

Welcome to
Making Working
Agreements Work for
You





Nearshore
Distributed
Agile Teams



About Velocity Partners

- Better business through better software
- HQ in Seattle
- Nearshore Distributed Agile Teams
- Offices located in Argentina, Uruguay, Venezuela and Colombia
- Alignment with North America
- Highly collaborative agile development
- Our people make the difference!



Housekeeping

- If you're having technical issues, please send a message to the organizer, via GotoWebinar
- Questions encouraged! Please send them via the GotoWebinar question box.
- There will also be a brief (time allowed) Q&A at the end of the webinar
- Presentation deck & recording will be made available

Who Is This Guy?

Bill DeVoe

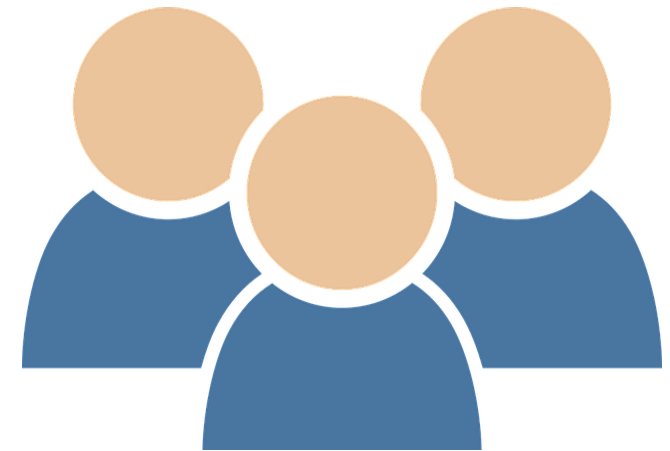
Principal Agile Evangelist – Velocity Partners

- 25+ years in IT, almost 20 in agile
- Experience ranges from small startups to large enterprises
- Variety of industries including broadcasting, access control, finance, and health care
- Knowledge and practice of many lean/agile methodologies
- Based in Denver, CO



What is a Working Agreement?

- Document our “cultural norms”
 - What kinds of things do we do as a team?
 - What kinds of things do we NOT do?
 - How do we communicate?
 - How do we work?
 - Makes our policies explicit and public



Delivery Team

Types of Working Agreements

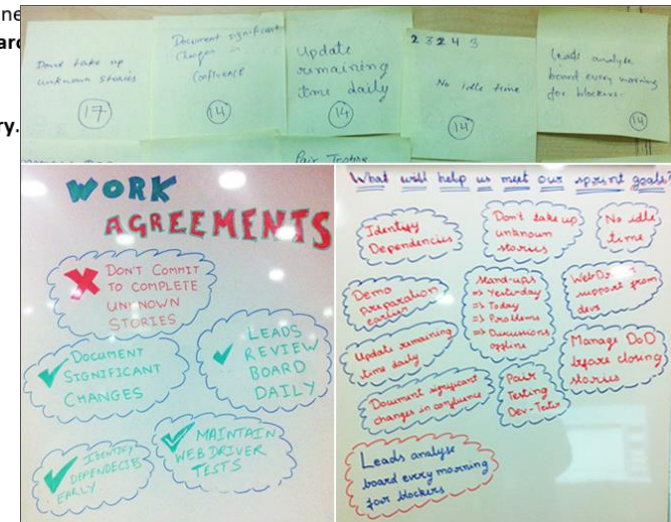
Definition of Ready

This is the formalization of the DoR the team decided to use for each type of story. It is based on the [INVEST principle](#).

Generic story

- Dependencies are detected and there are no external blockings (independent).
- The team knows what's about and can suggest a solution (negotiable).
- Its output will give the business the most possible value (valuable).
- Has enough information to understand the effort needed.
- It is atomic and small enough to be completed in a sprint.
- Generates a verifiable output (testable).
- The Acceptance Criteria is well defined.
- UX work is identified and defined as separate story.

- Definition of Ready
- Definition of Done
- Team Working Agreement



Regardless of the form they take,
make them public and visible!

