

FSE SCRUM Process & Best Practices

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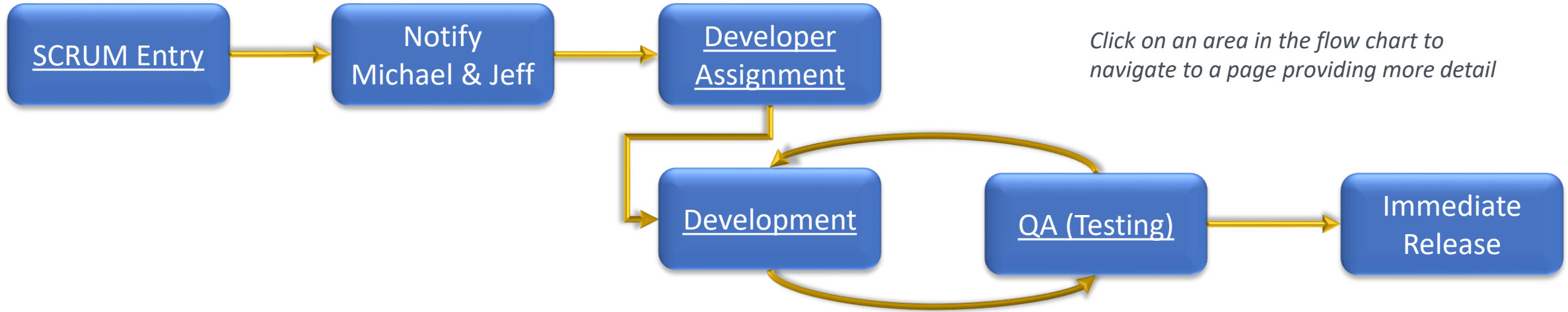
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FSE SCRUM Team

- Michael Griffin
- Jeff McCrone
- Nikki Sendlak
- Annie Dobies
- Dean Rallo
- Matt Wopperer

Emergency SCRUM Process

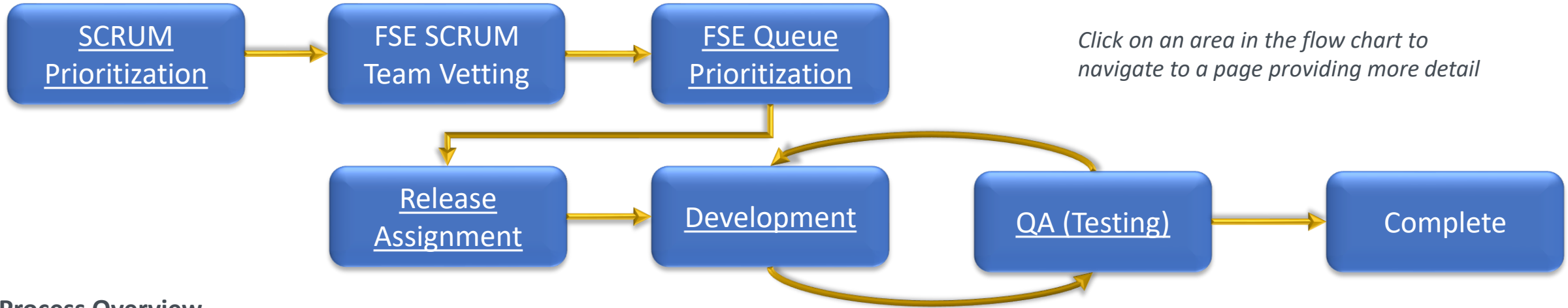


Process Overview

After SCRUM Entry, email Michael & Jeff the SCRUM # and your justification as to why it is an Emergency. Work with them to have it assigned to a developer.

THESE SCRUMS DO NOT NEED TO BE TAGGED WITH #PRIORITY.

Non-Emergency SCRUM Process



Click on an area in the flow chart to navigate to a page providing more detail

Process Overview

Based on your prioritization (#PRIORITY), SCRUMs from all FSE work teams are vetted weekly (Thursday morning) by the FSE SCRUM team after which they enter an FSE Company Queue where they are ranked. As currently active SCRUMs are completed, Michael & Jeff review the FSE Company Queue to assign the SCRUMs at the top of the queue to a release and a developer.

