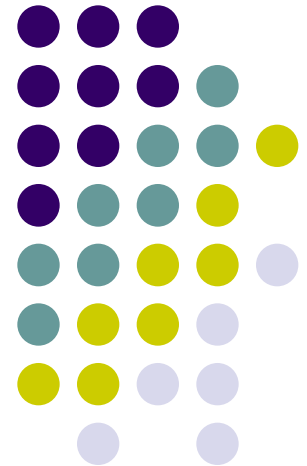
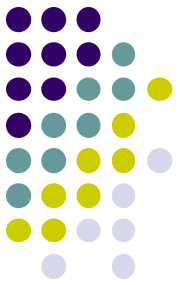


# STC RMC Meeting

## 10/15/2009

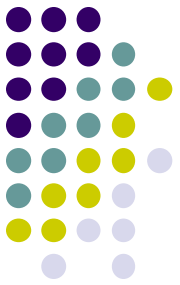
Technical Communicators'  
Changing Roles in Agile  
Environments



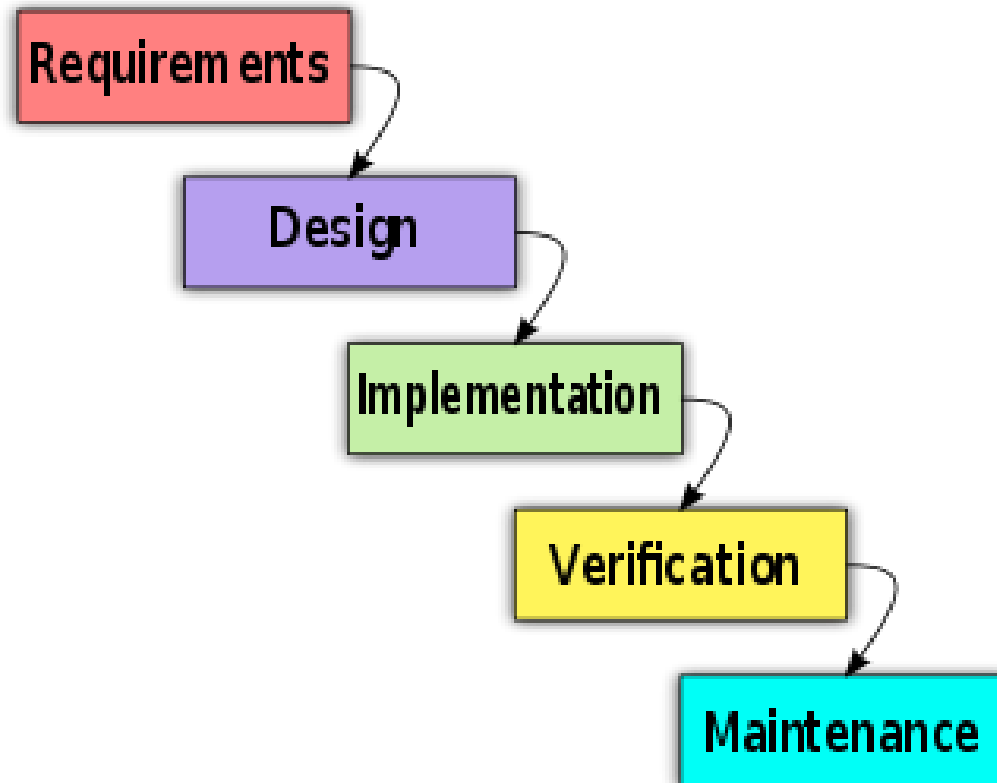


# Expert Panel

- **Mike Baker**
  - Software Engineer II at CSG Systems, Inc.
- **Deb Lockwood**
  - Lead Technical Writer at CSG Systems, Inc.
- **Marcy Rosenbloom**
  - Senior Technical Writer at RelayHealth
- **Becky Williams**
  - Senior Technical Writer at Harris Corporation

