

Kanban or Scrum?



Scrum in a nutshell

Form a team

Collect Work

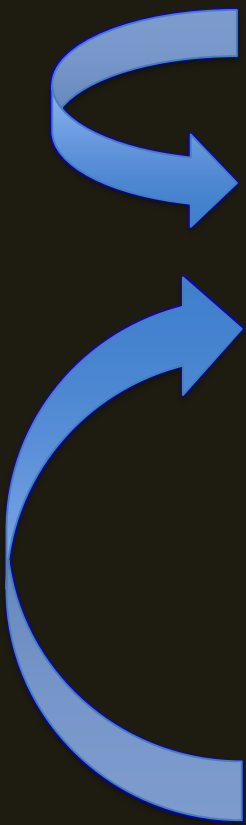
Prioritize Work

Pick up some of the work

Do this work in a Sprint

Show what you did

Reflect on how well you did



Form a Team

- **Product Owner**
 - The voice of the customer
- **Scrum Master**
 - Removes impediments
- **Scrum Team**
 - People who can Pull
- **Project Manager**
 - Not really

Collecting Work

Product Backlog:
prioritized

Story

Story

Story

Story

Story

Story

Story: something that
needs to be done, that
can be done in a Sprint

“As a small business owner, I want a single place to file all my quarterly reports, so I don’t have to deal with multiple agencies.”

Writing a Good Story

“As a ...,

Who?

I want to ...

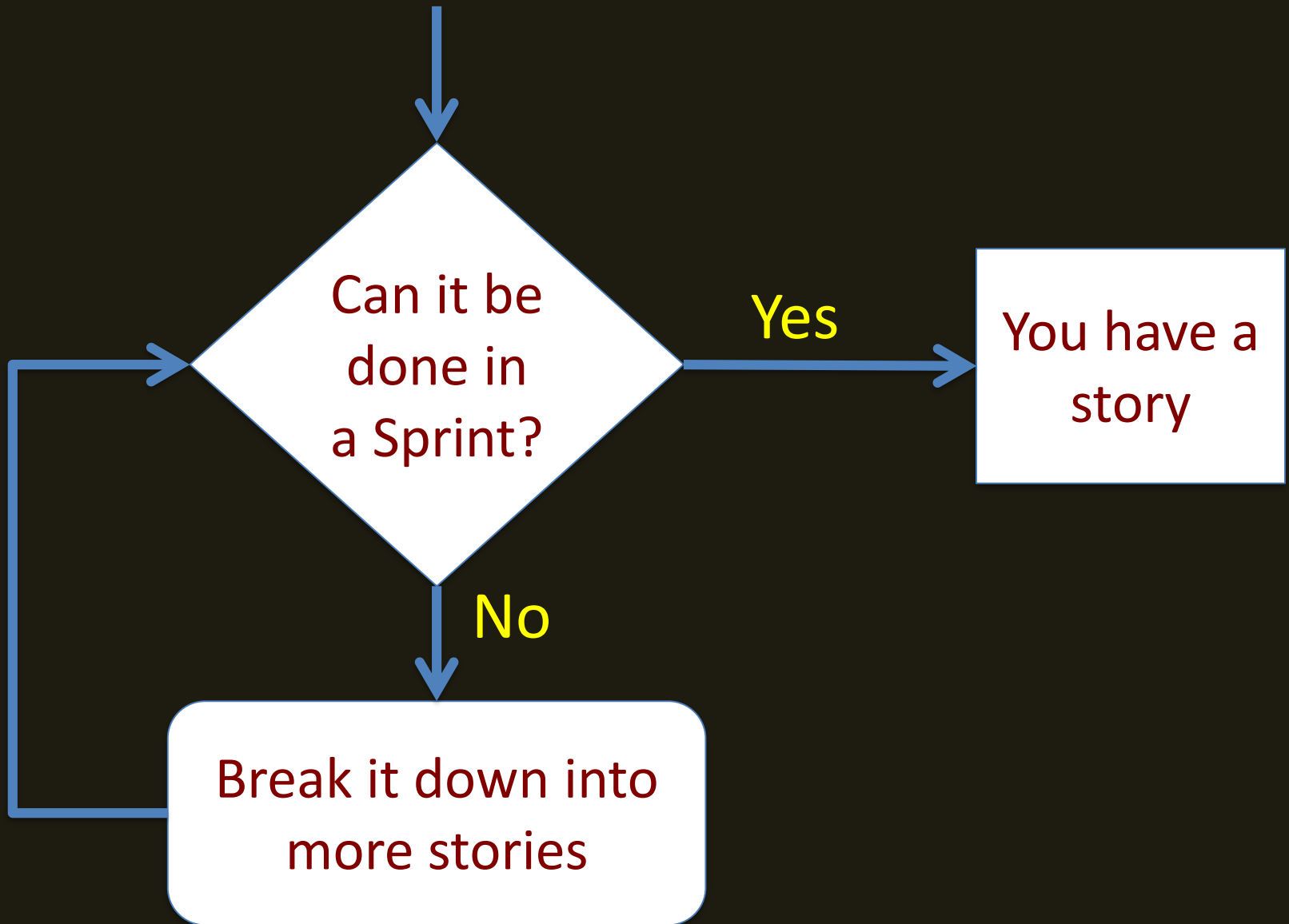
What?

so that I can ...”

