

EXPERIENCES WITH REMOTE REVIEW BAZAAR IN LESS

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- Certified Scrum Master
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Software Development Experience

- 20+ years Enterprise Software Development

Large Scale Agile Experience

- Helped big and small companies improve agile mindset & practices





LEAN SHERPAS GMBH

About Us

- Founded in Berlin in 2013
- We provide training, consultation and long-term coaching in Lean & Agile Development Methods

Our Goals

- Our customers confirm measurable results like higher customer satisfaction, faster time-to-market and adaptability, accelerated ROI (return of investment), more engaged and motivated employees

Our Clients & Activities

- adidas AG, Lufthansa Systems, Ergo Digital, Innogy SE, Yello
- We talk at meetups & conferences, organize Coach Camps and continuously improve and exchange our knowledge through daily collaboration



EXERCISE – WHY IS THERE A SPRINT REVIEW IN SCRUM?

Discuss with the person next to you, what was the most valuable Sprint Review that you have experienced and why?



THE SPRINT REVIEW

- Is an inspect & adapt event when doing empirical process control
- Is your chance to figure out if you are working on the most important things
- Involves users and other stakeholders that influence the product
- It is not (only) a Demo



SCRUM GUIDE - 2020

Sprint Review

The purpose of the Sprint Review is to inspect the outcome of the Sprint and determine future adaptations. The Scrum Team presents the results of their work to key stakeholders and progress toward the Product Goal is discussed.

During the event, the Scrum Team and stakeholders review what was accomplished in the Sprint and what has changed in their environment. Based on this information, attendees collaborate on what to do next. The Product Backlog may also be adjusted to meet new opportunities. The Sprint Review is a working session and the Scrum Team should avoid limiting it to a presentation.



SPRINT REVIEW IN LESS

Guide: Adapt the Product Early and Often

- Use the Sprint Review to seek new information in order to adapt and decide the product direction for the next Sprint
- Discuss together about the new items

Guide: Review Bazaar

- Use the first part of the Sprint Review analogous to a science fair. Let users, teams, etc. explore and discuss the implemented items
- Use the second part of the Sprint Review to discuss with Product Owner next steps

REMOTE REVIEW BAZAAR



Jurgen De Smet

To: Candidate LeSS Trainers

Saturday, 23. May 2020, 09:31



A quick easy reply on how we run things fully remote with the customer I'm at these days, all full remote as many.

Context that is important for Review practice below: SW only product that gets to "running on acceptance" (after dev, test environments) for all that is still beyond the scope of the team. Luckily we found ways to get to "running on production" in about 2-3 weeks after that. The product has an automated upgrade/downgrade at launch according version system on DB so everybody can easily switch from one environment to another and always work with the correct 'client' SW.

There we go...

- * We always have one SM joining me in taking the lead to design the upcoming Sprint Review (will step out soon, they start to get the hang out of it - sprint 7)

- * Zoom for all to join ([today](#) about 150 ppl for 4 teams - 23 ppl - the way we work is running around the organization and we get nosy people coming in/out as well)

- * Mural board (you could use Miro) prepared as guideline information for all and capture feedback information. Partly prepared by SM's, partly by Team members and always a different theme as redline through it all.

- * Next to some general Review stuff we have 2-3 feedback spaces for each breakout session on the board. 1 for non-LeSS-bubble people, 1 for the LeSS-bubble people and, if relevant, 1 that is for the UX Customer Interview only.

- * Each breakout session has minimum of 2-3 team members, if relevant, 1 with UX skills to perform a decent customer interview.

Session itself:

- * Icebreaker (fun stuff linked to context of review — or Star Wars) while people are entering the online meeting. Keeps them busy, amused and you get people into the context. No talking allowed though, all in silence using Mural and Zoom chat. Bonus: people that don't know Mural (or Miro) will immediately get this sorted out.

- * Opening by (fake) PO, still with slides and screen sharing :-(

- * One of the SM's (initially myself) taking the lead to guide the entire session

- * Very short 1min intro's by volunteered team members to what is the scope of each breakout space & related zoom room (short as it is also visible on Mural board)

- * Clarifying questions round — post-up session of 3min (no talking), lead SM answers Q's posted or pass it on to some other person. We keep talking to 1 only and one can only speak when addressed (unless the lead SM of that session)

- * GO! (Coming to this takes about 10mins max) This is where things are very different versus our in-person review.

All people go of an log onto the acceptance environment (if they can't we have a breakout space for - getting started with our application) and review on their own, private machines — there is no room where all are in at all. They add their own feedback to the Mural boards, no central thing here.

