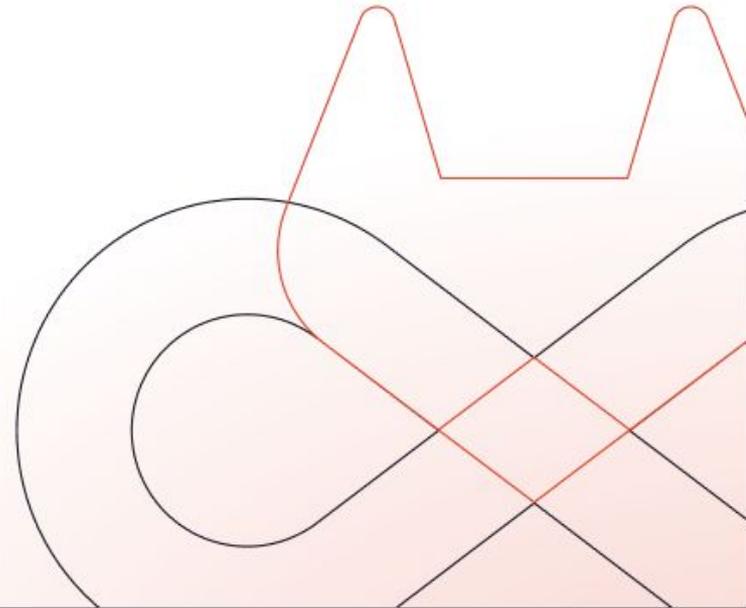




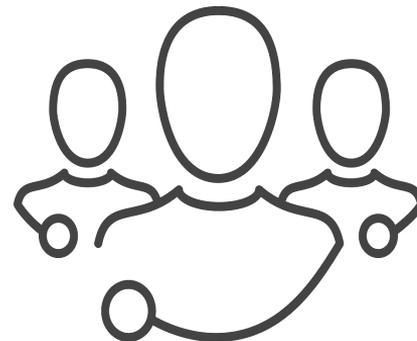
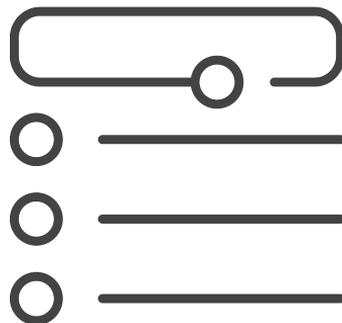
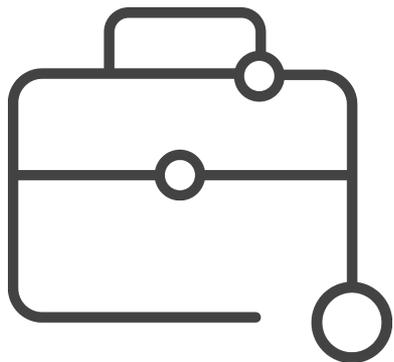
Agile Portfolio & Project Management in GitLab



Presentation Roadmap

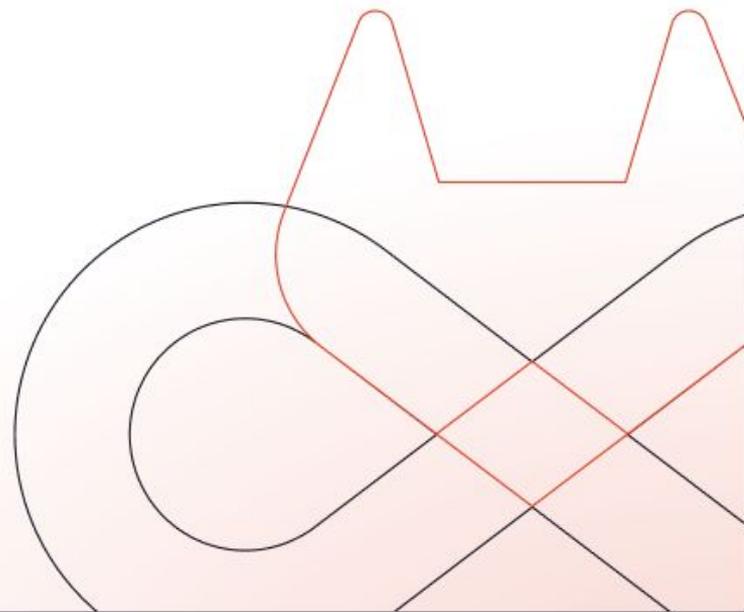


- The Building Blocks
- GitLab using GitLab for Agile PPM
- “How do I...?” - GitLab for different types of users





The Building Blocks in GitLab



GitLab Agile Planning Terminology



GitLab Term	Function	Agile
Issue	An issue is the fundamental planning location where the team documents, discusses, assigns, and tracks progress.	User Story
Epic	A collection of related issues across different groups and projects to help organize by theme.	Epic
Merge Request	The tool to begin code changes. Captures the design, implementation details (code changes), discussions (code reviews), approvals, testing (CI Pipeline), and security scans.	Pull Request
Issue / Epic Board	A visual listing of projects and issues useful for teams to manage their backlog of work, prioritize items, and move issues to the team or specific stage in the project.	Kanban Board
Milestone / Iteration	A sprint or deliverables, helping you organize code, issues, and merge requests into a cohesive group.	Release, Sprint
Weight	A method of assigning a level of effort estimate to an issue.	Story points



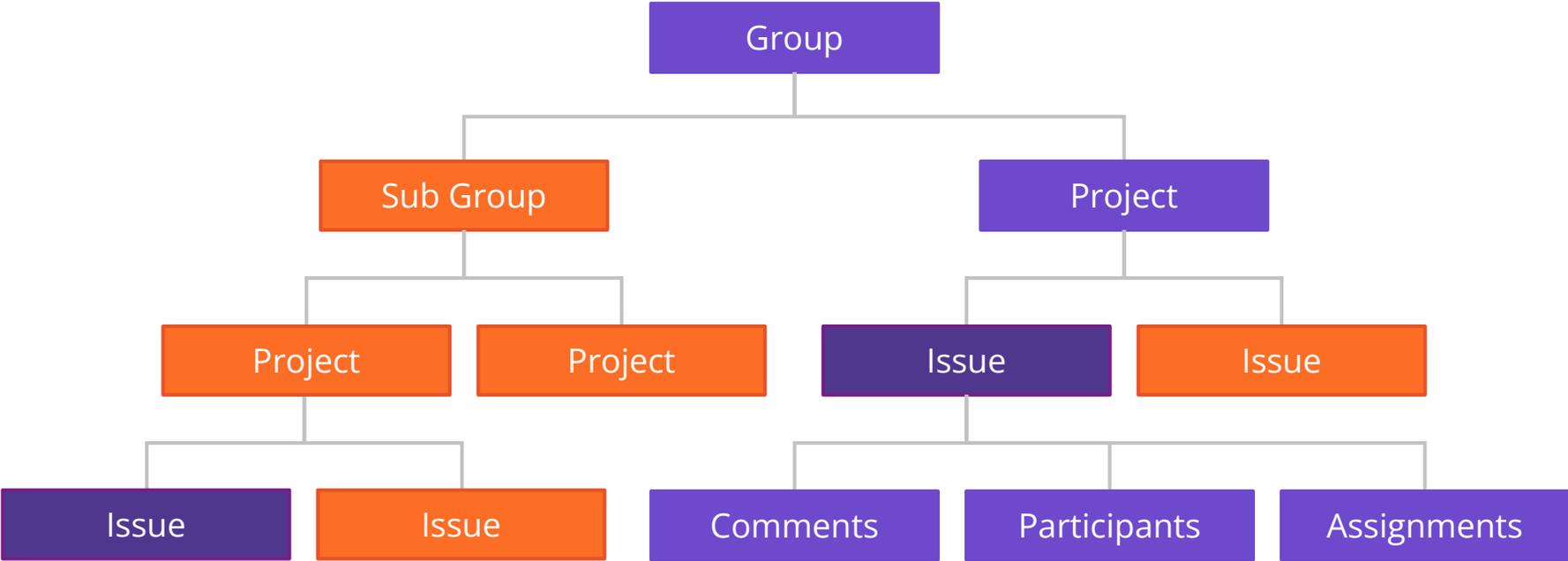


GitLab Groups provide capabilities for assembling related projects together and grant members access to several projects at once.

