"The Final Countdown" by Europe	"The Handoff Countdown" by Britte
We're leavin' together But still it's farewell And maybe we'll come back To Earth, who can tell? I guess there is no one to blame We're leaving ground (leaving ground) Will things ever be the same again? It's the final countdown The final countdown Oh We're headin' for Venus (Venus) And still we stand tall 'Cause maybe they've seen us And welcome us all, yeah With so many light years to go And things to be found (to be found) I'm sure that we all miss her so It's the final countdown The final countdown The final countdown (final countdown) (Oh) Oh The final countdown, oh It's the final countdown The final countdown The final countdown (final countdown) (Oh) It's the final countdown We're leavin' together (The final countdown) We'll all miss her so It's the final countdown (final countdown) (Oh) It's the final countdown	I've made an agenda So we use time well We need to talk content, the scope, script as well. No email can bring us same pace We're so time bound (so time bound) Face to face so our growth maintains It's the handoff countdown The handoff countdown Oh The goal is consensus (sensus) So you'll talk, I'll too The right questions help us Block scope creep, confuse, yeah Action-ble items they'll know With deadlines wrote down (I wrote them down) The Team Meet is starting, it's time to go To the handoff countdown The handoff countdown The handoff countdown (handoff countdown) (Oh) Oh The handoff countdown, oh It's the handoff countdown…

Yeah	

Notes & Source Content

- You're handing off a deliverable for them to review. And now they have a deliverable. The challenge is the same: to clarify what you need, how much time they have to do it, any design considerations for style, things that have been covered for production but also where you're at in the process. Tell them to focus on the content, it's at 60% and we'll make it pretty later, The risk is that if…i dont learn that lesson the hard way, production runs with it and spend a lot of time and creates something gorgeous and its not what you meant. The thing i want to guard against is that simple, electronic handoff. Lets just do this through email…easy to misinterpret and can get people going in the wrong direction   Never rely on email for a handoff. Email will back it up, but you also want to have that conversation with them, its worth while. "Where are we in the process?" The more you can engage…i dont like the convenience of an email and let's just do it all electronically Anytime you hand something off, you're gonna want something in return. And it might even be to a vendor. We need this from you as a vendor. Overall, when you nad something off that youe designed anf you need something from comeone in return that meeting needs to be as clear as possible cause youre still not gonna get it all, youre still gonna have questions. But thats gonna be where you build rapport, where you, where they feel comfortable being honest with you and they trust you and it feels collaborative so theres so many parts to the handoff that are critical as you move a client from learning recruit to captain, those meetings are great opportunities.
- **Any handoff that discounts the importance of talking to each other. Virtual handoffs relying just on email or a tracking sheet are ripe for misunderstandings.**
-
- **The main goal of handoffs: prevent project delays and rework!!**
- **Set expectations with clients and team members that handoffs can be efficient – but must be conducted verbally.**
- **Two extremes – giving bare minimum detail... and giving the whole motherlode. To all things there is a balance. This is part of the art to our science.**
- **Recap objectives. Confirm progress and how product is meeting those objectives. Then focus on the review points that are most critical to that point in the process.**

- **Make sure you know the must haves for SIGN OFF. This is a critical point to mark with client so they know changes to content, design, or whatever phase we are at will be scope change – so we cannot proceed without signoff and we can't delay because they are unsure about signing off. These are one of those points to prepare to get the client to understand our role in the partnership and their responsibility for consolidated edits, on time, and for sign off… so we can stay on schedule and on budget.**
- **Where edits and deliverables are clear and we move forward without a risk of rework due to misunderstanding. Handoffs prevent REWORK.**
- They seem within the scope of the project, but not what the ID had in mind?

We please our client. They are paying us for suggestions – but they own decisions.

  - They seem outside the scope of the project, and the ID has to convey a "no"?

Absolutely. That is something you can always say – I think this might be out of scope… and confirm. But it is important to voice that suggestion if that is how you feel.

Handoffs prevent misunderstandings that lead to scope creep, rework or confusion over what edits/decisions have been made.

SME Interview with Robert Powers

- The first storyboard: no one knows what to expect at that point: new IDs and developers, that first one is always a rough one because youre learning how to feel each other out, what expectations are there, sometimes you dont have the right questions, sometimes youre rushed to get through a 30 min meeting versus an hour. Theres alot of potential for things to awry.
- When a storyboard is produced, dev never sees it cause its silo'd off. Even if its sotroyboard a, it would nice to included in that, to see whats coming down the pipe. Have collaborative conversation about things we can do, accomplish, what we need. If youre developing a storyboard, wouldnt it be nice to have a template do develop that in so the client can solely focus on the content. Get Dev involved early on the frontend: maybe you need an icon, test something we can talk about and figure if we have capacity to handle.
- Know who you can go to on the dev team, see the org chart
- Rookie mistake: not knowing what the budget is right out of the gate, make sure you dont go above and beyond the budget, how many hours do you have as an ID?

Lyric Brainstorm

We'll be clear what's next to come

The timeline pins down (it pins down)
Resolve it now or the follow up

The budget pins down (it pins down)

What we can fit into one Zoom room

When only few minutes to close
Outstanding

From phase one to two, yeah

To confound

With so many pitfalls to

scope creep, rework or confusion

Recapping objectives will keep us on track

- **Two extremes – giving bare minimum detail... and giving the whole motherlode. To all things there is a balance. This is part of the art to our science.**

You'll trust in my face again

- **Set expectations with clients and team members that handoffs can be efficient – but must be conducted verbally.**

- Lets just do this through email…easy to misinterpret and can get people going in the wrong direction   Never rely on email for a handoff. Email will back it up, but you also want to have that conversation with them, its worth while.

This Zoom room will welcome you again
Its the handoff countdown

Oh client I'll see your face
 face

need approval for the content, scope, script as well.

And surely we'll shape this course within scope and

The scope work
agreements will guide us away from will keep us from don't want misunderstanding, scope creep or waste time in limbo hell

The handoff countdown
Oh
We've entered the Teams Meet
And here we stand tall
'Cause