Interacting with Scrum Teams

Or "Why should I care?"

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Why are we here?

"Every business is a software business now. Achieving a state of **Business Agility** means that the entire organization—*not just development*—is engaged in continually and proactively delivering innovative business solutions faster than the competition."

- Dean Leffingwell

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FRAMEWORKS

Do you care about...

Product profitability?

Applications actually meeting business needs?

Customer experience with digital products?

Performance of the tools you use every day?

Ensuring products meet security, legal or compliance standards?

Delivering value?

Delivering the right solutions at the right time?

Products staying on-brand?

Then you are a Stakeholder

APPLIED FRAMEWORKS

Have you experienced any of the following…

That's not what I wanted!

Plainmagazine

It was too late

Parksleepfly.com

LIKE TALKING TO A BRICK WALL

Flickr

Missed a business opportunity

Meme-Arsenal

APPLIED FRAMEWORKS

How do you feel about…

Staying competitive

Delivering working product frequently

Satisfying the customer through early and continuous delivery

Generating Value

Ability to respond to change

The best architectures, requirements, and designs
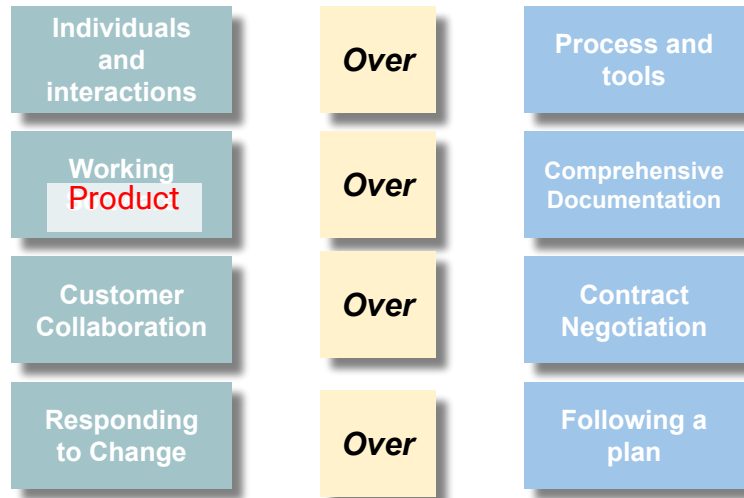
Solving complex problems

Customer centricity

Organizing around value

Taking an economic view

APPLIED FRAMEWORKS

Agile Practices were created to solve your problems

We are uncovering better ways of developing ~~Product~~ by doing it and helping others to do it. Through this work we have come to value:
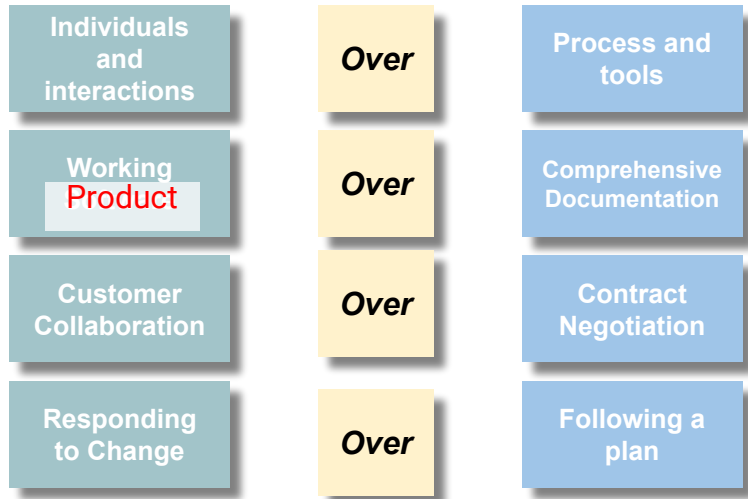
Individuals and interactions	*Over*	Process and tools
Working Product	*Over*	Comprehensive Documentation
Customer Collaboration	*Over*	Contract Negotiation
Responding to Change	*Over*	Following a plan

That is, while there is value in the items on the right, we value the items on the left more.

