CDAO Agile Adoption Feedback Questionnaire ∅

Thank you for your participation. You were identified by your team lead as a member of a data, analytics, or AI product team to complete this data call in support of the Data, Analytics, and Artificial Intelligence (AI) Adoption Strategy. The purpose of this data call is to identify strengths and weaknesses of current services and make improvements in service delivery based on feedback. The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, and efficiency of service.

On the next page, please enter your Unique Team Identifier located in the same email with the link to this data call questionnaire.

This data call should take no more than 15 minutes to complete. There are no "right" answers, so please answer the questions as accurately as you can.

Please be aware of the following terminology when responding to the questions:
• Product and/or Service – a data, analytics, or AI asset or platform, including reports, dashboards, datasets, AI models, algorithms, software applications, and supporting infrastructure.
• Feature – a component of a product and/or service
• Update – changes/improvements to a product and/or service
• Agile – software development approach that is characterized by regular releases of working software through iterative and incremental development cycles

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* Required

Your Information

1. Enter your team ID from the email provided by your POC. *

[   ]

2. What is the name of the data & analytics product and/or service team you support?

[   ]

3. What is your role/title on the team? *

[   ]

4. What product type does your team predominantly support? *

○ Data Dashboard or

Visualization ○ Dataset /

Database

○ AI Solution

○ Algorithm/Predictive

Model ○ Data

Management Platform ○

AI/ML Platform

○ Analytics and BI

Platform ○

Infrastructure/Hosting

○ Software Application/Web Tools

○ Product Type Not Listed (Specify

○ below) We support multiple

products

5. Specify product type your team supports

[   ]

6. How many years have you been in your current role? *

○ Less than 1

year ○ 1-2 years

○ 2-5 years

○ 5-10 years

○ More than 10 years

7. How many years of overall experience do you have? *

○ Less than 1

year ○ 1-2 years

○ 2-5 years

○ 5-10 years

○ More than 10 years

8. How many years have you worked in the DoD? *

○ Less than 1

year ○ 1-2 years

○ 2-5 years

○ 5-10 years

○ More than 10 years

9. Which option best describes your status within the DoD? *

○ Civilian

employee ○

Military

○ Contractor

○ Other (Specify below)

10. Specify your status within the DoD

[   ]

Speed

11. How often do you incorporate user feedback during product and/or service design / pre- production? *

○ We do not incorporate user feedback during product/service design / pre-

production. ○ We rarely incorporate user feedback during product/service

design / pre-production.

○ We sometimes incorporate user feedback during product/service design / pre-

production. ○ We often incorporate user feedback during product/service design /

pre-production.

○ We always incorporate user feedback during product/service design / pre-production.

12. What is the average time to deliver trial versions / prototypes of prospective products and/or services for iteration and/or user feedback? (Note: provide average time between initiation of the concept to delivery of the trial version / prototype.) *

○ We do not deliver trial versions / prototypes of

products/services ○ More than 6 months

○ Between 3 and 6 months

○ Between 1 and 3

○ months Less than 1

month

13. What is the average time from concept initiation to wide release of a new product and/or service? *

○ More than 2 years

○ Between 1 and 2 years

○ Between 6 months and 1 year

○ Between 3 and 6

○ months Less than 3

months

14. What is the average time to release an update to an existing product and/or service? *

     ○ We do not deliver product/service

updates ○ More than 6 months

     ○ Between 3 and 6 months

     ○ Between 1 and 3

     ○ months Less than 1

       month

15. How often do you use automation capabilities (e.g., for testing, deployment, etc.) and/or continuous integration and continuous deployment (CI/CD) during product and/or service development? *

     ○ Never (all activities are manual from build to

release) ○ Rarely

     ○ Sometimes

     ○ Often

     ○ Always

Agility

16. Which of the following best describes your team's approach to product and/or service management? *

○ Our team delivers projects focused on achieving a pre-determined scope in a given timeline

○ Our team delivers projects focused on achieving a pre-determined scope in a given timeline that are mostly aligned to business/mission objectives

○ Our team fluctuates between both project and product management; we define product value and plan incremental improvements, but still manage most tasks as discrete projects

○ Our team delivers products that are improved/enhanced regularly but often with timelines that are greater than 3 months

○ Our team delivers products that are continuously improved/enhanced with shorter timelines (less than 3 months), focused on achieving incremental value to the mission/business user for each update.