So, why do we have Zoom breakouts then? That's for when somebody has questions about the intentions, feature or just want a conversation about the scope defined for that room. Our experts are always available. Second use of the Zoom breakout is for disagreements in feedback. No matter who notices something they don't like, disagree with or is inconsistent with vision/strategy of product can publicly summon the feedback originator into the zoom room - time between announcement & starting is always 5 min and all that are there can decide, those that are not there silently accept what the group decided.

For relevant scope pieces we have a 'special' customer interview Zoom room with our UX skilled team member in it doing customer interviews, time arrangement who/when is arranged on Mural boards. Feedback is added to Mural by the team members itself.

- * Second last 30min is used to close off the session: while others have a break some (almost all these days) team members classify feedback received and generate proposals towards the PO - 10min; PO adds clarifying Q's - 3min postup (today almost no clarifying things anymore, used to be a lot, alignment is coming); last 5min of that 30 = PO makes decisions. If all goes well, like most recent session all can still have a 15min break.

- * Last 10min is used to collectively close down the session: PO thanks all, briefly explains his decision and asks if there are objections to that decision or not (objections is not equal to concern) — only once an objection was raised, discussed and changed the PO's thoughts on things. To end people are kindly asked to leave some feedback about today's session and maybe add idea's to experiment with in future sessions (you would be amazed what kind of fun stuff comes in there)