APPLIED
FRAMEWORKS

Agile Practices were created to solve your problems

We are uncovering better ways of developing ~~software~~ Product by doing it and helping others to do it. Through this work we have come to value:

Individuals and interactions	*Over*	**Process and tools**
Working Product	*Over*	**Comprehensive Documentation**
Customer Collaboration	*Over*	**Contract Negotiation**
Responding to Change	*Over*	**Following a plan**

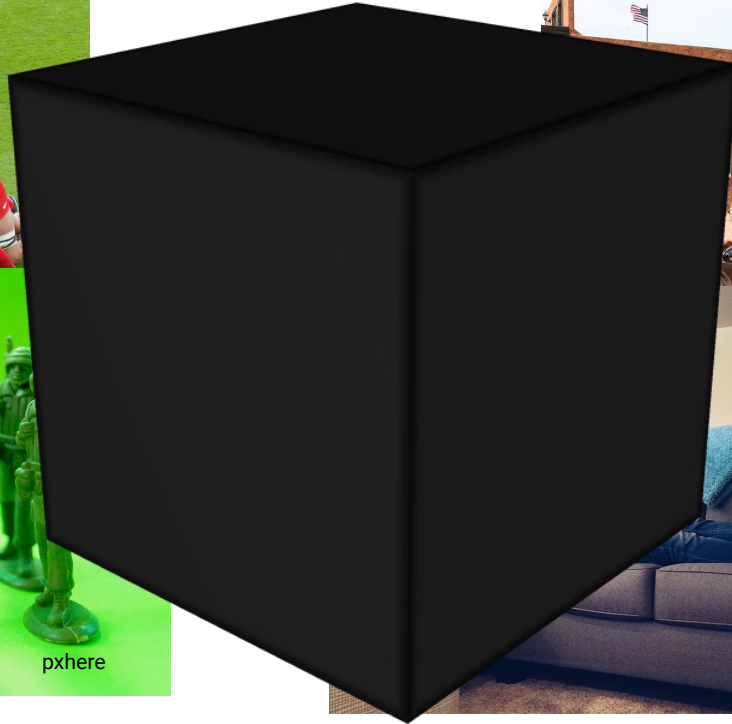That is, while there is value in the items on the right, we value the items on the left more.

Scrum is a lightweight framework that helps people, teams and organizations generate value through adaptive solutions for complex problems.

In a nutshell:

- Work is prioritized to solve a problem

- A team turns some work into value

- Team & stakeholders inspect and adapt

- *Rinse and Repeat…*

APPLIED FRAMEWORKS

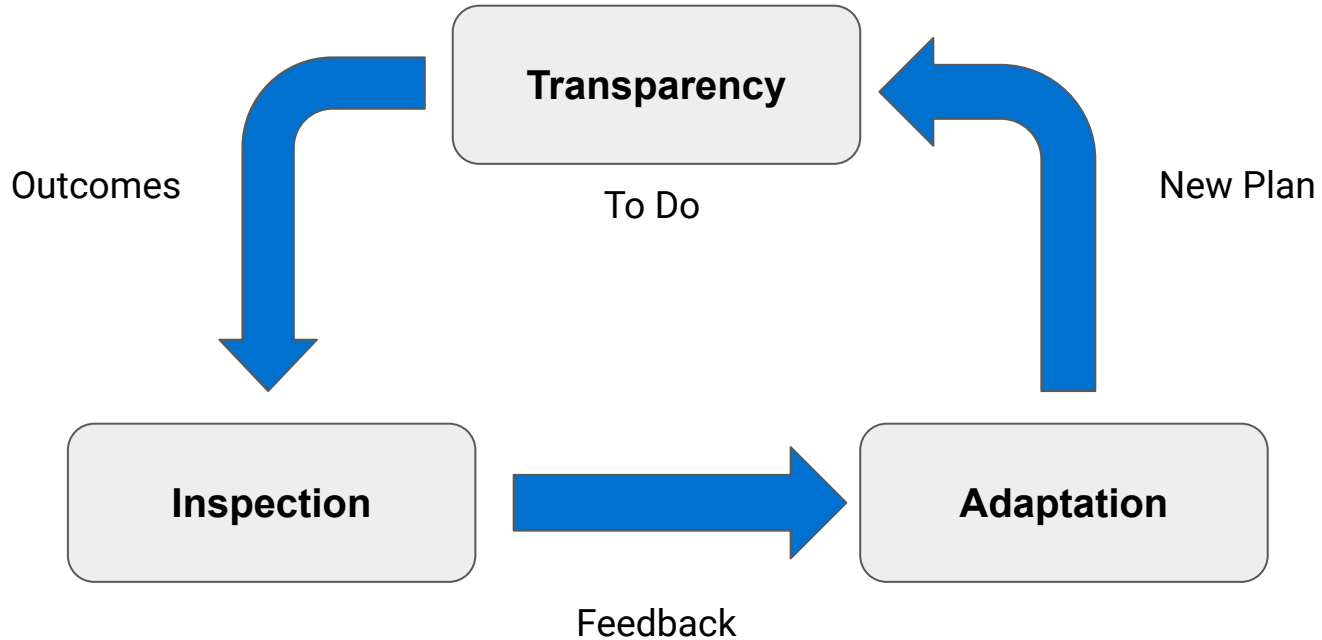# No, really. I thought Scrum was all about?

