

SAFe and DevOps Coaching Roles & Responsibilities

Coaching Role	Responsibilities
<p>SAFe and DevOps Transformation Coach</p>	<ul style="list-style-type: none"> a. Demonstrated experience in designing Agile, SAFe, and DevOps Transformation solutions, matched to multiple unique customer situations. b. Certified SAFe Program Consultant Trainer (SPCT), SPCT candidate, SAFe Fellow, or equivalent experience. c. Solid experience in successful implementation of organization and behavioral change. d. Recognized for business acumen, well-practiced consulting skills, and ability to sustain high level customer relationships. e. Conduct Agile Readiness or Maturity Assessments. f. Develop a common understanding of Agile, Lean, SAFe and DevOps principles with the Leadership team to articulate a vision, roadmap and plan for the transformation. g. Develop a sustainable Agile and DevOps CoE, Agile working groups, and internal Agile community. h. Identify and coach internal champions to remove reliance on external coaches. i. Guide Value Stream Identification, start up, continuous monitoring, and improvement. j. Create focus on leadership behaviors and mindset shifts that are required in Agile transformation. k. Address fundamental shifts of going from project focus to product focus. l. Coach to broader organizational models/team structures with focus on value, investments, governance, and decision-making authority.

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	<p>m. Add focus to designing end-to-end solutions that create measurable value, while phasing work toward milestones and deliverables that feel complete and create positive experiences.</p>
<p>SAFe Portfolio Coach</p>	<p>a. Demonstrated experience with facilitating people and processes to build systems and solutions that the Enterprise needs to meet its strategic initiatives.</p> <p>b. Recognized for Business Mastery, which is the ability to apply business strategy and management frameworks, lean product management techniques, business process management approaches, and other techniques that relate to innovating products, processes, or operations in the business domain.</p> <p>c. Guide and co-author the transformation plan with Senior Leadership and the Transformation Coach, if different.</p> <p>d. Work with the Transformation leaders and senior internal coaches to build a Lean Culture leadership and plan the “bridge” between the Business functions and solution delivery teams.</p> <p>e. Support implementation of the business strategy through programs that develop and maintain the company’s value-added products and services.</p> <p>f. Guide Investment funding for allocation to ongoing programs and new initiatives, in accordance with business strategy and current strategic themes.</p> <p>g. Assist with the reinforcement and anchoring of Lean/Agile values into the company culture.</p> <p>h. Provide portfolio context and Life-Cycle Governance.</p> <p>i. Coach Lean Portfolio Management team members, Enterprise Architects, and Epic Owners in their new responsibilities; including Portfolio backlog creation, prioritization, and refinement.</p>

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<p>SAFe Product Management & User Experience Coach</p>	<ul style="list-style-type: none"> a. Demonstrated experience in client-centricity, identifying value streams, problem solving, building business case and phasing, prioritization and measurement, analytical depth, business relationships and collaboration. b. Assess and coach on client centricity and techniques to build user knowledge, including design thinking. Employ multiple research techniques and create strong feedback loops to validate. c. Assess and coach to focus on value. Ensure clarity on the driving work that supports the business strategy and is aligned on the pain points of the consumer. d. Develop hypothesis statements/OKRs to define value and measurement. e. Assess and coach to create a broad, innovative, end-to-end solution vision with a focus on user experience to increase motivation and remove friction by utilizing different UX frameworks. f. Assist in creating a roadmap to phase work in a meaningful way that delivers value, fosters learning, and leaves the client with a positive experience. Embrace MVP and leverage techniques. g. Coach data-driven priority decisions and decision authority. Ensure mechanisms are in place to define and measure value outcomes. Set priorities focusing on both company and use goals, employing techniques to prioritize work h. Coach on the visibility of key artifacts from team to senior leadership. Coach to tactile visual and virtual management. i. Coach on backlog management techniques, including tools, as well as level of detail in stories/flows/use cases, dependencies. j. Assess and coach on level of team maturity, including product management expertise and the ecosystem of the team related to discipline and usage of backlogs to drive work.

