels of Management	338	Notes	369
Overall Business Management Level	338		
Enterprise Product/Project		Part 5 Enterprise-Level Agile Frameworks	
Portfolio Management Level	342	Fidilieworks	
Product Management Level	344	22 Seeled Apile France week®	272
Project Management Level	344	Scaled Agile Framework®	3/3
Corporate Culture and Values	345	SAFe® Competency Areas	373
The Importance of Corporate		SAFe® Core Values	377
Culture and Values	345	Lean Agile Mindset in SAFe®	378
Value Disciplines	347	SAFe® Lean Agile Principles	379
Summary of Key Points	352	SAFe® Artifacts and Supporting	200
Discussion Topics	353	Capabilities	380
Notes	353	Summary of Key Points	380

Discussion Topics	382	Streams	
Notes	383	High-Level Process Overview	403 403
23 Disciplined Agile Delivery (DAD®)	385	Requirements Management Approach	408
		Project Scheduling Approach	411
DA® Life Cycles	386	Project Management Approach	411
Life Cycle Summary	387	Communications Approach	412
DA® Roles	387	Roles and Responsibilities	414
Primary DA® Roles	387	Summary of Key Points	418
Supporting DA® Roles	390	Discussion Topics	422
DA® Mindset	391		
DA® Principles	391	25 Summary of Enterprise-	
DA® Promises	392	Level Frameworks	423
DA® Guidelines	392	High-Level Comparison	423
DA® Tool Kit	392	How These Frameworks Have Evolved	424
Summary of Key Points	393	3 Discussion Topics	
Discussion Topics	395	, .	
Notes	395		
		Part 6 Case Studies	
(24) Managed Agile Develor	oment		
Framework	397	(26) "Not-So-Successful"	
Managed Agile Development		Case Studies	427
Overview	398	Company A	428
The Macro-Level	399	Background	428
The Micro-Level	399	The Approach	428
Objectives of Managed Agile Development	399	What Went Wrong	428
Plan-Driven Benefits	399	Overall Conclusions	428
Agile Benefits	400	Company B	430
-	400	Background	430
Key Differences from a Typical Waterfall Approach	400	The Approach	431
Framework Description	403	What Went Wrong	431

Overall Conclusions	432	Management of IT Resources	
Company C	436	Time-to-Market	464
Background	436	Alignment and Collaboration	
The Approach	436	Employee Productivity and Morale	
What Went Wrong	436	to Customers	
Overall Conclusions	441	Openness and Transparency	465 465
Discussion Topics	441	Responsiveness and Adaptivity	465
Notes	441	Software Quality	465
27		Lessons Learned	466
27) Case Study: Valpak	443		
Background	443	Forming Projects Around Teams	466
Valpak Stakeholders	443	Planning Team Capacity and Developing a Sustainable Pace	466
Valpak Franchisees	444	osing sprint neviews and	
Consumers	444	"Science Fairs"	
Merchants	444	Discussion Topics	
Corporate	444	Notes	
The Role of Technology at Valpak	445	(28) Case Study: Harvard	
Overview	445	Pilgrim Health Care	469
Scaled Agile Framework Implementation	445	Background	469
Project Management Approach	451	Overview	470
Tools, Communication, and Reporting	452	Impact of Outsourcing and Vendor Partnering	472
Challenges	453	Role of the PMO	473
Cultural and Organizational		Project Governance	474
Challenges	453	Role of Tools	476
Technical Challenges	457	Project Methodology Mix	476
Other Challenges	459	Project Portfolio Management	477
Overall Summary	461	Project Management Approach	478
Key Success Factors	461	Project Methodology	478
Results and Conclusions	463	Implementation Package	
More Strategic Management Focus	463	Development	480

