

# Scrum Values & Joint Retrospective Ideas

**How to use Scrum Values to quickly get multiple teams to identify cross team issues and agree on their associated action items**

Bob Phillips, PMP, PMI-ACP, CSP (CSM, CSPO), ICE-AC (ICP-ACC/ATF)...

April 24, 2019

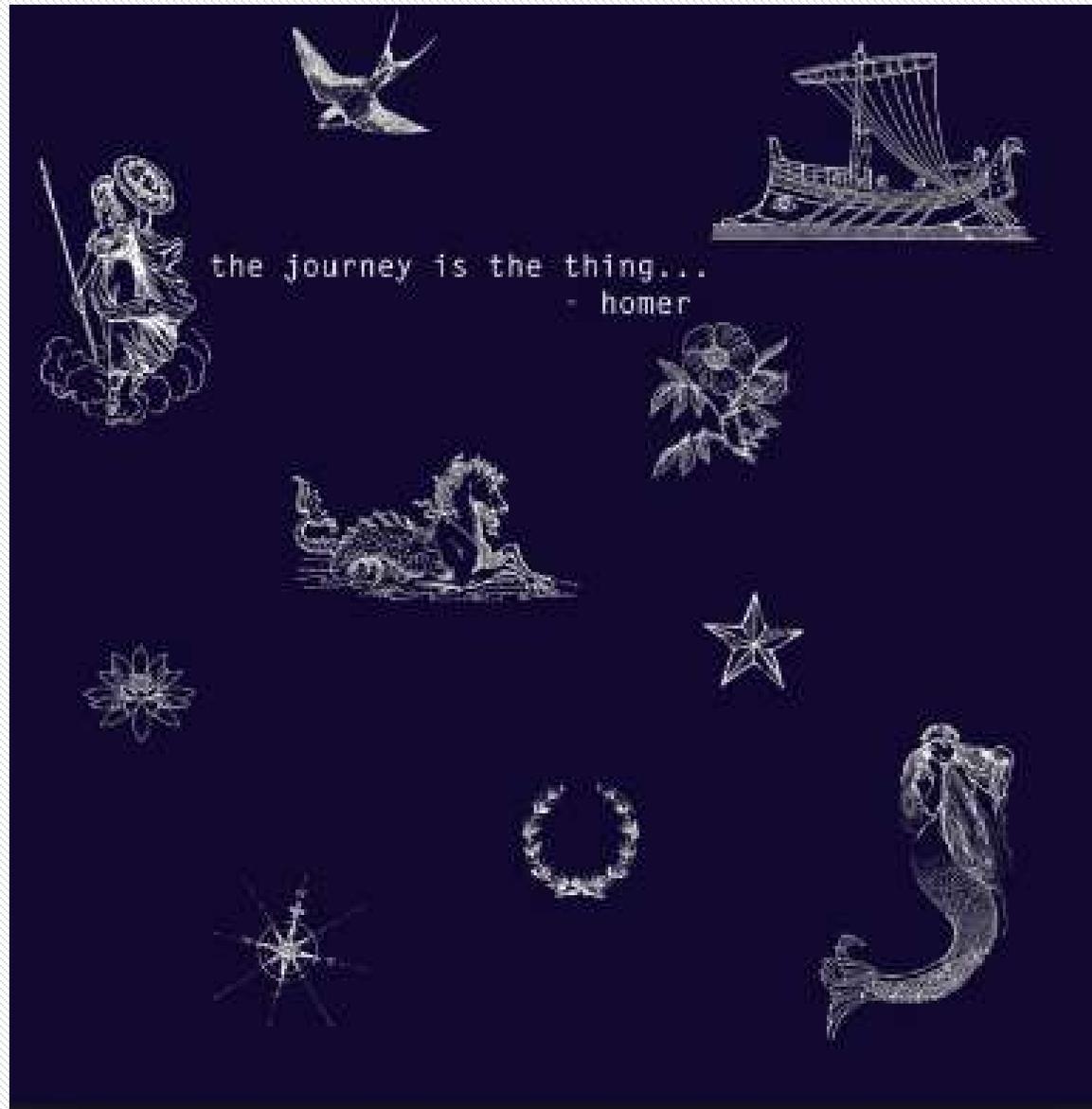
# Power Start!

