We all have different ways to do things.
And that's OK.

Ed Seymour
UKI Cloud Domain Architect
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ABOUT RED HAT

Red Hat is the world's leading provider of Open Source solutions

Red Hat culture derives from Open Source values

- Freedom
- Collaboration
- Innovation
EVERY PROJECT IS DIFFERENT
RED HAT CONSULTING

Enabling Red Hat customers

Red Hat Consulting offers more than just technical expertise.

- Strategic advisers
- Analyse challenges
- Assist in developing comprehensive, cost-effective solutions.
RED HAT ENGAGEMENTS

Effective collaborations with customers and partners

Red Hat professional services engagements need to meet the needs of a diverse range of customers and partners.

- Meet needs and help deliver to aspirations
- Align ways of working to ensure collaborative best-fit
- Keep on top of ever evolving medley of favoured practices and methods
ENGAGEMENT SCALE

A diverse set of solution domains and IT maturity

Red Hat Consulting needs to connect with customers at the right point in their IT journey.

- **Domains**
  - Platform (Linux, Cloud, Storage)
  - Middleware (Enablers, Integrators, and Automation)
  - Emerging technologies (Cloud, PaaS, Mobile, Containers)
  - Emerging capabilities (DevOps)

- **Maturity**
  - Standardisation
  - Optimisation
  - Business automation
BUILDING RELATIONSHIPS
Connecting customers with new capabilities and technologies

Red Hat Consulting supports pre-sales, developing relationships and long term engagements

- Discovery sessions and scoping
- Proof of Concepts
- Pilots
- Transformation & Migration

1 day  Scale-out  2 weeks  6 months
1 week  1 month  12 months & beyond
EVERY PROJECT IS THE SAME
ADOPTING SEMAT

Providing essential engagement considerations and qualities

Red Hat Architect Team have been using SEMAT to help standardise its approach to engagements.

- Support engagement planning and management
- Provide high level project tracking
- Supports process development and communication
  - Techniques, Activities, Practices, and Methods
SUPPORT FOR PLANNING

Better understand the current position and set desired goals

Alpha state cards are used to help assess and plan projects

- Pre-sales - discovery workshops and proposals
  - Help set agenda
  - Ensure right people are invited & invited
  - Check-list to test meeting objectives

- Bootstrap engagement (architecture workshops)
  - Focus on Software System and Requirements
  - Set agenda for workshops, and define areas of attention
  - Check-list to verify completeness of sessions

- Developing solutions – high level project assessment
  - Scale out Team, manage Work, and Way-of-Working
SUPPORT FOR PLANNING

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Initial SEMAT alpha/state

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<th>Activities</th>
<th>Techniques</th>
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Future SEMAT alpha/state

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Detailed description, activities & techniques

- Session 5: Agile User Stories

- Way of Working Establishment
  - Identify the key stakeholders and their roles
  - Define the scope of the project
  - Identify the project team
  - Define the project timeline

- Foundation Established
  - Define the project goals and objectives
  - Identify the project risks and constraints
  - Define the project scope

- Prepared
  - Identify the project team members
  - Define the project schedule
  - Identify the project resources

- Work
  - Define the project tasks and deliverables
  - Identify the project milestones
  - Define the project budget
MANAGERS' DASHBOARD

A consistent assessment across multiple, independent projects

By determining a project's Alpha States, we can:

- Better understand how to progress the project
- Objectively measure the current progress
- Identify the practices and activities needed that will help

Red Hat experimented with tools to track and present project Alpha states
COMMON FRAMEWORK
A common method structure to articulate and index ways of working

Sharing is a fundamental Red Hat value; this is the Open Source way.

Red Hat Architect Framework

- Essence of Software Engineering provides connectors
- A place to develop and publish
  - Techniques
  - Activities
  - Practices
  - Methods
COMMON FRAMEWORK
A common method structure to articulate and index ways of working

- **METHOD**: Proof-of-Concept (POC)
  - **PRACTICE**: Proof-of-Concept
    - **ACTIVITY**: Prepare to do the Work
    - **ACTIVITY**: Involve the Stakeholders
    - **ACTIVITY**: Explore Possibilities
  - **PRACTICE**: Proof-of-Concept Follow-up
    - **ACTIVITY**: Coordinate Activity
    - **ACTIVITY**: Track Progress
    - **ACTIVITY**: Signoff (Stakeholder Satisfaction)

- **TECHNIQUE**: POC Scoping
  - **TECHNIQUE**: Defining POC Scenario (Type 1, 2, 3)
  - **TECHNIQUE**: Use Case
  - **TECHNIQUE**: Proposal Document
  - **TECHNIQUE**: Kickoff Meeting
  - **TECHNIQUE**: Engagement Journals
  - **TECHNIQUE**: Scrum Meetings
  - **TECHNIQUE**: Cloudforms Customer-Defined Use Cases
  - **TECHNIQUE**: Detailed Architecture
  - **TECHNIQUE**: Functional Signoff Sheet
  - **TECHNIQUE**: System Demo and Run Through
  - **TECHNIQUE**: Catwalk Demo

- **METHOD**: Reference Architecture and POC Specifications
  - **TECHNIQUE**: Define Objectives and Assumptions
  - **TECHNIQUE**: Define Reference Architecture
  - **TECHNIQUE**: Define POC Specifications
  - **TECHNIQUE**: Define Scenarios and Use Cases
  - **TECHNIQUE**: Define System Requirements
  - **TECHNIQUE**: Define System Design
  - **TECHNIQUE**: Define System Implementation
  - **TECHNIQUE**: Define System Testing
  - **TECHNIQUE**: Define System Deployment

Red Hat Architect Framework
- **ESSENCE OF SOFTWARE ENGINEERING PROVIDES CONNECTORS:**
  - Techniques
  - Activities
  - Practices
  - Methods
PROCESS IMPROVEMENT

Review existing processes and identify areas for improvement

Existing business processes analysed using Essence

- Review process steps and identify Alpha States
- Identify key achievements for each step
- Identify areas for improvement
DEVELOPING FURTHER
BUILDING ADOPTION
Where next for Red Hat and SEMAT

More to do to establish SEMAT as an underlying standard

- Proved to be a useful tool in early engagements
  - Effective in pre-sales, workshops and defining SoWs
- Increasing process improvement
  - Use Essence to underpin new/improved processes
  - Extend use to expressing and defining ways of working
- Developing Essence-based governance
  - Developing tracking tools further
  - Becoming part of project managers' toolbox
THANK YOU

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