CONTENTS	xv	
<u> </u>	_	

Implementation Package	400	DSDM Overview	504
Refinement	480	DSDM Principles	505
Project Reporting	481	Challenges	507
Contractual Relationship with Dell Services	482	Cultural and Organizational Challenges	507
Challenges	483	Contractual Challenges	507
Cultural and Organizational Challenges	483	Technical Challenges	508
Contractual Challenges	486	Overall Summary	509
Technical Challenges	489	Key Success Factors	509
Other Challenges	491	Conclusions	510
Key Success Factors	493	Lessons Learned	512
Conclusions	494	Tailor the Agile Delivery Technique as Part of Early Project Planning	512
Lessons Learned	494	Agile Techniques Can Be	
Discussion Topics	497	Applied to New Project	510
Notes	497	Environments	512
		Discussion Topics	512
79 Case Study: General		Notes	512
Dynamics, UK	499	30 Agile Hardware	
Paglaraund	499	Development	513
Background			
		·	
Overview Requirements Prioritization and	500	Agile Hardware Development Overview	514
Overview Requirements Prioritization and Management Approach		Agile Hardware Development Overview Hardware Development	
Requirements Prioritization and Management Approach Contract Negotiation and Payment	500	Agile Hardware Development Overview Hardware Development Challenges	514 514
Requirements Prioritization and Management Approach Contract Negotiation and Payment Terms	500	Agile Hardware Development Overview Hardware Development Challenges The Speed of Change Is What Is	514
Requirements Prioritization and Management Approach Contract Negotiation and Payment	500	Agile Hardware Development Overview Hardware Development Challenges The Speed of Change Is What Is Important	514 515
Requirements Prioritization and Management Approach Contract Negotiation and Payment Terms	500 500 501	Agile Hardware Development Overview Hardware Development Challenges The Speed of Change Is What Is Important How to Put This Into Practice	514 515 516
Requirements Prioritization and Management Approach Contract Negotiation and Payment Terms Planning Approach	500 500 501 501	Agile Hardware Development Overview Hardware Development Challenges The Speed of Change Is What Is Important How to Put This Into Practice How It's Done at Tesla	514 515 516 518
Requirements Prioritization and Management Approach Contract Negotiation and Payment Terms Planning Approach Personnel Management Communication Management and Leadership	500 500 501 501 502 502	Agile Hardware Development Overview Hardware Development Challenges The Speed of Change Is What Is Important How to Put This Into Practice How It's Done at Tesla The Tesla Approach	514 515 516 518 519
Requirements Prioritization and Management Approach Contract Negotiation and Payment Terms Planning Approach Personnel Management Communication	500 500 501 501 502	Agile Hardware Development Overview Hardware Development Challenges The Speed of Change Is What Is Important How to Put This Into Practice How It's Done at Tesla	514 515 516 518

Does the Tesla Agile Hardware	What to Do Differently			538	
Development Model Work for All Companies?	522	General Reco	mmendations	540	
Discussion Topics	523				
Notes	523	Appendices			
Non-Software Case Studies	525	Appendix A	Additional Reading and Resources	g 545	
Agile Home Remodeling	525				
Background	525	Appendix B	Glossary of Terms	547	
Why Was This Project So Difficult?	526				
Project Planning and Inception	526	Appendix C	Example Project/		
Project Scope	526		Program Charter		
Contractor Selection	527		Template	557	
How Did the Project Work Out?	529				
What Were the Results?	529	Appendix D	Suggested Course		
Overall Conclusions and Lessons Learned	529		Outline	563	
Agile Book Publishing	530	INDEX		571	
How Was the Agile Approach Different?	530				
Lessons Learned	531				
Why Do People Have Trouble with This?	532				
Discussion Topics	533				
32 Overall Summary	535				
Evolution of the Project Management Profession	535				
The Future of Project Management	535				
What Does It Take to Become a Good Agile Project Manager in This New Environment?	537				

PREFACE

BACKGROUND

THE PROJECT MANAGEMENT PROFESSION is going through rapid and profound changes due to the widespread influence of Agile:

It is becoming very apparent that the classical plan-driven approach to project management that has been the predominantly accepted way of doing project management for a long time is no longer the only way to do project management:

- Rather than force-fitting all projects to a classical plan-driven project management approach, it is much better to fit the approach to the nature of the project.
- It's particularly important to develop an adaptive approach for projects that have a high level of uncertainty and/or where creativity and innovation are more important than planning and control to achieve predictability.

Those changes are likely to dramatically change the role of project managers in many environments as we have known them, raise the bar for the entire project management profession, and perhaps even eliminate the role of some Project Managers as we have known them.

From an Agile perspective, there have also been some equally significant changes:

- Agile and Scrum have grown over the years from a focus on small, single-team projects to much larger and more complex enterprise-level projects requiring multiple teams.
- That has made it evident that scaling Agile for that kind of project requires some kind of overall management framework which might include some kind of project/program management.

In both of these environments, there is a recognition that well-defined and prescriptive "cook-book" approaches are no longer effective for dealing with the complexity of these challenges.

Instead, there is a need to focus on defining principles that need to be interpreted in the context of a given situation:

■ In an Agile environment, both the Scaled Agile Framework and Disciplined Agile Delivery have moved away from relatively well-defined frameworks to a more flexible, principles-based approach.

■ In a classical plan-driven project management environment, PMBOK® version 7 has moved away from previous versions of PMBOK® that attempted to define a checklist of things to do in almost every conceivable project management situation to a less well-defined principles-based approach.

