Agile for Public Services - Jargon Buster
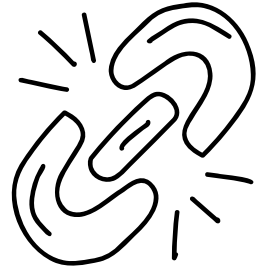
Expert Training for Government Transformation

Agile Service Manifesto
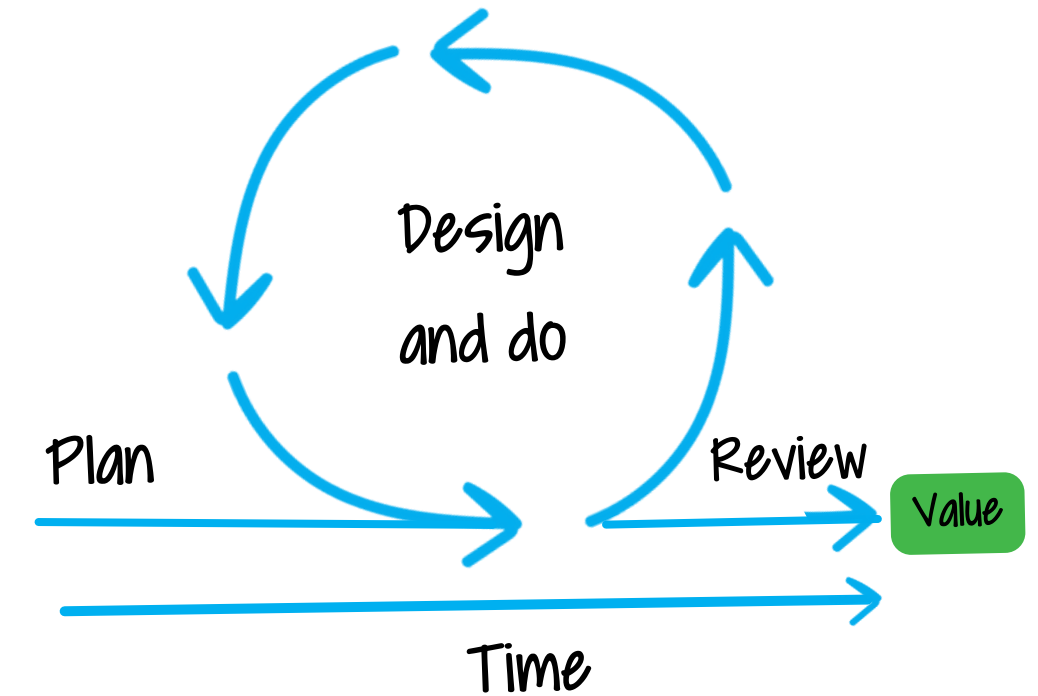
www.agileservicemanifesto.org

Agile

An iterative approach to design and deliver change

Used when users needs are complex and there is no single perfect solution

A test and learn approach

Design and do

Plan

Review

Value

Time

Scrum for services

An iterative agile method that uses time to limit taking on too much work before seeking feedback

Sprint

Iterative time-boxed period where tasks are completed, prototypes applied and impacts are assessed

Ideally 2-weeks long

Sprint planning

Key project meeting Product Owner and Team agree the goals and backlog for the sprint

Create the To Do list

Stand-up

15-min daily session to answer 3 questions:

- What have I done?

- What I am doing next?
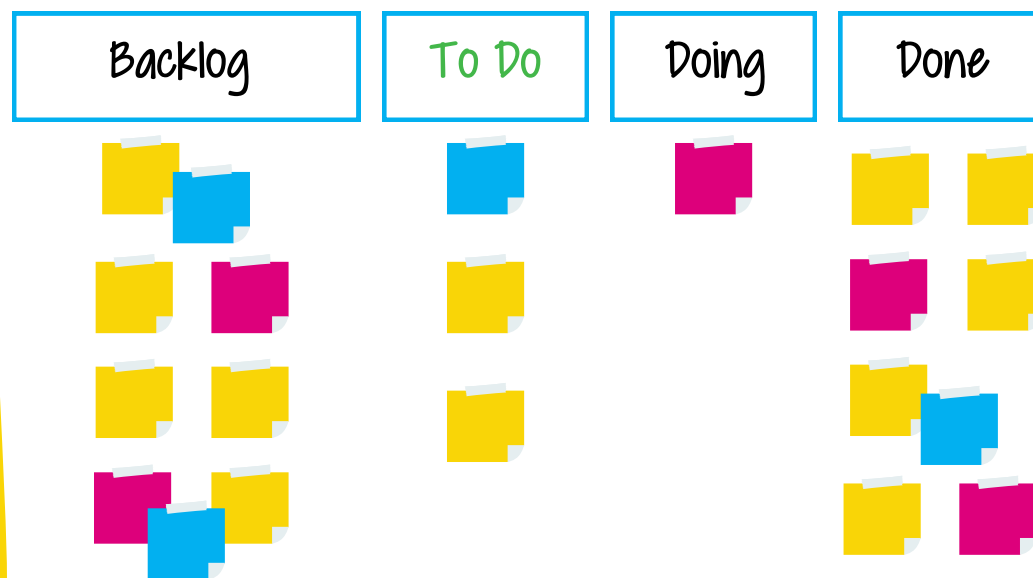
- Any blockers?

Review

Also called a Show'n'Tell

At end of Sprint show the Product Owner your achievements
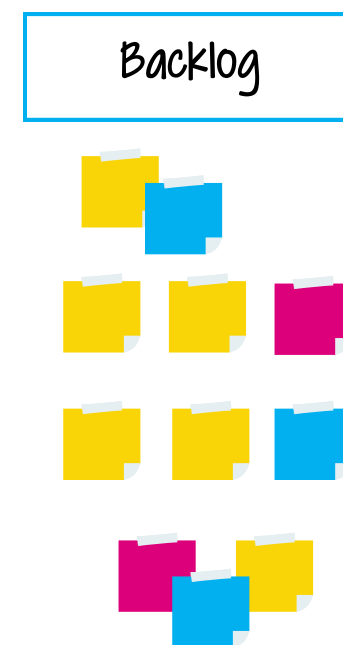
Focus on how you have met your agreed goals

Scrum board (wall)

Visual display of your Sprint

Backlog	To Do	Doing	Done

Backlog

The backlog is a long list of the activities you need to complete

Backlog

Retrospective

How can next time feel more ordered?

This felt like a good start

Team shares their experience Reflect, learn, grow together

Scrum Roles

Product Owner role

'Build the right thing'

Decision maker who translates organisations priorities into clear goals and objectives for the team

Scrum Master role

'Build it fast'

Facilitator, teacher, coach and mentor for all.

Keeps team focused and honest to the process

Team's role

'Build it right'

They design, organise and deliver all the work, making sure solutions are fit for purpose. Made up of those who work closely with users