

# Quarterly review

## Team Practices Group

### Q1 - 2015/16

Approximate team size during this quarter: 7 FTE  
*Time spent: strengthen 60%, focus 20%, experiment 20%*

Key performance indicator

Positively impacting value delivered by supported teams	4.2 out of 5 ( <a href="#">Likert scale</a> )	baseline metric
Positively impacting sustainability of supported teams	4.6 out of 5 ( <a href="#">Likert scale</a> )	baseline metric

# Q1 - Team Practices Group

Objective: Team Health Checks



Objective	Measure of success	Status
<p>Identify organizational pain points for software engineering and supporting teams; foster self-awareness of team health to support continual improvement</p> <p><i>Team members involved: 6</i></p>	<ul style="list-style-type: none"><li>● Deliver Team Health Check survey to majority of engineering teams</li><li>● Publish results, trends, recommendations to officewiki</li><li>● Present findings to management and key stakeholders</li></ul>	<ul style="list-style-type: none"><li>● 1 CE, 13 Eng teams, and TPG participated</li><li>● <a href="#">Results published</a></li><li>● Biggest takeaway findings:<ul style="list-style-type: none"><li>○ Sense of lack of support from mgmnt and other teams</li><li>○ Struggling with community involvement</li><li>○ Lack of clarity around org goals; disconnect between team and org goals</li></ul></li></ul>

# Q1 - Team Practices Group

Objective: MPL 

Objective	Measure of success	Status
<p>Support the prioritization of current and upcoming work across the WMF, and balancing it against available resourcing.</p> <p><i>Team members involved: 2</i></p>	<ul style="list-style-type: none"><li>• All current and projected projects across the WMF listed, prioritized, and estimated on the Master Project List (MPL)</li><li>• All current projects with a priority outside of the WMF's resource capacity will have a "sunset" or "stall" plan</li></ul>	<p>Scope reduced to encompass only projects in Community Engagement and Engineering, and to not include sunset/stall plan measures of success. Engineering and Community Engagement projects now documented and up to date.</p>

# Q1 - Team Practices Group

## Objective: Vision and Strategy

Objective	Measure of success	Status
Establish TPG vision and strategy for FY16 <i>Team members involved: 7</i>	Publish document outlining TPG's high-level vision and strategy for FY16	<ul style="list-style-type: none"><li>● Miss this quarter due to two extended unplanned absences on the team &amp; emergent priorities</li><li>● Carrying over for Q2</li></ul>

# Q1 - Team Practices Group

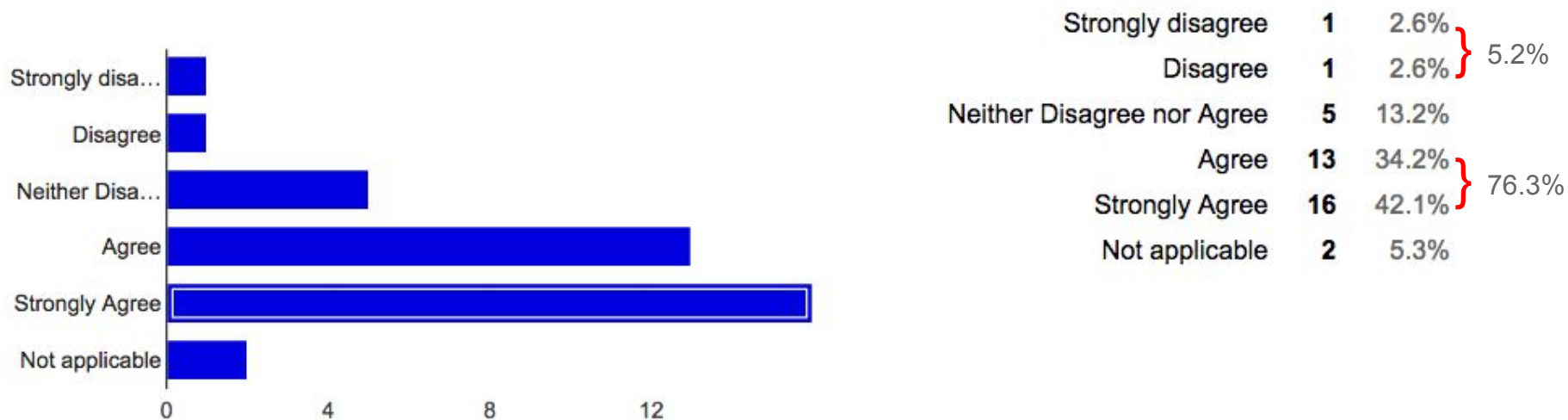
Objective	Measure of success	Status
<p>Prototype team metrics gathering and graphing from Phabricator data</p> <p><i>Team members involved: 2</i></p>	<ul style="list-style-type: none"><li>● Prototype accurate burn-up and burn-down charts from Phabricator data for 1 WMF engineering project</li><li>● Prototype measurement of 'maintenance' vs 'new' work for 1 WMF engineering project</li></ul>	<ul style="list-style-type: none"><li>● <a href="#">Phragile</a> MVP prototype complete (thanks WMDE!) and generating accurate <a href="#">burn-up chart for Discovery's Analysis team</a></li><li>● <a href="#">Phlogiston</a> MVP prototype complete and generating accurate burn-up chart and maintenance fraction metrics for <a href="#">VE</a> and <a href="#">Discovery's Analysis team</a></li></ul>

