# **Action Shadowing of Digital Services Implementation**

# **Completion Form**

## Shadowing Details

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| --- | --- |
| Name of person/group you shadowed and their agency/company: | Example: Sarah Smith from The Department of Digital Services Acquisition |
| When did you complete your shadowing experience? | Example: October 17 and 18, or October 8 and November 2 |
| What was the total duration of your shadowing experience? | Example: 16 hours |

The digital service job shadowing experience is a structured career activity where a cohort participant follows a digital service expert or team to learn more about their particular occupation or industry. The purpose of job shadowing is to help participants explore how digital service roles or processes work, what challenges they encounter in implementing digital service supplies or services, and what success looks like for them.

## For this requirement to be met, participants must complete at least 2 full days (16 hours) of shadowing. These can be consecutive days or split between two different engagements. The shadow assignment should either be with an individual or a team that is implementing a digital service, either in the government or in a commercial environment. The experience does not have to be specifically related to acquisition elements, as it is an opportunity to see how engineers, designers, product managers, UX experts, and so forth engage with their end users to obtain objectives.

## Locating the Opportunity

In one paragraph to ½ a page, please describe how you located and chose your shadowing opportunity.

## Shadowing [INSERT PERSON/GROUP]

In 2-3 pages, please describe at least the following about your shadowing experience:

* Did you shadowing experience involve participating in a sprint planning session, backlog meeting, multiple activities within an agile team, or something else?
* What was the person/group trying to accomplish?
* What was the person/group’s “superpower?” (i.e. the one thing they excel at)
* What kind of activities occurred? For example, did the person you were shadowing have to write user stories?
* Did the person/group encounter any blockers? If so, how were they mitigated?
* Describe any terms or concepts that you were unfamiliar with and whether the person/team you shadowed gave an explanation for you.
* From your perspective identify aspects of the job that were:
  + Positive
  + Negative

Optional Questions/ Additional Feedback

* How much training/education is required for the role(s)
* What did the person/team like best about their job?
* If the person/team is working in a government environment, describe how they feel about the culture and nature of government projects
* If the person/team is working in a commercial environment, describe how they feel about the culture and nature of commercial industry
* What are the guides/resources that they rely on to help hone their skills

## Reflecting on Lessons Learned

Thinking about your experience, what did you learn? Did you observe or discuss best practices with the person/group you shadowed? Did you have any other key takeaways?