Release Assignment Interpretation – FOR DEV AND NON-DEV TEAMS

SCRUM Assigned to Release & Queued: The Dev Team expectation is a SCRUM meeting this criteria SHOULD make the release but is not guaranteed.

SCRUM Assigned to Release & Active: The Dev Team expectation is a SCRUM meeting this criteria is EXPECTED to make the release.

Dev Team: If you believe a SCRUM assigned to you AND the upcoming release is NOT going to make it, alert the SCRUM requestor immediately. In many cases, SCRUMs coincide with Customer expectations the non-dev team works hard to manage. Understanding if a release committed SCRUM will not be ready is essential to the Client expectation management process.

Non-Emergency, but Urgent SCRUM Process

Process Overview

SCRUMs which are non-emergency, but urgent will follow the Non-Emergency SCRUM Process.

However, if you have an urgent SCRUM which you need pushed to the top of the FSE Company Queue (non-emergency bug fix, Client is all over you, critical to a project, deadline approaching, etc.) alert a non-dev member of the FSE SCRUM team (Nikki, Matt, Annie, Dean).

When notifying the FSE SCRUM team, be sure to include the SCRUM # and context as to why it is urgent.

What NOT To Do

Do NOT go directly to a programmer and ask for them to begin work on your SCRUM.

By doing this you are breaking the process which has direct ramifications to all other FSE team members who also have SCRUMs needing attention.

FSE SCRUM Internal Prioritization Approach

How FSE prioritizes the FSE SCRUM Queue for tech projects:

- 1) Software Emergencies** – something our Customers depend on isn't working so we drop everything to get it back up and running correctly.
- 2) High priority Customer Requests** – carefully limited to achieve a carefully managed minimal Customer expectation knowing we want to complete the requests and not disappoint.
- 3) Strategic FSE Projects** – we need our tools to be efficient and we need new products to grow. This must be a priority for our tech development once minimum Customer expectations and emergencies are satisfied.
- 4) Less Strategic Customer and FSE Requests** – important but we can manage these as secondary SCRUMs behind important strategic FSE initiatives that keep FSE healthy.
- 5) Nice To Have** – if we ever can fit them in as they add value and would be helpful however, they won't impact FSE as much as the top 4 SCRUM categories listed above.

Bug Fixes

SCRUM Management Best Practice

Access the 'Bug Fixes' section under 'My Requests' to see & manage all Bug SCRUMs and understand where they are in your queue (i.e. are they active? Still unqualified?, etc.)

For Emergency Bug SCRUMs, utilize the [Emergency SCRUM Process](#)

For Non-Emergency Bug SCRUMs, utilize the [Non-Emergency, but Urgency SCRUM Process](#)

Bug Fixes (16) ▾								
Developer	SCRUM	Description	Priority	Due Date	Status	Time Estimate	Release	Live
CMarrano	28137	Idahoan: Operator Search Issue <i>Created: Mar 2, 2020 (42 Days Old)</i>	0		Active	0	April 2020	N
	28221	Aryzta Document Library 500 error <i>Created: Mar 16, 2020 (28 Days Old)</i>	0		Unqualified	1	Rank 999	N
	18699	Product Catalog intro landing page-not recognizing restricted access <i>Created: Oct 31, 2016 (1260 Days Old)</i>	1		Queued	1	Rank 999	N
	27894	Kent Precision-- memo field not converting bullet points <i>Created: Jan 29, 2020 (75 Days Old)</i>	1		Unqualified	1	Rank 999	N

On Hold

SCRUM Management Best Practice

If you have a SCRUM placed on Hold, review the notes as to the reason why, update the SCRUM accordingly and take off Hold.

If the notes leave you with questions, ask the questions internally until you find an answer, then update the SCRUM accordingly and take off Hold.

On Hold (5) <input type="checkbox"/>								
Developer	SCRUM	Description	Priority	Due Date	Status	Time Estimate	Release	Live
JMcCrone	24702	CN Spec Sheet <i>Created: Nov 8, 2018 (519 Days Old)</i>	2		Hold	0	June 2019	N
BNeese	26392	Broker Contacts export issue <i>Created: Jun 27, 2019 (288 Days Old)</i>	2		Hold	0	October 2019	Y
BShaffer	26311	Taxonomy Manager Category Types <i>Created: Jun 14, 2019 (301 Days Old)</i>	3		Hold	0	December 2019	N
	20453	Products creating records before call is saved <i>Created: Jun 12, 2017 (1033 Days Old)</i>	2		Hold	1	Rank 999	N
	23460	Trade Agreement PDFs--reformat to save space <i>Created: Jun 28, 2018 (652 Days Old)</i>	2		Hold	1	Rank 999	N

QA Required

SCRUM Management Best Practice

As soon as a SCRUM is set to QA, test IMMEDIATELY.