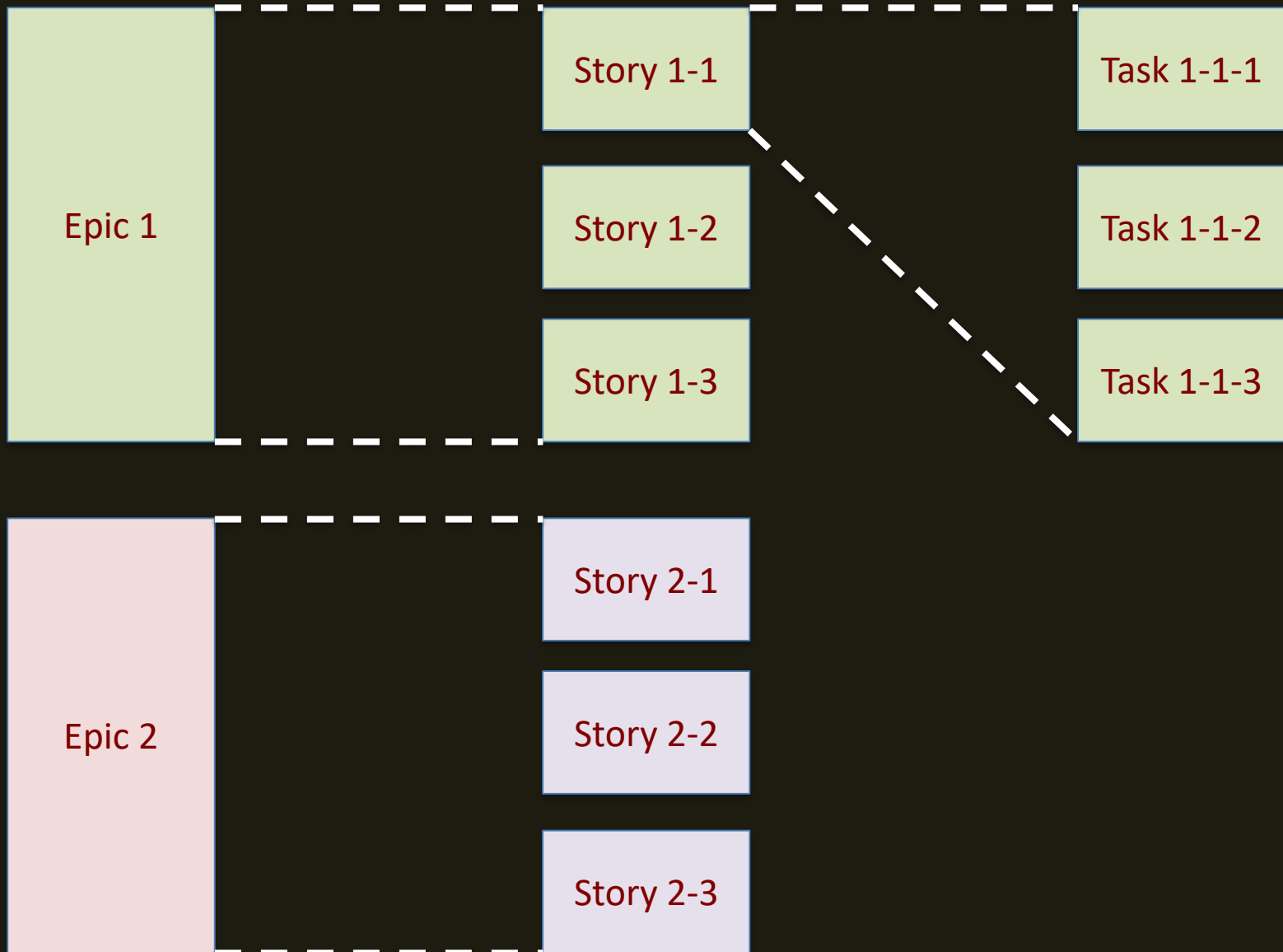
Why?

(But not how)

Epics & Stories



Epics, Stories, Tasks



Example

Epic: create a mobile-friendly version of the OFM agency website

- **Story 1:** “As a citizen, I want to be able to look up salaries from my phone”
- **Story 2:** “As an employee, I want to be able to access HR docs from my phone”

Task 2-1: Reformat Sick Leave page.

Planning Work

- Estimate relative complexity using story points
Story Points \neq Hours or Days
- Complexity has a non-linear impact
2x as hard? More than 2x as long
- Fibonacci Series helps
1, 2, 3, 5, 8, 13, 21

In a Sprint

- **Prep:** Groom the Backlog
 - Product Owner does this
- **Start:** Sprint Planning
 - Pick a doable set of prioritized stories
- **Work:** Daily Standups
 - Track progress with burndown
- **Deliver:** Sprint Ends
 - Only completed stories are Done
- **Reflect:** Sprint Retrospective
 - How did we do?

How long is a Sprint?

Depends...

