Agile for support in 5 min

How can support and backoffice get Agile?

Problems

Developer

Scrum does not work for us, there is no 'fixed' scope. I need to prioritize daily

Will I get help - or a support ticket?

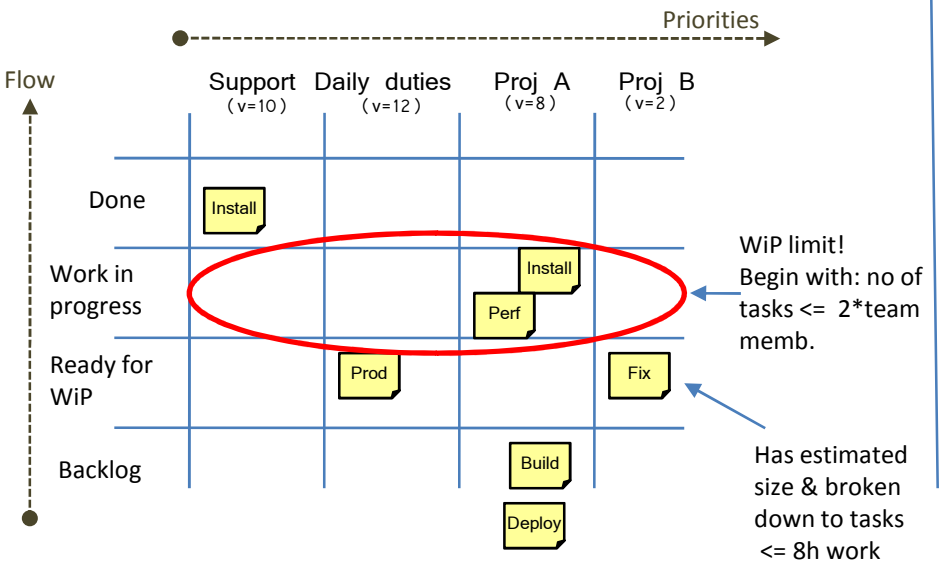
Manager

I want team to take bigger responsibility

Support

How do we handle support vs. projects?

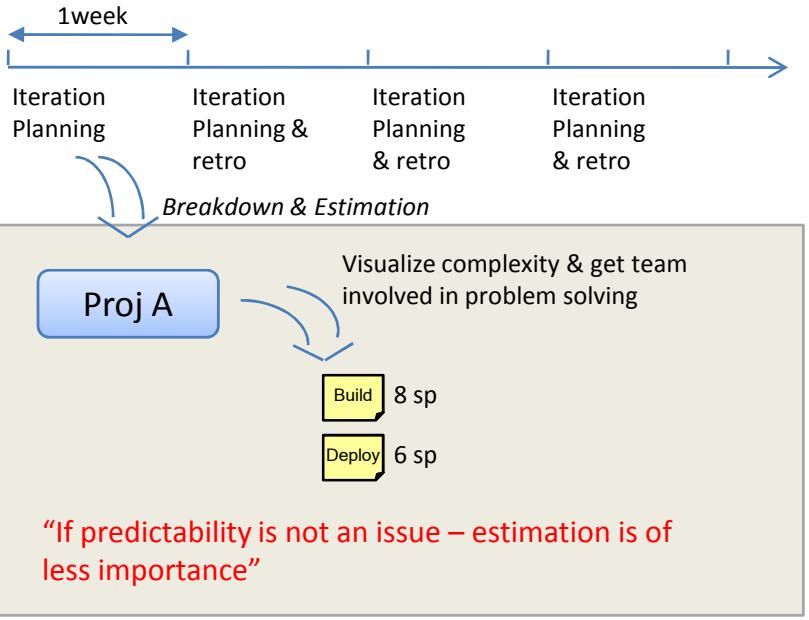
The Kanban board



WiP limit!
Begin with: no of tasks <= 2*team memb.

Has estimated size & broken down to tasks <= 8h work

Timeline

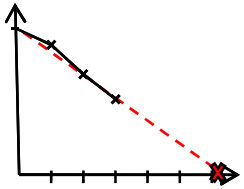


"If predictability is not an issue – estimation is of less importance"

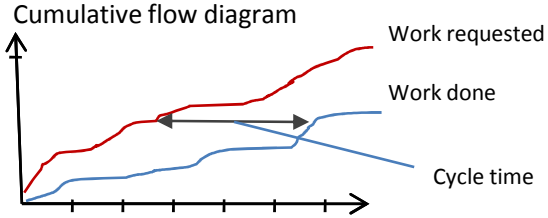
Agile for support in 5 min

Reporting & follow up

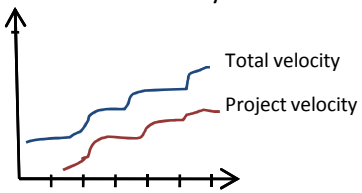
Project burndown



Cumulative flow diagram



Iteration Velocity



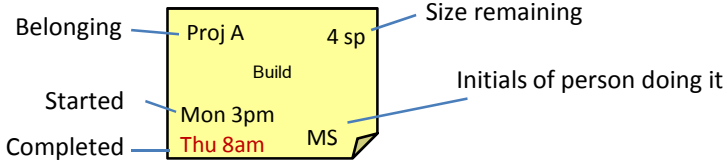
Daily routine

1. Standup
   - What did I do yesterday
   - What will I do today
   - Any impediment stopping me

2. Prioritisation update by PO

3. Breakdown of stories to fill ”Ready for work” (on need basis)

Typical task ”ready for work”



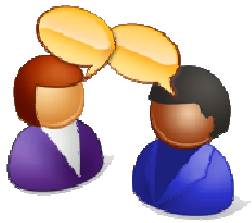
Team roles

Most often the line manager

Product owner
Responsible for end value delivered
Prioritises teams work
- But can never override Work In Progress limit

Scrum master
Puts team first
Verifies progress towards done
Process coach
Confronts the brutal facts

Questions?



Sometimes, it is good to have expertice handy to avoid getting stuck. Just call.

info@crisp.se
+46 8 556 950 15

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Mattias Skarin