- During today's **Agile Discussion Group** we will provide answers and some insight to the following questions:
  - What are Scrum Values?
  - How you can use **Scrum Values** to help teams identify cross team issues and work better together?

## Something to think about...

When team members try to embrace agility they usually join an agile team.

However, their journey is individual because each person embraces these concepts differently and you can never tell someone that their going to be agile now!



# Agile Manifesto = Agile Values

## THE AGILE VALUES

**CUSTOMER  
COLLABORATION**  
—  
over contract  
negotiation

**RESPONDING TO  
CHANGE**  
—  
over following a plan

**WORKING SOFTWARE**  
—  
over comprehensive  
documentation

**INDIVIDUALS  
&  
INTERACTIONS**  
—  
over processes  
and tools

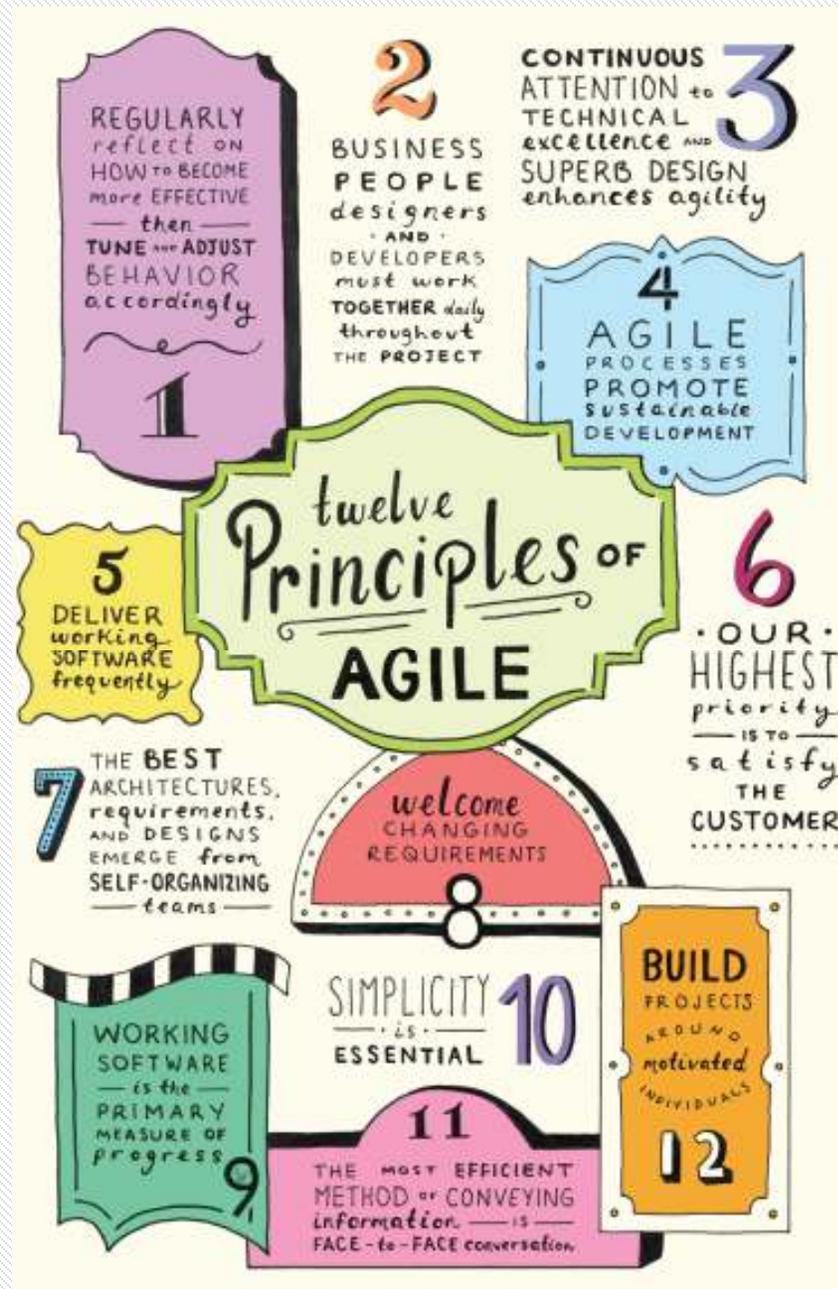
[www.agilemanifesto.org](http://www.agilemanifesto.org)