- 1 week is short
- 1 month is long
- 2 weeks is usually good

You need to be able to do at least 1+ stories in one Sprint

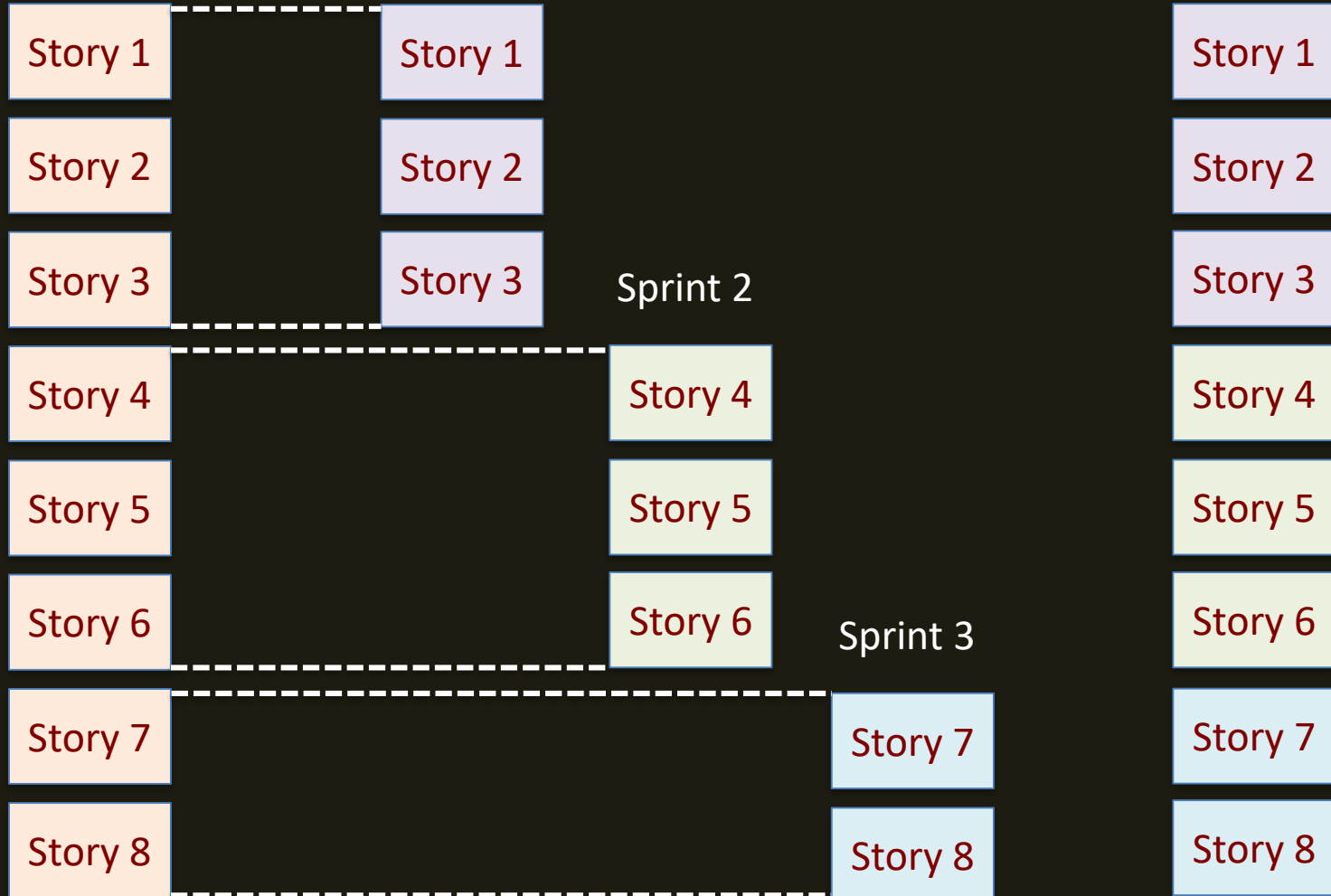
You need consistency across Sprints

Ideal Sprints

Product Backlog

Sprint 1

Done



Real-life Sprints

Product Backlog

Sprint 1

Done

Story 1

Story 1

Story 1

Story 2

Story 2

Story 2

Story 3

Story 3

Story 3

Sprint 2

Story 3

Story 3

Story 4

Story 4

Story 4

Story 5

Story 5

Sprint 3

Story 5

Story 5

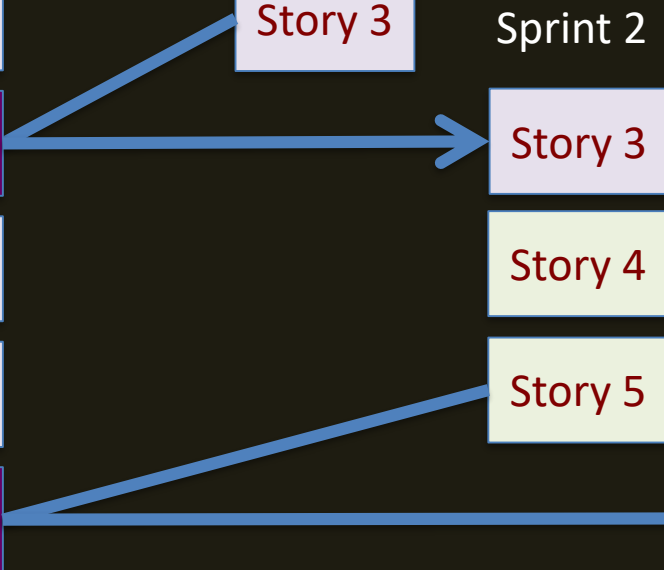
Story 5

Story 6

Story 6

Story 6

Story 7



Epics Across Sprints



Run the Sprint

- **Protect the team**
 - No new commitments
- **Measure output**
 - Use Burndown Chart for early warning
- **Show & Tell**
 - Product Owner must accept what's Done
- **End Sprint**
 - Use Retrospective to reflect
 - Calculate Velocity of the team

Daily Standups

In 2 minutes each:

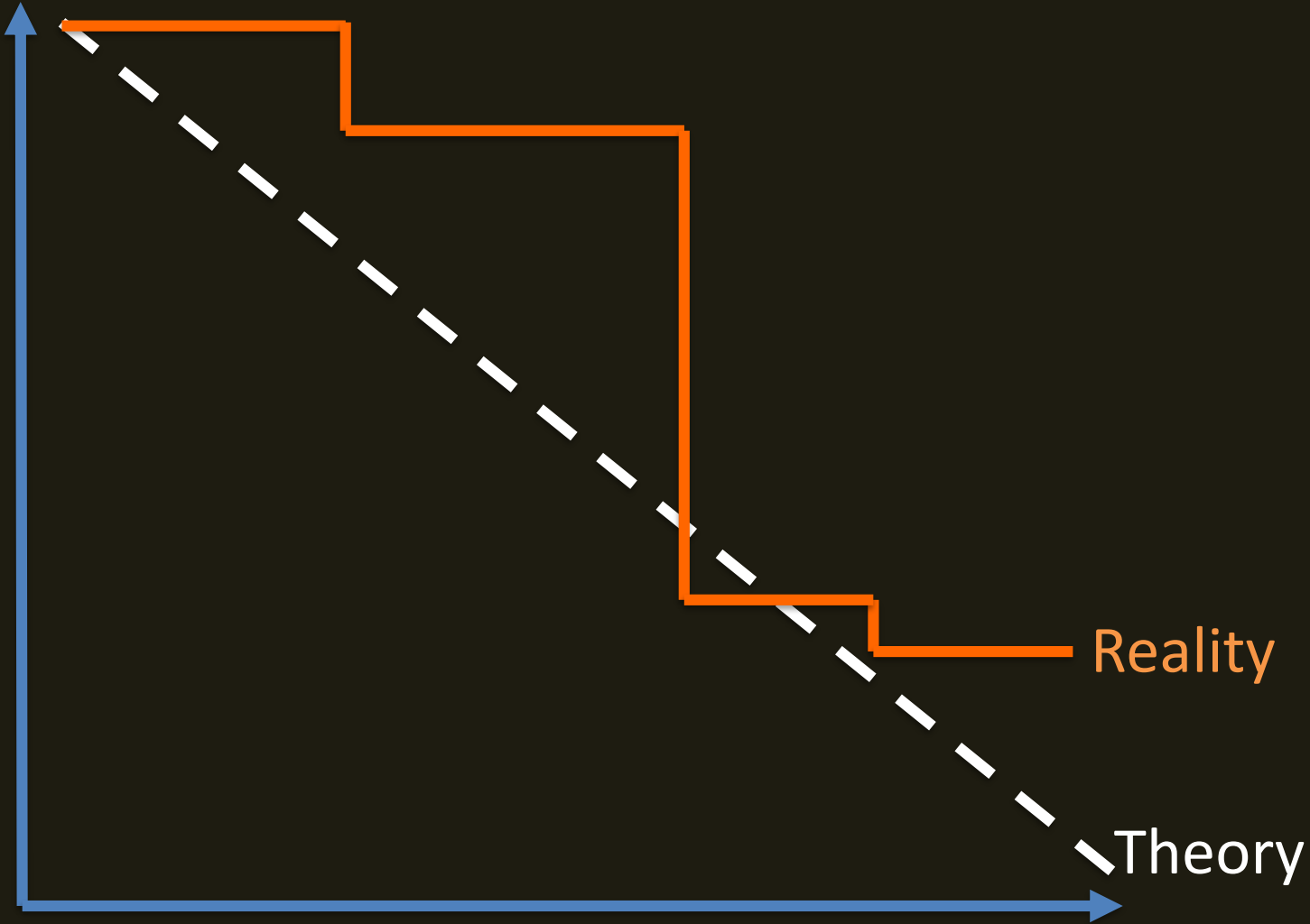
- What did you get done, since yesterday?
- What will do to today?
- What is blocking you?

