

Office of the Chief Technology Officer (OCTO)

Executive Summary

The purpose of implementing Agile practices within the Office of the Chief Technology Officer (OCTO) is to:

- Continue transformation of GSA IT with shared measurable, Agile delivery
- Build trust and increase the communication and collaboration among cross-functional Business and IT teams
- Deliver better business value through a faster rate of delivery, shared accountability, increased user engagement

Moreover, ensure that the CTO Office is the leader in sharing technology, making small bets, modernizing & innovating, being open, and ensuring users come first.

LINK: [TECH AT GSA](#)

Scope

Through **Cloud Technology, Digital Services, & Solutions Strategy**, the **CTO Office** offers:

- **Best Practices**. Pursues strategies and engagements that enable DevOps culture, empower Agile teams, and improve the overall user experience of our customers for the applications we build.
- **Guidance**. Provides direction throughout the Agile Investment process; supporting Business teams in making “small bets” with budget and delivering short, phased user-focused implementations.
- **Coaching & Training**. Makes resources and collateral available for stakeholders; including training and content to build Agile knowledge, contracts, and practices.

Success Criteria

Adoption of the **Scrum Approach** within the CTO Office & its Agile engagements

Development of **Open Source & API Standards** that promote consistency, openness, & the **DevOps** culture

Champion of the **Agile Investment Process** for new project requests

Agile Coaching & Scrum role expertise provided to departmental and Agile Investment pilot teams

Established “**Tech Talks**” to enhance stakeholder knowledge of GSA IT efforts

Author of **TECH.GSA.GOV** - source of GSA technology content and topics

Lessons Learned

- Ensure pursuit of a **tailored approach to Agile adoption** and incorporation of Scrum ceremonies to ensure it truly addresses the business function and needs
- Incorporate a **synchronized, 2-week iterative CTO Sprint Calendar** to drive alignment and ease capacity planning, & reporting of CTO Office engagements
- Develop **engagement models for GSA stakeholders and end-users** to fully understand the CTO Office’s services and approach to projects