The movement to a principles-based approach in both of these environments will require a lot more judgment and skill for determining and implementing the right approach for a particular project.

It is critical for Project Managers and the Project Management Profession, as a whole, to be proactive, anticipate the most likely impact of these challenges, and adapt accordingly.

It is also important for the Agile community to recognize the need to scale an Agile approach for managing large, complex enterprise-level projects.

This raises a number of questions including:

- What is the role of project management in an Agile project?
- Are classical project management principles and practices in conflict with Agile principles and practices?
- What needs to be done to extend Agile principles and practices to larger and more complex enterprise-level projects requiring multiple teams?
- How does a typical Project Manager shape his or her career to move in a more Agile direction?

Those are the needs and challenges that this book is intended to address. This book should be of value to both project managers and Agile professionals to develop a more integrated approach.

LEARNING OBJECTIVES

The following is a summary of what I believe are the most important steps in the journey toward becoming an Agile Project Manager (not necessarily in this order):

- Develop new ways of thinking and begin to see Agile principles and practices in a new light as complementary rather than competitive with classical project management practices.
- **2.** Gain an understanding of the fundamentals of Agile practices and learn the principles behind the Agile practices at a deeper level in order to understand why they make sense and how they can be adapted as necessary to fit a given situation.
- 3. Learn how to go beyond the classical notion of plan-driven Project Management and develop an adaptive approach to Project Management that blends both Agile and classical plandriven Project Management principles and practices in the right proportions to fit a given project and business environment.

- **4.** Understand the potential roles that an Agile Project Manager can play and begin to reshape Project Management skills around those roles.
- **5.** Learn some of the challenges of scaling Agile to an enterprise level and develop experience in applying these concepts in large, complex, enterprise-level environments.

Relationship to My Online Agile Project Management Training Courses

I have successfully developed an online training curriculum in Agile Project Management that is currently offered on three different platforms with over 175,000 students. Anyone who has taken any of those courses should see a lot of similarity between the material in this book and the material in my online Agile Project Management training courses.

Summary of Changes in the Second Edition

Many of the current trends that are going on in the project management community now have validated the original direction of the book when it was originally published in 2015. As a result, the changes required in the second edition are not radical. Here's a summary of the most important areas of change:

- More detail on Agile Project Management Planning and Management: One of the professors currently teaching a course based on the book wanted to see more detail on Agile Project Management Planning and Management; so I have added six new chapters on that in Chapters 12 through 17.
- 2. Less detail on Agile Project Management Tools: The original edition of the book included some detailed material on Agile Project Management tools. Since that time, there have been many changes in that area, and it is apparent that the area of Agile Project Management tools will continue to evolve significantly. For that reason, I have limited the material in this edition of the book to a general, high-level discussion of the capabilities of Agile Project Management tools without going into specifics on any particular tool.
- 3. Revisions to enterprise-level frameworks: There have been a number of significant changes in the two enterprise-level Agile frameworks that are covered in the book (Scaled Agile Framework and Disciplined Agile framework) and both of those chapters needed considerable changes.
- 4. Additional case studies: This edition of the book includes two new chapters on case studies. One is on "Agile Hardware Development" and includes material on the Agile implementation at Tesla and the other is on "Non-software Case Studies" to show how to use Agile outside of a software development environment for common projects.

HOW THIS BOOK IS ORGANIZED

Agile Project Management is an art that will take time for anyone to develop and master. There's a concept from martial arts called *shu-ha-ri* that is very appropriate here. It outlines the stages of proficiency someone goes through to develop mastery of martial arts techniques. The same concept can be applied to Agile Project Management:

- "Shu": In the "shu" stage, the student learns to do things more-or-less mechanically, "by the book," without significantly deviating from the accepted rules and practices and without improvising any new techniques. This stage is equivalent to a new inexperienced project manager following PMBOK or other accepted practices like you would follow recipes in a cookbook without necessarily adapting those practices to fit the situation.
- "Ha": In the "ha" stage, the student begins to understand the principles at a deeper level and learns how to improvise and break free from rigidly accepted practices, but it's important to go through the "shu" stage and gain mastery of the foundational principles before you start improvising—improvisation without knowledge is just amateurish experimentation.
- "Ri": Finally, in the "ri" stage, the student gets to the highest level of mastery and is able to develop his/her own principles and practices as necessary.

The way the book is organized follows the *shu-ha-ri* approach to learning. The initial chapters of the book start out with a very basic understanding of the "mechanics" of Agile and learning how to do it "by the book." That is equivalent to the "shu" level of training.