Scrum Master:

- Remove impediments
- Update Burndown
- Not a Project Manager
- Not a full-time job

Burndown

Story
Points
remaining



Reality

Theory

Days remaining in Sprint

Velocity

- Capacity of team, measured as **historical average** of Story Points delivered in past 3 Sprints
- Useful for **planning** future Sprints
 - Guide to capacity of current team
 - Not known at the beginning
- Will **flatline** eventually
 - Stable team, consistent Sprints

Scrum Retrospectives

- What worked, what didn't
 - Were stories clear?
 - Was Product Owner supportive?
 - Was Scrum Master helpful?
- Did velocity change?
 - Why?

Getting Scrum Right

- Deal with **distributed teams**
 - Fluid collaboration networks
 - Notifications, awareness
- Deal with **differences in skills**
 - Not everyone can do everything
- Deal with **chores and defects**
 - Treat them like stories
- Have a **sprint theme**
 - Not a random collection of stories
- Deal with **scale**
 - Many cards, many boards

The Nuclear Option



Where Scrum Works Best

- **Work is new**
 - Strategy, tactics are uncertain
- **Environment is fluid**
 - Requirements / market / policy uncertainty
 - New partnerships are being tried
- **Process improvement is rhythmic**
 - Re-prioritize work episodically
- **Examples:**
 - Any & all software development

Scrum in Government

- Need **regulatory flexibility** in purchasing services
- Need **budget flexibility** in planning
- Need **organizational flexibility** in roles, career path, rewards

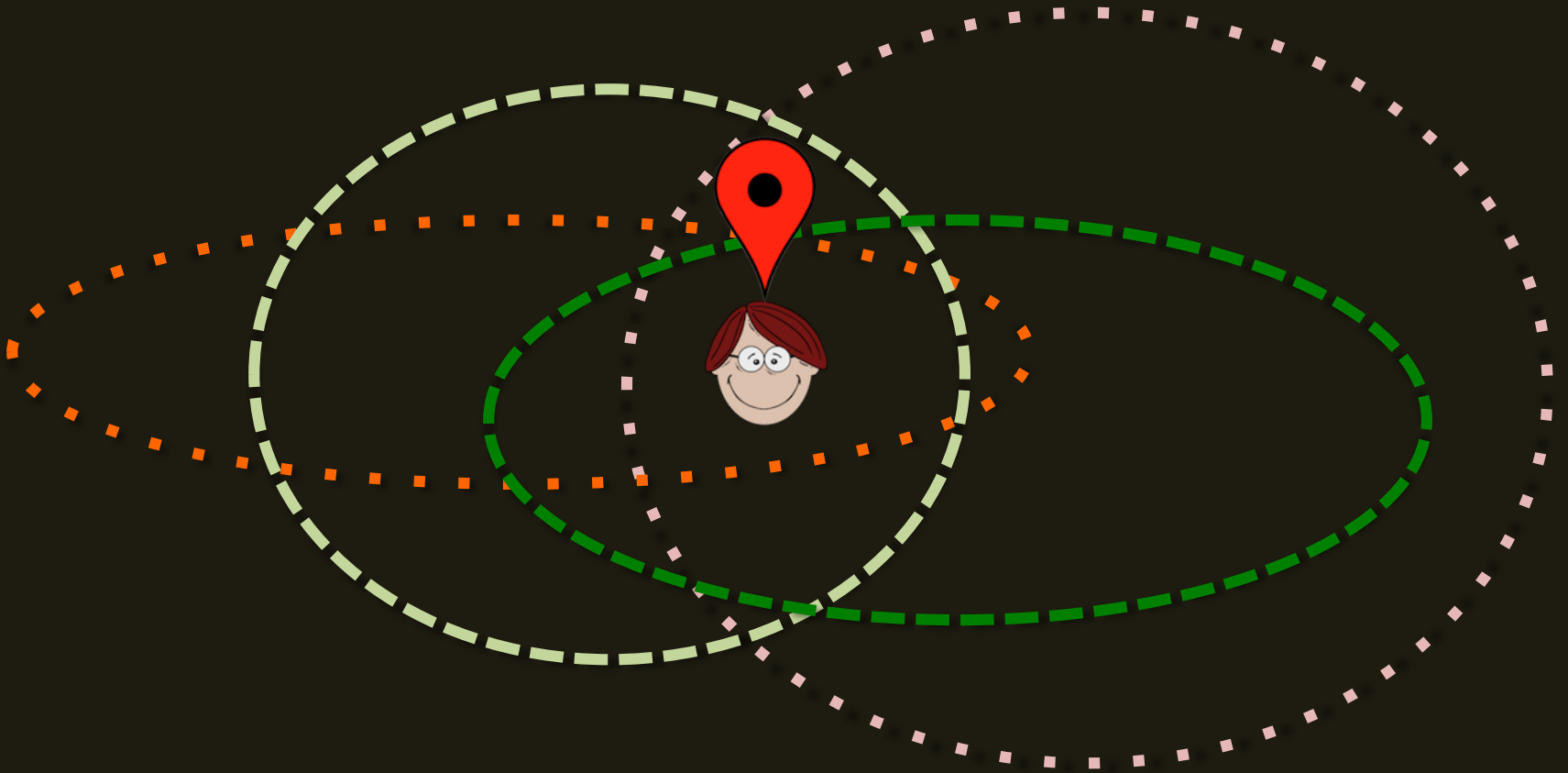
Getting Kanban Right

- Deal with **distributed teams**
 - Fluid collaboration networks
 - Notifications, awareness
- Integrate **Tasks + Content + Conversations**
 - Critical elements of system
- Manage capacity with **WIP**
 - WIP for today, WIP for function
- Optimize for **smooth flows**
 - Avoid rework, waste

