

Agile Fundamentals

Version 8.0 – Breakout File

SOFT
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Introductions...



My name is....

My background is....

What is important to me....

An interesting or fun fact about myself...

Let's Create a Social Contract

Let's create a social contract for us on the course...

Team Social Contract

- Have fun while learning
- Respect the time
- We are all responsible for each other
- There are no stupid questions
- Avoid multitasking
- Etc..

Feel free to ask questions that may come to mind as 99% of the time everyone else is thinking the same thing!

Example Social Contract

**Having fun
while learning**

**Respect the
time**

**One person
speaks at a
time**

**We are all
responsible
for each other
and our own
learning**

**Respect one
another**

**There are no
stupid
questions**

**Avoid multi-
tasking**

**Feel free to ask questions that may come to mind as 99%
of the time everyone else is thinking the same thing!**

Agile 2DVille...

Your facilitator will take you through this exercise...

Agile 2DVille

Agile 2DVille

Discuss and Draw

In your breakout teams, take the Agile Manifesto (and Principles) and/or Heart of Agile and/or Modern Agile and create a visual representation to explain it to the class.

Discuss and Draw

Discuss and Draw

Let's Form Teams

In your groups, discuss and draw the following:-

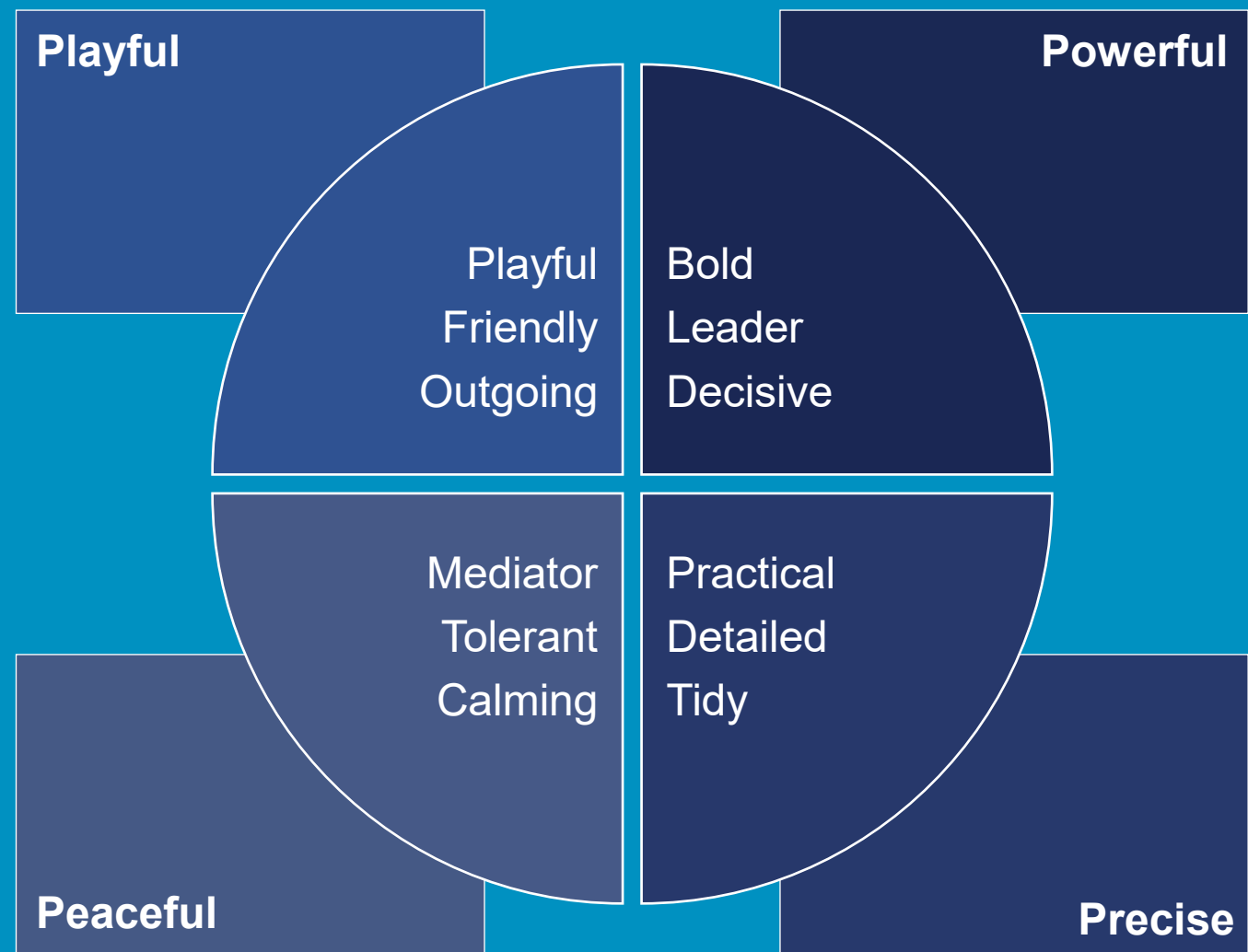
If you were creating a new team from scratch, what roles you would need in your team and what responsibilities would these roles have?