# Agile Principles

**Note:** These are summaries of each Principle:

for full text go to

[www.agilemanifesto.org](http://www.agilemanifesto.org)



Organizations choose Scrum because its **Values** align with Agile Values and Principles that enable teams to respond to change



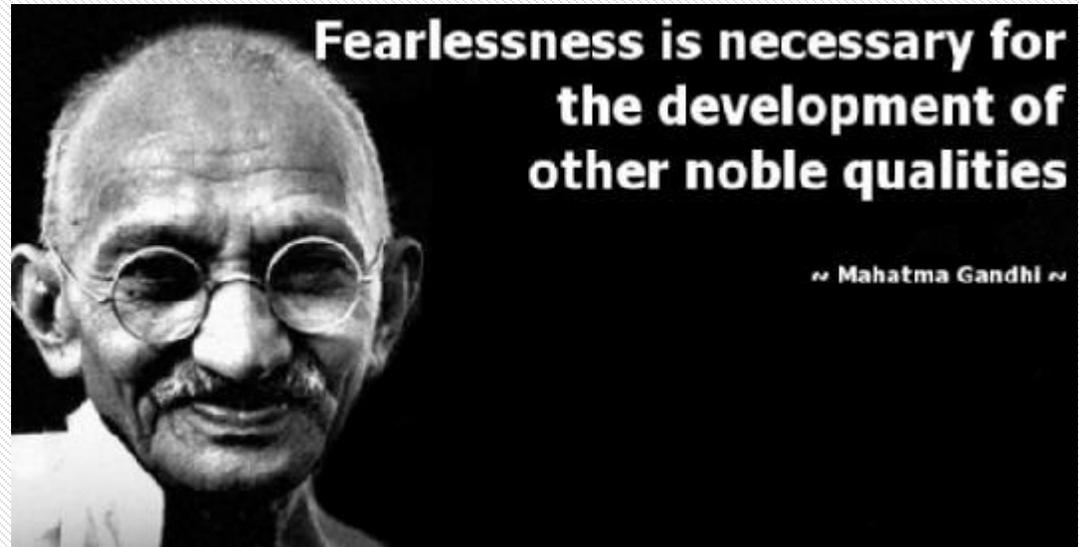
You can get this poster for free from: <https://www.scrum.org/resources/scrum-values-poster>



## COURAGE

Scrum Team members have courage to do the right thing and work on tough problems

From Scrum Alliance:  
Because we work as a team, we feel supported and have more resources at our disposal. This gives us the courage to undertake greater challenges.



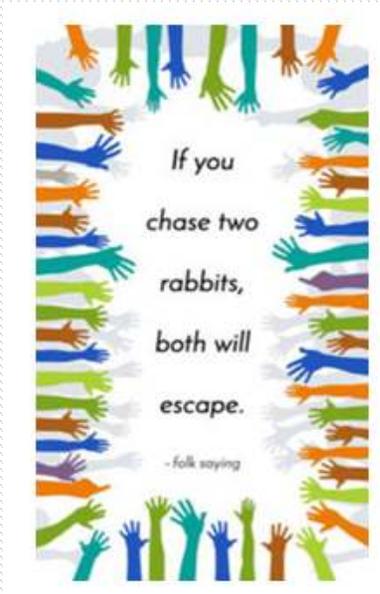
### So courage is:

- A) Even after the decision has been made continuing to push back, or
- B) Being transparent, but willing to change even if that means accepting that you are wrong, or that your opinion is not the direction that the team is going.



## FOCUS

Everyone focuses on the work of the Sprint and the goals of the Scrum Team



### So Focus is:

- A) Focusing on keeping the customer happy, or
- B) Being focused on the sprint and its goal.

From Scrum Alliance:  
Because we focus on only a few things at a time, we work well together and produce excellent work. We deliver valuable items sooner.

### From Lyssa Adkins:

*It's amazing what happens when people focus and do one thing at a time. They get it done!*

*Being busy is the corporate equivalent of chasing two (or ten!) rabbits.*

*The Scrum value of Focus says, "Being busy doesn't matter. The question is, 'What did you get done?'"*

*Focus. Get stuff done. Feel good.*



## COMMITMENT

People personally commit to achieving the goals of the Scrum Team

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From Scrum Alliance:  
Because we have great control over our own destiny, we are more committed to success.

