COMP8790 - Research Plan

Exploring the Use of SCRUM for Administrative Practice Improvement

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**Problem Description**

Organizations are divided into departments which may in turn comprise many teams. The teams' performance is monitored and measured. However, it's important to differentiate between performance and effectiveness: in certain cases, using inappropriate performance measures might lead to wrong understanding of team effectiveness.

**Aims**

In Software Engineering, SCRUM has been widely used due to its effectiveness. In this study, we will explore the possibility of:
- Adapting SCRUM for the purpose of improving administrative practices, in particular for performance management.
- Importing best practices of administrative environment to software development.

**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 & techniques**

- Literature review
- Defining adapted SCRUM
- Case study – use of adapted SCRUM in my workplace (administrative)
  After defining the metrics used in teams' performance measurement, we will run SCRUM for 4 weeks on a team. After that, we will analyse the new data and compare it with the historical data

**Research timetable**

29 Aug: Writing Literature review, research questions and methods and sending draft to supervisors
15 Sep: Run SCRUM training session, then start working on the case study
14 Oct: Writing results and discussion and sending draft to supervisors
24 Oct: Submission of completed draft
27 Oct: Final presentation
31 Oct: Submission of final report