Let's Form Teams

Four “Different” Corners

Let's find out how
different we all are.

What is your
**predominant
personality type** when
you are under pressure?



The Dot Game – It's About Flow

Rules of the exercise:

Each worker must move the package (grey dot) individually one by one to be to be colour treated. Once the package has been individually colour treated, it can be moved to 'ready'. Only when the quota in the 'ready' section is reached the next worker may start to work on it.







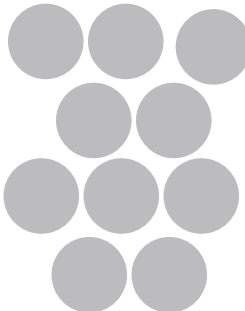
The timer is only stopped once all the packages are completely done. The manager will record the time on the board once the work is completely done.

Roles:

- Workers
- Manager (time keeper)

Time: 10 minutes

Workflow Scoreboard

<div>Work Batch</div> <div></div>	<div>Worker 1</div> <div>(Make it green)</div> <div></div>		<div>Worker 2</div> <div>(Add the letter 'A')</div> <div></div>		<div>Worker 3</div> <div>(Add black outline)</div> <div></div>		<div>Worker 4</div> <div>(Add underline and make the 'A' white)</div> <div></div>		Done	Time <div></div>	
		WIP (1)	READY (10)	WIP (1)	READY (10)	WIP (1)	READY (10)	WIP (1)	READY (10)		
		WIP (1)	READY (5)	WIP (1)	READY (5)	WIP (1)	READY (5)	WIP (1)	READY (5)		
		WIP (1)	READY (1)	WIP (1)	READY (1)	WIP (1)	READY (1)	WIP (1)	READY (1)		

Case Study Overview – Coffee Ordering App

We operate a chain of highly successful coffee shops operating nationally as part of a large retailing chain called **GreenMart**. We have a large number of loyal customers as well as a not insignificant amount of foot traffic due to a variety of inner-city and suburban locations both standalone and linked to a number of our key stores.

Our coffee shops continue to attract existing and new customers and get great online reviews, however recently our customers have started to demand newer, faster and more efficient service approaches without compromising on quality. We have invested time and effort in conducting a customer survey which has identified that what our customers are really after, amongst other things, is the ability to save time ordering their beverages via their mobile devices before picking them up in the store. With our customer satisfaction at stake, it is now important to act on this newly gained knowledge and give our customers what they want!

Some important considerations to be aware of:

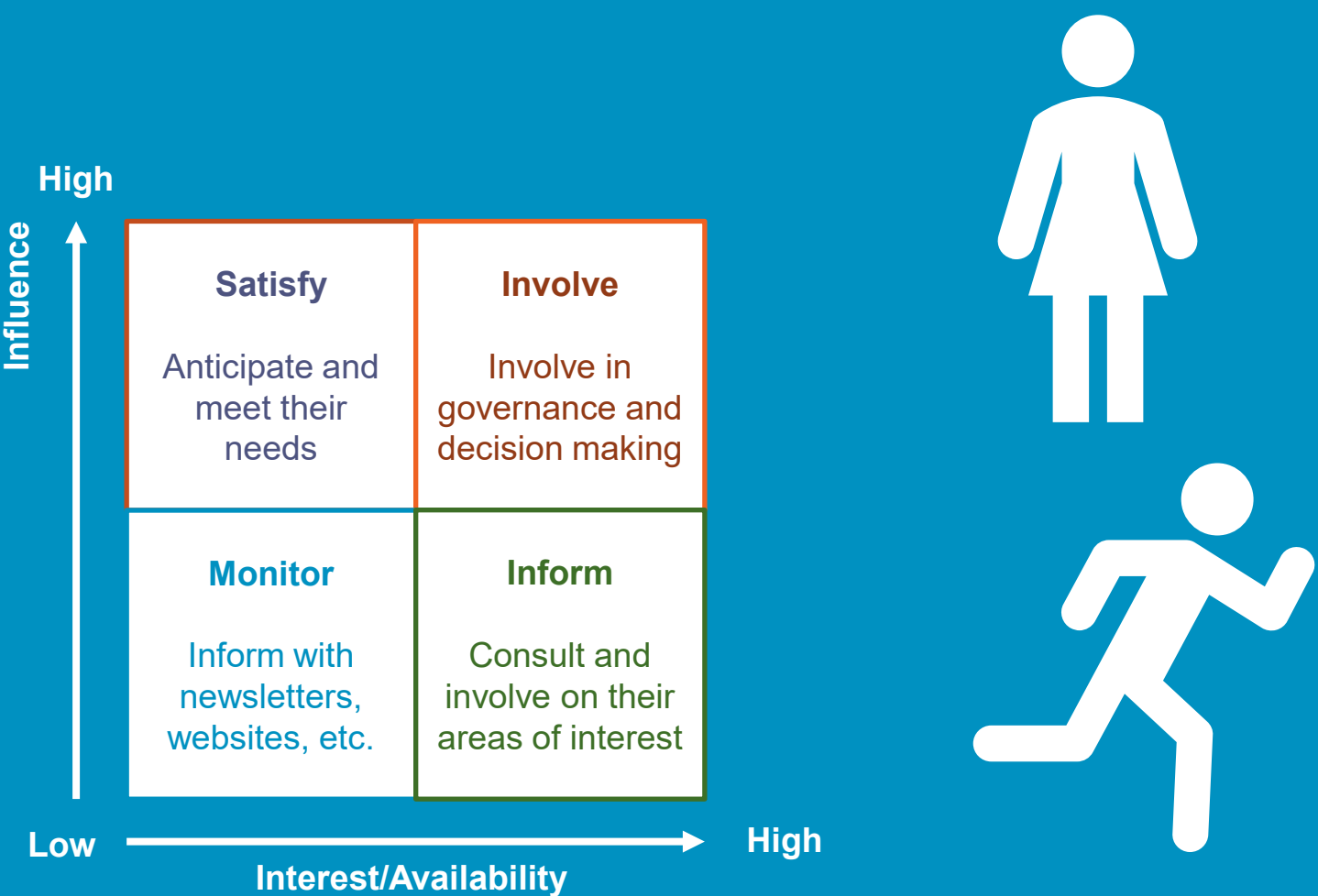
- Coffee has a shelf-life of 3 minutes; the drink must be in the customer's hand within 3 minutes of it being made or we have to waste it and remake the drink.
- Our shops sell a variety of hot and cold beverages (not only coffee!); they may even sell small baked goods and other snacks.
- Don't forget that we also have "drop-in" customers (i.e., non-regulators).
- Do our coffee shops provide seating? If so, how will "sit-down" customers be handled?
- Our coffee shops are part of a larger retailing chain; what other opportunities could this offer, and what are some of the disadvantages?

Project Charter

Description	Mobile ordering for loyal coffee drinkers		
Vision	We offer a frictionless service for regular coffee drinkers to order their drink from a mobile device and avoid waiting in long queues. This results in higher customer satisfaction, greater customer retention, more engaged staff due to shorter queues and higher profits for the group.		
Sponsor	Martyn Jones (MD)		
Organisation/division	GreenMart / Coffee Stores Division		
	Primary	Secondary	Tertiary
Increase Revenue		Increase revenue from repeat business customers by 10% within 3 months	
Reduce Cost			Reduce queues and consequent staff turnover, reduce wasted drinks
Improve Service	Increase customer satisfaction as measured by NPS by 20% within 3 months		

Map Your Stakeholders

Based on the case study overview and project charter who would be some of the key stakeholders we would need to identify?



Elevator Statement Template

For (customer), **who** (statement of need),
the (product name) **is a** (product category)
that (key benefit, compelling reason to buy).

Unlike (primary competitor),

Our product (statement of primary
differentiation).

Vision Statement Template

To [benefit realised]

By [product differentiator]

Develop a Lean Canvas

In your teams, conduct a Discovery workshop to develop a concept canvas for the case study.

