

Taking the jargon out of Agile

A case study on introducing a new team to Agile

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Who am I and how did I get here?

- Certified Scrum Master since 2017
- Two years as Scrum Master at a software company
- Delivery Manager with the Learning Team at Citizens' Advice (November 2019)

Citizens Advice: a brief intro

- Free advice, for everyone
 - Advocate for the people to big organisations and the government
 - Witness Service
 - Local and National
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Suspicion and fear

- Recent redundancies
 - No previous experience of Agile
 - Agile as a buzzword
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**3 hour powerpoint
presentation**

Failures in Kanban

- Creation of a backlog and kanban board
 - Introduction of sprints as an idea
 - Discussions on sizing
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Retrospectives and check ins

Retros

- Weekly optional team meeting
- Headings of “What’s been awesome?” and “What could be more awesome?”
- Top priority: completing retro actions by next retro

Check ins

- Full team to begin with
- Every day
- Worked down to 15 minutes

Make the meetings useful and the results speak for themselves

Concepts, not jargon

Agile cycle in learning development

- Suggestion came from retro
 - Brought in a 3 stage review cycle during learning development
 - The basis for my team understanding how the feedback cycle powers agile
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Building on the foundations

- Regular reviews with end learners
 - Creation of guidance and policy documents
- User research
 - Timely learning on the energy crisis
- Use of sprint planning, review and backlog refinement with wider working groups

To infinity and beyond

- How to make a backlog board work for us
- Investigating velocity
- Tracking our cycle time

In conclusion...

- What my team doesn't know
 - What Scrum means
 - What sprint planning is
 - What sprint review is
 - What backlog refinement is
 - What an MVP is
- What my team knows
 - The usefulness of the “what have we done, what will we do, are there any blockers” framework
 - How feedback powers and improves our learning products and puts our end users at the heart of our work
 - That communication in projects and in team life improves everything
 - The point of retros and check ins
 - The benefits of sharing a working but basic version of what we're creating with stakeholders and end users

Thank you

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