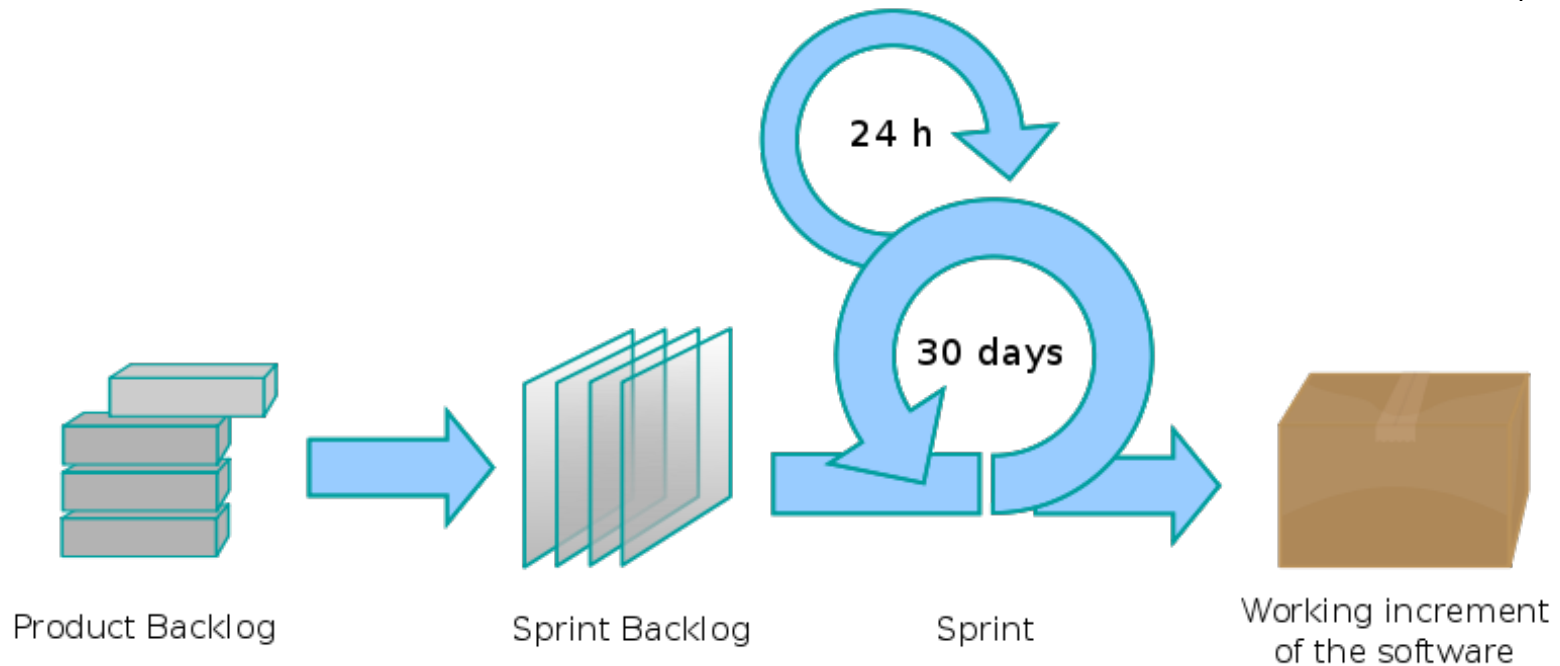
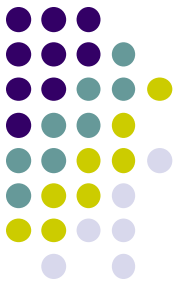


# Waterfall Methodology

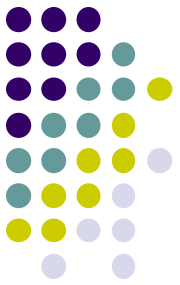


- Process flows sequentially (top to the bottom)
- Graphic from <http://en.wikipedia.org/wiki>

# Agile Methodology With Scrum



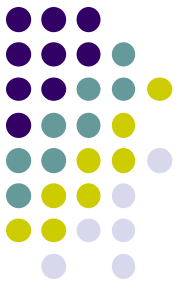
- Process is incremental
- Graphic from <http://en.wikipedia.org/wiki>



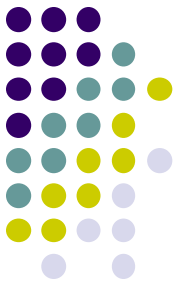
# The Agile Manifesto

- Written and signed in February of 2001
- The Agile Manifesto follows:
  - “We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:
    - **Individuals and interactions** over processes and tools
    - **Working software** over comprehensive documentation
    - **Customer collaboration** over contract negotiation
    - **Responding to change** over following a plan
  - That is, while there is value in the items on the right, we value the items on the **left** more.”