The **Group** provides a layer for strategic planning, governance, and management.

Sub Groups are nested, child Groups for additional levels of organization.

Projects are where teams collaborate, plan work, write code, and deliver applications.





Epics provide grouping of Epics and Issues.

Epic (Capability)

Sub Epics represent smaller pieces of a larger Epic, larger than an Issue.

Sub Epic (Feature)

Issues describe small, discrete pieces of work.

Issue (Non-Functional)

Issue (Acceptance)

Issue (User Story)



Roadmaps are visual representations of an Epic with a defined start and end date within a group, and are shown in a timeline view (e.g. a Gantt chart)

Roadmap

**Group
Milestone**

Roadmaps exist at the Group and Sub Group level.

Roadmap

Milestones group and track Issues and Merge Requests against a set period of time.

Milestones exist at the Group, Sub Group, and Project level.

**Project
Milestone**



Project

The *Git Repository* is the foundation of a **GitLab Project**.

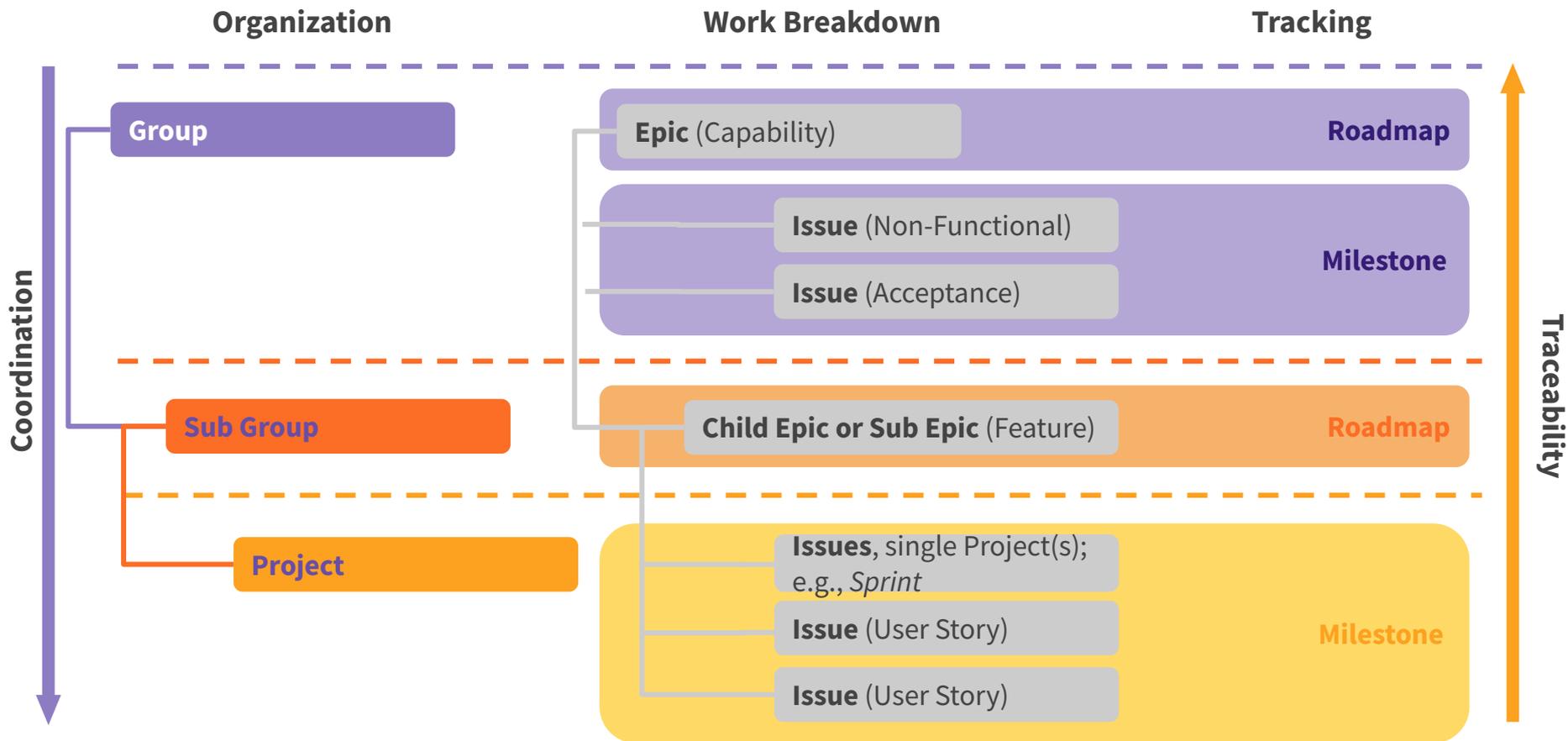
Merge Requests are project assets to visualize and collaborate on proposed changes to source code on a Git branch.

CI/CD Pipelines describe code build and test jobs and stages for a Merge Request.

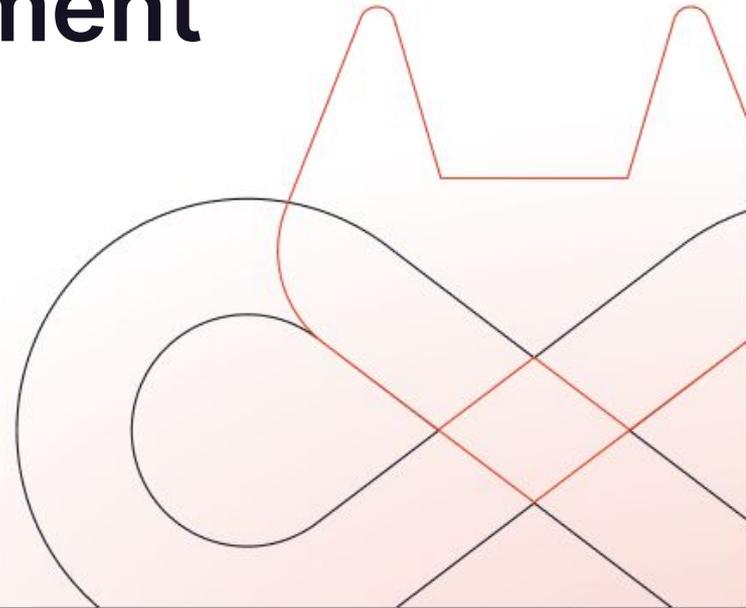
Code Reviews are discussion threads on Merge Requests where developer peers review and comment on changes to the code.

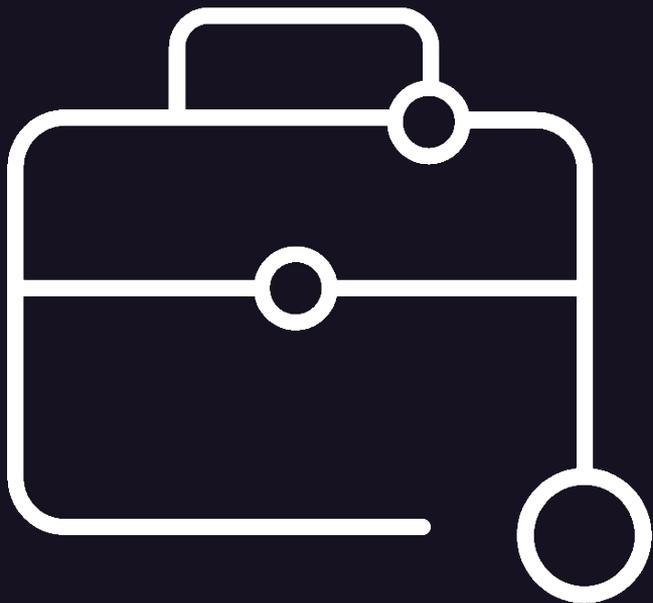
Approvals are explicit acceptance events, recorded in the Merge Request, signaling sign-off on associated code changes.