# Q1 - Team Practices Group

Category	Workflow	Comments	Type
External team support (ongoing)	Embedded coaching <i>Team members involved: 6</i>	<ul style="list-style-type: none"> <li>83% say we help them deliver more valuable work</li> <li>95% say we help them be more predictable</li> <li>97% say we promote their continuous improvement</li> </ul>	M
External team support (periodic)	Ad-hoc workshops <i>Team members involved: 1</i>	1 process development/bootstrapping workshop (Community Tech)	M
	Offsite engagements <i>Team members involved: 4</i>	2 offsite engagements (Discovery, Engineering Managers)	M
	Strategy support <i>Team members involved: 1</i>	Facilitating Reading vertical's strategy definition process	N
Internal metrics and continual improvement	CSAT survey <i>Team members involved: 1</i>	<u>NPS Score</u> : 66.6% (Compare to <u>Amazon</u> [69%], <u>iPhone</u> [63%])	N

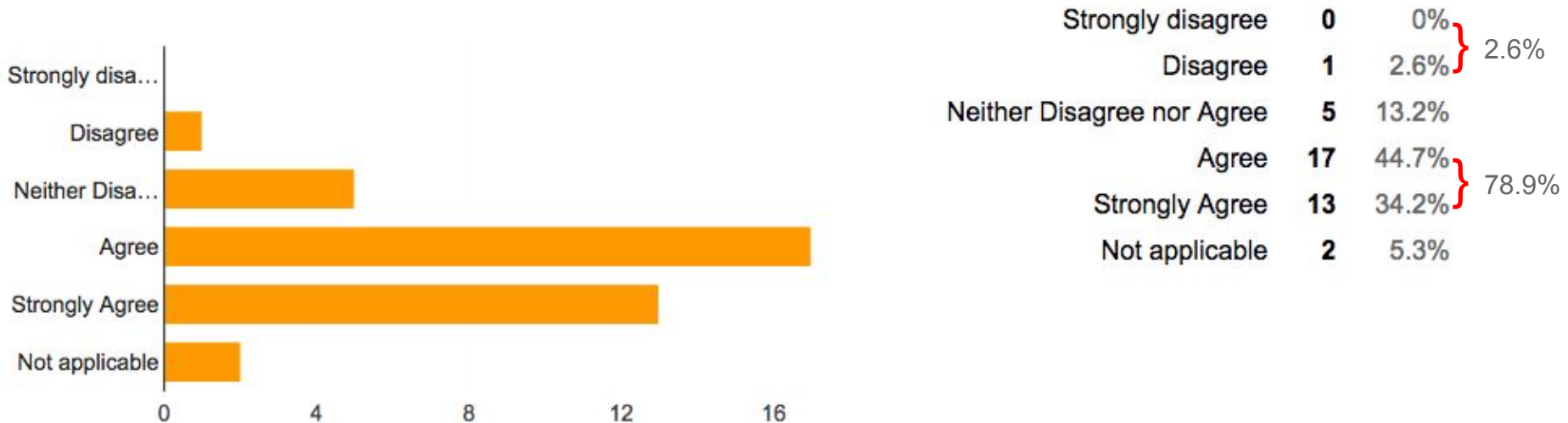
**To what extent do you agree or disagree with the following statements related to delivering value. . .**