Definition of Ready

- Defines how we know a story or backlog item is ready for us to start working on
- Similar to acceptance criteria, but before we begin work
- Stories must meet Definition of Ready before we can commit to begin working on them
- A good starting point is INVEST model

Definition of Ready

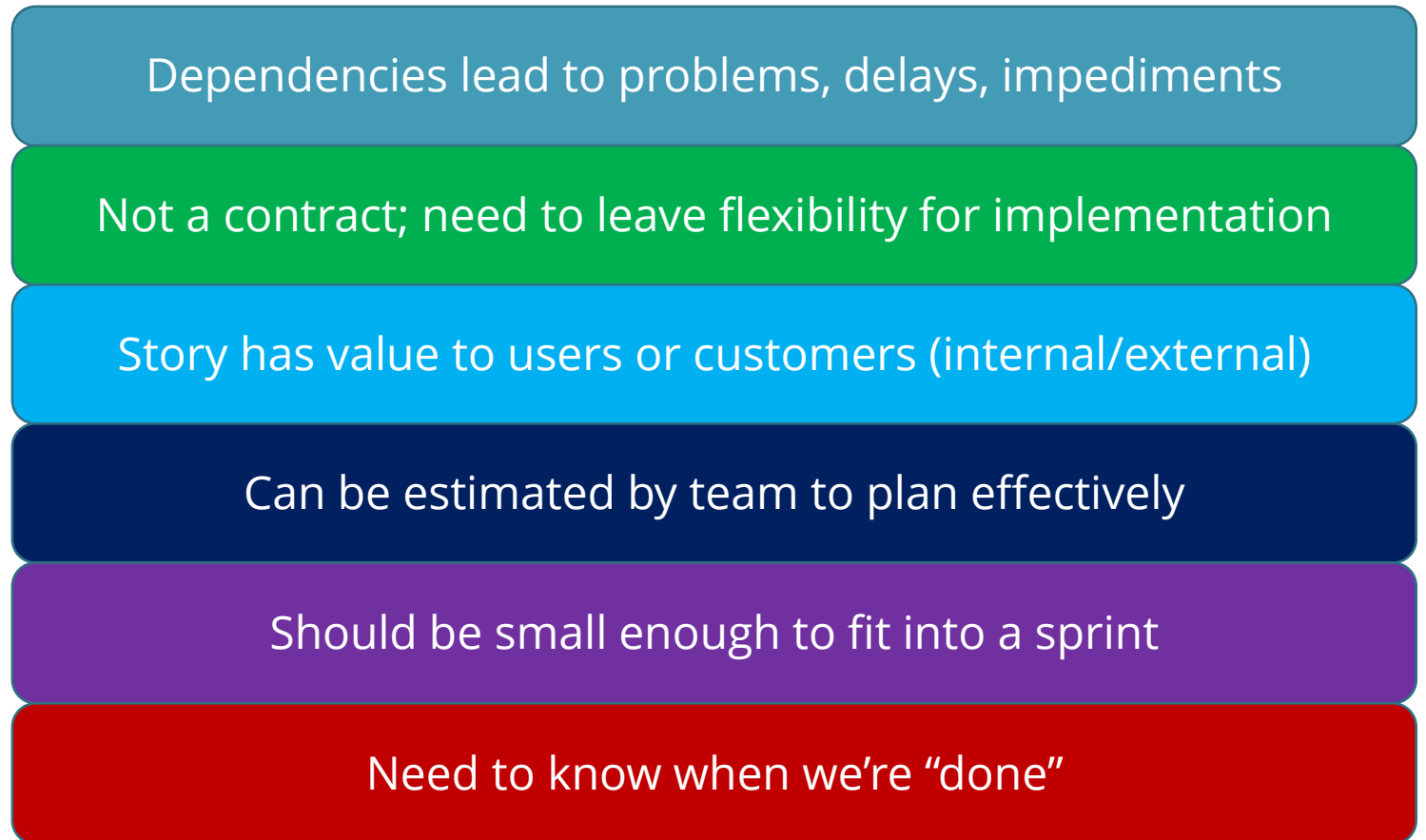
Definition of Ready

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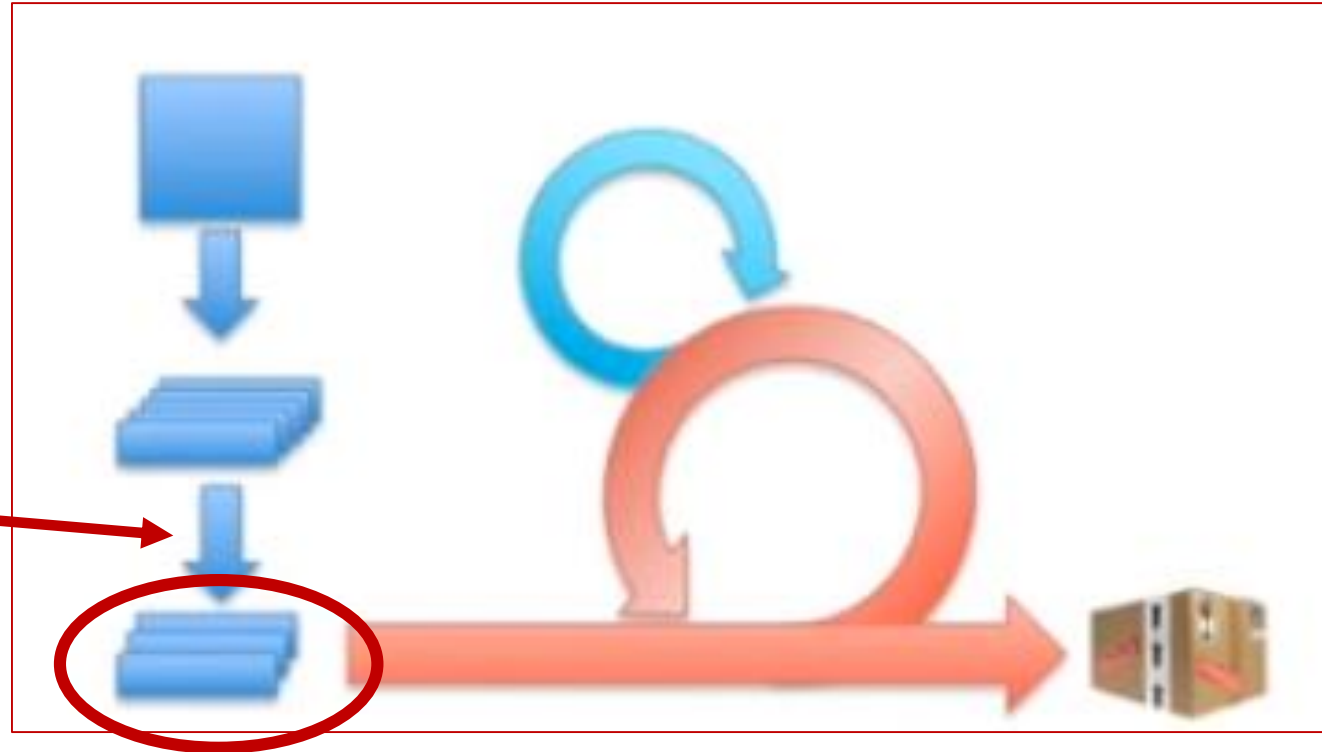
- Dependencies are detected and there are no external blockings (independent).
- The team knows what's about and can suggest a solution (negotiable).
- Its output will give the business the most possible value (valuable).
- Has enough information to understand the effort needed to complete it (estimable).
- It is atomic and small enough to be completed in **around 2 days** (small).
- Generates a verifiable output (testable).
- The Acceptance Criteria is well defined.
- UX work is identified and defined **as separate story**.