GitLab Agile Planning Structure



Agile Portfolio Management





Portfolio Management

- Groups and Sub Groups
- Epics and Child Epics
- Roadmaps
- Milestones
- Burndown Charts
- Labels
- Boards, Group Level



Define a large body of work with an Epic



The screenshot displays the GitLab web interface. At the top, there's a navigation bar with the GitLab logo, a 'Next' button, a menu icon, a search bar, and various utility icons. The left sidebar contains navigation options like 'Group information', 'Epics' (with a 4.6k badge), 'List', 'Boards', 'Roadmap', 'Issues' (62k), 'Merge requests' (2.3k), 'Security & Compliance', 'Kubernetes', 'Packages & Registries', 'Analytics', and 'Wiki'. The main content area shows an Epic titled 'License Compliance category vision' created 3 years ago by Fabio Busatto. It includes a list of related items, a 'Want to get involved?' section with instructions on how to search for and prioritize issues, a 'Description' section, an 'Overview' section explaining the purpose of license compliance, and a 'Goal' section. On the right, a sidebar provides metadata for the Epic, including start and due dates (both inherited), labels (devops, secure, group, composition analysis, Category:License Compliance, product category), confidentiality (Not confidential), and 6 participants.

GitLab.org > Epics > &531

Open Created 3 years ago by Fabio Busatto Close epic New epic

License Compliance category vision

- [Product Category Vision Page](#)
- [Secure Vision Page](#)
- [Secure Maturity](#)
- [DevOps stage](#) label: ~"devops:secure"
- [Product category](#) label: ~"license management"
- [Epics](#) | [Issues](#)

Want to get involved?

- Search [Category:License Compliance](#) issue, and leave a comment and upvote it if you too would like it! It helps it be prioritized, backlog items with few unique individuals commenting are unlikely to get reviewed and prioritized.
 - Can't find one? Make a new one!
- Consider signing up for [First Look](#)
- Want to get directly into the user interview pool for Secure Stage? [sign up on this google document form](#)

Description

Overview

License Compliance analyses your application to track which licenses are used by third-party components, like libraries and external dependencies, and check that they are compatible with the licensing model.

Licenses can be incompatible with the chosen license model for the application, for example because of their redistribution rights.

Goal

Add a to do >>

Start date [?](#) Edit
 Fixed: None
 Inherited: May 7, 2018

Due date [?](#) Edit
 Fixed: None
 Inherited: May 17, 2022

Labels Edit
devops secure ×
group composition analysis ×
Category:License Compliance ×
product category ×

Confidentiality Edit
 Not confidential

Ancestors
None

6 participants

Notifications ×

Break down Epic into discrete parts with *Child Epics & Issues*



GitLab.org

- Group information
- Epics 4.6k
 - List
 - Boards
 - Roadmap
- Issues 62k
- Merge requests 2.3k
- Security & Compliance
- Kubernetes
- Packages & Registries
- Analytics
- Wiki

<< Collapse sidebar

Epics and Issues Roadmap

20 201 228 1 0 0 Show labels Add ▾

- License Compliance - Complete to Loveable** gitlab-org#1899 1 29 Category:License Compliance devops secure group composition analysis
 - maturity lovable
 - product category
- License Compliance (License Scanning) - Minimal to Viable (again)** gitlab-org#1662 13 153 1 0 0 Category:License Compliance devops secure
 - group composition analysis
 - maturity complete
 - product category
- Engineering Research: How do we advance alternate license scanning** gitlab-org#2713 0 12 1 0 0 Category:License Compliance devops secure
 - group composition analysis
- Add scala / sbt to license compliance** gitlab-org#7325 0 0 Category:License Compliance group composition analysis
- Add yarn asdf plugin to license scanning** gitlab-org/gitlab#329542 Backlog Accepting merge requests Category:License Compliance
 - Enterprise Edition
 - GitLab Ultimate
 - backend
 - customer
 - devops secure
 - group composition analysis
 - section sec
 - type feature
- license compliance performance** gitlab-org#2609 0 2 Category:License Compliance devops secure group composition analysis
 - performance
- Document how users can add to our snyk mapping library**

Add a to do >>

Start date ? Edit
 Fixed: None
 Inherited: May 7, 2018

Due date ? Edit
 Fixed: None
 Inherited: May 17, 2022

Labels Edit
devops secure group composition analysis Category:License Compliance product category

Confidentiality Edit
 Not confidential

Ancestors
None

6 participants

Notifications

Visible relationships & traceability between parent & child items



GitLab.org

- Group information
- Epics** 4.6k
- List
- Boards
- Roadmap
- Issues 62k
- Merge requests 2.3k
- Security & Compliance
- Kubernetes
- Packages & Registries
- Analytics
- Wiki

« Collapse sidebar

GitLab.org > Epics > &659

Closed Created 3 years ago by **Fabio Busatto**

Reopen epic

New epic

Rename License Management to License Compliance



Description

GitLab License Management will be renamed into GitLab License Compliance in GitLab 12.0.

This is a better name to clarify what the feature is for, it aligns with existing market terminology and solves confusion with internal licensing management (licenses for GitLab.com subscriptions).

We discussed and agreed on this change in <https://gitlab.com/gitlab-org/gitlab-ee/issues/8687>.

Users ([ux-research#80 \(closed\)](#)) and analysts ([gitlab-com/marketing/general#3223 \(closed\)](#)) agree on this change.

Proposal

The new name will be used as the default and officially supported everywhere. The old name will still work for backward compatibility and will be removed in next major release of GitLab (13.0). Though CI job generating the report itself has nothing to do with compliance. This is why we are renaming it to `License Scanning` on the technical side.

Edited 1 year ago by Nicole Schwartz

Epics and Issues Roadmap

📄 1 📄 14 📄 18

Show labels

Add ▾

Remove code for 'license_management'

gitlab-org/gitlab#8912 13.0

Category: License Compliance

Enterprise Edition

GitLab Ultimate

backend

breaking change

devops secure

group composition analysis

quad-planning

complete-no-action

type feature

Add a to do



Start date ?

Edit

Fixed: None

Inherited: Jul 8, 2019

Due date ?

Edit

Fixed: None

Inherited: Aug 17, 2020

Labels

Edit

devops secure ✕

group composition analysis ✕

type feature ✕

Category: License Compliance ✕

direction ✕

Confidentiality

Edit

Not confidential

Ancestors

License Compliance category vision

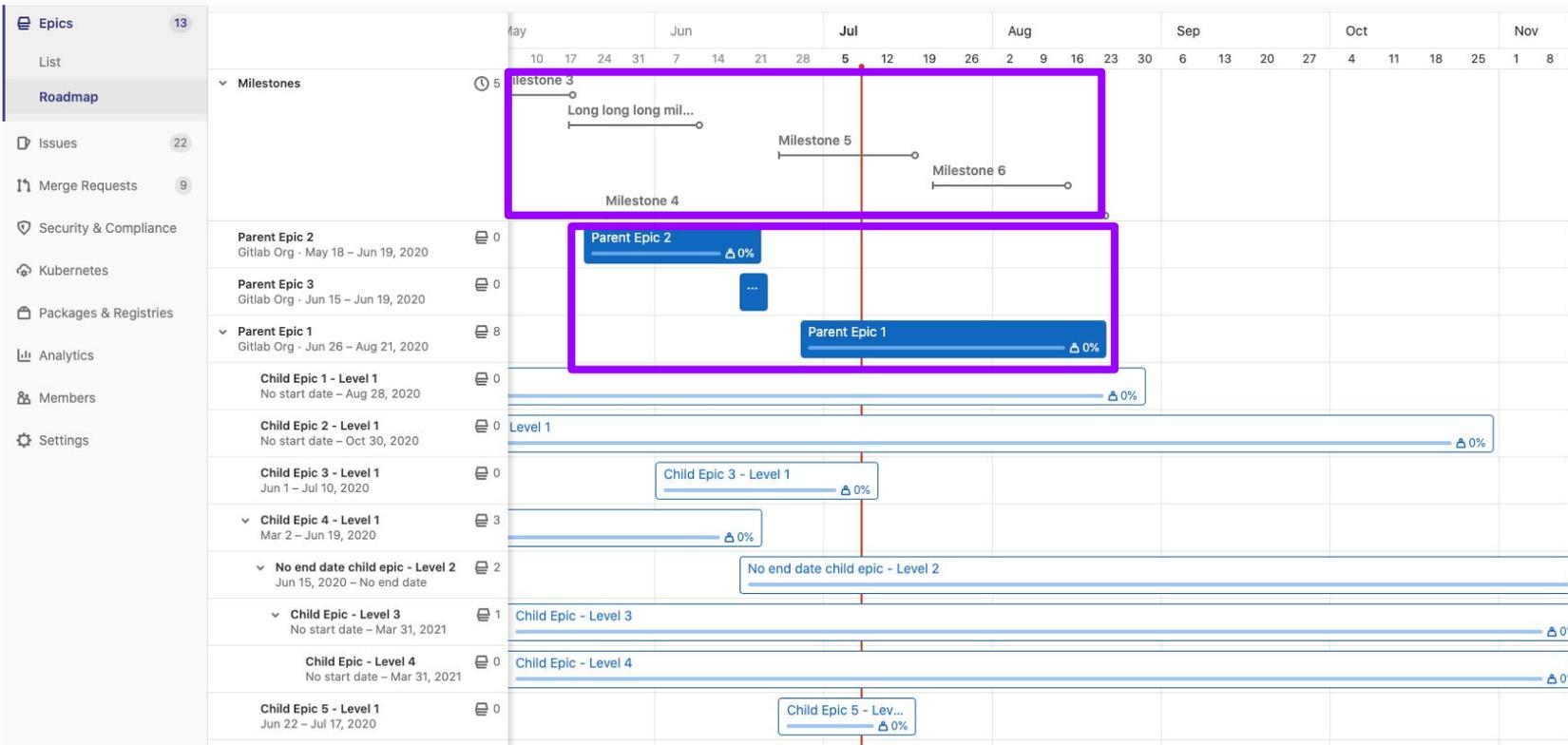
License Compliance (License Scanning) - Minimal to Viable (again)