Where Kanban Works Best

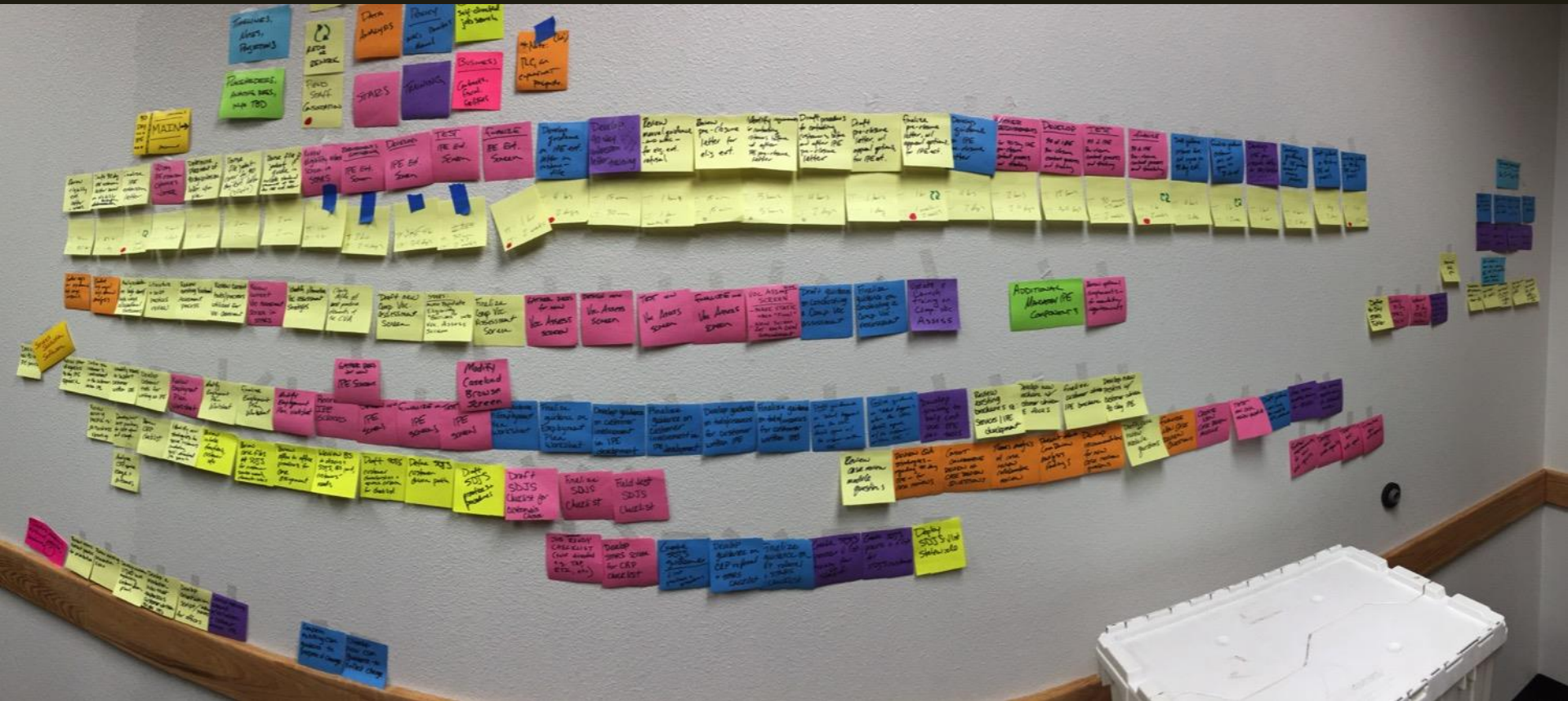
- Work flows in **continuously**
 - Similar size and shape
 - Can be done by anyone
 - Is re-prioritized very frequently
- Work is well **understood**
 - You are not inventing (much)
- Examples:
 - Case Management, Help Desk

Collaboration Networks



(You are here)

Try Technology



Example: Personal Kanban

Kerika 7 open boards ▾

Search

HOME > Melissa's Task List

VIEW AS WORKFLOW ▾

To Do

- New: CLC Contract - Check on status
- Moved: WPP Workplace Strategies - Take after photos
- DUE TODAY: HR Summit - Follow up on breakout session facilitators
- Leading Teams - Watch e-learning courses
- Vets Bill - Review action plan, follow up with DC
- WPP Workplace Strategies - Draft Lean poster
- DUE SEP 28: HR Governance - Pull together draft of core content for governance webpages
- Wellness - Schedule MT appointment
- ADD NEW CARD

In Progress

- New: Miscellaneous - Prep for huddle update
- Miscellaneous - IT prep for OS updates
- New DUE TODAY: HR Development - Prep for meeting with committee
- New: PRRs - Update spreadsheet with additional info
- New: Miscellaneous - Call Employee re: recruitment question
- Management - Miscellaneous LCB complaint
- ADD NEW CARD

Pending

- BRGs - Follow up on fundraising question
- Supported Employment - Review/research MOU questions in advance of contracts meeting
- DUE OCT 05: HC Provider Workgroup - Finalize agency EVP evaluation survey
- Deloitte Event - Invite guest
- CB Collaboration - Contact Nova about available data
- HC Provider Workgroup - Send out strategies survey
- CLC - Follow up on Reimagine HR conference tickets
- Management - Follow up on Run Hide Fight training question
- ADD NEW CARD

Done

- DONE 8:57 AM: HR Governance - Review CLC materials
- DONE 3 DAYS AGO: WPP Workplace Strategies - Draft email invitation
- DONE 3 DAYS AGO: Miscellaneous - Prep for meeting with MPA student
- DONE OCT 11: CLC - Prep for meeting with DES
- DONE OCT 11: SHR Projects - Ask Ann about potential projects for reporting
- DONE OCT 11: SHR Projects - Notify Leslie of postponement for reporting
- DONE OCT 11: Regional Comp Workgroup - Send out exit survey data
- DONE OCT 11

