

Department of **Digital Service & Open Government**

Department All-Hands Meeting

August 27, 2019

Agenda

- Updates (5 min)
 - Managed Service Provider
 - Deep work
- Team Agreement (50 min)
 - I work best when...
 - Brainstorm: communication, collaboration, working environment
 - Report out
 - Synthesize

Managed Service Provider



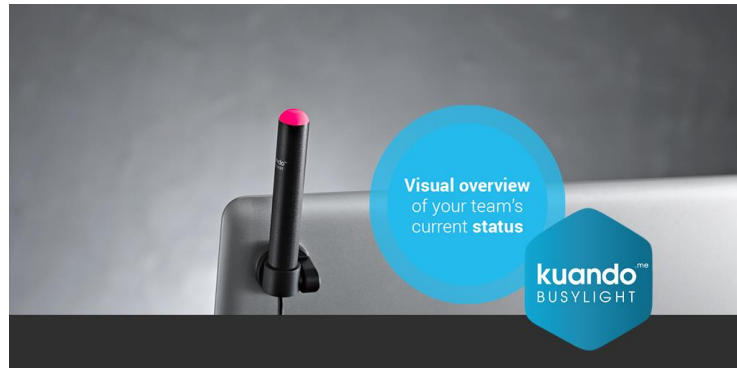
Deep Work

- Please be considerate of colleagues' effort to do focus work.
- Check calendars before disrupting.

TIPS

- Set your Outlook to "Do Not Disturb" when you want to focus on a project.
- Block out time in your calendar for deep work.
- Consider a tool to help show everyone you are in "deep work" mode.

Deep Work



Set team agreements

Examples:

- Don't be afraid to ask for help
- Respect others' time
- Trust one another
- Take ownership and responsibility
- Speak the truth tell the truth
- Share your blockers
- Document updates in real time
- Keep your calendar up to date
- It's OK to say 'no'
- Communicate and assess expectations



GROUND RULES

- 1) HONOR TIME LIMITS
- 2) BE ADDITIVE, NOT REPETITIVE
- 3) PARTICIPATE FULLY - TAKE RISKS
- 4) BE OPEN TO NEW IDEAS
- 5) BE RESPECTFUL OF THOSE TALKING OR PRESENTING (NO SIDEBARS)
- 6) TURN WALKIE TALKIES OFF

THE 7 GOLDEN RULES AT **TRADER JOE'S**

Integrity

In the way we operate stores and the way we deal with people. Act as if the customer was looking over your shoulder all the time.

We are a “national /neighborhood” company

Our customers benefit from our national buying ability, but we want each store to be close to the customer and really a part of their neighborhood.

Produce customer wow experiences

We celebrate the special way we treat and relate to our customers. We think retailing is all about customer experience, and that is what really differentiates us.

Product-driven

Our strategy emphasizes price, product, access, service, and experience. We want to excel at one, be very good at another, and meet customer expectations on the others.

Treat the store as the brand

Individual products are not the brand. The store is. Brand is really the covenant between the company and the customer, and the real key is day-to-day consistency in meeting and satisfying needs.

We hate bureaucracy

We give everyone a license to kill bureaucracy. All officers are in cubicles. The CEO is in a conference room. We have very few layers—a very simple organization.

Kaizen

Each one of us every day is trying to do a little better. This is infused into our training programs. We really stress teamwork and working together, while we do not do elaborate budgeting at the store level.



WORKING AGREEMENT

Information - information you need to do your job.

Clearly defined requirements as stories in Trello	Detailed information / product specs stored in shared Google Drive	Tool Google Drive for detailed specs.	Tool Trello for transparency (communal board)
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Communication - which communication protocols to get your work done?

Daily Stand-up meeting	Reduce Email - use Level app or skype to communicate	24 hour response time	Meet in person every 3 weeks	Tool Level . app + Skype → everyday comms
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Collaboration - tools you need so you know what your team members are working on.








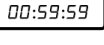
Pair Programming	Core hours: 09:00 - 15:00 G.M.T.	Team sets own Objectives & Key Results	Tool Retrium for our retrospectives
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- We agree to review this team agreement regularly.
 - We agree to take joint responsibility for the outcome of our product and the well-being of our team-mates (shared responsibility)

ICC Workflow Audit w/ thanks to @philmontero & @lightling

edegormley.xyZ @edelarose

working agreement

 AT STAND-UP Owner is asked to discuss their cards and ask themselves these 3 questions: a. What cards have moved? b. Are there any blocks/bottlenecks? c. What are you working on today?	 DISTRACTIONS All client distractions must come from the PM or be approved by the PM BEFORE any work is started.	 BLOCKS When you block a card, you must leave a note stating why and @reply the PM. Blocks and bottlenecks will be reviewed in standup.	 CAUTION/CONCERN Use the 'Caution' label in JIRA to flag any cards you are concerned will not make it through the sprint. Do this before every standup.
 VACATIONS If you're going on vacation, it's your responsibility to brief team on status before you go.	 MISSING STAND-UP If the owner will be missing from stand up, they must share an update with the team via Slack. Use the #standup channel	 UPDATE SPRINT BOARD It is everyone's responsibility to ensure the Sprint Board is updated with all completed cards in "done" BEFORE demo starts (this is when Laura does the sprint calculations).	 TESTING Ask Ryan if he needs testing help if you have time to spare.
 CLARITY + SUCCESS CRITERIA When there is ambiguity around success criteria, find the PM or knowledge holder and define the goal. Agree on a deadline and add it to the card.	 COMMUNICATION R-E-S-P-E-C-T Let the team know when you need focused, head-down time. Respect one another's need not to be disturbed.	 POST STAND-UP No meetings will be booked during the 1/2 hour after standup. This time will be used to answer any questions anyone may have on their projects	 MEETING FREE ZONE No internal meetings allowed to be scheduled on Monday afternoons or Wednesdays at the end of sprints.
 TIMESHEETS Record ALL time in JIRA (even if it is after hours).	 ZERO CARDS Anything less than 1 hour is considered to be a zero card.	 Sshhhhh-LACK Mute all Slack channels that aren't relevant to cut back on distractions.	

I work best when...

Small Group Discussion

- Enterprise (Room 207)
- Engine Bay + Morphey

Discuss: communication, collaboration, working environment

- Information & documentation
- Communication tools & expectations
- Meetings & standups
- Workspace noise, smell, aesthetics, etc.