Request Goes In

Something Comes Out

pxhere

Rawpixel

APPLIED
FRAMEWORKS

It's about Transparency...

Wallpaperflare

and the Ability to adapt...

Picpedia

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The Three Pillars of Scrum

Transparency

Outcomes

To Do

New Plan

Inspection

Feedback

Adaptation

Empiricism

Knowledge comes from experience and making decisions
based on what is observed

APPLIED
FRAMEWORKS

How does Scrum Work?

The Sprint - Two Weeks

Short, Value Oriented Time Box

Refine The Work

Product Backlog

Sprint Backlog

Sprint Goal

Daily Scrum

Daily Plan

Working Product

Sprint Planning

Why? What? How?

The Scrum Team

Product Owner

Developers

Scrum Master
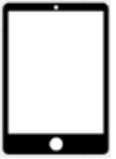
Sprint Review

Feedback!

Stakeholder

That's You

Improvement

APPLIED FRAMEWORKS

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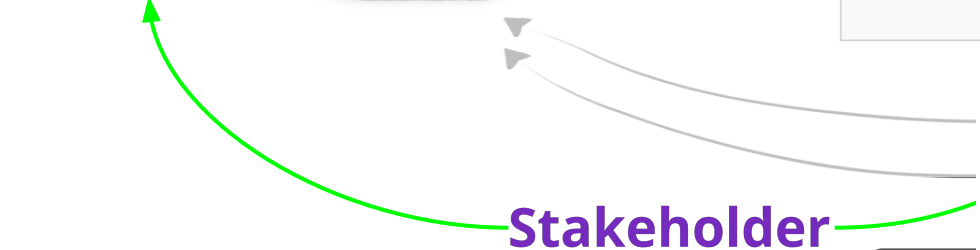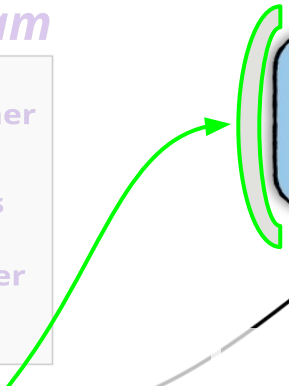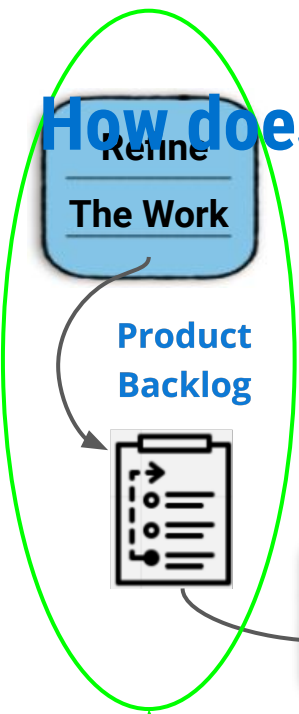
What happens when you need multiple teams?

Agile Portfolio Management

?