LEAN INITIATIVE CANVAS

INITIATIVE

DATE

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<div><div>?</div><div>KEY PROBLEMS</div><div>Key problem or opportunity to be solved</div></div>	<div><div></div><div>SOLUTION / SCOPE</div><div>Proposed solution / scope for this initiative</div></div>	<div><div></div><div>VALUE STATEMENT</div><div>Explain the value of this initiative</div></div>	<div><div></div><div>KEY PARTNERS</div><div>Teams / Partners & estimated time required</div></div>	<div><div></div><div>CUSTOMERS</div><div>Core customer groups this addresses</div></div>
<div><div></div><div>ALTERNATIVES</div><div>Current or competitor approaches to this</div></div>	<div><div></div><div>OUT OF SCOPE</div><div>Key items that are not in scope currently</div></div>	<div><div></div><div>COMPETITIVE ADV.</div><div>Explain our point of difference</div></div>	<div><div></div><div>CHANNELS</div><div>Path to attract & serve customers</div></div>	<div><div></div><div>EARLY ADOPTERS</div><div>Sub-group who will jump to this initiative</div></div>
<div><div></div><div>TECHNOLOGY REQUIREMENTS</div><div>Technology required to support this initiative – new or existing</div></div>		<div><div></div><div>KEY RAIDS</div><div>Key Risks, Assumptions, Issues, Dependencies, Constraints</div></div>		
<div><div></div><div>COSTS</div><div>Any additional costs required to deliver this initiative</div></div>		<div><div></div><div>BENEFITS & REVENUE</div><div>SMART goals and any key metrics / revenue targets</div></div>		

Include The following as part of your canvas

- Your Elevator Statement
- Success Trade Off Sliders


Lean Initiative Canvas Template


LEAN INITIATIVE CANVAS


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 **KEY PROBLEMS**
Key problem or opportunity to be solved


 **SOLUTION / SCOPE**
Proposed solution / scope for this initiative


 **VALUE STATEMENT**
Explain the value of this initiative


 **KEY PARTNERS**
Teams / Partners & estimated time required


 **CUSTOMERS**
Core customer groups this addresses


 **ALTERNATIVES**
Current or competitor approaches to this


 **OUT OF SCOPE**
Key items that are not in scope currently


 **COMPETITIVE ADV.**
Explain our point of difference


 **CHANNELS**
Path to attract & serve customers

 **EARLY ADOPTERS**
Sub-group who will jump to this initiative

 **TECHNOLOGY REQUIREMENTS**
Technology required to support this initiative – new or existing

 **KEY RAIDS**
Key Risks, Assumptions, Issues, Dependencies, Constraints

 **COSTS**
Any additional costs required to deliver this initiative

 **BENEFITS & REVENUE**
SMART goals and any key metrics / revenue targets

Craft Your Personas

In your teams (tables or groups), create personas for your case study

Who?

- Who is this person?

How?

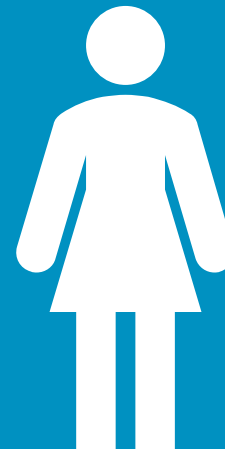
- How does this person use the product?

What?

- What do they need from the product?

Why?

- Why do they need it?



Persona Name:

Who?

Who is this person? (Age, occupation, hobbies, etc)

How?

How has this person come to use the product?
How does this person use the product?

What?

What does this person want from the product?

Why?

Why do they want it?



Persona Name:

Who?

Who is this person? (Age, occupation, hobbies, etc)

How?

How has this person come to use the product?
How does this person use the product?

What?

What does this person want from the product?

Why?

Why do they want it?



Persona Name:

Who?

Who is this person? (Age, occupation, hobbies, etc)

How?

How has this person come to use the product?
How does this person use the product?

What?

What does this person want from the product?

Why?

Why do they want it?



