

# TREATMENT GUIDELINES

Enhancement of communications in the context  
of Scrum teams

# GOALS



- › Address the lack of coaching-related interactions.
- › Suppress useless information that harm the quality of the communication by obscuring what really is relevant.

# COACHING (I)



- › We empower the role who actually knows Scrum the best: the Scrum Master.
- › The Scrum Master will also become Team Coach, and whenever you reference the Team Coach or expect something from him/her, this will be the same person that the Scrum Master.

# COACHING (II)



- › The sole duty of the empowered Scrum Master is to merge the roles of a Scrum Master and a Team Coach. Therefore, direct contribution to Backlog items **(e.g. development) is not included**. Nevertheless, if time allows, they are free to contribute to pulled items or even pull themselves.

# COACHING (III)



- › However, if at any point you believe that they are sacrificing their SM/TC tasks for contributing to Backlog items, you are allowed to let it know in a Daily Scrum and force them to leave their contributions aside and focus on their priorities.

# INFO OVERLOAD (I)



- › Ideally we would notify the different sources of this type of information so that they remove you from their addressees.
- › But we know that would not work. Instead, we will emulate this using filters and, based on the results we get, we will have an empirical argument for requesting this to happen in reality.

# INFO OVERLOAD (II)



- › Ideally we would notify the different sources of this type of information so that they remove you from their addressees.
- › But we know that would not work. Instead, we will emulate this using filters and, based on the results we get, we will have an empirical argument for requesting this to happen in reality.

# INFO OVERLOAD (III)



- › In the upcoming slides you can find a set of e-mail filters you must setup for the upcoming Sprint.
- › These filters do not mean that you cannot to read the matching e-mails, but intend to organize them to be accessible on your demand rather than on the sender's.
- › The filtered e-mails do not count as received information, as it is intended to simulate a situation in which you would instead access it in case you are interested.



# FILTER 1: TEST RESULTS



1. Start creating a new blank rule for received messages (Rules > Manage Rules & Alerts > New Rule).
2. In the first step of the wizard, mark “with specific words in the subject”. Click the highlighted text “specific words” and add (without quotes) “PD CAT Nightly Test Results”. Press Next.
3. Select “move it to the specified folder. Click the highlighted text “specified”, then New... and then create a folder called “EXP\_DIST” **at the same level than the Done one (inside Inbox)**. Select this one and press Next. Then press Next again.
4. Set “EXP\_RUL\_01” as rule name, and make sure that the only box marked is “Turn on this rule”. Press Finish.
5. Press Apply.

# FILTER II: TRS



1. Start creating a new blank rule for received messages (Rules > Manage Rules & Alerts > New Rule).
2. In the first step of the wizard, mark “with specific words in the subject”. Click the highlighted text “specific words” and add (without quotes) “TCG input”. Press Next.
3. Select “move it to the specified folder”. Click the highlighted text “specified”, then select “EXP\_DIST” and press Next. Then press Next again.
4. Set “EXP\_RUL\_02” as rule name, and make sure that the only box marked is “Turn on this rule”. Press Finish.
5. Press Apply.

# FILTER III: NC APS/ISSUES



1. Start creating a new blank rule for received messages (Rules > Manage Rules & Alerts > New Rule).
2. In the first step of the wizard, mark “with specific words in the subject”. Click the highlighted text “specific words” and add (without quotes) “NC APs and issues”. Press Next.
3. Select “move it to the specified folder. Click the highlighted text “specified”, then select “EXP\_DIST” and press Next. Then press Next again.
4. Set “EXP\_RUL\_03” as rule name, and make sure that the only box marked is “Turn on this rule”. Press Finish.
5. Press Apply.

# FILTER IV: INT. COMM (I)



1. Start creating a new blank rule for received messages (Rules > Manage Rules & Alerts > New Rule).
2. In the first step of the wizard, mark “sent to people or public group”. Click the highlighted text “people or public group” and add (without quotes) “bu.radio.internal.communications@ericsson.com; global.internal.communications@ericsson.com; DDLAWSWGO@ex1.eemea.ericsson.se”. Press Next.
3. Select “move it to the specified folder. Click the highlighted text “specified”, then select “EXP\_DIST” and press Next. Then press Next again.
4. Set “EXP\_RUL\_04” as rule name, and make sure that the only box marked is “Turn on this rule”. Press Finish.
5. Press Apply.

# FILTER V: MOM CAT GEN2



1. Start creating a new blank rule for received messages (Rules > Manage Rules & Alerts > New Rule).
2. In the first step of the wizard, mark “with specific words in the subject”. Click the highlighted text “specific words” and add (without quotes) “MOM CAT”. Press Next.
3. Select “move it to the specified folder. Click the highlighted text “specified”, then select “EXP\_DIST” and press Next. Then press Next again.
4. Set “EXP\_RUL\_05” as rule name, and make sure that the only box marked is “Turn on this rule”. Press Finish.
5. Press Apply.



**ERICSSON**