Example: Team Kanban

Kerika 8 open boards ▾

SEARCH Search

HOME > Building a website

VIEW AS WORKFLOW ▾

Planning & Design

- ON HOLD**
Gather assets for home page
Assignees: [3]
- Registration system
Assignees: [1]
- Competitive survey
Assignees: [1]
- Master stylesheet
- Other instructional videos?
Assignees: [2]
- Pricing page
Assignees: [1]

In Development

- NEEDS REVIEW** DUE TOMORROW
Select publishing platform
Assignees: [3]
- Client login with HTTPS
Assignees: [1]
- BLOCKED**
Developing styling for home page
Assignees: [1]
- NEEDS REVIEW**
Creative brief
Assignees: [1]
- Finalize proposal & funding
Assignees: [1]

QA

- NEEDS REVIEW** DUE IN 2 DAYS
Design information architecture
Assignees: [3]
- READY**
Gather testimonials & user success stories
Assignees: [1]
- NEEDS REVIEW** DUE SEP 10
Site Analytics
Assignees: [1]
- Link checks
Assignees: [1]

Final Review

- Create video for home page
Assignees: [1]
- READY** DUE SEP 10
Understand key business processes
Assignees: [1]
- Develop styling for all other pages
- CRITICAL**
Show demo to Michelle
Assignees: [1]

ADD NEW CARD

Example: Agency

Kerika 2 open boards ▼ 🔍 Search 📅 ? 👤

HOME > Grain Safety VIEW AS WORKFLOW 👥 💬 📎 💡 ⚙️

Instructions and Templates

- Grain Safety Meeting Agenda Template
- Safety Meeting Attendance Sheet Template
- Moved: Misc Safety Notices - Safety Standards for Ag/CO Poisonings
- Moved: WAC 296-800 Accident Reporting/LNI Lock Out/Tagout/Driving Safety/Dust
- Grain Safety Meeting Minutes Template

ADD NEW CARD

Draft Safety Meeting Documents

- New: Seattle September Safety
- New: Longview/Kalama/Vancouver Oct. Safety **DUE OCT 25**
- New: Spokane Grain Sept Safety Meeting

ADD NEW CARD

Documents Ready for Review: 0 Items

Documents Being Reviewed

- New: Longview/Kalama/Vancouver Sept. Safety **DUE SEP 26**
- New: Colfax September Safety
- New: Pasco Grain Safety Meeting September 2017
- New: Spokane Grain Oct Safety Meeting

ADD NEW CARD

Documents Returned for Rework: 0 Items

Done

- DONE SEP 08: Seattle Grain Safety Meeting August 2017
- DONE SEP 08: QA/QC Lab Safety Meeting August 2017
- DONE SEP 08: QA/QC Lab July Safety
- DONE SEP 08: Pasco Grain Safety Meeting August 2017
- DONE SEP 08: Colfax Grain Safety August 2017
- DONE SEP 08

Example: Marketing Scrum

The image shows a screenshot of the Kerika project management tool. The main interface displays a Scrum board for SPRINT 95 (October 2- October 6). The board is divided into three columns: Backlog, The Sprint Backlog, and In Review. The Backlog column contains six items, including 'RESEARCH- Referral Program', 'REFERRAL PROGRAM- Thank you', 'INVENTORY UPDATE- Account Cards', 'WEBSITE - Retirements page update [PULL 11/6]', 'ADD DRIVE-THRU/ATM SIGNAGE AT LYNNWOOD', and 'BALANCE TRANSFER- ending (Pull Oct. 30th)'. The 'The Sprint Backlog' column is currently empty and has an 'ADD NEW CARD' button. The 'In Review' column is also empty and has an 'ADD NEW CARD' button. The top navigation bar shows 'Kerika 2 open boards' and 'HOME > SPRINT 94 (September 25- October 1)'. The browser address bar shows 'https://kerika.com/m'.

Kerika 2 open boards

HOME > SPRINT 94 (September 25- October 1)

VIEW AS WORKFLOW

Backlog

- RESEARCH- Referral Program
- REFERRAL PROGRAM- Thank you
- INVENTORY UPDATE- Account Cards
- WEBSITE - Retirements page update [PULL 11/6]
- ADD DRIVE-THRU/ATM SIGNAGE AT LYNNWOOD
- BALANCE TRANSFER- ending (Pull Oct. 30th)
- LOAN LATE PAYMENT- update XDI letter (Pull Oct. 23rd)

Kerika: SPRINT 95 (October 2- X

Secure | https://kerika.com/m

Kerika 3 open boards

HOME > SPRINT 95 (October 2- October 6)

VIEW AS WORKFLOW

Backlog

- RESEARCH- Referral Program
- REFERRAL PROGRAM- Thank you
- INVENTORY UPDATE- Account Cards
- New WEBSITE - Retirements page update [PULL 11/6]
- Moved ADD DRIVE-THRU/ATM SIGNAGE AT LYNNWOOD

The Sprint Backlog

ADD NEW CARD








In Review

ADD NEW CARD

Stories

Website Redesign / Planning & Design ✕

Some way to orient users to boards they just joined

NEEDS REVIEW DUE TOMORROW    TAGS    +4 

- DETAILS
- TASKS
- CHAT
- ATTACHMENTS
- HISTORY

EDIT DETAILS

Business Objective:

Make it easier for new users to join boards started by their coworkers, by helping them orient themselves to the boards they just joined.

The key feature we are introducing here is educating users about Filters, so they can quickly come up to speed on large boards where they have been pre-assigned cards.

Proposed Solution:

Existing users who join a new board, either by accepting an invitation or being auto-added, see a Welcome dialog.

The content of the Welcome dialog varies slightly based upon whether the new TM has been pre-assigned cards or not: if so, the user has the option of immediately filtering his view of the board to only view those cards that are assigned to him.

If the board is filtered, a Tip is shown (optionally) to educate the user about the Filter function. If the user had previously dismissed the Tip, through any pathway, the Tip isn't shown.

The Welcome dialog can be dismissed by the Escape key or the X button.