By providing feedback immediately, it allows the developer to address any test notes while the SCRUM is 'fresh in the mind'. If days/weeks go by, development will need to re-engage themselves in the SCRUM which takes more time, time which could be spent on other SCRUMs.

If there are requirements unaddressed or elements of the SCRUM which need further development time, add your testing notes to the SCRUM detail and set back to 'Active' and click 'Notify'.

QA Required (1) ▾								
<p>These requests have been completed by the development team and should be reviewed by the requester to ensure that the requirements have been met, and that everything is working as expected. If so, set the status to complete. Otherwise, enter appropriate notes to the scrum to clearly describe any issues or shortcomings, and then set it back to a status of active.</p>								
Developer	SCRUM	Description	Priority	Due Date	Status	Time Estimate	Release	Live
PKulkarni	27898	SCRUM Tool (M122) Updates - Part 1 <i>Created: Jan 30, 2020 (71 Days Old)</i>	2		QA	0	April 2020	N

Unprioritized

SCRUM Management Best Practice

SCRUMs listed under the 'Unprioritized' section of 'My Requests' have not been tagged as priority by you.

To have the SCRUM team review and start your SCRUM through the process, tag it with #PRIORITY within the requirements section of the SCRUM. Until you do, it will not be reviewed.

Important Notes

Understand that tagging #PRIORITY to a SCRUM will not only add to the FSE SCRUM queue, it can impact others you need addressed first.

As such, you need to challenge yourself to only tag SCRUMs which are **essential** and its recommended to have less than 5 SCRUMs tagged #PRIORITY at one time.

Tagging a SCRUM #PRIORITY does NOT mean will be completed for the release, even if the request passes the SCRUM Team vetting phase.

Unprioritized (38) ▾								
Developer	SCRUM	Description	Priority	Due Date	Status	Time Estimate	Release	Live
	18131	Competitor Directory--Manage Other Values <i>Created: Aug 12, 2016 (1337 Days Old)</i>	1		Queued	1	Rank 999	N
	18699	Product Catalog intro landing page- not recognizing restricted access <i>Created: Oct 31, 2016 (1257 Days Old)</i>	1		Queued	1	Rank 999	N
	19593	Batch Manager-- Specified SKU import <i>Created: Feb 20, 2017 (1145 Days Old)</i>	1		Queued	1	Rank 999	N
	27281	Top Prospects Portlet <i>Created: Nov 4, 2019 (158 Days Old)</i>	1		Unqualified	1	Rank 999	N
	27894	Kent Precision-- memo field not converting bullet points <i>Created: Jan 29, 2020 (72 Days Old)</i>	1		Unqualified	1	Rank 999	N

Committed Requests

Release Assignment Interpretation

SCRUM Assigned to Release & Queued: The expectation within the development team is that a SCRUM meeting this criteria SHOULD make the release but is not guaranteed.

SCRUM Assigned to Release & Active: The expectation within the development team is that a SCRUM meeting this criteria is expected to make the release but is not guaranteed.

SCRUM Management Best Practice

Review to ensure any questions noted through the messages feature are addressed in a timely manner.

While the dev team is asked to communicate if a SCRUM committed to the release will not be ready, it is HIGHLY RECCOMENDED you follow up with the programmer periodically to review with them.

Committed Requests (4) ▾								
The developer is committed to completing the following requests as part of the assigned release.								
Developer	SCRUM	Description	Priority	Due Date	Status	Time Estimate	Release	Live
MGriffin	27229	Customer SKU Conflict issue <i>Created: Oct 28, 2019 (165 Days Old)</i>	2		Active	1	January 2020	N
CMarrano	28137	Idahoan: Operator Search Issue <i>Created: Mar 2, 2020 (39 Days Old)</i>	0		Active	0	April 2020	N
RDas	27989	Dist Business Review--NOT showing DOT Sales <i>Created: Feb 11, 2020 (59 Days Old)</i>	0		Active	0	April 2020	N
CMarrano	28243	Analysis for adding Gs1 Variety Pack support <i>Created: Mar 19, 2020 (22 Days Old)</i>	2		Active	0	April 2020	N

Prioritized Requests Awaiting Release Assignment

Company Rank Explained

The Company Rank (the rank seen under the ‘Release’ column) can let you know where your SCRUM resides in the FSE Queue of SCRUMs awaiting release assignment.