Visualize delivery of Epic over time via Roadmaps



Roadmaps & Epics

Track progress and report on high-level status. Drill down into individual projects and issues to manage cross-project dependencies and distribute resources.



Plan & Track Projects & Releases with *Milestones*



GitLab.org > Milestones

Open 32 Closed 1085 All 1117

Filter by milestone name

Due soon

New milestone

13.4 - Group Milestone

Aug 18, 2020–Sep 17, 2020

Expired

GitLab.org

1798 Issues · 4069 Merge Requests

97% complete

Close Milestone

13.5 - Group Milestone

Sep 18, 2020–Oct 17, 2020

Expired

GitLab.org

1683 Issues · 3882 Merge Requests

94% complete

Close Milestone

13.6 - Group Milestone

Oct 18, 2020–Nov 17, 2020

GitLab.org

2497 Issues · 3692 Merge Requests

43% complete

Close Milestone

13.7 - Group Milestone

Nov 18, 2020–Dec 17, 2020

Upcoming

GitLab.org

837 Issues · 100 Merge Requests

5% complete

Close Milestone

13.8 - Group Milestone

Dec 18, 2020–Jan 17, 2021

Upcoming

GitLab.org

337 Issues · 2 Merge Requests

2% complete

Close Milestone

Track Issues & corresponding code (MRs) in a Milestone



GitLab **Next** Projects Groups More GitLab Search or jump to...

GitLab.org

- Group overview
- Epics 2,000
- Issues 35,608
- List
- Boards
- Labels
- Milestones
- Merge Requests 2,116
- Security & Compliance
- Packages
- Analytics
- Members

GitLab.org > Issues

Open 1,354 Closed 816 All 2,170

Recent searches Milestone = %12.8 x Created date

Update Imported groups visibility levels to be closest allowed level on group creation
gitlab#205309 - opened 4 hours ago by George Koltsov 12.8 bug devops::manage group import group::import workflow::In dev 1 updated 2 hours ago

Support `license_scanning` reports - Rename licensed feature
gitlab#205301 - opened 4 hours ago by Tetiana Chupryna 12.8 Category:License Compliance Deliverable Enterprise Edition GitLab Ultimate backend backstage devops::secure group::composition analysis sub-issue workflow::In dev updated 4 hours ago

12.8.202002121251-a725509f8e8.f4c3d4d0e63 QA Issue 0 of 9 tasks completed
gitlab-org/release/tasks#1214 - opened 7 hours ago by GitLab Release Tools Bot 12.8 QA task updated 1 hour ago

Update group_import_export.yml excluded_attributes to exclude some of group attributes
gitlab#205249 - opened 7 hours ago by George Koltsov 12.8 bug devops::manage group import group::import workflow::In dev 1 updated 2 hours ago

Large log entry in api_json.log due to logging all repository commits
gitlab#205237 - opened 7 hours ago by John Jarvis 12.8 P3 S3 production request team::Scalability 7 updated 6 hours ago

Investigate limit on number of columns per table
gitlab#205232 - opened 8 hours ago by Andreas Brandl 12.8 database gitlab.com group::database 6 updated 2 hours ago

Broken `master` in ee/spec/requests/api/issue_links_spec.rb:52 | API::IssueLinks POST /links when authenticated given target project not found returns 404
gitlab#205219 - opened 8 hours ago by Rémy Coutable 12.8 Engineering Productivity P1 S1 api bug ci-build issues master:broken 7 updated 7 hours ago

Investigate use of Percentage of Actors Flipper Feature 0 of 6 tasks completed
gitlab#205206 - opened 9 hours ago by Alper Akgun 12.8 devops::growth group::conversion 1 updated 9 hours ago

End to End Failure for `qa/specs/features/ee/browser_ui/3_create/design_management_spec.rb` | Create Design management user adds a design and annotation
gitlab#205205 - opened 10 hours ago by Mark Fletcher 12.8 Feb 26, 2020 Category:Design Management P1 QA Quality S1 bug devops::create found:master merge requests 4 updated 1 hour ago

Investigate "create_merge_request_spec" smoke test taking too long in review-qa-smoke jobs
gitlab#205199 - opened 11 hours ago by Sanad Liaquat 12.8 QA Quality bug 21 updated 37 minutes ago

Track Milestone progress with Burndown Charts

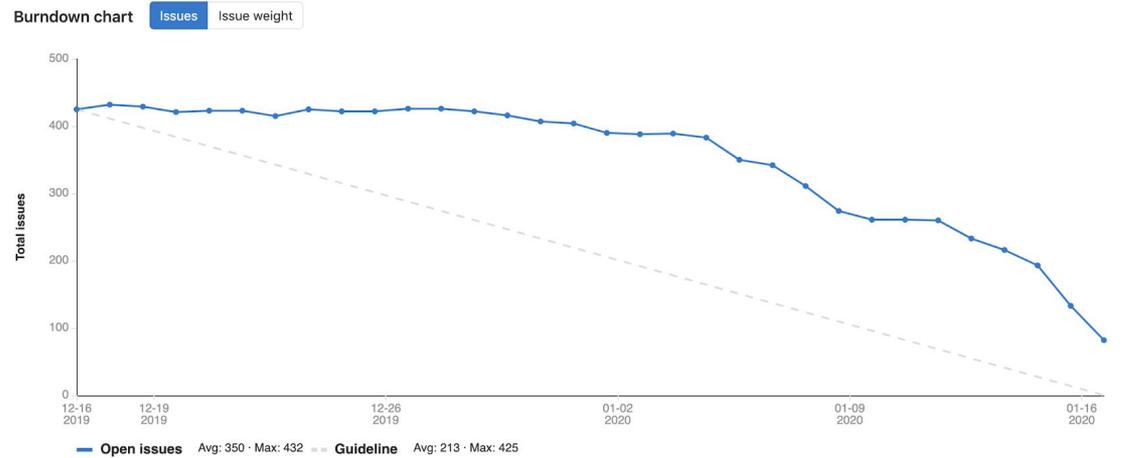


- GitLab.org
- Group overview
- Epics 2,001
- Issues 35,608
- Merge Requests 2,117
- Security & Compliance
- Packages
- Analytics
- Members

GitLab.org > Milestones > 12.7
Past due Milestone Dec 17, 2019–Jan 17, 2020 Edit Close milestone Delete

12.7

Some issues can't be shown in the burndown chart, as they were closed on an older GitLab version before data was recorded. [About burndown charts](#)