Update:

Shows first four board detail line should be shown as unordered list

Tasks

Website Redesign / Planning & Design 🔗 ✕

New card dialog box redesign





NEEDS REVIEW DUE TOMORROW ★ 🚩 📌 TAGS 👤 👤 👤 +4 ✎





- UI planning
Chirag Moradiya, Due Tomorrow
- Increase interactive area for drag-handle, currently it's slightly more than the icon shown. Instead, it should be in full height of the task.
Arun Kumar, Due in 2 days
- Probably related to z-axis: cannot apply any of the pop-up actions, e.g. Assign, because click is captured by the task that is below where the
Arun Kumar
- Increase interactive area for drag-handle, currently it's slightly more than the icon shown. Instead, it should be in full height of the task.
Due Tomorrow
- Probably related to z-axis: cannot apply any of the pop-up actions, e.g. Assign, because click is captured by the task that is below where the
- If user ignores "you are better off with Kerika+Google" prompt and tries to sign up directly, the account is not created properly
- Create user requirements
Done 2 days ago, by Arun Kumar
- Click to drag experience is not very good: the grey area changes height rapidly, which can be confusing.
Done yesterday, by Chirag Moradiya


Content


Website Redesign / Planning & Design ✕


Some way to orient users to boards they just joined


NEEDS REVIEW DUE TOMORROW ★ 🚩 📌 TAGS    +4 


-  **UPLOAD**
-  **CREATE**
-  **LINK**
-  **GOOGLE**


 **DETAILS**


 **TASKS**


 **CHAT**


 **ATTACHMENTS**


 **HISTORY**


 **Welcome to PayPal** Arun Kumar updated 10 mins ago


 **Website Folder.zip** Chandresh Kikani updated Recently

 **Mockups 1.jpg** Chirag Moradiya added 2 days ago



 **Mockups 2.jpg** Chirag Moradiya updated 3 hours ago



 **Planning document** Chandresh Kikani updated Recently

Conversations

Website Redesign / Planning & Design ✕

Some way to orient users to boards they just joined

NEEDS REVIEW DUE TOMORROW TAGS +4

- DETAILS
- TASKS
- CHAT
- ATTACHMENTS
- HISTORY

Did the client sign off on the new design yet?
12:00 PM

Not yet. I will give them a call soon.
12:15 PM

Let me know if you need me or Jessie to join you in a conference call.
12:16 PM

Sure, glad to help, although I think having all of there will be overkill.
12:00 PM

No need, I can take care of this. Thx
12:15 PM

Enter your message

SEND

People

Website Redesign / Planning & Design ✕

Some way to orient users to boards they just joined

NEEDS REVIEW DUE TOMORROW TAGS

- DETAILS
- TASKS
- CHAT
- ATTACHMENTS
- HISTORY

EDIT DETAILS

Business Objective:

Make it easier for new users to join boards by helping them orient themselves to the board.

The key feature we are introducing here is that they can quickly come up to speed on pre-assigned cards.

Proposed Solution:

Existing users who join a new board, being auto-added, see a Welcome dialog.

The content of the Welcome dialog varies. For a new TM has been pre-assigned cards, immediately filtering his view of the board assigned to him.

If the board is filtered, a Tip is shown (optionally) to educate the user about the Filter function. If the user had previously dismissed the Tip, through any pathway, the Tip isn't shown.

The Welcome dialog can be dismissed by the Escape key or the X button.

Update:

Shows first four board detail line should be shown as unordered list

- Brendan Ruiz
- Gregory Garrett
- Jessie Smith
- John Campbell
- Mary Randall
- Michelle Santos
- Pam Johnson
- Tim Nelson

Tags

Website Redesign / Planning & Design ✕

Some way to orient users to boards they just joined

NEEDS REVIEW DUE TOMORROW

EDIT DETAILS

Business Object
Make it easier for users to find what they need, by helping them orient themselves to the board.

The key feature is that they can quickly assign cards to their coworkers, by using filters.

Proposed Solution
Existing users who have been auto-added, see the content of the board. TM has been pre-emptively filtered immediately filtered assigned to him.

If the board is filtered by the Filter function. If the Filter pathway, the Tip pathway, the Tip pathway, the Tip pathway.

The Welcome dialog should be shown for the user or the X button.

Update:
Shows first four board detail line should be shown as unordered list

PRIORITY

- ☆ Normal
- ★ High Priority
- ★ Critical

TAGS

- business process
- bugs
- development
- design
- marketing

CANCEL

CHAT

ATTACHMENTS

HISTORY

+4

Awareness


Moved IN PROGRESS

Users with Signup (including very recent) but no Last Login dates

☰ ☑ 🗨️ 📎



NEEDS REWORK

Hidden column shows blue icon even when it is empty

☰ 🗨️ 📎 

Moved READY

Account over quota warnings are being sent to wrong email

☰ 🗨️ 📎  

Pivoting Your View

Kerika 8 open boards ▾

Search

HOME > Building a website

DUPLICATE 2

CALENDAR

HELP

USER

SETTINGS

← ● → DUE NEXT FEW WEEKS ▾

GROUP

CHAT

LINK

SETTINGS

Not Scheduled

- Audit review
in Backlog
- SEO checks
in Backlog
- ON HOLD
Gather assets for home page
in Planning & Design
- About Us page
in Backlog
- Branding strategy for site
in Backlog
- Master stylesheet
in Planning & Design

ADD NEW CARD

Overdue

- READY
Understand key business processes
in Final Review
DUE SEP 10
- NEEDS REVIEW
Site Analytics
in QA
DUE SEP 10

This Week Oct 15 - Oct 21

- Finalize proposal & funding
in In Development
DUE TODAY
- NEEDS REVIEW
Check with client: git OK? Do they care?
in In Development
DUE TODAY
- Link checks
in QA
DUE TODAY
- Any additional collateral we need?
in Backlog
DUE TOMORROW
- Client login with HTTPS
DUE TOMORROW

Next Week Oct 22 - Oct 28

Drag a card here to set a due date.

ADD NEW CARD

At Scale

The image shows a screenshot of the Kerika Kanban board interface. The top navigation bar includes the Kerika logo, '2 open boards', a search bar, and user profile icons. The main board is titled 'HOME > Kerika main board What Needs Attention'. It features two columns: 'This Sprint' and 'Planning'. The 'This Sprint' column contains three cards: 'Billing' (ON HOLD), 'Permanently deleting items from Board Trash on k.com caused several server errors' (ON HOLD), and 'NPE: While run sysop for set minimum due date on webapp.' (New READY). The 'Planning' column contains two cards: 'Hidden column shows blue icon even when it is empty' (NEEDS REWORK) and 'Update webapp docker container build process to use spring-loaded-adapter & support hot-swap from development machine.' (READY). A modal menu titled 'HIGHLIGHT CARDS ON THIS BOARD' is open, listing options: 'No highlights' (checked), 'What's assigned to me', 'What's new and updated', 'What needs attention', 'What's inactive', 'What got carried over from the last Sprint', and 'Custom highlight'. A red ribbon icon is visible on the top right of the 'NEEDS REWORK' card.

