Agile PM + Service Management Group meeting at HC 2016

Facilitator: Kieran Etienne & Nabeela Jaffer
Notetaker: Amy Neeser

Agile PM IG:
Nabeela and Matt Critchlow started the agile group
2 meetings: tools, how teams are formed, how to share experiences
Share challenges, learn from each others’ experiences
Not only focusing on SCRUM

Service management group:
Chaired by Kieran
Product ownership / service management / product management
Current iteration has been meeting since February
Interested in learning about and leveraging agile methodology for service management
Also interested in those who are experienced with service management or agile

**Differing experience levels so strategizing for meeting high priority needs of people showing up to this conversation.**

What people want from this group:

Best practice collaboration
Commiserate with and learn from other people
New to service management and new to agile
Interested in moving to agile methodologies
Interested in understanding how the community works from a development perspective
Align the local efforts with the community
How to sustain multiple projects with limited people
Would like to learn about service manager roles
Interested in roles and service development
Interested in short term combining of groups
Service management is informed by SCRUM

Can be a gap between service manager and product owner
How do non-developers talk to non-developers about this work?
Combining groups adds to developing workforce conversation
Is this an interesting group around process management? Working groups could come out of this.
Recommendations about roles and methodologies
Would like to learn more about agile in order to better work in teams
More interested in agile than service management
Has been doing both agile and service management badly so would like to improve
How to not stagnate a service that is already running
Agile leader has left institution so team needs some help

Proposed ideas:

**Agile method:**
combine group for 3-6 months and then do retrospective to analyze
Combining these groups, talk about process management,
Deliverables that can be worked on by more specific working groups.
Featured topics advertised in advance
This idea needs to be pre-planned and programmed

There was so much interest in the service management group that Kieran feels optimistic people will be up to this.
Roles differ between institutions and methodologies so we could map out who is doing what to generate case studies.
Characterize what we are doing vs. forming archetypes