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SAFe Program Coach	<ul style="list-style-type: none"> a. Demonstrated experience in preparing, planning, training and coaching Agile Release Trains (ARTS). b. Guide development of a program vision and roadmap for modifying Agile adoption, to include strong metrics and reporting systems, for continuous improvement. c. Coach senior and middle managers in their new responsibilities. d. Coach Product Managers in their new responsibilities. e. Coach Release Train Engineers in their new responsibilities. f. Coach Agile teams, Scrum Masters and Product Owners in their new responsibilities. g. Conduct regular Inspect and Adapt Workshops to discover improvement opportunities. h. Develop and help collect usable metrics for management and executives. i. Provide support and education for improving estimates during PI Planning. j. Develop a sustainable Agile CoE, Agile working groups, and internal Agile community. k. Identify and coach internal champions to remove reliance on external coaches.
SAFe Team Coach	<ul style="list-style-type: none"> a. Demonstrated experience as a coach/trainer for SAFe and Agile teams b. Create culture of self-organization, where learning and innovation can flourish c. Remove impediments within the team’s control and escalates those outside of their control. d. Protect the team from outside sources of disruption. e. Facilitate and coach the teams on effective ceremony execution (standups, estimation, backlog refinement, demonstrations, and retrospectives).

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	<ul style="list-style-type: none"> f. Ensure team's progress/success and measures are highly visible to stakeholders and the team (backlogs, burndown charts, release details, etc.). g. Support the product owner with the communication of updates and impediments, as well as with backlog maintenance. h. Improve team's engineering practices by encouraging TDD, pair programming, test automation, continuous integration, collective ownership. i. Ensure team adheres to the Client's agile process and working agreements regarding cadence, tool usage and a variety of procedures that must be synchronized to be effective. j. Assist key business users (product owners) with backlog creation and refinement.
<p>SAFe DevOps Senior Coach</p>	<ul style="list-style-type: none"> a. Demonstrated experience in leadership and coaching in large SAFe DevOps projects. b. Locate and asses specific root causes of delivery pain, establish baseline metrics, and create an action plan to deliver measurable DevOps improvements. c. Align DevOps goals with strategic business objectives, establish measurable performance goals and define the highest-value, shortest-lead-time path to success. d. Align Leaders, Development and Operations on principles of continuous delivery and prepare them to execute the DevOps action plan within a SAFe context. e. Guide the development of a DevOps culture, through targeted people, process and technology improvements and to maximize value delivered by SAFe initiatives. f. Advise on various application and infrastructure hosting models, including cloud, on-premise and hybrid and architect delivery

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	<p>pipelines that best enable clients' delivery and operational objectives.</p> <p>g. Facilitate and support the mindset, culture and set of technical practices that foster communication, collaboration, and cooperation among all Enterprise, Program and Team members needed to develop, test, deploy and maintain a solution.</p>
<p>DevOps Technical Team Coach</p>	<p>a. Demonstrated experience in configuration management, continuous integration, test-driven development, deployment, DevOps, and related technical practices.</p> <p>b. Coach Agile Release Train (ARTs) teams to adopt and enable continuous integration (CI) and continuous delivery (CD) practices throughout SAFe Program Increments for the purpose of realizing more frequent, higher quality system demos and releases.</p> <p>c. Provide training and hands-on workshops in Pair Programming, BDD, TDD, CI/CD, test automation and related technical practices.</p> <p>d. Work with SAFe Systems Teams and other Dev, QA and Ops personnel to integrate software assets from the teams, perform end to end testing, assist with deployment, and facilitate frequent System Demos.</p> <p>e. Work with Dev, QA and Ops teams to modernize the DevOps tool chain, extract maximum value from existing tools and install, configure and optimize best of breed tools.</p> <p>f. Define appropriate DevOps performance metrics, establish relevant telemetry and reporting throughout the delivery pipeline, and leverage captured data for continuous improvement.</p>