

Introduction

When I found out that I was going to be supporting a project using Scrum, I was immediately wary. I did not really know much about Scrum or Agile but had the sense that these things moved at a fast pace and did not really take UX into consideration. However, I had no choice about which development process my team chose, so I set my trepidations aside and got ready to support my team.

I was fortunate that some internal experts who were advocates of the UX team were working in parallel sprints, or working a sprint ahead, to the development team. Their model seemed very logical and comfortable, and I was happy to apply the technique. Once I got started though, I noticed that a lot of factors in my situation did not match their experience and I was not entirely sure how to modify the technique to fit. My team was not colocated (although not extremely so), the team was larger than recommended, and the project had a significant infrastructure piece in addition to the user interface. None of the issues was a deal breaker, but I needed to adjust my process and I was always very uncertain about whether I was being Agile enough.

After finishing the project, I shared my experience at a local usability professionals' conference, and it was eye-opening. People were so hungry for insight and guidance and had many of the same questions. However, since there was a wide variety in situations, the answer to those questions might be different for everyone. I was blown away by the different implementations of Agile UX and felt like I was not seeing enough of that diversity reflected in the dialog happening around Agile and UX. I felt that had I known there were so many ways to do Agile UX and what they were, this would have given me more confidence about my approach. I thought, "Someone should write a book." Then, a few years later, I did.

The goal of this book is to show that there are many ways for a UX team to succeed, and fail, at being Agile and to illustrate that using the same set of tactics could lead to either outcome, depending on the situation. The case studies show that there are many ways to be Agile and more than a few ways for a UX team to do well in an Agile environment. I examine what contributes to

a team's success and what factors to consider to determine the best path for your team to take to achieve a positive outcome. After reading this book, you will have the tools you need to determine what Agile UX means for you in your situation.

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