Kerika 2 open boards

HOME > Kerika main board **What Needs Attention**

This Sprint

ON HOLD
Billing

ON HOLD
Permanently deleting items from Board Trash on k.com caused several server errors

New **READY**
NPE: While run sysop for set minimum due date on webapp.

ADD NEW CARD

Planning

NEEDS REWORK
Hidden column shows blue icon even when it is empty

READY
Update webapp docker container build process to use spring-loaded-adapter & support hot-swap from development machine.


ADD NEW CARD

HIGHLIGHT CARDS ON THIS BOARD

- No highlights
- What's assigned to me
- What's new and updated
- What needs attention
- What's inactive
- What got carried over from the last Sprint
- Custom highlight

Across Projects

What's happening?

 6 open boards ▼ 🔍 Search

HOME **Favorites** Owned by Me Shared with Me

IEWS

BOARDS

TEMPLATES

What's Assigned to Me

Everything that's assigned to you, across all boards.

61 items, as of 4 mins ago

What Needs Attention

Everything that needs your attention, across all boards.

24 items, as of 3 mins ago

What's Due

Everything that's Overdue and Due, across all boards.

60 items, as of Recently

What Got Done

Everything that got done today, this week, this month and last month.

117 items, as of Recently

What's Assigned to Me?

Kerika 2 open boards ▼ 🔍 Search 📧 2 📅 ?

[HOME](#) > [What's Assigned to Me \(all boards\)](#) Last updated: Recently

- Not Scheduled (36 items)**
 - ON HOLD**

As a Product owner, I want views for Bank Accounts, Assets and Philanthropies.
Athena V6 To Do
 - Contacts: Add "Place of Birth" in contact card**

Athena V6 To Do
 - Contacts: Add field next to Driver's License information for "Issue Date", "Expiration Date" and "State of Issuance"**

Athena V6 To Do
 - Contacts: Add "Mailing List" tags to contact cards**

Athena V6 To Do
 - Contacts: Add Passport information/field for "Passport Number", "Country of Issuance", "Issue Date" and "Expiration Date"**

Athena V6 To Do
- Overdue (1 item)**
 - IN PROGRESS** **DUE FEB 14**

Come up with first plans for private dining room
A Taste of Tuscany In Progress
- Today (1 item)**
 - NEEDS REVIEW** **DUE TODAY**

Check with client: git OK? Do they care?
Building a website In Development
- This Week Oct 17 - Oct 21 (2 items)**
 - NEEDS REVIEW** **DUE TOMORROW**

Select publishing platform
Building a website In Development
 - NEEDS REVIEW** **DUE IN 2 DAYS**

Design information architecture
Building a website QA

What Needs Attention?

Kerika 4 open boards ▼ 🔍 Search 📧 2 📅 ? 👤

HOME > What Needs Attention (all boards) Last updated: Recently ↻

Overdue (7 items)

- DUE TODAY**
Check one personal reference
Arun Kumar Background Check
- DUE TODAY**
Confirm that applicant has all claimed academic & professional qualifications
Arun Kumar Background Check
- DUE OCT 22**
Credit History Check
Arun Kumar Background Check
- DUE OCT 22**
Confirm applicant is authorized to work
Arun Kumar Background Check
- IN PROGRESS** **DUE FEB 14**
Come up with first plans for private dining room

Critical (1 item)

- CRITICAL**
Show demo to Michelle
Building a website Final Review


Blocked (5 items)

- BLOCKED**
Activate email aliases once email is received
Avis In Progress
- BLOCKED**
Developing styling for home page
Building a website In Development
- BLOCKED**
Crash testing round #2
WIKISPEED Lynnwood Board Backlog NOT Ready
- BLOCKED**
DOT approved glass on LeMans body (XL)
WIKISPEED Lynnwood Board Backlog NOT Ready
- BLOCKED**
Parking brake on car #1 (XL)
WIKISPEED Lynnwood Board Backlog NOT Ready


Needs Review (6 items)


- NEEDS REVIEW** **DUE TODAY**
Check with client: git OK? Do they care?
Building a website In Development
- NEEDS REVIEW** **DUE TOMORROW**
Select publishing platform
Building a website In Development
- NEEDS REVIEW** **DUE IN 2 DAYS**
Design information architecture
Building a website QA
- NEEDS REVIEW**
Creative brief
Building a website In Development
- NEEDS REVIEW**
PRICING MODEL - version 1.0
Kerikanation for State of Washington Leads

What Got Done?

Today (1 item) 

This Week Oct 15 - Oct 15 (0 items)

Last Week Oct 08 - Oct 14 (26 items) 

This Month Oct 01 - Oct 07 (18 items) 

There's nothing to show for this column, right now.

DONE 8:57 AM
HR Governance - Review CLC materials
Melissa's Task List Done

DONE OCT 09
CLC - Follow up with CLC on Reimagine HR
Melissa's Task List Done

DONE OCT 09
Exit Survey - Prep for meeting by reviewing current survey
Melissa's Task List Done

DONE OCT 09
CLC Contract - Follow up on next steps
Melissa's Task List Done

DONE OCT 09
HC Provider Workgroup - Review/test strategy survey
Melissa's Task List Done

DONE OCT 09
SHR Projects - Schedule check in meeting
Melissa's Task List Done



DONE OCT 09
HC Provider EVP - Follow up with KB on strategies/questions

DONE OCT 03
HC Provider Workgroup - Update action plan with dates based on agency input
Melissa's Task List Done

DONE OCT 03
Management - Prep my spiel for section meeting with Pat and Franklin
Melissa's Task List Done

DONE OCT 03
Management - Follow up with Communications on review timeline for Vet bill
Melissa's Task List Done



DONE OCT 03
Personal - Call back mom's facility
Melissa's Task List Done

DONE OCT 03
Miscellaneous - Follow up on intern email
Melissa's Task List Done

DONE OCT 03
DES IAA - Review and send feedback/approval

Summary

- You need technology to **scale**
 - Paper doesn't scale
- Be **pragmatic**, not dogmatic
 - The perfect team doesn't exist
- Remember to **reflect**, improve
 - Every Sprint with Scrum
- Get **buy-in**, get support
 - Management, policy, technology

As with any religion, you need to understand the **philosophy** before you follow the **rituals**



Questions?

Arun@Kerika.com