The INVEST Model



Definition of Ready

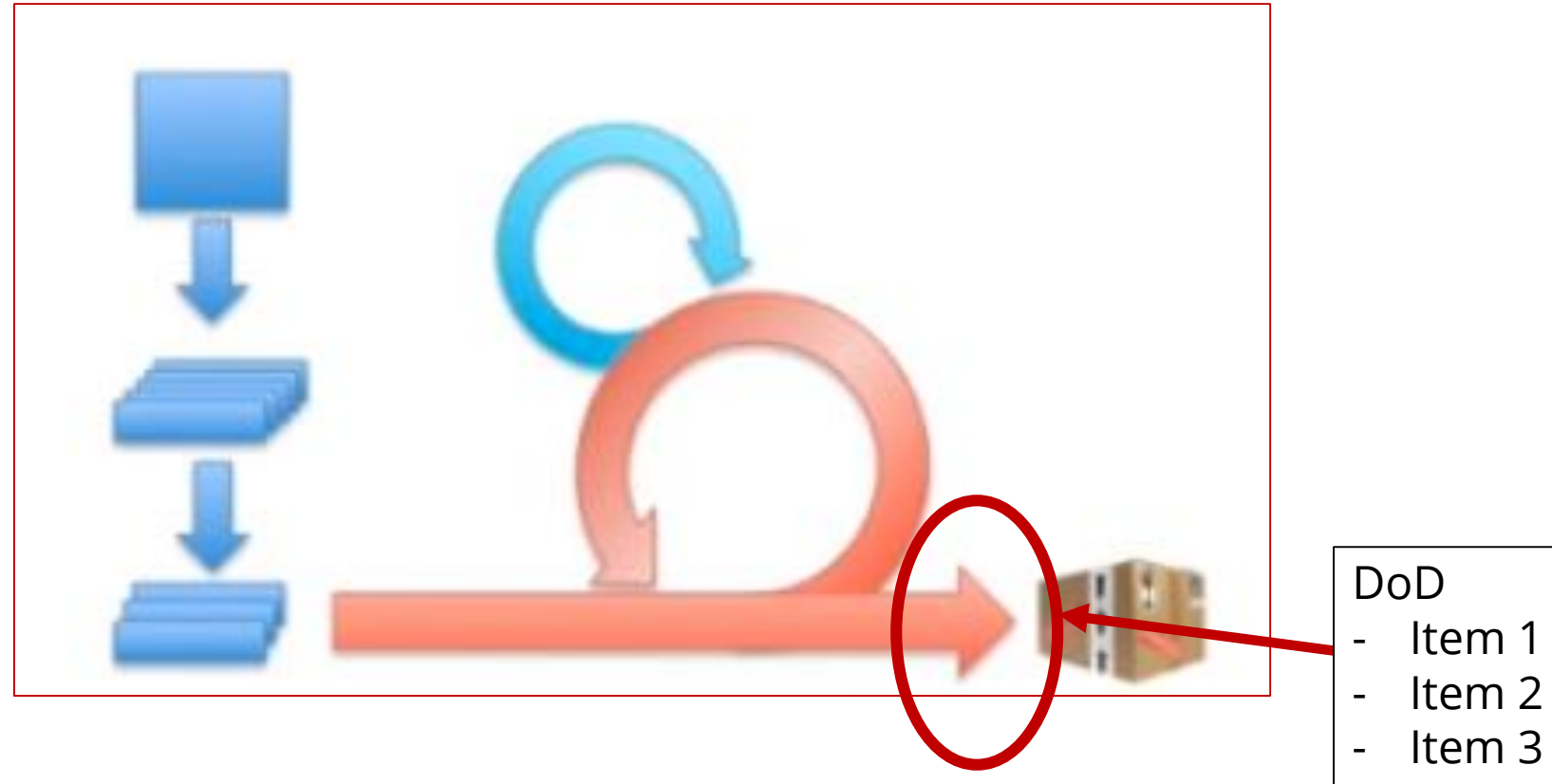
- DoR
- Item 1
 - Item 2
 - Item 3



Definition of Done

- Defines how we know we've completed all of the work necessary for an item
- Helps us be "done" just once (no more "It's 'done' but it's not 'done done' yet" conversations)
- Similar to acceptance criteria but applies to all stories
- May encompass NFRs (Non-Functional Requirements)