**...helped me finish more work, rather than simply starting new work. [Over the last quarter, my TPGER has...]**

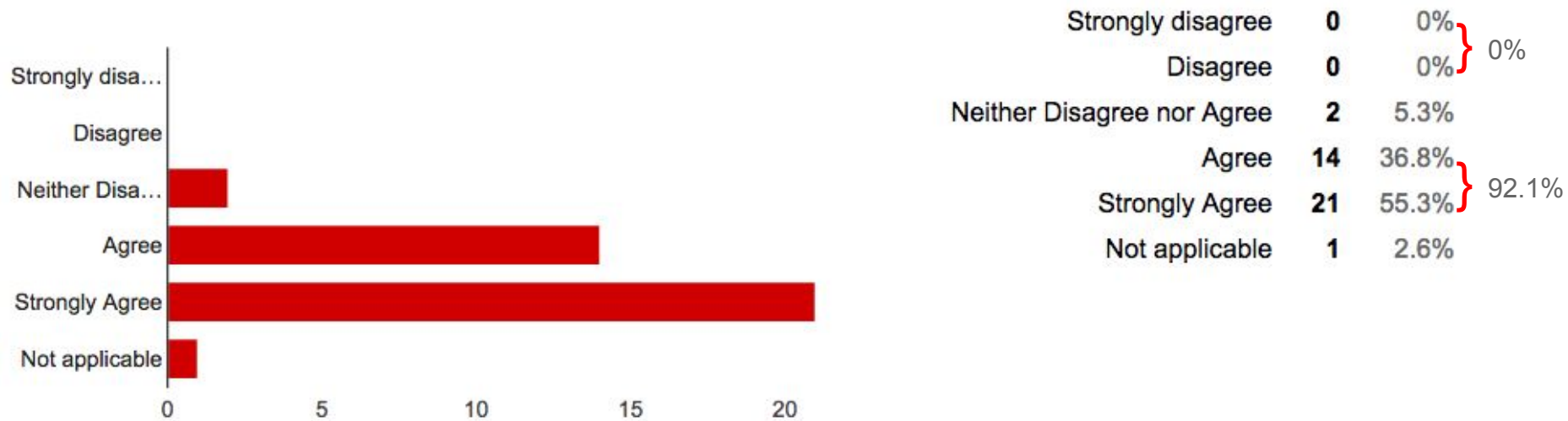




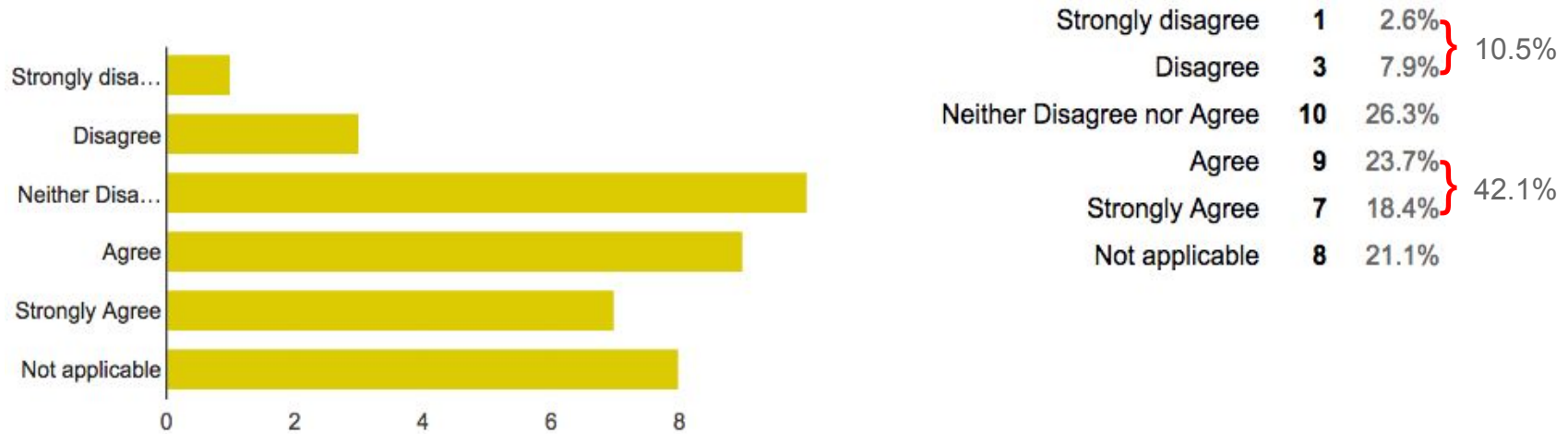
**...helped me deliver more valuable work [Over the last quarter, my TPGer has...]**