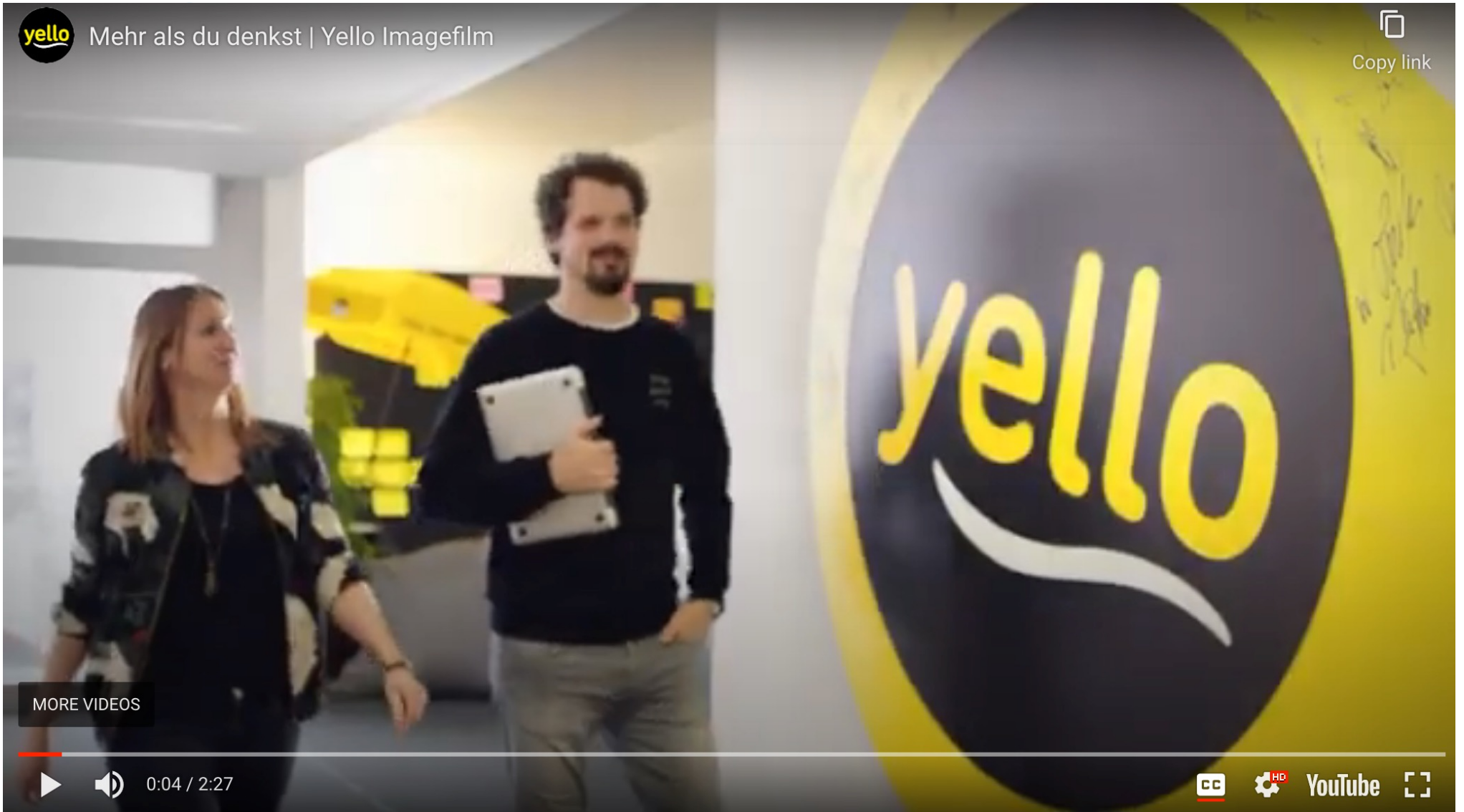




Mehr als du denkst | Yello Imagefilm



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AGENDA

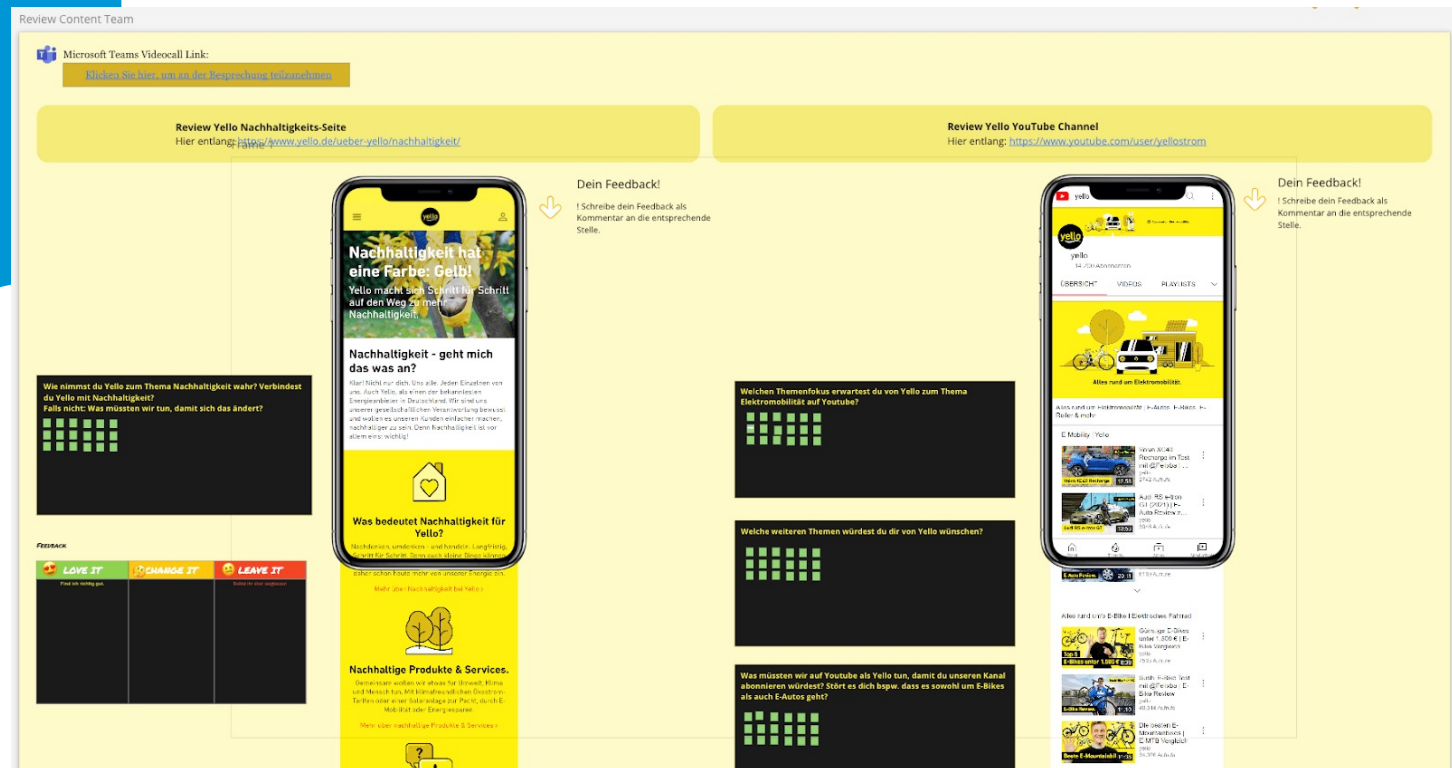
Agenda

10:00-10:15 (15')	Ankommen & Checkin	Stefan, Jörn Hendrik
10:15-10:30 (15')	PO Board "Updates & Successes" der Teams	PO's
10:30-10:35 (5')	Teams pitchen ihre Sessions	Teammitglieder
10:35-10:55 (20')	Session Review I/III	alle
10:55-11:15 (20')	Session Review II/III	alle
11:15-11:35 (20')	Session Review III/III	alle
11:35-12:00 (25')	Fist of Five Feedback zur Review und Checkout	alle