### So Commitment is:

- A) Committing to something that you don't understand because you are told to by your boss, or
- B) Committing yourself to the team and Sprint Goal.



## RESPECT

Scrum Team members respect each other to be capable, independent people



### So Respect is:

- A) Thinking you are helping the team by being a hero, or
- B) Helping people to learn the things that you are good at and not judging the things that others aren't good at.

From Scrum Alliance:  
As we work together, sharing successes and failures, we come to respect each other and to help each other become worthy of respect.

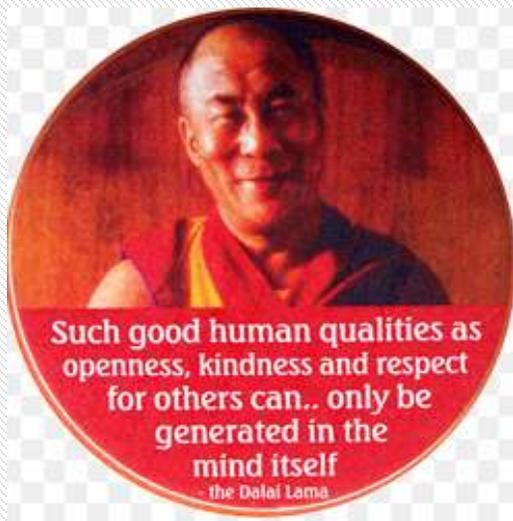


## OPENNESS

The Scrum Team and its stakeholders agree to be open about all the work and the challenges with performing the work

*"Openness: Scrum keeps everything about a project visible to everyone."*

*~Ken Schwaber and Mike Beedle*



From Scrum Alliance:

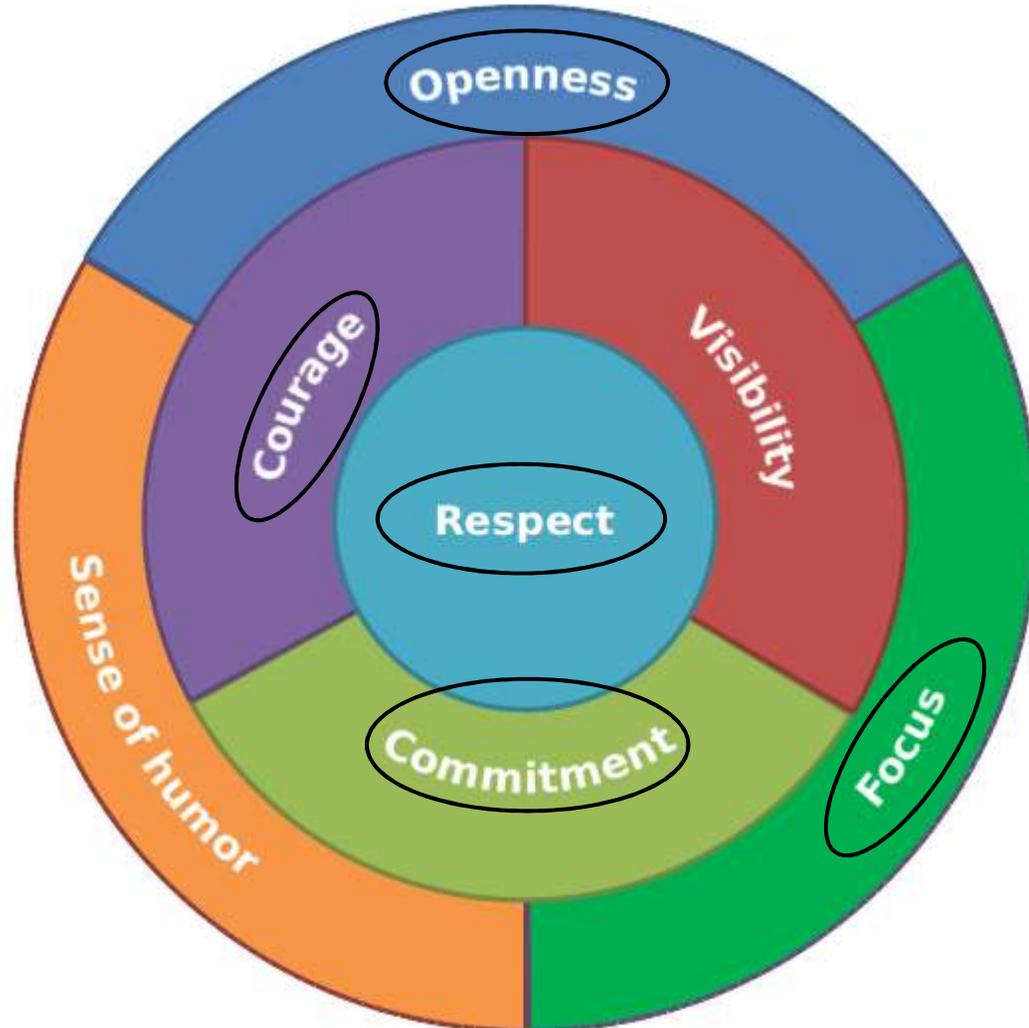
As we work together, we express how we're doing, what's in our way, and our concerns so they can be addressed.