Product Manager   Program Manager

The Scrum Team

Scrum Team 2   Scrum Team 3   Scrum Team 4   Scrum Team 5   Scrum Team 6   Scrum Team 7

Scaling Product Solutions
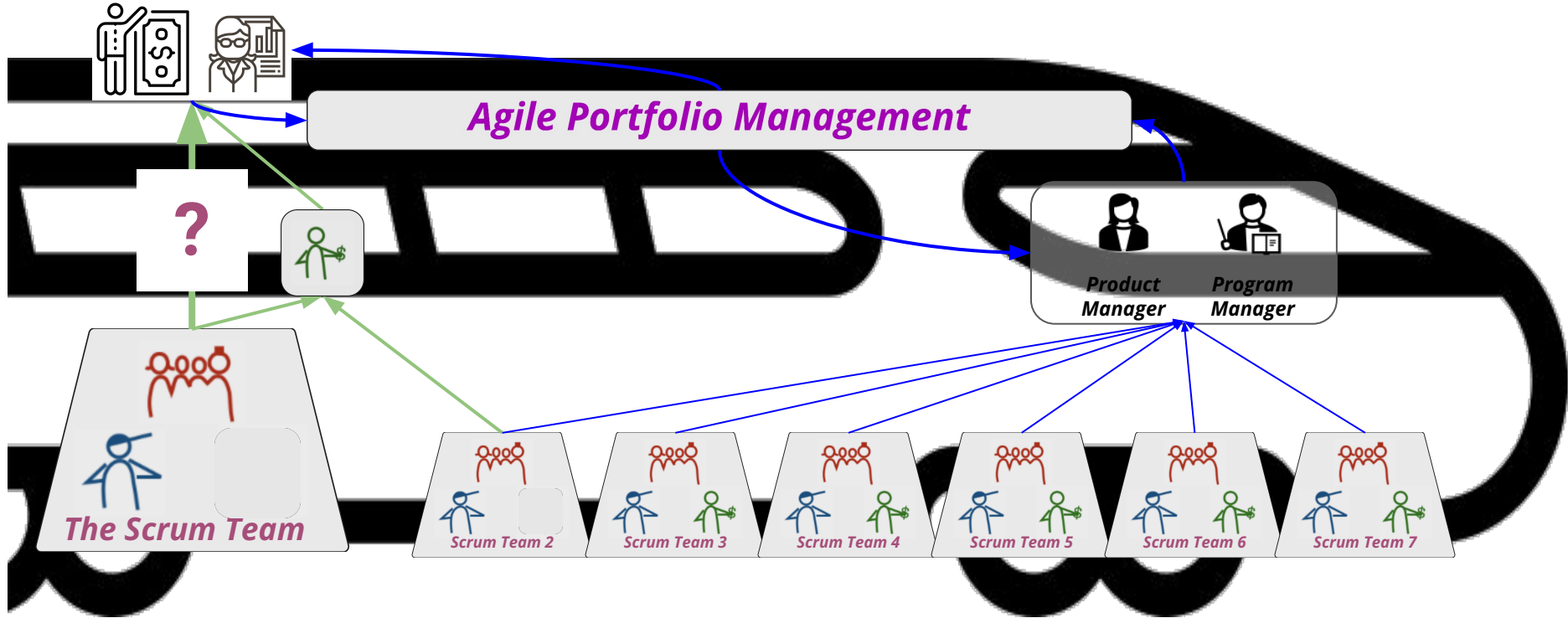
As a Stakeholder…

… Come with Opportunities or Problems to be solved

… Attend the Sprint Review, provide feedback and ask lots of questions

… Help the team with impediments beyond their control

… Let the team focus. A focused team gets more of your work done, faster

I have a new idea. What do I do?

Bring it to the Product Manager as an "Opportunity" or a "Problem to be solved"

> If you're the Product Manager, bring it to the Product Owner as an "Opportunity" or a "Problem to be solved"

Help the PO to understand the value and how it compares to work already in the Backlog

Be available for refinement to answer questions from the people who will do the work

APPLIED
FRAMEWORKS

I have a bug, what do I do?

Bring it to the Product Owner as a "Problem to be solved"

Help the PO to understand the impact of the bug and how it compares to work already in the Backlog

Be available for refinement to answer questions from the people who will do the work

The customer/market changed their mind, now what?

Ask yourself "Is the Product Goal still valid?"

Be prepared to start fresh on your requirements

Collaborate with the Product Owner on how the Backlog might need to change

Remember, change can be positive

When will we be done?