**...helped work on my team be more predictable [Over the last quarter, my TPGer has...]**

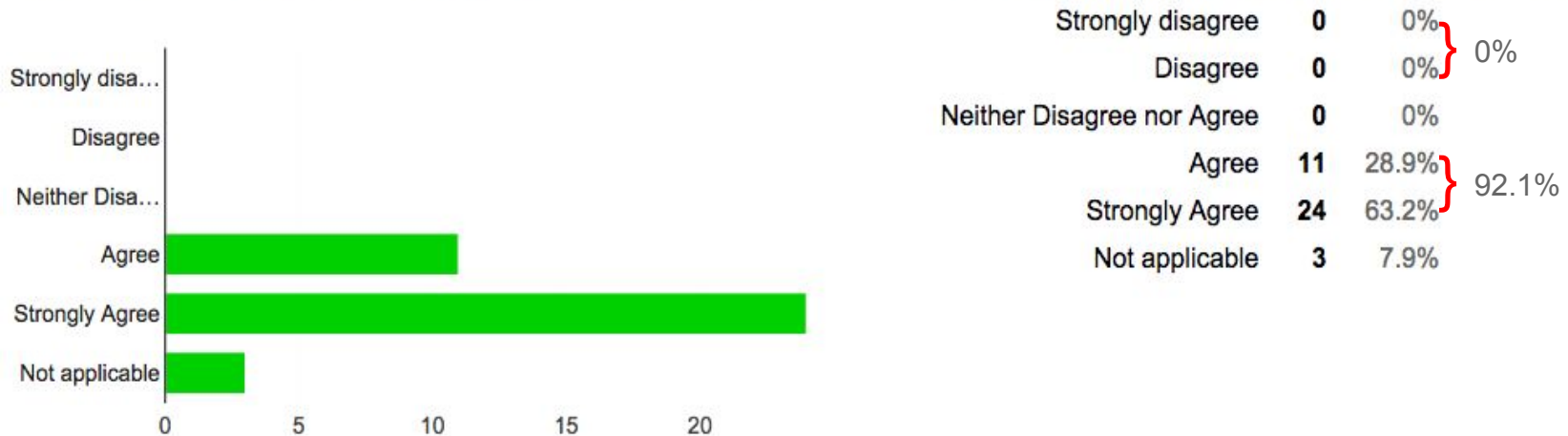


**...helped to make decisions on stopping projects which are not adding value. [Over the last quarter, my TPGer has...]**

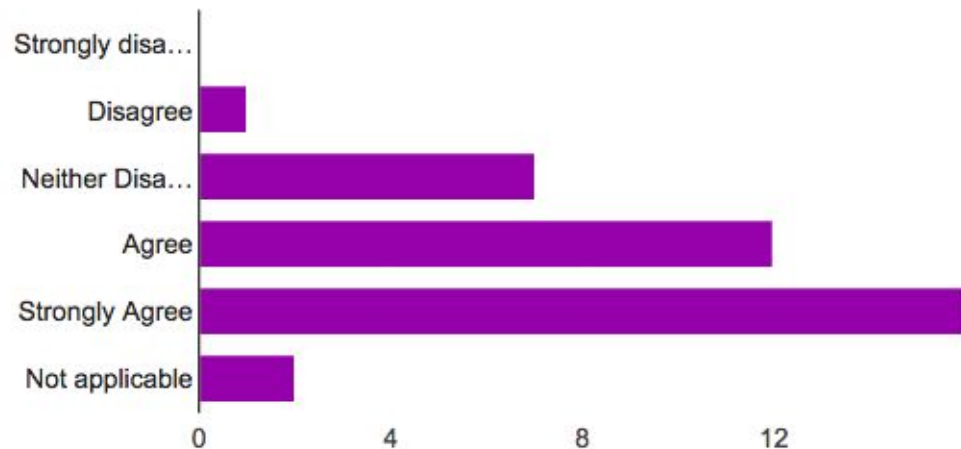


**To what extent do you agree or disagree with the following statements related to your team's pace. . .**

....been sensitive to the pace (e.g. workload, intensity, etc.) of work on my team. [Over the last quarter, my TPGer has...]