### So Openness is:

- A) Telling everyone everything about all your work, or
- B) Highlighting when you have challenges and problems that are stopping you from success

# Relationships between Scrum Values

How the values build on each other (with added Visibility and Sense of Humor)



# How would you use Scrum Values to help teams work together?

Power Start example for how you can introduce a Scrum Values discussion with your teams:

Today we want to discuss how New Jersey and Pune are working together.

1. Our discussion will surround our overall Sprint work
2. Together as a team, it's not about Pune or Jersey
3. Everything starts with Trust and Courage
4. This is a safe environment and we will focus on how we are working and living with Scrum Values...



## COURAGE

Scrum Team members have courage to do the right thing and work on tough problems

We will use Planning Poker to collect how we are doing with each Scrum Value using this scale:

- 1 point – Doing poorly (lowest rating)
- 5 points
- 8 points
- 13 points
- 20 points – Doing fantastic (highest rating)

NJ

Pune

For **Courage:**

How courageous do you feel we are as a team in terms of raising impediments or challenges?



## **COURAGE**

Scrum Team members have courage to do the right thing and work on tough problems

### **Team Comments**

- Sometimes email is missed
  - Things get dropped – if not immediately apparent
  - Can't use Skype if after 1pm (due to time zone)
- When start day – ensure there is no email
  - When send to Distribution Group (DG) there is no owner – try to send email to individuals instead of DG



## FOCUS

Everyone focuses on the work of the Sprint and the goals of the Scrum Team

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NJ

Pune

For **Focus:**

How focused are we on product quality or DOD and continuous improvement?



## FOCUS

Everyone focuses on the work of the Sprint and the goals of the Scrum Team

### **Team Comments**

- When leaving for the day don't do major code deployments
- Everyone seems to skip Greenfield testing
- Always conflicts with changes by different locations
- REFACTORING – seem to always ignore lots of test cases
  - If ignore test cases give reasons why
  - Add comment why test is being ignored
    - Notify team
    - Comment why in-line
    - Add reason in message as part of code commit
- Focus on one or two code modules per Sprint



## COMMITMENT

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NJ

Pune

### For **Commitment:**

How committed are we as a team towards working together towards achieving the overall Sprint/Business goal?



## COMMITMENT

People personally commit to achieving the goals of the Scrum Team

### Team Comments

- Taking too many PBIs and creating new ones in the middle of the Sprint.
- There is unclear complexity when take a PBI in Sprint
- Focus better during PBR to ensure there is adequate details.
  - Done understand complexity when story is picked up
  - More proactive when update a PBI prior to the meeting
  - SM should check to see is Acceptance Criteria is missing.
- Whoever creates a technical PBI
  - More Description
  - Clear Acceptance Criteria
- Team seems to be doing better since only focus on App Engine Branch
- Use Skype instead of email to communicate with Pune
  - Try to reach-out at 6:30 or 7:00am to Pune from Home



## RESPECT

Scrum Team members respect each other to be capable, independent people

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NJ

Pune

For **Respect:**

Do you feel respected as being part of the team?



## RESPECT

Scrum Team members respect each other to be capable, independent people

### Team Comments

- Communicate smoothly
  - Take mentor approach
- Ensure team comes across as being in sync outside the team.
  - Quickly identify issue if it's from our application or external system
  - Update Lifeline to ensure the correct numbers are available
- Scrum Masters should communicate to both teams
- Investigate cross location pairing for a single ticket.
  - There are missed learning opportunities
- Create internal symphony group of only the DEV Teams



## OPENNESS

The Scrum Team and its stakeholders agree to be open about all the work and the challenges with performing the work

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NJ

Pune

### For **Openness:**

How open we are as a team to being vulnerable with each other or challenge each other?