The book will go deeper into the principles behind Agile and why they make sense. It is essential to understand the principles at a deeper level before moving on to the "ha" level and know how to customize an approach to fit a given situation.

The final goal is to move to the master level or "ri" level where you will learn to go beyond current ways of implementing both Agile and plan-driven project management approaches and learn how to blend them together as needed to fit a given project and business environment. That goal will come from actual practice in implementing these ideas in real world situations; however, it is hoped that the information in this book and the case studies that are included will help Project Managers move rapidly in that direction.

The book is organized into Parts as follows.

Part 1 – Fundamentals of Agile

The first step in learning to become an Agile Project Manager is to learn the fundamentals of Agile, which includes not only the mechanics of how an Agile project based on Scrum works, but also understanding the principles behind it at a deeper level so that you can go beyond just implementing it "by the book."

Part 2 – Agile Project Management Overview

Agile is causing us to broaden our vision of what a *Project Manager* is and that will have a dramatic impact on the potential roles that a Project Manager can play in an Agile environment. In fact, the role of a Project Manager at a team level in a typical Agile/Scrum project is undefined. That will cause us to rethink many of the things we have taken for granted about Project Management for a long time to develop a broader vision of what an *Agile Project Manager* is.

Part 3 – Agile Project Management Planning and Management

Part 2 provided an overview of Agile Project Management. In this Part, we will go into much more detail on Agile Project Management planning and management practices including:

- Hybrid Agile Models
- Value-Driven Delivery
- Adaptive Planning
- Agile Planning Practices and Tools
- Agile Stakeholder Management and Agile Contracts
- Distributed Project Management in Agile

Part 4 – Making Agile Work for a Business

There are many precedents for successful implementation of Agile principles and practices at a project team level; however, extending the Agile principles and practices to large-scale enterprise implementations and integrating with a business environment can be very difficult and introduces a number of new challenges, which include:

- Large, complex projects that are commonly found at an enterprise level may require some reinterpretation and adaptation of Agile principles and practices as well as blending those principles and practices with classical, plan-driven project management principles and practices in the right proportions.
- Integrating Agile principles and practices with higher levels of management typically found at an enterprise level, such as project portfolio management and overall business management can be difficult. However, if an Agile implementation is limited to a development process only and does not address integration with these higher-level processes, it is not likely to be effective and may result in failure.

This Part of the book is intended to address these topics and provide an understanding of the key considerations that need to be addressed for:

- scaling an Agile approach for multiple teams and for larger, more complex enterprise-level projects
- integrating an Agile development approach with a business environment
- planning and implementing an enterprise-level Agile transformation.

Part 5 - Enterprise-Level Agile Frameworks

Putting together a complete, top-to-bottom, enterprise-level Agile solution can be a very challenging task, especially when some of the pieces are not designed to fit together.

To simplify the design of an enterprise-level Agile implementation, it is useful to have some predefined frameworks that can be modified to fit a given business environment, rather than having to start from scratch to design an overall management approach.

Three frameworks are discussed in this Part:

- Scaled Agile Framework (SAFe®=) (Dean Leffingwell)
- Managed Agile Development framework (Chuck Cobb)
- Disciplined Agile Delivery framework (Scott Ambler).

Part 6 - Case Studies

In any book of this nature, it's always useful to go beyond theory and concepts and show how companies have actually put these ideas into practice in the real-world. Of course, there is no canned approach that works for all companies—each of these case studies is different and shows how a different approach may be needed in different situations. It also includes a chapter on "Not-So-Successful" case studies, which shows some of the problems that can develop in an Agile implementation.

Part 7 – Appendices

The appendices to the book include additional supplementary information:

- Additional Reading List
- Glossary of Terms
- Example Project/Program Charter
- Suggested Course Outline for a graduate-level course to accompany this book

ACKNOWLEDGMENTS

I USED A VERY AGILE approach for writing this book as well as my previous books. It was a team effort of a number of people who worked with me collaboratively as the book was being written to provide feedback and inputs. I particularly want to thank the following people for their contributions to the original edition of this book:

FIRST EDITION

- Erik Gottesman, Director General Management at Sapient—Erik is a significant thought leader in this area. He played a huge role in helping me develop my two previous books on Agile Project Management and provided some good advice and input on this book as well.
- Dr. Michael Hurst, PMO Director at Harvard Pilgrim Health Care—Michael has played a significant role in providing input and advice for both this book and my last book and he also played a key role in providing a case study on Harvard Pilgrim Health Care that is included in this book.
- Andrew Bone, IT Program/PMO director—Andrew did a thorough review of the entire book, provided a number of good comments and inputs, and also sponsored a presentation on the book with the Long Island, New York, PMI Chapter.
- Liza Wood, Senior Production Manager at Warner Bros. Games—Liza also did a thorough review of the entire book on behalf of the PMI Agile Community of Practice and provided a very large number of excellent comments.
- Several companies generously shared case studies with the results of successful Agile implementations:
 - Michael Hurst, Director PMO, Harvard Pilgrim Health Care—Michael and Harvard Pilgrim shared the results of a very large and successful enterprise-level Agile transformation effort of more than 200 projects.
 - Stephanie Stewart(now Davis), Director of Agile Leadership at Valpak—Stephanie and Valpak shared the results of an enterprise-level implementation of the Scaled Agile Framework at Valpak.
 - Nigel Edwards, Program Manager at General Dynamics, UK—Nigel shared the results of a very large and complex, Agile fixed-price government contracting effort.

SECOND EDITION

I would particularly like to thank the following individuals who made significant contributions towards completing the second edition of this book:

- Stephan Wohlfahrt, Director, Corporate Project Management at Bosch—Stephan has played a significant thought leadership role at Bosch in championing a modern Agile Project Management approach throughout the whole company for all Bosch Project Managers worldwide. He did a very detailed review of the entire second edition of the book and provided numerous helpful comments and suggestions.
- Dr. Winston Gonzalez, D.M., SPC is an Instructor and Subject Matter Expert for the School of Continuing Studies at Georgetown University and is also on the Corporate Faculty at Harrisburg University. He teaches a course based on this book and made numerous valuable contributions and suggestions for its content.
- Joe Justice, Chairman of the Board, Agile Business Institute graciously allowed me to summarize some of his very excellent materials on hardware development practices; and, in particular, on his work with Tesla to implement those ideas. Joe is a real thought leader in this area and has made numerous contributions to implementing Agile in a hardware development environment.

I would like to also thank the following individuals who took the time to review an early draft of the second edition of this book and provided very helpful feedback, comments, and suggestions: Kiron D. Bondale, PMP, PMI-ACP, PSM II, ICP-ACC, PMI-RMP, DASSM, DAC, DAVSC, Senior Consultant, World Class Productivity Inc., and Dr. Monica Kay, PMP, Adjunct Professor, Morgan State University.

1 Introduction to Agile Project Management

OVER THE PAST 20 TO 25 YEARS, there has been a rapid and dramatic adoption of Agile methodologies and this trend has significantly accelerated in the last few years:

The "15th State of Agile Report," published by Digital.ai, comments:

■ This year's findings indicate significant growth in Agile adoption within software development teams, increasing from 37% in 2020 to 86% in 2021.¹

Business Wire (a Berkshire Hathaway company) comments:

- Driven by the global pandemic, Agile adoption rates double in non-IT lines of business with continued, strong adoption in software development.
- More than 90 percent of respondents say their company practices Agile, with most saying either the majority of or even all company teams have adopted Agile practices.
- Rapid Agile adoption fuels an increase in adoption of other trends, including DevOps transformation and value stream management (VSM) initiatives for more than two-thirds of organizations.
- Post-pandemic, a vast majority of IT respondents expect to permanently work remotely, making Agile adoption critical to driving collaboration and success across a globally distributed workforce.²

These statistics indicate that Agile is not a fad, it is having a significant impact on the way projects are managed, it's definitely here to stay, and it is significantly accelerating in recent years. This trend has a significant impact on the career direction of project managers who have come from a classical plan-driven project management background since there is no formal role for a project manager at the team level in an Agile project.

Note: Throughout this book, we will focus heavily on Agile as a project management approach because that is where it has the most important impact for project managers; however, it's important to realize that Agile is really a much broader way of thinking and is not limited to projects. It is also not specifically limited to software projects although that is where it is most heavily used.

THE CHASM IN PROJECT MANAGEMENT PHILOSOPHIES

Despite this rapid and sustained proliferation of Agile, there is still somewhat of a chasm between the Agile and classical plan-driven project management communities. When I published the first edition of this book in 2015, that chasm was large:

- There had been only a limited amount of progress at that time on developing a more integrated project management approach that embraces both Agile and classical plan-driven project management principles and practices.
- Many project managers had been heavily indoctrinated into a classical plan-driven project management approach and seemed to see Agile and classical plan-driven project management principles and practices as competitive approaches that conflict with each other, and they essentially treated them as two separate and independent domains of knowledge.
- Considerable polarization between these two communities was based on some part on myths, stereotypes, and misconceptions about what *Agile* and *project management* are that existed at that time.