Issues 997 Merge Requests 1812 Participants 288 Labels 502

Unstarted Issues (open and unassigned)	13	Ongoing Issues (open and assigned)	62	Completed Issues (closed)	922
--	----	------------------------------------	----	---------------------------	-----

92% complete

Start date
Dec 17, 2019

Due date
Jan 17, 2020 (Past due)

Issues 997
Open: 75 Closed: 922

Time tracking
Estimated: 4h

Total issue weight
701

Merge requests 1812
Open: 19 Closed: 152 Merged: 1641

Reference: %"12.7"

Plan & Track Milestone deliverables via *Group Issue Boards*

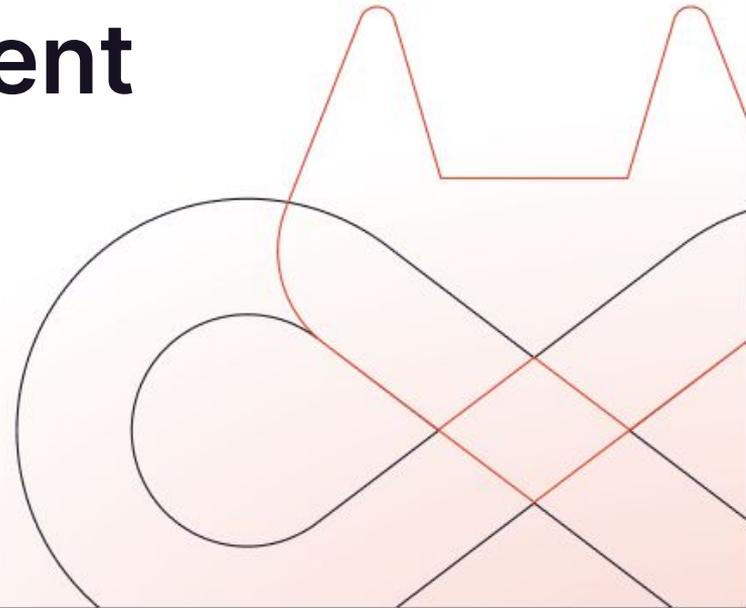


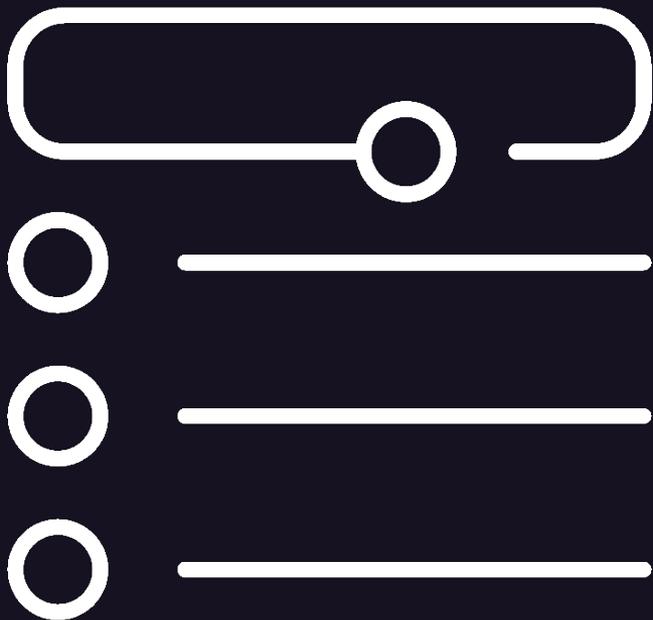
The screenshot displays the GitLab Group Issue Boards interface. At the top, the navigation bar includes the GitLab logo, the text "Next", and menu items for "Projects", "Groups", and "More". A search bar is present with the text "Search or jump to...". Below the navigation bar, the page title is "GitLab.org > Issue Boards".

The main content area is divided into several columns and sections:

- Portfolio Manage...:** A search filter box containing the text "Label = ~\"group::portfolio management\"".
- Open 125 104:** A vertical sidebar on the left showing the number of open issues.
- Backlog 146 56:** A vertical sidebar on the left showing the number of backlog issues.
- Next 3-4 releases 0 0:** A vertical sidebar on the left showing the number of issues in the next 3-4 releases.
- Workflow::start:** A card with 14 issues and 3 watchers. It contains several issue cards with labels like "Accepting merge requests", "Category:Epics", "devops::plan", "feature", and "group::portfolio management".
- 12.5:** A card with 2 issues and 2 watchers. It contains two issue cards: "Roadmaps - UX Research" and "Private group EPIC info visible for former sub group owners".
- 12.4 0 0:** A vertical sidebar on the left showing 0 open and 0 backlog issues.
- 12.3 0 0:** A vertical sidebar on the left showing 0 open and 0 backlog issues.
- Closed 203 186:** A card with 203 closed issues and 186 watchers. It contains several issue cards with labels like "Create issue from epic", "Automatically update widget when creating a new epic or issue from an epic", "Add filtering issues by epics to the epics finder", and "Extend Issues/Epics counter tooltip to include number of open & closed items".

Agile Project Management





Project Management

- Projects
- Issues
- Milestones
- Burndown Charts
- Labels
- Boards, Project Level
- Cycle Analytics

Define User Stories using *Issues*



GitLab

- Project information
- Repository
- Issues** 42,667
- List
- Boards
- Service Desk
- Milestones
- Iterations
- Requirements
- Merge requests 1,338
- CI/CD
- Security & Compliance
- Deployments
- Monitor
- Infrastructure
- Packages & Registries
- Analytics
- Snippets

GitLab.org > GitLab > Issues > #7968

Closed Created 3 years ago by **Fabio Busatto** Contributor Reopen issue

Improve usefulness of results by comparing license compliance entries in case-insensitive mode

Problem to solve

Entries coming from the license management report are compared with the project `policy` list to see if they are approved, blacklisted, or still not defined.

This is good, but the comparison is done with exact matching between the two lists. It means that if we have a license named `BSD` and a policy entry named `bsd`, they will not match.

As a user, I'd expect the comparison to be case insensitive and match.

Further details

This reflects also in the way we check for duplicates when entering new licenses in the policy list, so we should take care also of that.

Proposal

Compare items in case-insensitive mode, so `BSD` and `bsd` will match.

Notes

This should leverage the changes we did to move of the report logic into the backend so that this work can be done in only one place.

Edited 2 years ago by Nicole Schwartz

📎 Drag your designs here or [click to upload](#).

Linked issues 0 +

Related merge requests 7

- Perform case insensitive diff on license names !16335 12.3
- Display correct approval status icon next to license !17613 12.4
- Test case-insensitive client side match gitlab-examples/secu... !21
- Demo - Add mixed case license that should be blocked gitlab-examples/secu... !25

Add a to do

2 Assignees Edit

Epic License Compliance - Minimal to Viable Edit

Milestone 12.4 (expired) Edit

Iteration None Edit

Time tracking No estimate or time spent

Due date None Edit

Labels `davops` `secure` `group` `composition analysis` `type` `feature` `Category:License Compliance` `Deliverable` `Enterprise Edition` `GitLab Ultimate` `backend` `frontend` `missed-deliverable` `missed:12.3`

Weight 8 - remove weight Edit

Health status None Edit

Confidentiality Not confidential Edit

Collaborate and track development of a User Story



The screenshot displays the GitLab web interface. The top navigation bar includes the GitLab logo, the text "GitLab Next", and navigation links for "Projects", "Groups", and "More". A search bar is located on the right side of the top bar. The left sidebar contains a navigation menu with options like "Project overview", "Repository", "Issues" (with a count of 26,137), "Merge Requests" (with a count of 1,018), "CI / CD", "Security & Compliance", "Operations", "Packages", "Analytics", "Snippets", and "Members".

The main content area is divided into two sections. The top section, titled "Related merge requests" with a count of 7, lists several merge requests with their titles, IDs, and status icons. The bottom section, titled "Discussion" with a count of 25, shows a conversation between users. The discussion includes a comment from Fabio Busatto, a comment from Gilbert Roulot, and a comment from Andy Volpe. The discussion is highlighted with a blue border.

