2016-07-14 Meeting notes

Date
01 Jul 2016

Attendees
- Sheila Rabun
- Kieran Etienne
- Jon Cameron
- Shannon Davis

Goals
- Fill everyone in on service management discussions at Open Repositories
- Make progress towards solidifying plans for Hydra Connect, reach out to potential presenters

Discussion items

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<th>Time</th>
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<tr>
<td>5 min</td>
<td>Intros</td>
<td>All</td>
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|       | Report back from Open Repositories:                                  | Kieran Etienne    | • Overview of Hydra technology, then breakout into project management and service management  
• Service management discussion focused on assessment:  
  • qualitative/quantitative methods  
  • audiences - what are the differences?  
  • definition of success  
  • marketing/communication strategies  
  • Numbers - what kind and where to get them |
|       | Planning for Hydra Connect sessions and workshop: see Google Doc: [https://docs.google.com/document/d/1wkYBO6RE6mDkqm9ktlV/Mkz5X65VvmsKSJueSB8/edit?usp=sharing](https://docs.google.com/document/d/1wkYBO6RE6mDkqm9ktlV/Mkz5X65VvmsKSJueSB8/edit?usp=sharing) |                   |                                                                                                           |
|       | do we want to have an in person SMIG meeting at Hydra Connect? (respond per Program committee request) Potential discussion topics (thanks to Leah Vander[jag]t): |                   | top 3 concerns:  
• What is service management and why is there an SMIG?  
• How can we best build up together the role of service managers within the Hydra project and development community (to benefit everyone)?  
  • There seem to be a number of questions about how we can make our ‘voices heard’ or improve our influence over roadmap development, strategic directions for service management problems that need a development response.  
• How can Hydra service managers develop a supportive community of practice?  
  • I think Patricia articulated this really well - and others echo - we would probably be all relieved by some peer support as we carry out our work, so how can we build a community of practice for service management in the Hydra community that people can turn to/contribute to? |
|       | we are proposing a Service Management panel/open discussion open to all, potential topics for discussion: |                   | • What is service management and how do various team roles fit together from a service management perspective?  
• how to work effectively as a stakeholder, and other roles, in the agile framework?  
• How to bring developers more into the service management conversation? |
we are proposing a SM workshop - what should we cover? Potential topics (again thanks to Leah Vanderpagt):

- **What is service management:**
  - service management skills, roles, and responsibilities
  - service management teams and roles
  - RACI matrix
  - Maintenance and service delivery: operationalizing a service once the product is launched
  - Capacity planning
- **Workflow management**
- **Hydra Service Managers:** role in Hydra Community
  - Service managers role in development roadmapping - priorities for feature development from a service manager's perspective
  - Working with both developers and stakeholders
  - Translating service problems to user stories, features, and functionality
- **Hydra Service managers: developing a community of practice:**
  - Developing the Hydra service management community of practice: working on toolkits, service management definition, engagement with agile development, the stakeholder and product manager roles, communication strategies, envisioning future service, managing service issues/tickets vs. development user stories
  - What are the ways we can work together and support one another as service managers?
- **Marketing, communication, outreach, and advocacy:**
  - internal communications regarding continuous development
  - awareness of release implications
  - service manager role as public face of service/product
- **Assessment:**
  - usage stats in context of development
  - where does user testing fit in service manager's role

**Additional Notes:**

Some repeat from last year would be good

Activity idea: list all of the potential audiences, what are their communication needs (communication), what would they say about the service (assessment)

Make sure to mention tools, maybe provide a list of tools for facilitating difference aspects of service management

Jon willing to be interviewed

Distribute survey at Hydra Connect

See session planning notes at https://docs.google.com/document/d/1wkgB6R8mD9qmkW9iDvm5s2sEmXicdyWymgKsL6eSB8/edit?usp=sharing

**Action items**

- **Sheila Rabun** let program committee know we want a 2 hours SMIG meeting at Hydra Connect
- **Kieran Etienne** reach out to Tony Navarrete regarding Service Management panel and also intro presentation for Workshop
- **Sheila Rabun** reach out to Patricia Hswe regarding Service Management panel and also roles and responsibilities/RACI matrix section of Workshop
- **Kieran Etienne** reach out to Debs Cane regarding Service Management panel
- **Kieran Etienne** investigate and see if someone from Notre Dame can be on the Service Management panel
- **Sheila Rabun** reach out to Steve Van Tyul regarding Service Management panel
- **Kieran Etienne** figure out presentation and activity for "intro/SM overview" part of workshop
- **Sheila Rabun** figure out presentation and activity for "Roles and Responsibilities" part of workshop
- **Kieran Etienne / Shannon Davis** reach out to Amy Neeser regarding "communication" section of workshop - note that activity could include audience list idea
- "Assessment" section of workshop - **Kieran Etienne** reach out to Ellen, **Sheila Rabun** reach out to Karen (admin perspective)
- **Sheila Rabun** reach out to someone at UC Santa Cruz to see if they are going to be at HC, and if so could they present/workshop on their toolkit?
- **Sheila Rabun** send out notes from today along with call for workshop leaders...
- All - plan to distribute survey at Hydra Connect...