Since that time, that chasm has narrowed considerably but there is still a gap that needs to be closed. Many people still seem to think that there is a binary and mutually exclusive choice between "Agile" and "Waterfall." The ideal goal would be to have a seamless integration of project management approaches from heavily plan-driven (Waterfall) at one extreme to heavily adaptive (Agile) at the other extreme with lots of alternatives between those two extremes as shown in Figure 1.1.

That leaves many project managers in a conundrum to try and figure out how these two very different approaches to project management can be integrated together. A major goal of this book is:

- to help project managers understand the impact of Agile on the project management profession
- to broaden and expand their project management skills as needed to develop a more integrated approach to adapt to this new environment.

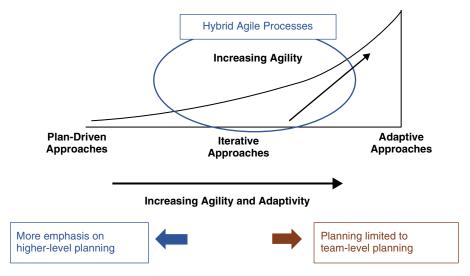


FIGURE 1.1 Spectrum of plan-driven and adaptive approaches

What's Driving These Changes?

In a classical plan-driven project management environment, a project was deemed to be successful if it delivered well-defined requirements on-time and within the approved budget. In today's world:

- There is a much higher level of uncertainty, which, in many cases, makes it very difficult, if not impossible, to document firm and well-defined requirements prior to the start of the project. In that environment, a much more flexible and adaptive approach is needed to further define and elaborate the detailed project requirements as the project is in progress.
- We also live in a very competitive environment where there is a much greater need for creativity and innovation to maximize the business value of the solution. An overemphasis on planning and control can stifle creativity and innovation. In fact, there have been many projects that have delivered well-defined requirements and met their cost and schedule goals but failed to deliver an acceptable level of business value.

This does not mean that a classical plan-driven project management is obsolete and no longer useful, but we need to recognize that it does have limitations and fit the project management approach to the nature of the project rather than force-fitting all projects to a classical plan-driven approach.

The important thing to consider is "value." What is the "value" that the project is intended to produce? Meeting a cost and schedule goal for delivering well-defined requirements certainly has some value in many situations, but it is not necessarily the most important (or only) value in

a given project. The choice of an appropriate methodology for a project will depend on a number of factors:

- **1. The level of uncertainty in the project:** A project that has a higher level of uncertainty in the requirements would naturally lean more towards a more flexible and adaptive approach.
- 2. The level of training and sophistication of the project team: It takes a considerable amount of skill and judgment to use an Agile approach successfully and it should not be attempted unless the team has been properly trained in Agile, the primary roles of Scrum Master and Product Owner are in place, and the necessary tools to support the project are also in place.
- **3.** The relationship with the customer of the project: A classical plan-driven project is typically based on somewhat of a contractual relationship with the customer:
 - The customer expects the project to be delivered as defined in the requirements within the approved cost and schedule goals.
 - The customer does not need to be heavily involved in the implementation of the project until it is time to approve the final deliverables.

An Agile approach requires a much more collaborative approach with the customer. The customer needs to share responsibility for the successful completion of the project team by:

- taking an active role in the project to provide feedback and inputs on incremental results
- further defining and elaborating requirements as the project is in progress.

This means that there is no longer only one way to do project management and it takes a considerable amount of skill and organizational maturity to fit the most appropriate project management approach to the nature of the project:

- Not only is it important that the individuals responsible for product development are trained and skilled in an Agile approach.
- In addition, the businesspeople who are required to take an active role in the process need to understand how the process works.
- The overall organization needs to be committed to whatever level of organizational change that may be needed to make it successful.

The Impact on the Project Management Profession

This isn't just a matter of getting another certification—it can require a major shift in thinking for many traditional project managers that will take time and experience to develop. The Project Management Institute (PMI) has created the PMI-ACP® (Agile Certified Practitioner) certification, which has been very successful and is a great step in the right direction—but it doesn't go far enough, in my opinion.

- It doesn't test whether a project manager knows how to blend Agile and classical project management principles and practices in the right proportions to fit a given situation, and that is the real challenge that many project managers face.
- PMI-ACP is also not designed around a specific Agile role as many other Agile certifications are and the role that an Agile Project Manager might play is still somewhat undefined.