The right sidebar contains a "To Do" section with an "Add a To Do" button. Below this, there are sections for "2 Assignees", "Epic License Compliance - Minimal to Viable", "Milestone 12.4", "Time tracking" (showing "No estimate or time spent"), "Due date" (set to "None"), "Labels" (including "Category:License Compliance", "Deliverable", "Enterprise Edition", "GitLab Ultimate", "UX ready [DEPRECATED]", "backend", "devops::secure", "feature", "frontend", "group::composition analysis", "missed-deliverable", and "missed-12.3"), "Weight" (set to "8 - remove weight"), and "Confidentiality" (set to "Not confidential").

Issue Example - Marketing events



Open | Opened 2 months ago by Marc Kriz | 0 of 37 tasks completed

Close issue

New issue

WIP - Geoint 2019 - June 2-5



- Event Name: Geoint 2019 - June 2-5
- Location: San Antonio, TX
- Event website: <https://usgif.org/events/geoint-symposia>
- Justification for wanting to sponsor the event (please be as detailed as possible): Among the attendees were 847 government and military personnel, including 264 employees of the National Geospatial-Intelligence Agency (NGA), 58 representatives from U.S. Special Operations Command (USSOCOM), and 53 members of the U.S. Air Force. There were 314 international attendees representing 36 countries. Among this year's attendees were 206 young professionals and 113 participants from academia.
- If we went last year, link to SF.com campaign:
 - I wasn't sure if there was a campaign but here is the link for last year's event: [general#1649](#) (closed)

Everything below this section will be updated once the event has been approved.

Event Details

- SFDC campaign:
- Location:
- Speakers:
- Number of Attendees:
- Staffing Needs:
- Sponsorship:
- Lodging:
- Expo Center:
- Dress code:
- Audience Demographics/ Breakdown:
- Goals:
- Other Benefits of attending/ sponsorship:
- Total costs (sponsorship + travel + collateral + etc.):

Invitation plan:

- Review the [Field Marketing handbook](#) on how to add members to a campaign & have marketing send an email for you.
- Will marketing send email on SALs behalf: Y/N

Campaign Checklist - Marketing Programs

- Event budget:

Speaker Checklist

- Speaker brief + bio sent
- Slides reviewed by content and design
- Speaker Slides Sent (Deadline:)
- Speaker final run through scheduled

Outreach Checklist/ At Event Meeting Plan - Marketing Programs (w/ Mktg OPS support)

- Calendar links provided to XDR team for outreach- Create Meeting Schedule in outreach
- [Client Meeting Prep Template](#) must be completed for every on site meeting by AE
- Target customers/ prospects identified

Post Event:

- Leads shared with team (24 hours after event close)
- Leads uploaded to campaign and list locked (all changes after lock to be made in SFDC)
- Sales notified of lead/contact assignments - auto-assign to match named accounts
- After event follow up launched
- After event survey sent

Event Checklist

- Contract Signed
- Event added to Events Cal and Events page
- Invoice paid
- Artwork sent
- Booth Artwork sent
- Slack channel created and attendees invited
- Planning spreadsheet (included travel, booth duty, meetings...)
- Tickets allocated
- Attendee directory from organizers
- Press list sent
- Badge scanners
- AV ordered
- Furnishings ordered
- Electrical if needed
- Booth duty scheduling
- Social media copy written and scheduled [@evhoffmann](#)
- Flights/ transport booked- added to spreadsheet
- Booth slideshow/ demo (shared with staff)
- Final prep meeting scheduled
- Event post mortem scheduled
- After event follow up set up in Marketo

Swag checklist:

Issue Example - Employee Onboarding



Onboarding Kevin Chasse, Starting January 24th, as Federal Technical Account Manager

Welcome to your onboarding issue! We are so excited you're here! As a new GitLabber, you will use GitLab as part of your job, and if you come from a non-technical background, this might be new to you. At times the onboarding issue might feel overwhelming, but if you have any questions along the way, please feel free to ask [People Ops](#), your manager, or anyone else at GitLab in the [#questions channel](#) on [Slack](#), our chat communication tool. If you have any questions or suggestions about onboarding, please feel free to create an issue on the [People Ops issue tracker](#) or a merge request for [this template](#) and assign it to People Ops to make this documentation better for the next new team member (you will learn more about how to do that as you progress through this issue!).

The onboarding issue is broken out into what your ("New team member") responsibilities are, what your manager's ("Manager") responsibilities are, and what our People Ops team's ("People Ops") responsibilities are. Just focus on "New Team Member," and don't feel you need to rush through it or complete each and every task on the required day. If you can't move forward with your onboarding tasks because People Ops, your manager, or your buddy haven't checked tasks they are responsible for, don't hesitate to send them a reminder!

In addition to general onboarding, you may have department- or role-specific tasks to complete. See below main section for details.

Before Starting at GitLab

1. [People Ops](#): Once the offer letter or contract is signed, create a **confidential** issue called 'Onboarding (NAME), starting (DATE), as (ROLE)' in the [People Ops Employment issue tracker](#) with relevant lines of the master checklist, and choose the [onboarding](#) label, /cc [@brittany](#), [@ahermann](#)
2. [Manager](#) is [@klawrence](#), buddy is [@sengehard](#), and People Ops is tackled by [@ahermann](#). Assign this issue to the People Ops team member and the hiring manager.
3. [People Ops](#): Send an email to the chosen buddy letting them know that they have been chosen, and include a link to the onboarding issue.
4. [Buddy](#): Schedule video call for first day to introduce yourself, and make sure they know that if they have questions, they can come to you. Check with the new team member if they will need help setting up their SSH key and installing a Shell ready for using Git locally. You may need to set up an additional meeting for this step. But your main job as a buddy will be to direct them to the right parts of the handbook, and/or encourage them to ask their questions of the wider group on chat, etc.
5. [Manager](#): Assign a member of your team to act as a buddy during the second week at GitLab. This should be someone who can act as a trainer to help get the new team member up to speed with the team workflow/priorities etc.
6. [People Ops](#): If the team member is outside of the US, confirm that the new team member is not on any known [Denied Party List](#) add their name to the "Denied Parties List" Google Doc.
7. [Google account](#)
 1. [People Ops](#): Log on to the [Google Admin console](#) and verify [first.initial.last.name\[at\]gitlab.com](#) is not conflicting with a current account. Click the + sign to create an account for the new team member, and email the instructions to new team member's private email address.
 2. [People Ops](#): Add new Google user to the 'Disable 2FA' group under the Groups tab to disable 2FA for them.
 3. [People Ops](#): Add new user to proper regional group through the admin console.

Week 2

Git Basics

Goal: Become more familiar with git and GitLab basics

1. [Try Git](#) if you aren't already familiar
2. [Review the Git basics training materials](#) commonly delivered by Professional Services

GitLab General Knowledge

Goal: Understand how GitLab is used by our customers

1. [Understand GitLab Flow](#) and why it's different from [Git flow](#) and [GitHub flow](#)
2. [Learn about GitLab Namespaces](#)
3. [Review the GitLab Basics](#) that you don't feel comfortable with. Pay special attention to:
 - [Command line basics](#)
 - [Creating SSH keys](#)
 - [Creating a branch](#)
 - [Creating a merge request](#)
4. [Take a look at how the different GitLab versions compare](#)
5. [Learn the differences between Core and Enterprise](#)
6. [Review the various features of GitLab](#)
7. [Review the basics of GitLab HA and GitLab GEO](#)
8. [Watch video: GitLab Security solutions](#)
9. [Watch video: GitLab HA-GEO infrastructure benefits](#)
10. [Watch video: GitLab Services](#)
11. [Watch video: GitLab custom in-app monitoring for Value Stream Mapping](#)
12. [Read: GitLab blog highlighting use of GitLab for Agile](#)

Customer Success Group Activities

1. [Shadow 2-3 calls](#) with a team member in your Customer Success team (SA, TAM or IE).
2. [Shadow at least 1 call](#) with each of the OTHER Customer Success teams

Support Group Activities

1. [Review the GitLab Support documentation](#)
2. [Review the process for support tickets](#)

Other Teams

Goal: Get to know how other teams at GitLab help our product and customers

1. [Take a look at the GitLab.com Team page](#) to find the resident experts in their fields



Update messaging on main page

Business Value

Proper messaging and a consistent user experience will *delight* our Customers and keep them coming back wanting more!