Ranks go by 10-digit increments. For example, the SCRUM in the screenshot with 380 indicates it is number 38 in the list. A Company Rank of 999 indicates that the SCRUM is unranked.

SCRUM Management Best Practice

Utilize the ‘Personal Rank’ field to rank your SCRUMs in terms of their priority to you. The SCRUM team will be using your personal rankings to aid in the management of the Company SCRUM queue. Your SCRUMs will be ranked in the queue based on their importance to you so help yourself by managing your personal ranking daily or weekly. Example: If we see you have flagged a new SCRUM as your top priority, it will take the spot of the SCRUM you previously had marked as your top priority.

Prioritized Requests Awaiting Release Assignment (2) ▾								
These requests have either been vetted but not assigned to a release, or vetted and on hold. They will not be worked on in any capacity until such time as they can be assigned to a release or the hold removed.								
<input type="button" value="Save Personal Rank"/>								
Developer	SCRUM	Description	Priority	Personal Rank	Status	Time Estimate	Release	Live
	28055	Secure Llnks for API <i>Created: Feb 18, 2020 (52 Days Old)</i>	1	<input type="text" value="1"/>	Queued	1	Rank 380	N
	28230	BAF--add Nutrition Statement to Recipe detail and PDF <i>Created: Mar 17, 2020 (24 Days Old)</i>	1	<input type="text" value="2"/>	Queued	1	Rank 510	N

Prioritized Requests Awaiting Release Assignment

Rank Reset Explained

A new feature is now available to reset your Company Rank.

What this means is that it will be removed from the Prioritized Requests Awaiting Release Assignment list and back to 'Unprioritized'.

Rank Reset Use Cases & Best Practice

If a SCRUM hasn't moved up your list and has diminished in personal priority to you BUT is still something you'd like to get done in the future, it is recommended you take it out of the overall Company Queue awaiting release assignment.

When the time is right, you can tag it with #PRIORITY where it will go back into the Company Queue and work its way up to be done.

Remember that it is a team effort to not flood the queue with unnecessary requests as it will clutter the queue and inhibit FSE's ability to be as efficient as possible.

REQUEST DETAILS

** denotes required fields*

Customer:	<input type="text" value="-- Select Customer --"/>
Request Type:*	<input type="text" value="Std. App. Enhancement"/> [?]
Company Rank:	<input type="text" value="NA"/> <i>1 is the highest.</i>
Priority:*	<input type="text" value="Mission Critical"/> [?]
Personal Rank:	<input type="text" value="1"/>
Dev Component:*	<input type="text" value="MFR Public Websites"/>
Billing Status:*	<input type="text" value="Not Billable"/>
Short Desc:*	<input type="text" value="Secure Links for API"/>
Requestor:	<input type="text" value="Christine Walker"/>
Assigned To:	Chris Marrano
Status:	<input type="text" value="Queue"/> <input style="border: 2px solid red;" type="button" value="Rank Reset"/>

Cancelled

SCRUM Management Best Practice

If you have a SCRUM that is outdated, no longer applicable, etc. it is HIGHLY RECCOMENDED you cancel the SCRUM.

This will not only make your life easier with less SCRUMs to manage but will lower the overall FSE SCRUM count.

If at such a time it does become applicable again, it is recommended you enter a new SCRUM, but use the Cancelled list to identify and easily copy + paste requirements.

Cancelled (208) <input type="checkbox"/>								
Developer	SCRUM	Description	Priority	Due Date	Status	Time Estimate	Release	Live
	24960	Investigate Font for King & Prince <i>Created: Dec 18, 2018 (479 Days Old)</i>	2		Cancelled	0	February 2019	N
	26234	Stocked By Distributor Filter <i>Created: Jun 5, 2019 (310 Days Old)</i>	0		Cancelled	0	July 2019	N
	26204	500 Error on RED GOLD Sample Ordering <i>Created: Jun 3, 2019 (312 Days Old)</i>	0		Cancelled	0	July 2019	N