TEAMS STATUS

Updates & Successes der Teams

Team PO und das dazugehörige Team:	Danke Dafür sind wir dankbar:	Hindernisse Wo wir im Team Hilfe gebrauchen können:	Erfolge Das haben wir erreicht und das möchten wir hervorheben:	Next Steps Diesem Fokus folgen wir in den nächsten 14 Tagen:
Team El.Me Henrik Ehrhardt (PO)	great to see how the team deals with uncertainty		Quick wins based on user feedback: Showroom, usability. Current status: NPS: 17 App rating: 4,52 Quality user: 50%	Concept and implementation of Total cost of ownership as a new impact
Team El.Mo Jessica Hug (PO)	Timon ist da! :) #welcometoelmo		Neues Thema: Wallbox - 3 Ansätze für Produktideen	Qualitative Interviews zur Verprobung/ Weiter- entwicklung der drei Ansätze Im Anschluss quantitative Experimente in Form von Vorankündigungen für ein Produkt
Content Team Can Struck (PO)		Weiterhin Optimierung des PageSpeed & co als Vorbereitung auf das nächste Google Update im Mai.	Wir haben uns dazu entschlossen, einen klaren Fokus zu setzen und uns zukünftig auf einen Kanal zu konzentrieren	Wir machen einen Designsprint zu unserem Branded Channel auf Youtube
Team Autostrom Wolfgang Solf (PO)	Till ist da :-)	Die Vertragssituation AKH (Laden Zuhause Produkt) entspricht weiterhin nicht unseren Erwartungen.	Wir haben eine Entscheidung für den Relaunch unseres AM (Laden unseres Produkts) zu Anfang Mai getroffen.	Sono viii... X-Relaunch kampagne geht los. AM Relaunch wird vorbereitet, Preispositionen AM werden getestet & Vertragspartnerschaften eingetragen.



REVIEW FEEDBACK

Um schreiben zu können: Oben rechts auf den blauen button und rechte anfordern

IDEE 1: WALLBOX SHARING

Wallbox Sharing

Teile deine Wallbox mit Nachbarn, Freunden und anderen

- ① Erweitere das öffentliche Ladernetz mit deiner Wallbox
- ② Mit jedem Ladevorgang deiner Gäste schickst du Geld
- ③ Treffe E-Kohabiten in deiner Umgebung

Die Sharing-Community wächst.



Werde Teil der Sharing Community

Teile deine Wallbox mit anderen. Du machst so, wie für andere E-Autos ohne Nutzer und Betreiber eine Versorgung mit Ladestationen in Deutschland. Lade deine benutzten Ladestationen (z.B. bei einem von Deutschlands größten privaten Ladernetzen).

Deine Sharing Vorteile

- Einfach**: kein "Einbau" oder "Kauf", Auszahlung Aufwand
- Rechtlich abgesichert**
- Geld verdienen**
- Rechtlich E-Mobilist**

Kundenstimmen

Peter: Ich steige meine Wallbox gerne zur Verfügung und

Subine: Ich steige

SPRINT REVIEW FEEDBACK

Feedback und Checkout

Das hat mir geholfen	Das hat mich verwirrt

Das hat nicht funktioniert	Neue Ideen für Yello

Zum Schluss: Fist of Five Voting

Auf keinen Fall!	Nein! Lasst uns nochmal reden!	Ich habe Bedenken, aber lasse mich vielleicht überzeugen!	Es ist Ok für mich!	Klingt wirklich gut!	Ich bin restlos begeistert!



CONCLUSION – WHAT WERE THE CRITICAL ASPECTS?

- Involve real customers
 - Tip: Create a customer community
 - Have a great facilitator
 - Preparation (by the teams) is important
 - Educate everyone about the “different process”
-
- Read detail description here: <https://t2informatik.de/en/blog/processes-methods/remote-sprint-review-in-less/?noredirect=en-US>



TIPS HOW TO IMPROVE

- Integrate an icebreaker at the beginning
- PO updates regarding use of product(s), market changes, etc.
- Integrate real customer interviews
- Teams evaluate feedback and improve and cluster the feedback
- PO summarizes the feedback and discusses changes to PB

THANK YOU

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