Backbone and User Stories

Work as a group to:

- Create the backbone of the story map for the case study – Capabilities or Features and then Epics

Create User Stories to Form the Story Map

Work as a group to:

- Build upon the backbone of the story map for your case study and...
- Identify a number of stories for your work project and build the body of the Story Map
- Check the stories against the INVEST criteria
- As a <role> I want <feature> so that <benefit>

Prioritise Your Epics

For the case study:

Use the MoSCoW rating to prioritise your Epics

Create a Definition of Done (Optional)

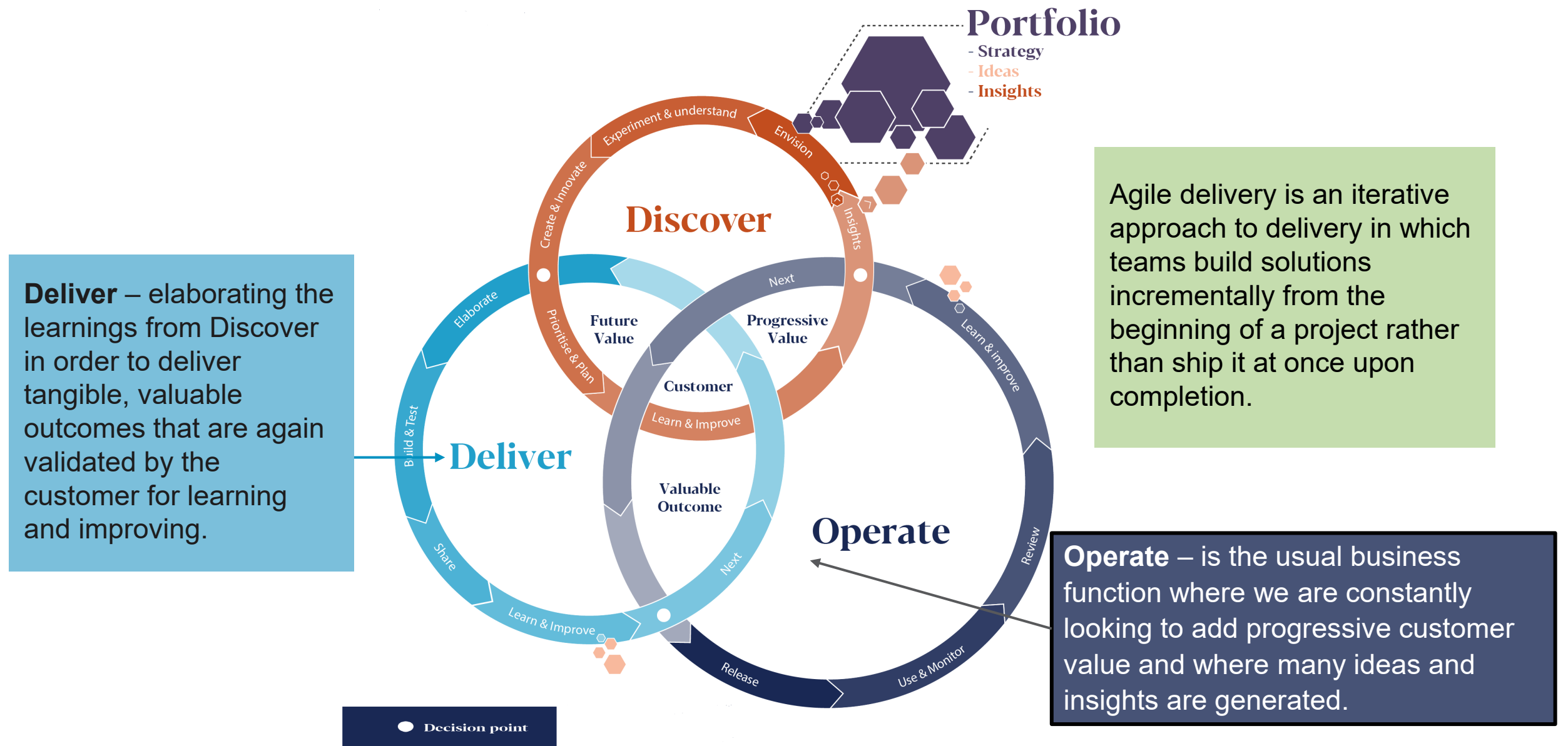
As a group what would we need to create a Definition of Done for the user stories in our s

What Have We Covered So Far That Can Also Be Found In Deliver and Operate...

As a team, reflect on what we have covered in the course so far and create and visualise a list of activities/approaches/events/practices that we would do as we begin to create our solution. Also discuss what happens DURING and AFTER delivery?

If there is time, discuss and record what might be missing?

Agile With SoftEd – Deliver



Your Takeaways...

What are three things you can do, that you've learnt from the class, that you can implement back in your workplace

