Exploring the Use of SCRUM for Administrative Practice Improvement

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Overview

- Background & Problem Description
- Aim & Research Questions
- Methods
- Results
- Conclusion
Background & Problem Description

Structure of the Department
Organization introduced new work practices to improve the performance:

- **Call Center**: to reduce interruptions
- **Daily group performance reports**: to encourage groups competency
- **Automated templates**: to improve productivity
Aim & Research Questions

Aim

In Software Engineering:
- There has been work to improve workforce practices
- There is successful methodologies to improve productivity

The aim of the study is to apply one of these methodologies in administrative environment and see whether it will be similarly successful.
Aim & Research Questions
Why SCRUM?

- Software Engineering Environment
- Agile Development Methods
- SCRUM
Aim & Research Questions

Research Questions

• Can the use of SCRUM improve the performance of administrative teams?

• Can the use of SCRUM help identify more appropriate performance and effectiveness measures in administrative teams?
Methods

SCRUM
Methods

SCRUM Meetings

- Sprint Planning Meeting
- Daily Scrum
- Sprint Review Meeting
- Sprint Retrospective Meeting

SCRUM Roles

- Product Owner
- ScrumMaster
- Development Team
Methods
Adapting SCRUM to Administration

- **Product Backlog**: continuous lot/set of unprocessed applications
- **Sprint Backlog**: list of daily applications to be processed during the sprint
- **Sprint**: one week
- **Deliverable**: set of applications processed during the week
Methods
Add-in Process

Application Distribution Process to solve the workload disparity using “Weight”
Methods
Let’s SCRUM

- One Team applied SCRUM for one month (four week long sprints)
- Compared the performance of the same team during SCRUM with 3 Non-SCRUM periods (one month long each) over the year 2014.
Results

- Performance Comparison between Sprints in SCRUM period
- Performance Comparison between SCRUM and Non-SCRUM periods
Results

Applications distributions

Total applications weight for each participants before and after distribution
Results
Performance Comparison between Sprints in SCRUM period

Average Achievement Percentage for each Sprint
Results
Performance Comparison between SCRUM and Non-SCRUM Periods

Processing days during SCRUM and Non-SCRUM
Conclusion

- Results clearly show improvement of team performance using SCRUM, so...

  It worked!!!!
Thank you 😊

Questions?