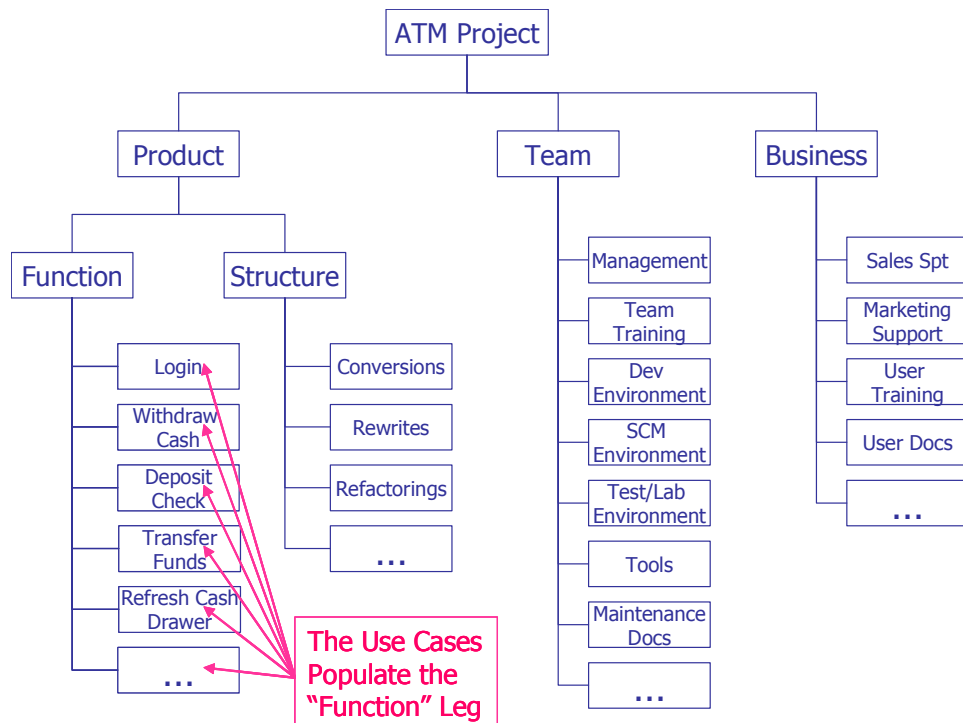


Customer Team Discussion

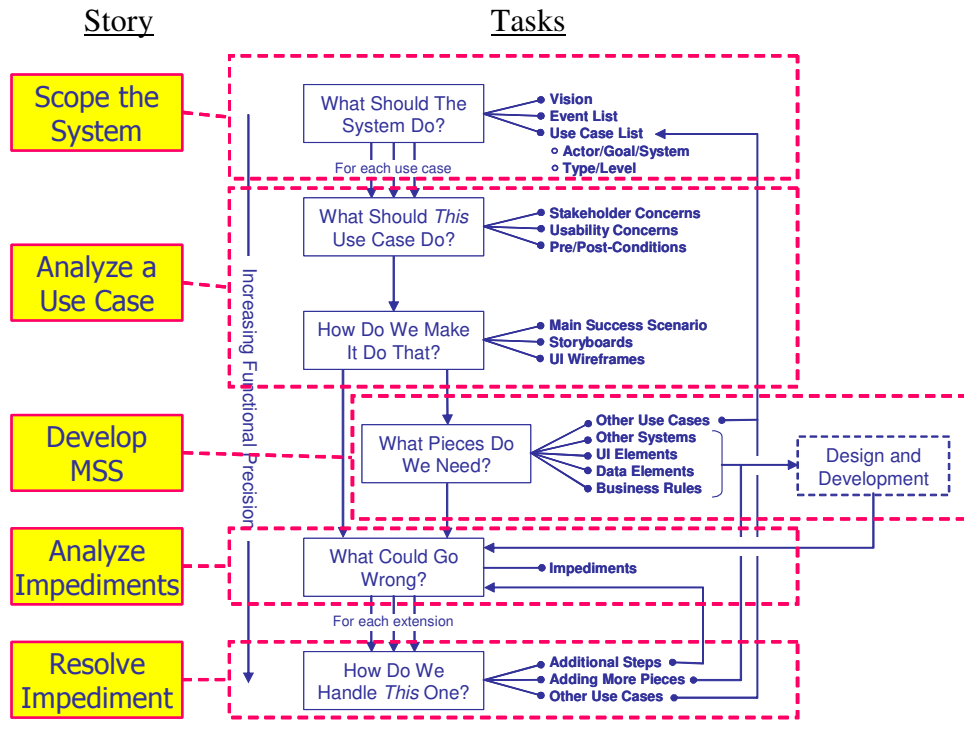
Dan Rawsthorne, PhD, CSM

I have been supporting Scrum teams for over a year now, and these proposals to support customers come from that support.

1. The Customers need to be an integrated part of the team – no separation of developers and customers. At least, there needs to be a customer representative that speaks with some authority on the team.
2. The team plans the customer's work the same way it plans the developer's work, with stories and tasks prioritized in the team-wide planning game.
3. The team's stories and tasks are organized into a functional work breakdown structure (WBS) that augments the work backlog or stack of cards that is normally used to manage the work of an agile team. The following is an example of such a functional WBS for a fictional ATM...



4. To the extent possible, I populate the "left" leg of this WBS with my system's use cases, which allows me to use some templated stories and tasks for their development. The following diagram shows the overall structure of this templating.



I hope that this gives you some flavor of where I'm coming from. As you can imagine, there are a lot of "moving parts" to this that I am not discussing here, including Business Value calculations, color of money issues, and so on.

Thanks, Dan ;-)