17. Which of the following best describes your team's development operations (DevOps) ways of working? *

○ Development and operations are often the same staff and/or we do not have integrated ways of working between development and operations.

○ Handoffs occur between development and operations, with limited

collaboration. ○ Regular touchpoints occur between development and

operations per project.

○ Operations is considered early in development, and revisited/consulted in cases of major incidents.

○ Developers and operations act as one team, with dedicated roles in place (e.g., site reliability engineering, DevOps).

18. To what extent is the solution architecture or underlying infrastructure (including cloud and on-premise) optimized for agile/iterative software delivery? *

○ The architecture/infrastructure presents major challenges/roadblocks to agility.

○ The architecture/infrastructure has barriers to agility that can be overcome with effort.

○ The architecture/infrastructure is fully optimized and presents minimal barriers to agile delivery.

19. To what extent has your project team adopted agile practices? *

○ Our team has not adopted agile practices

○ Our team is starting to explore agile approaches (e.g., shorter timelines for product/update release, iteration based on user needs/changing dynamics, managing a prioritized backlog, etc.) for specific processes

○ Agile approaches are used, but inconsistently adopted and/or constrained by internal policies/practices

○ Near-full adoption, with plans to remove remaining barriers to full adoption (operational models, policies/processes, career paths/skills)

○ Our team is fully agile

20. Which of these scenarios best describes how decisions are made within your organization? *

○ All decisions that impact our team's work are centralized and

hierarchical. ○ Most decisions that impact our team's work are

centralized and hierarchical.

○ Some decisions are centralized while others are decentralized at lower levels of the organization.

○ Most decisions are decentralized and guided by empowered leaders, with minimal (but still present) centralized decision-making.

○ Empowered leadership provide guidelines and desired outcomes with decentralized decision-making at the lowest level possible.

21. To what degree does your team re-assess and re-prioritize new functionalities, features, and/or upgrades based on changing dynamics? *

○ Priorities are set upfront and not revisited.

○ Priorities are assessed and re-prioritized every 6 months

or longer. ○ Priorities are assessed and re-prioritized every

3 to 6 months.

○ Priorities are assessed and re-prioritized every 1 to 3 months.

○ Priorities are assessed and re-prioritized multiple times per month.

Learning

22. To what extent are your teams comprised of individuals with diverse/varied roles and skillsets? *

○ Our team is primarily focused on one specific task or area of expertise.

○ Our team is primarily focused on one specific task or area of expertise, but we will work with other teams as needed to bring in additional skillsets.

○ Our team has a mix of roles, both specialized and cross-functional (i.e., work across different

areas/skills). ○ Our team is largely cross-functional (i.e., work across different areas/skills) with

some specialized roles.

○ Our team is fully cross-functional (i.e., work across different areas/skills) where everyone has diverse skillsets.

23. To what extent do you typically document lessons learned from successes and failures of your product/service development and apply it to your future work? *

○ We do not document lessons learned.

○ We document lessons learned for some tasks, but do not apply in our future work.

○ We document lessons learned at the end of every task or when a product/service/update is delivered, but inconsistently apply it to future work

○ We document lessons learned at touchpoints throughout every product/service/update delivery and usually apply it to future work

○ We document lessons learned as appropriate throughout every product/service/update delivery and continuously and consistently apply it to future work

24. To what extent is user feedback for your products and/or services captured for however long the product/service exists and applied/adopted to future process, operations, and/or maintenance? *

○ Feedback from users is not captured for any product/service/update for however long the

product exists. ○ Feedback from users is inconsistently captured and not applied to future

operations.