Tasks

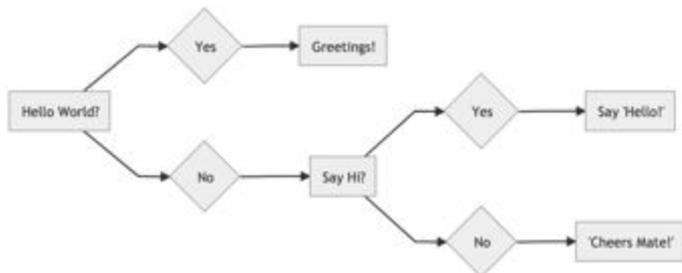
- Get correct messaging with Product, @ChloeHdz
- Verify spelling with Tech Writer, @vehernandez
- User Experience
- Get correct Corporate color code for red
- Write WCAG 2.0 / ADA color tests

Code Fix Suggestion

```
background-color: #880000;
```

```
message = "Hello GitLab World!"
```

Workflow



- *Issue description*
- *Tasking*
- *Diagramming done with [Mermaid](#) integration with Markdown*

Plan Sprints using *Issue Boards*



GitLab Projects Groups More

The Atomic Lab > The Quark App > Issue Boards

Sprint Plan Search or filter results... Show labels Edit board Add list Add issues

Sprint 1 8 32

- Update landing page with corporate logo and color scheme
P1 workflow::Doing #1 Jan 28 3h 2
- Force Code Quality job to pass
workflow::Doing #4 2
- Using TODOs in code for code quality
workflow::To Do #5 2
- Investigate vulnerability: X-Content-Type-Options Header Missing
P1 Vulnerability workflow::To Do #6 8
- In every revolution there's always one man with a vision...
Pending workflow::Done #9
- TK-421, why aren't you at your post? TK-421
P3 Pending workflow::Done #8

Sprint 2 10 0

- A journey of a thousand miles begins with one step
#13
- Live long and prosper
#15
- If we're not back by morning
#11
- Never have so many owed to so few
#12
- Tuesday Import Defect
#39
- That's no moon
#14
- Investigate vulnerability: Password in URL
#16
- Quick Status Check
#17

Sprint 3 9 0

- Quick Status Check
#20
- Enter RMA
#21
- Inventory Levels Off in Warehouse
#22
- Add Shipping Notes
#23
- View Daily Call Count
#24
- Hold Order
#25
- Pick Lists Reversed
#26
- Update RMA
#27

Sprint 4

- Multiple Ship-To's
#29
- Calculate Tax
#30
- Delete RMA
#31
- Partial Shipments Double
#32
- Calculate Shipping
#33
- Shipping Notes
#34
- Forgotten Passwords
#35
- Field Completion
#36

Open 80 0

Project overview
Repository
Issues 117
List
Boards
Labels
Service Desk
Milestones
Merge Requests 1
CI / CD
Security & Compliance
Operations
Packages
Analytics
Wiki
Snippets
Settings
Collapse sidebar

Scrum and Kanban *Issue Boards* as Information Radiators



The screenshot displays the GitLab Issue Boards interface for the project 'The Quark App'. The top navigation bar includes 'GitLab', 'Projects', 'Groups', 'More', and a search bar. The main header shows the project path 'The Atomic Lab > The Quark App > Issue Boards'. A 'Workflow' dropdown menu is highlighted with a red box. Below the header, there are controls for 'Show labels', 'Edit board', 'Add list', and 'Add issues'. The main area is divided into four columns representing different stages of the workflow:

- workflow::To Do**: Contains four issues:
 - Issue #5: 'Using TODOS in code for code quality' (Sprint 1, 2 assignees)
 - Issue #6: 'Investigate vulnerability: X-Content-Type-Options Header Missing' (P1, Sprint 1, Vulnerability, 8 assignees)
 - Issue #10: 'Ask not 'what your country can do for you'' (Sprint 1, 5 assignees)
 - Issue #7: 'Take the Red Pill...' (Dev Only, P2, Sprint 1, 13 assignees)
- workflow::Doing**: Contains two issues:
 - Issue #1: 'Update landing page with corporate logo and color scheme' (P1, Sprint 1, Jan 28, 3h, 2 assignees)
 - Issue #4: 'Force Code Quality job to pass' (Sprint 1, 2 assignees)
- workflow::Done**: Contains two issues:
 - Issue #9: 'In every revolution there's always one man with a vision...' (Pending, Sprint 1)
 - Issue #8: 'TK-421, why aren't you at your post? TK-421' (P3, Pending, Sprint 1)
- Closed**: Contains two issues:
 - Issue #2: 'Update Quark App project information' (Dev Only, Sep 24, 2019, 1 assignee)
 - Issue #3: 'Reset demo environment' (Dev Only, P1, Sep 25, 2019, 2 assignees)

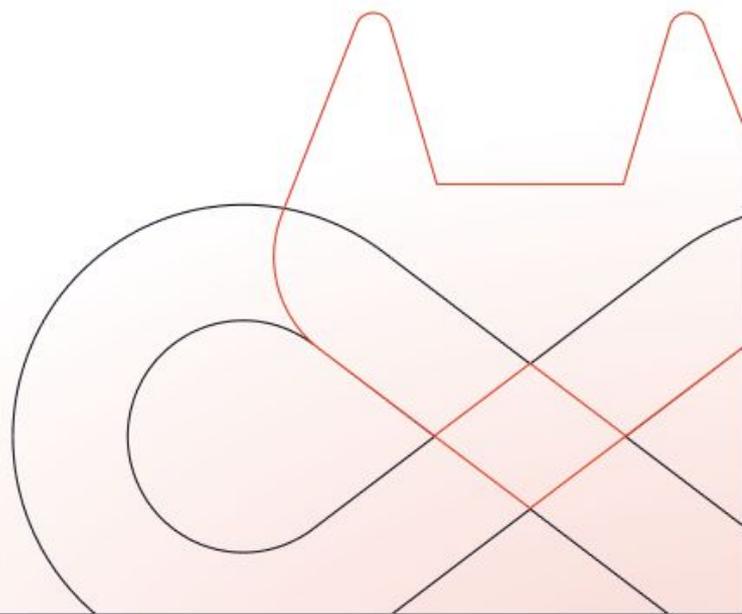
A vertical sidebar on the left shows navigation icons and a 'Open' count of 108.

Capture Project Information with Wikis



The screenshot displays the GitLab interface for a Wiki page titled "1. Agile Process" within the "The Quark App" project. The left sidebar shows navigation options like "Project overview", "Repository", "Issues", "Merge Requests", "CI / CD", "Security & Compliance", "Operations", "Packages", "Analytics", "Wiki", "Snippets", and "Settings". The "Wiki" link is highlighted with a blue box. The main content area shows the page title "1. Agile Process", last edited by Victor Hernandez 4 months ago, and buttons for "New page", "Page history", and "Edit". Below the title is an "Introduction" section and a "Table of Contents" with a list of sub-topics. The "Abstract" section follows. The right sidebar contains a "Clone repository" button and a table of contents for the current page, with the "1. Agile Process" section highlighted by a blue box. The table of contents lists sub-topics like "1.1 Agile Principles and Manifesto", "1.2 What is Scrum?", "1.3 Scrum Artifacts and Definitions", "1.4 Using Scrum", "1.4.4 Sprint Retrospective Template", "Home", "x Quark App Resources", "x.1 The Front Page", "x.2 Issue Template", "x.3 Full GitLab Flow", "x.4 Release Schedule The 22nd", "x.5 GitLab OOTB Reports", and "x.6 Lock Path to Production Approach 1". A "More Pages" button is located at the bottom of the right sidebar.

What We Learned...