Definition of Done



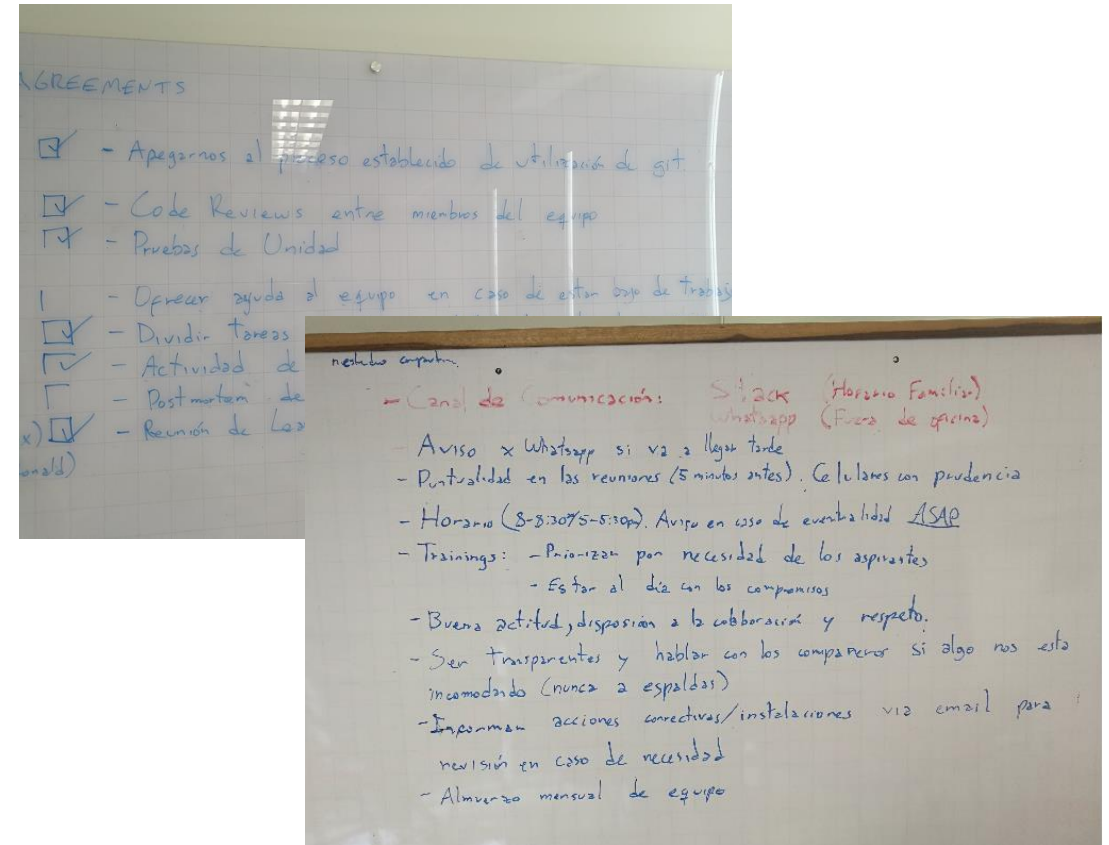
Definition of Done

Definition of Done

- Product code produced
- Engineer test code created and green (unit, integration)
- Test Engineer test code created and green (automation)
- Functional tests documented and green (manual)
- All code reviewed, checked in. (commenting, style, conventions & patterns, architecture, performance)
- Functionality documented
- Continuous integration green
- Deployed to QA environment
- Any additional work captured in backlog

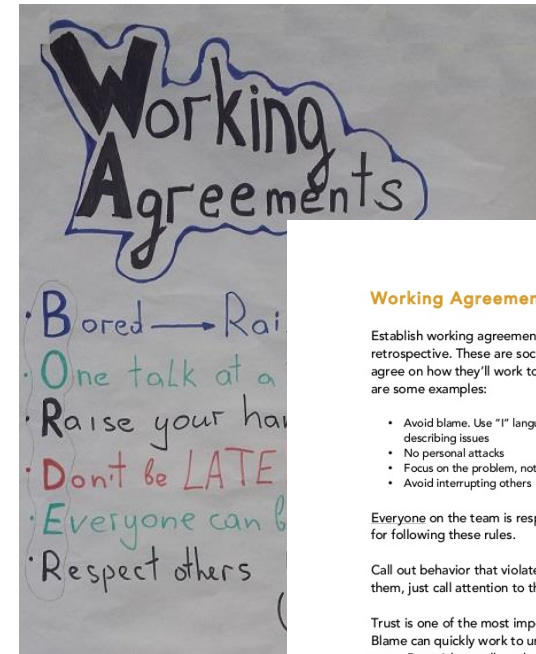
Team Working Agreements

- Defines how we work as a team
- Captures and communicates our cultural norms to new team members and the outside world
- Covers any item that is specific to how that particular team operates



Team Working Agreements Examples

- If you're going to be out of the office, email the entire team and Alice [the manager] BEFORE 9 AM
- Don't schedule meetings between 11 AM and 1 PM
- Put on headphones ONLY if you're busy!
- Core hours are 10 AM to 3 PM



Working Agreements

Establish working agreements before you start the first retrospective. These are social contracts where the team members agree on how they'll work together during the retrospectives. Here are some examples:

- Avoid blame. Use "I" language rather than "you" language when describing issues
- No personal attacks
- Focus on the problem, not on personalities
- Avoid interrupting others

Everyone on the team is responsible for holding others accountable for following these rules.

Call out behavior that violates working agreements. Don't blame them, just call attention to the negative behavior.

Trust is one of the most important attributes of a successful team. Blame can quickly work to undermine and remove trust within the team. Be quick to call out behavior that promotes blame of any kind.

Also, consider establishing working agreements for everyday work as well. This might include elements such as "core hours", work from home days, communicating PTO to the team, etc. Encourage the team to create working agreements that promote trust and teamwork.

Closing Out on Working Agreements

- Spend the time to have your team define them AND sign off on all items
 - Make sure the whole team is present (In Scrum, include the Product Owner)
- Make them public! Post them up in the team area or in a common online location (SharePoint, a Wiki, etc.).
- Review them periodically – they're living documents

Any Questions?



Contact Information

Delivering exceptional value through a lean and agile nearshore execution model

Check out the Velocity Partners blog:

<http://www.velocitypartners.net/blog/>



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Thanks for attending!

Thank you!

- Feedback / requests for future webinar topics;
- Request a video copy of the webinar;
- Sales inquiries; Coaching inquiries; please reach out to:

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- We hope to see you at our next webinar...