Estimates are just that, estimates

Estimates are better as comparisons

Estimates change as you learn more about the work

Stable teams, who can focus, can better answer the question

APPLIED
FRAMEWORKS

Questions?

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Appendix

Image

Benefit Hypothesis

Definition: Proposed measurable benefit to the end user or business

Feature	Benefit Hypothesis
In-service software update	Significantly reduced planned downtime
Hardware VPN acceleration	High-performance encryption for secure WAN
Traffic congestion management	Improve overall quality of service across different protocols
Route optimization	Improve quality of service due to faster and more reliable connectivity

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Figure 2. Features and benefits matrix

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The Sprint   - Two Weeks

Short, Value Oriented Time Box

Refine
The Work

Product Backlog

Sprint Backlog

Sprint Goal

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Daily Plan

Working Product

The Scrum Team

Product Owner
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Scrum Master

Sprint Planning

Why?
What?
How?

Sprint Review

Feedback!

Sprint Retro

Improvement

Stakeholder

That's You

APPLIED FRAMEWORKS

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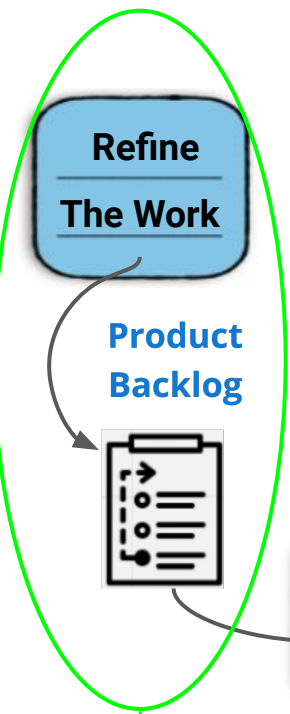
Definitions

Acceptance Criteria - Describe how the customer, or end user, would validate that the value contained in the Product Backlog item has been delivered to them

Definition of Done - Formal description of the state of the Increment when it meets the quality measures required for the product.How the business would validate the quality of the product.

Developers -The people in the Scrum Team that are committed to creating any aspect of a usable Increment each Sprint (coders and testers)

Empiricism - The theory that all knowledge is derived from sense-experience; verifiable by observation or experience

Product Backlog Item (PBI) - A piece of the Product Backlog

Product Owner - Accountable for maximizing the value of the product resulting from the work of the Scrum Team

APPLIED FRAMEWORKS

Definitions Con't

Scrum - A lightweight framework that helps people, teams and organizations generate value through adaptive solutions for complex problems

Scrum Master - Accountable for the Scrum Team's effectiveness. They do this by enabling the Scrum Team to improve its practices, within the Scrum framework

Tasks - Work that is to be done by the Developers (i.e. Check in Code to an environment)

User Story - Stories are a lightweight artifact that allows us to both capture the business's needs AND plan the work. Typically written in the format of 'As a <type of user> I want <some goal> so that <some reason>

Velocity - Is an indication of the average amount of Product Backlog turned into an Increment of product during a Sprint by a Scrum Team. There is no such thing as a Good Velocity or a Bad Velocity. It is based on relative estimations. Used as a planning tool by the Scrum Team.

Scrum Event Definitions

Sprint - The container for all events. Up to One Month, typically 2 weeks.

Sprint Planning - Initiates the Sprint by laying out the work to be performed for the Sprint. This resulting plan is created by the collaborative work of the entire Scrum Team

Daily Scrum - The purpose of the Daily Scrum is to inspect progress toward the Sprint Goal and adapt the Sprint Backlog as necessary, adjusting the upcoming planned work

Retrospective - The purpose of the Sprint Retrospective is to plan ways to increase quality and effectiveness

Sprint Review - The purpose of the Sprint Review is to inspect the outcome of the Sprint and determine future adaptations. The Scrum Team presents the results of their work to key stakeholders and progress toward the Product Goal is discussed.

APPLIED
FRAMEWORKS

References

Scrum Guide: https://scrumguides.org/scrum-guide.html

SAFe (Scaled Agile Framework): https://www.scaledagileframework.com/#

Applied Frameworks Blog: https://appliedframeworks.com/blog/