- **Using GitLab for Agile Software Development**

<https://about.gitlab.com/2018/03/05/gitlab-for-agile-software-development/>

- **GitLab Agile Planning**

<https://about.gitlab.com/solutions/agile-delivery/>

- **SAFe and Agile Planning with GitLab**

<https://youtu.be/PmFFlTH2DQk>

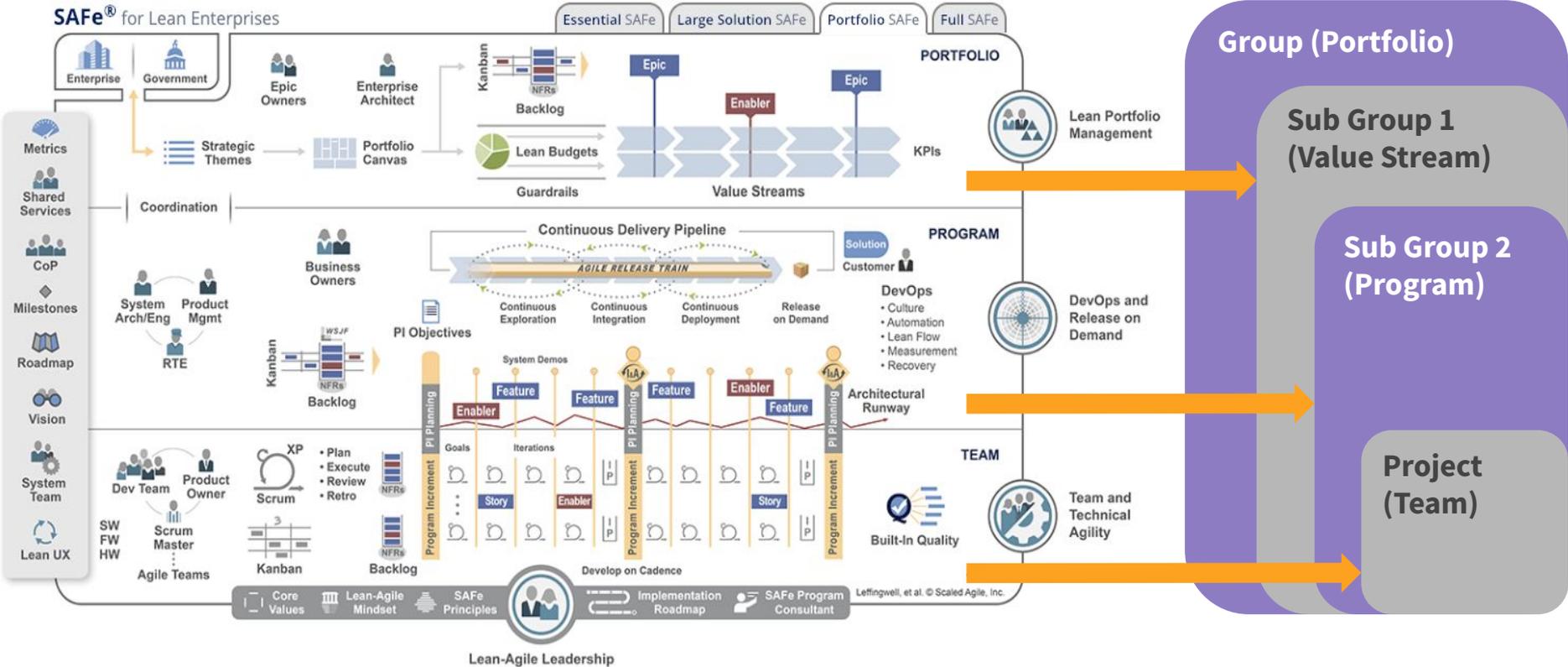
Thank you!



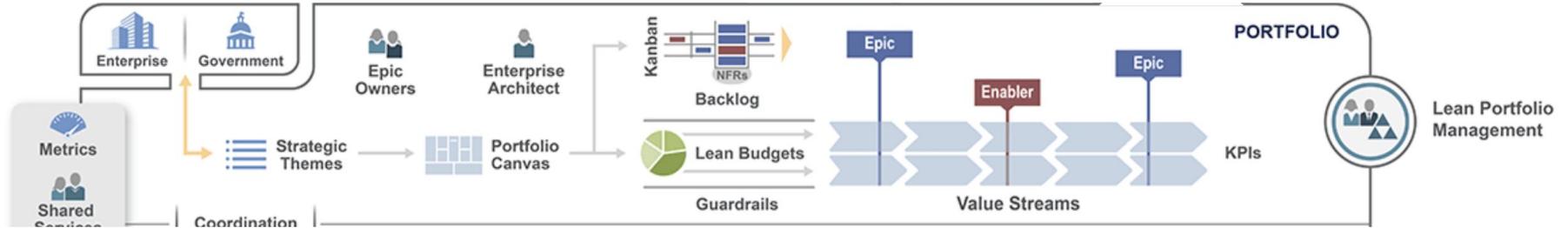
Scaled Agile Framework (SAFe)



Portfolio SAFe in GitLab



Portfolio (Group)



Epics & Enablers (*Epics*)

Strategic Themes (Group *Labels*)

Backlog (*Boards*)

Value Streams (*Sub Groups*)

Portfolio Canvas, Backlog (*Project*)

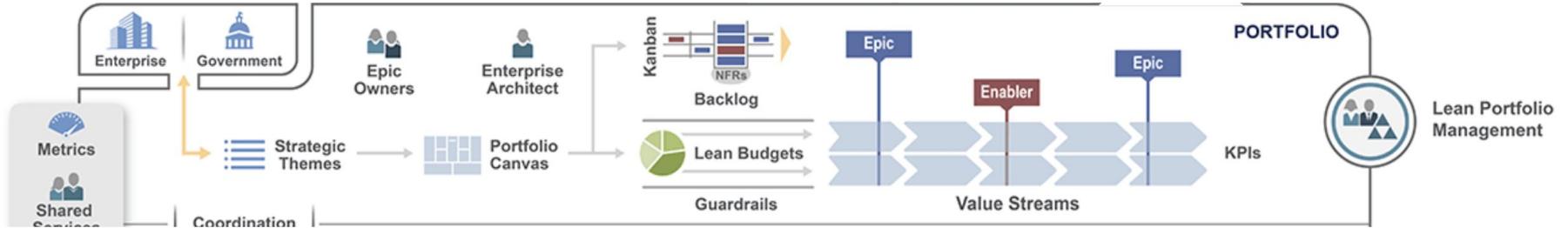
Issues & Discussion

Labels (Project level)

Boards (Project level)

Portfolio (Group)

Value Streams (Sub Groups)



Solution Train (*Milestone*)

Group *Labels*

Backlog (*Boards*)

Add'l SAFe Levels (*Sub Groups*)

Solution Backlog & Context (*Project*)

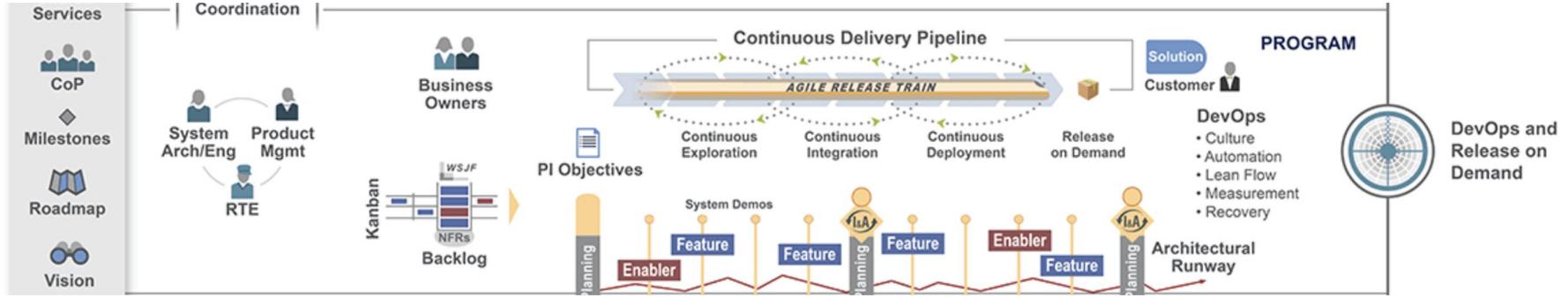
Issues & Discussion

Labels (Project level)

Boards (Project level)

Value Stream
(Sub Group 1)

Program & Team (Sub Groups)



Agile Release Train (<i>Milestone</i>)	Agile Team, Systems (<i>Project</i>)	Issues & Discussion	Program <i>(Sub Group 2)</i>
ART (<i>Group Labels</i>)		Labels (Project level)	
ART, Backlog (<i>Boards</i>)		Boards (Project level)	
Program Increment (<i>Milestone</i>)			

Agile Team & Application (Project)