## **OPENNESS**

The Scrum Team and its stakeholders agree to be open about all the work and the challenges with performing the work

### **Team Comments**

- Nobody responds to requests for help
- Do not schedule un-announced meetings before 9:00am the day before

# Closing

Everyone shares: How do we become an awesome team?

## awesome adjective

awe·some | \ 'ô-səm  \

### Definition of awesome

- 1 a : inspiring awe  
// an *awesome* task/responsibility  
// a place of *awesome* beauty
- b *informal* : TERRIFIC, EXTRAORDINARY  
// had an *awesome* time at the concert
- 2 : expressive of awe  
// *awesome* tribute



**Team Response:** Just implement these things and WE'LL be AWESOME!!!

# Outcomes / Agreed to Action Items

The SMs met and consolidated the comments to formulate the following Action Items that were reviewed and agreed by each team.

- Address specific people in mail to get a better response.
  - When everyone starts their day – all NJ and Pune team members should check email first to ensure there are no open questions from the other team.
  - Focus on supporting and responding to other team members.
- Update Lifeline numbers of NJ team members.
- Clean Symphony chat room and What's app group for urgent communication
- Better hygiene – Code check-ins should not break the build. If you broke the build you must fix it before you leave since each team should never leave a broken build for the other team to fix.
  - When it's late in the day do not do any new code deployments.

## Outcomes / Agreed to Action Items

- When a test is being ignored the person should use comments and provide the reason **why** with the check-in and notify the team immediately.
  - Analyze ignored test cases and duplicate code. Mustufa agreed to create PBI's in backlog.
- Use **Lync or Symphony over emails** for communication.
- Improve PBR by being more attentive and participative.
  - **Increase understanding** before picking up the PBI
  - When the Development Team creates the PBI ensure that a **clear description** is written along with **clear acceptance criteria**.
- Focus on being a **single voice** to the customer. When dealing with production issues ensure that all communication is done through a single point so that we don't conflict with each other. The last thing we want to do is to provide the customer or our Product Owner conflicting information since it makes everyone look really bad.
- There should be **no next day meetings** scheduled before 9am by Pune. If the team needs to meet earlier than 9:00am ET the meeting needs to be scheduled at least one day in advance.
- Look at stories before PBR to see if PBI's have acceptance criteria.
- All SM correspondence should be sent to both teams.

# Outcomes / Agreed to Action Items

Amazing things can happen!

This email was sent the very next day which addressed one of the major concerns between the NJ and Pune teams...

2/8/2019

Re: Code reverted from app engine branch

Retention Policy BNYM-6 month delete - Inbox (6 months)

Expires 8/7/2019

 This message is part of a tracked conversation. Click here to find all related messages or to open the original flagged message.



Hi Datta,

Thank you for the update. We had removed the certificates since I had moved them to secrets but we were encountering issues when loading them on deployment to App Engine. We are still working on fixing this and will ensure all builds pass next time.

Best,  
Mustufa

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**From:** "Rajugade, Dattatray Namdeo" <[DattatrayNamdeo.Rajugade@bnymellon.com](mailto:DattatrayNamdeo.Rajugade@bnymellon.com)>

**Date:** Friday, February 8, 2019 at 8:33 AM

**To:** GigaWitts <[gigawitts@bnymellon.com](mailto:gigawitts@bnymellon.com)>

**Cc:** My Task Engineering <[myt.engineering@bnymellon.com](mailto:myt.engineering@bnymellon.com)>

**Subject:** Code reverted from app engine branch

Hello Parthiban/Mustafa,

I had to remove code that were stopping me from doing deployment.

1. Code added for integration testing. Default condition should be set to true. It might be working during integration test but was failing during actual code deployment.
2. Toggglz changes implemented by amy. I have fixed it. Toggle was not working. Datasource issues.
3. Toggelz code was commented by Parthiban for implementing security in admin service. This is required for user configuration.
4. Remove invalid code and dependencies added while implementing security.
5. Command service was not working due to certificate removal.

Please let me know if you see any issues.