A lot of the polarization that has existed between the Agile and classical plan-driven project management communities has been rooted in some well-established stereotypes of what a *project manager* is that are based on how typical projects have been managed in the past. The role of a project manager has been so strongly associated with someone who plans and manages projects using classical plan-driven project management approaches that many people cannot conceive of any other image of a project manager. It's time to develop a new vision of what an *Agile Project Manager* is that goes beyond all those traditional stereotypes and fully integrates *Agile* within the overall portfolio of project management principles and practices.

It feels very similar to an evolution that took place when I worked in the quality management profession in the early 1990s. Up until that time, the primary emphasis in quality management had been on *quality control*, and inspection, and the image of a *quality manager* was heavily based on that role:

- The predominant quality management approach was based on final inspection of products prior to shipping them to the customer and rejecting any that didn't meet quality standards. It's easy to see how that approach was inefficient, because it resulted in a lot of unnecessary rework to correct problems after the fact, and it also wasn't that effective because any inspection approach is based on sampling, and it is impractical to do a 100% sample. For that reason, it can result in mediocre quality.
- A far better approach was to go upstream in the process and eliminate defects at the source by designing the process to be inherently more reliable and freer of defects, and build quality into the inherent design of the products. That didn't mean that the prior emphasis on quality control and inspection was obsolete and eliminated; it was just not the *only* way to manage quality and wasn't the most effective approach in all situations.

That was a gut-wrenching change for many in the quality management profession—instead of being in control of quality and being the gatekeeper with the inspection process, a good quality manager needed to become more of a coach and a consultant to influence others to build quality into the way they did their work. This changed the nature of the work dramatically for many in the quality management profession and eliminated a number of traditional quality management roles that were based on the old quality control and inspection approach. The similarity to the changes going on in the project management profession should be apparent:

■ To be successful in more uncertain environments, project managers need to be able to take an adaptive approach that is appropriate to the level of uncertainty in the project and integrate

quality into the process rather than relying on final acceptance testing at the end of the project to validate the product that is being produced.

■ They also need to give up some of the control that has become associated with the project management profession—in some cases, they may need to become more of a coach and a consultant to influence others rather than being in absolute control of a project.

This can dramatically change the role of a project manager. In some situations, the role of a project manager as we've known it may no longer exist. For example, at a team level in an Agile project, you probably won't find anyone with a title of *Project Manager* because the project management functions have been absorbed into other roles and are done very differently. That doesn't mean that *project management* is no longer important, but it may cause us to dramatically rethink what project management is in a much broader context than the way we might have thought about it in the past.

THE EVOLUTION OF AGILE AND WATERFALL

You will often hear people make a comparison between Agile and Waterfall. Many of those discussions are polarized and position them as competitive approaches. Here's an example:³

According to the 2012 CHAOS report, Agile succeeds three times more often than Waterfall. Because the use of Agile methodologies helps companies work more efficiently and deliver winning results, Agile adoption is constantly increasing.

While that statement is generally true, it's an oversimplification. There are at least two problems with that kind of statement:

- 1. It makes it sound like there are only two binary, mutually exclusive choices: Agile and Waterfall.
- 2. The meaning of the words *Agile* and *Waterfall* are typically not well-defined and are used very loosely.

For those reasons, I prefer to avoid comparing Agile to Waterfall because it tends to be a very polarized discussion—I prefer to take a more objective approach that is based on a comparison between a plan-driven and an adaptive (value-driven) approach to project management. So, let's first define both *Agile* and *Waterfall*, and then compare the two approaches.

Definition of Waterfall

The word *Waterfall* actually has a very specific meaning, but that's often not how the word is really used:

The Waterfall model is a popular version of the systems development life cycle model for software engineering. Often considered the classic approach to the systems development life cycle, the Waterfall model describes a development method that is linear and sequential. Waterfall development has distinct goals for each phase of development. Imagine a Waterfall on the cliff of a steep mountain. Once the water has flowed over the edge of the cliff and has begun its journey down the side of the mountain, it cannot turn back. It is the same with Waterfall development. Once a phase of development is completed, the development proceeds to the next phase and there is no turning back.⁴

Another aspect to the Waterfall model is that it is plan-driven; it attempts to define and document detailed requirements and a plan for the entire project prior to starting the project.

- When someone makes a statement comparing Waterfall to Agile, the word *Waterfall* is often used very loosely to refer to any kind of plan-driven methodology, and that's not really a very accurate and meaningful comparison.
- In some other comparisons like this, the word *Waterfall* refers to a general style of project management that obsessively emphasizes predictability and control over agility, and that's just bad project management. The Waterfall model will be discussed in more detail in Chapter 2.