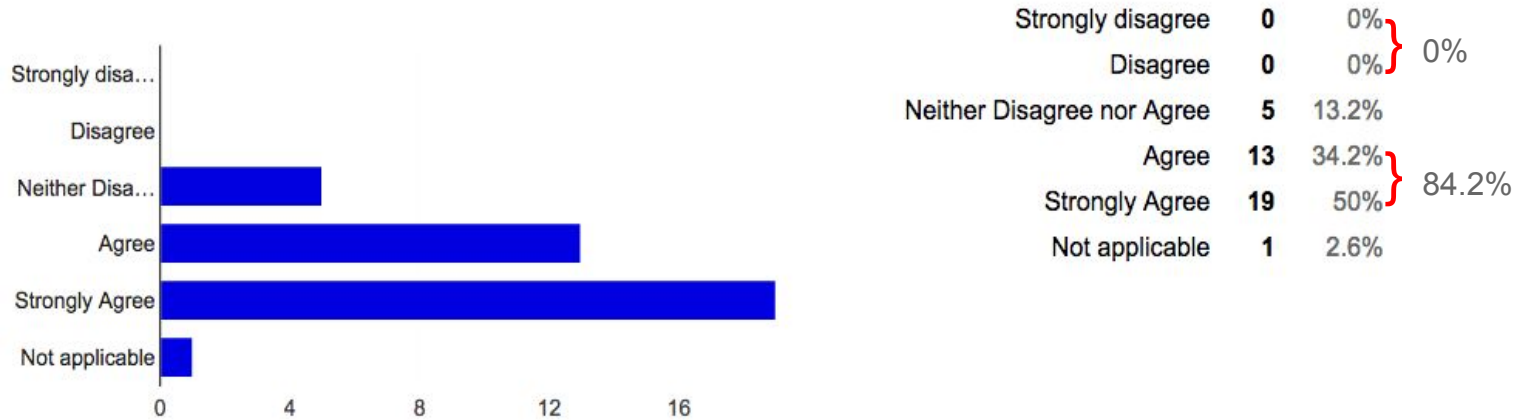
...been reducing the negative aspects of working remotely. [Over the last quarter, my TPGer has...]



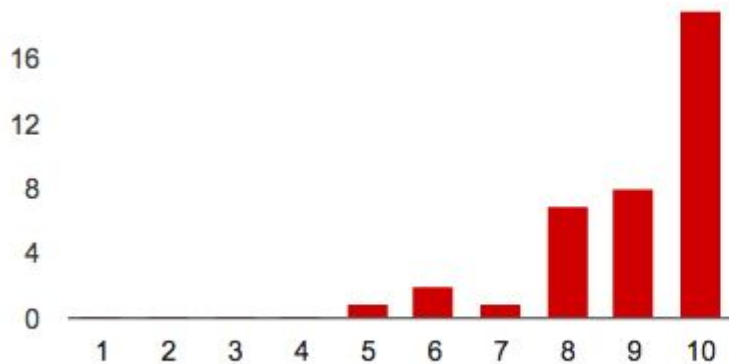
Strongly disagree	0	0%	} 2.6%
Disagree	1	2.6%	
Neither Disagree nor Agree	7	18.4%	
Agree	12	31.6%	} 73.7%
Strongly Agree	16	42.1%	
Not applicable	2	5.3%	

# Q1 - Team Practices Group

...been improving team cohesion (e.g. work culture, address conflict, etc.) within the team. [Over the last quarter, my TPGer has...]



## How likely is it that you would recommend working with the TPG to another team?



Not likely at all: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	2.6%
6	2	5.3%
7	1	2.6%
8	7	18.4%
9	8	21.1%
Extremely likely : 10	19	50%



Do you have any other comments about your TPGer's performance?

- “Unlike our codebase our TPGer doesn't need performance improvements. ;)”
- “Setting realistic expectations. Being a neutral voice to point out elephant in the room. Being a voice of best practices within the organization.”
- “TPG has also been instrumental in helping our team deal gracefully with a large number of "out of process" requests.”

What would you miss the most if a TPGer was no longer on your team?

- “Without a TPGer on our team I think we'd quickly forget to reflect on our progress and direction during our sprints – there'd be a drop in team cohesion around our work.”
- “I cannot even start thinking of working without TPG support.”
- “The sense of clarity about our collective tasks: what they are, where we stand with them, and our plans for doing them.”

Is there anything else, not listed above, that your TPGER helps with?

- “I'm much better at managing and thinking abstractly about processes issues than I was before.”
- “Our TPGER makes it possible for the team and product manager to do our other work with fewer distractions.”
- “TPG has been key to the success of what's been possibly the most complex process interface involving Research, Analytics, Product and Engineering: the VE launch.”

**Number of responses: 38 out of 64**

**Participating teams: Analytics, Research, VE, Reading (web, apps, leadership), Discovery, Fundraising Tech**