Thanks,  
Dattatray

# Scrum Alliance: Scrum Education Units (SEUs)

The following SEU requirements went into effect on February 4, 2019 (renewal fees did not change):

Certification (Two-Year Term)	SEUs Required	Fee Per Term
Foundational : CSM <sup>®</sup> , CSPO <sup>®</sup> , or CSD <sup>®</sup>	20 <b>(NEW!)</b>	\$100
Advanced: A-CSM <sup>SM</sup> or A-CSPO <sup>SM</sup>	30 <b>(NEW!)</b>	\$175
Professional: CSP <sup>®</sup> -SM, CSP <sup>®</sup> -PO, or CSP <sup>®</sup>	40	\$250

You have two (2) Options to claim 1 SEU for this session:

1. If you attended this Agile Discussion Group meeting today (F.2):

**Category F: Other Collaborative Learning**

SEUs may be earned through a variety of other collaborative learning activities with other Scrum practitioners. Scrum Alliance acknowledges that not all learning fits neatly into the categories above. This category may not include submissions that belong in Categories B or C; for example, it is not for face-to-face training or events. *Other SEUs will be considered on a case-by-case basis.*

Category F Options

- F.1 Co-trained with the objective of learning
- F.2** Received training via live webinar delivered by any trainer other than a CST
- F.3 Other collaborative learning

2. If you viewed a recording of this Agile Discussion Group (E.3):

**Category E: Independent Learning**

SEUs may be earned through various independent learning activities, such as: preparing (but not delivering) presentations; authoring relevant books, articles, or blogs; watching a training video; reading one or two books in depth and then fully describing their benefit to you as a Scrum practitioner.

Category E Options

- E.1 Prepared a Scrum presentation (preparation time only, not delivering)
- E.2 Authored a book, article, or blog
- E.3** Watched a Scrum/Agile training video by an instructor other than a Scrum Alliance CST
- E.4 Read a Scrum/Agile book
- E.5 Other independent learning (We invite instances of creative learning that do not fit into other categories)

**Note:** Always keep in mind that the Scrum Alliance has the right to reject any SEU submission so you should claim SEUs as they're earned. This will eliminate any surprises if you try to enter all your SEUs to renew your certification on it's expiration date ☺.

For more SEU details: <https://www.scrumalliance.org/get-certified/scrum-education-units>

# Q&A

## Contact Information:

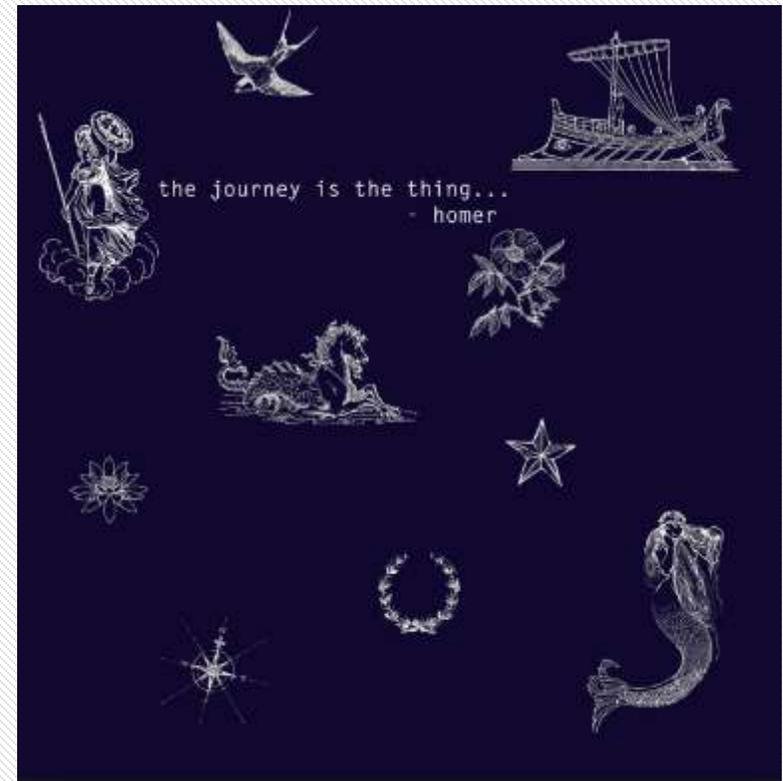
Bob Phillips

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*PMINJ Agile LCI Core Committee*



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