Definition of Agile

Officially, Agile is defined by the principles and values of the Agile Manifesto of 2001 which will be discussed in Chapter 2. Agile is also an umbrella term used by many Agile practitioners to refer to different methods and frameworks that are based on adaptive, experimental, and extreme programming practices that have emerged since the mid-to-late 1990s.⁵

From a general perspective, Agile is a flexible and adaptive approach for developing and optimizing solutions in an uncertain environment. It is both incremental and iterative:

- "Incremental" means that the solution is broken up into "chunks" that are developed and tested individually and might also be released individually rather than waiting for the entire solution to be developed, tested, and released as a whole.
- "Iterative" means that the solution is progressively optimized and refined based on user feedback and inputs to maximize the value of the solution to the users.

It is particularly well suited for an environment with a high level of uncertainty because the process can start with only a high-level view of the project goals and requirements and those goals and requirements can be further elaborated and refined as the project is in progress. Of course, that does not mean that all Agile projects start with only a high-level view of the project goals and requirements. That will vary from one project to the next depending on the level of uncertainty in the project.

In actual practice, the meaning of the word *Agile* in this kind of comparison is also somewhat elusive because it has taken on some very strong connotations in actual usage. At a project level, the word *Agile* has frequently taken on a specific connotation associated with using the Scrum methodology on software development projects.

Scrum is an Agile software development framework based on multiple small teams working in an intensive and interdependent manner. The term is named for the scrum (or scrummage) formation in rugby, which is used to restart the game after an event that causes play to stop, such as an infringement. Scrum employs real-time decision-making processes based on actual events and information.

That definition has evolved over the years as Scrum has become somewhat of a de-facto standard for Agile projects; however, the original definition of *Agile* conceived in the *Manifesto for Agile Software Development*,⁶ published in 2001, was much broader than that. Better known as the Agile Manifesto, it laid out some simple and general principles and values that can apply to any kind of project (not just software development) (see Chapter 2).

Comparison of Predictive (Plan-Driven) and Adaptive (Value-Driven) Approaches

Traditional, classical plan-driven project management is a style of project management that is applied to projects where the requirements and plan for completing the project can be defined to a large extent prior to implementing the project. The emphasis in this style of project management is on predictability, and for that reason, the PMI calls it "predictive." However, *plan-driven* is a relative term, and you won't find many projects that start out with an absolutely rigid plan that is not expected to change at all. This style of project management is often loosely called "Waterfall."

In contrast, an adaptive (or value-driven) style of project management starts the implementation of a project with a less well-defined plan of how the project will be implemented and recognizes that the requirements and plan for the project are expected to evolve as the project progresses. *Adaptive* is also a relative term; you won't find many projects that have no plan whatsoever of how the project will be done.

The important point is that the terms *predictive* (*plan-driven*) and *adaptive* (*value-driven*) are relative—they are not discrete, binary, mutually exclusive alternatives. They should imply a continuous range of approaches with different levels of upfront planning. Table 1.1 shows a comparison of the two approaches.

 TABLE 1.1
 Comparison of approaches

	Classical project management approach	Hybrid	Agile approach
Project management approach	Plan-driven, predictive: The emphasis is on planning and predicting costs and schedules for projects with well-defined requirements	Blend of both	Value-driven, adaptive - The emphasis is on maximizing the value of the solution in an uncertain environment with uncertain requirements
Project management responsibility	Typically, a project manager is responsible for managing the overall project to meet approved cost and schedule goals	-	There may be no single "Project Manager" at the team level. Project management responsibility is typically distributed (see Chapter 17)
Project environment	Best suited for projects with a lower level of uncertainty where some level of predictability of costs and schedules is important	-	Best suited for projects with a higher level of uncertainty where some level of flexibility and adaptivity is needed to define the solution
Requirements management	Detailed requirements are defined prior to the beginning of the project	-	Detailed requirements are further defined and elaborated as the project is in progress
Change management	Changes in scope are controlled in order to maintain control over cost and schedule estimates	-	Changes are encouraged in order to support flexibility and adaptivity
Customer relationship	Contractual based on well- defined requirements	-	Collaborative based on a spirit of trust and partnership
Development management	Typically, Waterfall or an equivalent SDLC with controlled sequential phases	-	Typically, Scrum or an equivalent incremental and iterative approach
Solution delivery	The entire solution is tested and delivered all-at-once at the end of the project	-	The solution is tested and delivered incrementally at the end of each sprint and release
Testing	Testing is typically done sequentially by a separate and independent QA organization	- I	Testing is integrated into the development effort and is done concurrently with development