○ Feedback from users is usually captured but rarely applied to future operations.

○ Feedback from users is often captured but only sometimes applied to future operations.

○ Feedback from users is always captured for however long the product exists, and continuously applied to future operations.

25. How do you manage and maintain a library of reusable assets (including code, features, models, templates, etc.)? *

○ No management of reusable assets

○ Informal management with limited

documentation ○ Managed library with basic

documentation

○ Managed library with comprehensive documentation and usage guidelines

○ Managed and maintained library with standardized coding practices and regular updates

Responsibility

26. Once identified, when can critical defects, issues, bugs, and/or problems be corrected in the product and/or service? *

○ Inconsistent and/or delayed response to address known

issues ○ Between 7-14 days

○ Between 3-7 days

○ Between 1-3 days

○ Within 1 day

27. What is the primary type of metric used to track progress of projects? *

○ Metrics are not formally tracked

○ Only output metrics (i.e., Measures of Performance) are tracked such as work completed, development speed, test results, etc.

○ Predominantly output metrics are tracked, with a few outcomes-based, mission/business focused metrics (i.e.,
Measures of Effectiveness) such as detailed quality requirements, measures based on user and stakeholder feedback, etc.

○ A mix of both output and outcomes-based metrics are tracked.

○ Predominantly outcome-based, business/mission focused metrics (i.e., Measures of Effectiveness) are tracked.

28. To what extent is compliance with applicable data governance processes tracked/monitored? Example data governance policies may be those related to data sharing and reuse, data standards, privacy, data quality, data collection ethics/bias, etc. *

○ Compliance with applicable data governance policies is never tracked/monitored

○ Compliance with applicable data governance policies is sometimes

tracked/monitored ○ Compliance with applicable data governance policies is

often tracked/monitored

○ Data governance policies are always tracked, monitored, and addressed but often via manual processes (e.g.,
email)

○ Data governance policies are always tracked, monitored, and addressed via automated processes/tooling (e.g., data catalog, workflow tools, etc.) as applicable.

29. How is the advisability of pursuing a proposed product/service/feature evaluated during the development and delivery lifecycle? Evaluation criteria can include ethical, safety, social/rights-impacting, reputational, and/or environmental impacts/risks. *

Note: "Advisability" refers to the appropriateness, wisdom, or suitability of deploying or using a particular product/service/feature in a given context. It involves assessing whether the implementation of the product/service/feature is a good idea given ethical considerations, risk and safety, and other impacts.

○   An advisability evaluation is not included in the development process.

○   Advisability is informally evaluated with stakeholders at the beginning of product/service/feature development.

○   Advisability evaluation is a part of the formal process to decide if a new product/feature/service will be pursued. However, there is no consistent evaluation criteria to assist with advisability determination.

Advisability evaluation is a part of the formal process to decide if a new product/service/feature will be pursued. ○   Decisions are consistently documented based on defined evaluation criteria (e.g., ethical, safety, social/rights-impacting, etc.)

○   Advisability is formally, consistently, and continuously reviewed across the product/service/feature development lifecycle, not just at the beginning. We actively manage/update the criteria used to evaluate advisability.

30. To what extent has your team leveraged DOD CDAO guidance and resources to support responsible AI development? Example resources may include policy/guidance, CDAO AI T&E Resources, RAI Toolkit, Joint AI Test Infrastructure Capability (JATIC), etc. *

○   We have not yet used DoD CDAO guidance/resources to support AI solution development/management.

○   We have tested, experimented, and/or identified potentially useful CDAO AI guidance/resources but have not implemented them.

○   We have implemented CDAO AI guidance/resources but have not consistently used them. ○   We consistently use CDAO AI guidance/resources in AI solution development/management.

○   We consistently use CDAO AI guidance/resources and have provided feedback for improvement.

31. Please specify which resources used for responsible AI development

[   ]

Final Question

32. Is there anything else you would like to share about your D&A product team?

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