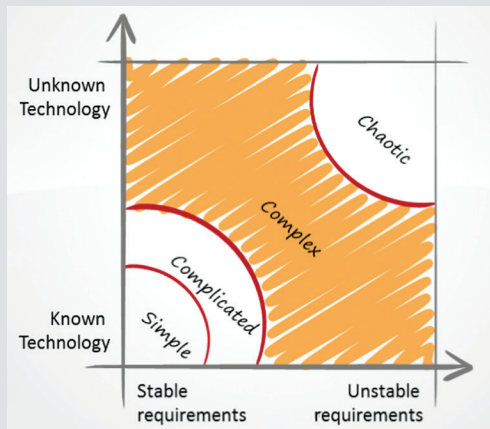




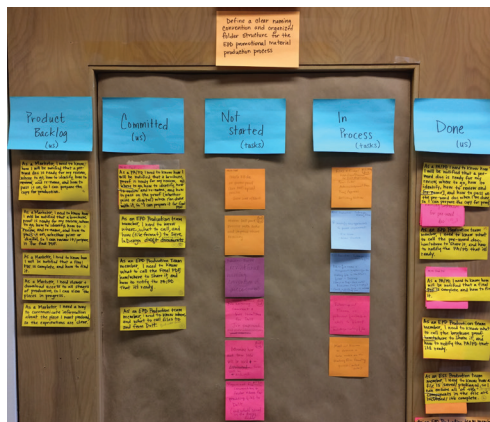
Use Scrum. Get Things Done.

We applied Scrum, an Agile framework for solving complex projects, to redesign business systems, establish a content management infrastructure, and expand our KnowledgeBase.



Complex Projects

Due to the complexity of our projects, unknown requirements, new team formations, and limited resources, we implemented the Scrum Agile framework, rather than traditional Project Management. Scrum is typically used for programming and software development, but we decided to be innovative and apply it to business systems and process improvement.



Agile Process

Scrum is an iterative process, composed of 1-4 week time-blocks, called Sprints. During the Sprint, a self-managed team works on Tasks to achieve their Commitment. The Product Owner defines the 'what,' the Team determines the 'how,' and the Scrum Master facilitates the process. At the end of the Sprint, a Review is conducted to see what can be released, a Retrospective suggests how the process can be improved, and the process begins again.



Powerful Results

Applying the Scrum process to our projects, enabled us to focus on results, to be highly productive, to receive continuous feedback, and to quickly adapt to change. As a result, we transformed entire business systems within a relatively short period of time. We standardized workflows, increased efficiencies, brought transparency to the process, and improved communication across the department.

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What Went Well?

Benefits of Scrum that occur as part of the process:

- Frequent cycles of inspect and adapt allow for eased response to change.
- There is always a focus on results and producing a Minimal Viable Product.
- Self-managed teams define the 'how,' which motivates.
- Scrum, as a process, is easy to implement.

Additional factors that contributed to our success with Scrum:

- Support from leadership
- Formal training
- Low tech tools; we used Post-It Notes rather than Jira.

Lessons Learned

From our experience, we learned the following lessons:

- Scrum requires stamina.
- Teams of 3-5 are ideal.
- Start with a small project to gain experience, and then expand.
- Modify the framework to meet your needs.
- The Scrum Master needs to be flexible in coaching the team.

Considering Scrum?

If interested in using Scrum to complete a project or to revamp a business system, ask the following questions:

- Can you define the goal?
- Are there several unknowns about your project?
- Are you using new technology, systems, or methods?
- Is it likely that requirements may change or that new requirements may emerge before the project is complete?
- Is this a troubled project? (One that has been attempted unsuccessfully before.)

If you answered 'yes' to these questions, Scrum may be right for you.

Sprint through your next project using Scrum!