# Agile Key Concepts

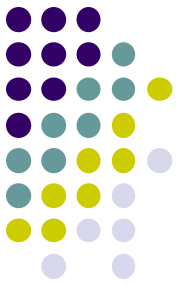


Term	Description
Product Owner	Represents stakeholders, maintains backlog
ScrumMaster	Removes impediments, keeps process moving, enforces rules
Chickens	Stakeholders, customers; not part of Scrum process, but must be taken into account
Pigs	Product owner, Agile team, ScrumMaster
Sprint	The time in which work is done (e.g., 2 weeks)
Product Backlog	Prioritized list of requirements



# Agile Team

- Cross-functional group
- Develops the product
- Self managing
- Optimally 5-7 people
  - Product Owner
  - ScrumMaster
  - Developers (1-3)
  - Tester
  - Doc Writer

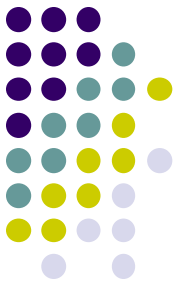


# Product Backlog

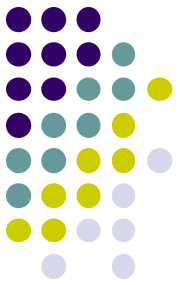
- A list of project descriptions
- Identifies business value
- Identifies rough estimates of development effort
- Owned by the Product Owner
- Used to set priorities and plan work



# Meetings: Sprint Planning

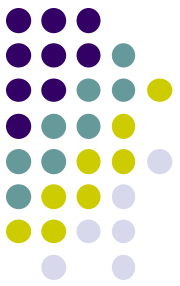


- First day of a new sprint
- Usually takes most of a day
- Product manager brings priority items from product backlog
- Agile team discusses details and estimates effort
- Agile team selects work based on their velocity



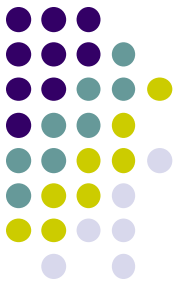
# Meetings: Daily Scrum

- Called the *daily scrum* or *daily standup*
- Optimal time is 15 minutes
- Same time, same place every day
- Team answers 3 questions:
  - What did you do yesterday?
  - What do you plan to do today?
  - Do you have impediments?



# Meetings: Scrum of Scrums

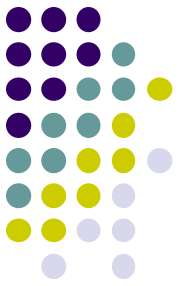
- After daily scrum
- Allows cluster of teams to meet
- The ScrumMaster from each team attends
- Agenda
  - What has your team done?
  - What will your team do?
  - Are there impediments that's slowing your team's progress?
  - Are you going to do something that affects another team?



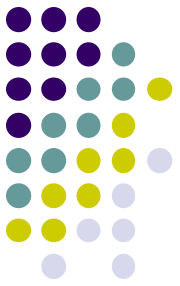
# Meetings: Sprint Review

- At end of the sprint cycle
- Review work completed
  - Demo functional code
  - Show documentation
- Work is accepted or rejected
- If rejected, schedule for next sprint

# Meetings: Sprint Retrospective



- All team members answer questions about last sprint
  - What went well?
  - What needs improvement?



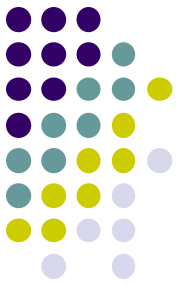
# Burn Down

- A publically displayed chart showing work in sprint backlog
- Updated daily
- Gives immediate view of progress



# Resources

- *Manifesto for Agile Software Development*
  - <http://agilemanifesto.org/>
- *Adapting Challenges*
  - Article by Christine Marini Sigman published in July/August 2007 issue of Intercom
  - [http://www.stc.org/intercom/PDFs/2007/20070708\\_16-19.pdf](http://www.stc.org/intercom/PDFs/2007/20070708_16-19.pdf)
- *Scaling Software Agility: Best Practices for Large Enterprises*
  - Book by Dean Leffingwell
- Mountain Goat Software Web site
  - Contains
  - <http://www.mountaingoatsoftware.com/#>



# More Resources

- [http://en.wikipedia.org/wiki/Scrum\\_\(development\)](http://en.wikipedia.org/wiki/Scrum_(development))
- <http://www.idratherbewriting.com/2008/12/23/podcast-technical-writing-in-agile-environments-interview-with-alyssa-fox/>
- <http://justwriteclick.com/2007/07/02/writing-end-user-documentation-in-an-agile-development-environment/>
- <http://www.google.com/search?source=ig&hl=en&rlz=&=&q=agile+development&aq=1&oq=agile&aqi=g10>
- [http://www.rallydev.com/learn\\_agile/agile\\_planning/](http://www.rallydev.com/learn_agile/agile_planning/)
- <http://www.rallydev.com/agileblog/2009/08/3-easy-to-follow-videos-on-agile/>