Quarterly review
TEAM PRACTICES GROUP
Q4 - 2015/16

Approximate team size during this quarter: 6 FTE

Time spent: strengthen 70%, focus 30%, experiment 0%

Key performance indicators

Positively impacting value delivered by supported teams	4.3 out of 5 (Likert scale)	+ .3
Positively impacting sustainability of supported teams	4.5 out of 5 (Likert scale)	+.12

Q4 - Team Practices Group

Objective	Measure of success	Status
Assess skills within TPG related to WMF capacity enhancement needs *Team members involved: 6*	Wiki page describing needs/requests Wiki page with TPG skillsets/specialty areas	Created a list of skills (by category) and instructions for how to engage with our team.

Q4 - Team Practices Group

Objective	Measure of success	Status
Define a plan for measuring satisfaction of "light engagement" customers *Team members involved: 6*	Survey instrument drafted Process for processing and analyzing results defined and documented Q1 rollout plan in place	Survey is drafted and plan is in place to pilot light engagement survey in Q1.

Q4 - Team Practices Group

Objective: Annual Planning Retro

Objective	Measure of success	Status
Help plan and prepare Annual Planning retrospective *Team members involved: 2*	Timeline developed Survey drafted and sent	Timeline has been created and survey drafted; survey is undergoing final review.

Q4 - Team Practices Group

Quarterly Goals & Quarterly Review Rethink (QGQR) Cross-team working group interviewed stakeholders, identified key themes, and drafted goals template.

Learning: Connecting goals to annual plans is challenging due to terminology confusion; "non-program" groups may have a harder time using the new draft template (pilot ongoing); cross-team/org projects are awesome!

Senior Agile Coach: Organizational Collaboration Created new role in March 2016 (Q3); focuses attention at the organizational level to better understand obstacles and to facilitate ways to overcome them; first engagement is addressing design-related pain points in the Foundation. More here: https://www.mediawiki.org/wiki/Team_Practices_Group/Design_engagement /Post-interview_roadmap

Learning: Methodology involves listening and cultural interventions; there is no quick fix - change happens at the speed of trust :-)

Q4 - Team Practices Group

Category	Workflow	Comments	Type
External team support (ongoing)	Embedded coaching *Team members involved: 4*	• Positively impacting value delivered by supported teams: 4.3 out of 5 (Likert scale) * • Positively impacting sustainability of supported teams: 4.5 out of 5 (Likert scale) *	M
External team support (periodic)	Ad-hoc workshops and consultations: *Team members involved: 4*	Collaboration, Language, RelEng, ArchCom, Designers, Analytics Engineering	N, M
	Offsite engagements *Team members involved: 3*	Reading offsite, Discovery search offsite, Editing offsite	M
Internal metrics and continual improvement	CSAT survey *Team members involved:*	NPS Score: 75 * (Compare to Dropbox (34), Google Drive (50))	M
	TPG Offsite *Team members involved: ~~6~~ 5*	May 24-26, Portland, OR Exploring Team Values & How We Work	M

* Participation in TPG Q4 Customer Satisfaction Survey was unusually low (~35%)

Type: new, reactive, maintenance

Q4 - Team Practices Group

"The TPGer . . . helped us to come to a common understanding about [best practices for organizing our work] . . . As a result, we felt more like a team, and not a group of individuals."

"Our TPGer asked the right questions and tried to determine whether [there] was a real problem which lead *(sic)* us trusting our beloved colleague and the TPGer himself more."

"Max is a proactive communicator and documenter. He sets a good example – and a high bar – for team communication with every email that he sends."

"Having a TPGer on our team is like having a multilingual interpreter in a UN meeting. Every developer comes from a different angle, and the TPGer is there to help us understand each other better."

"Don't know what I would do without our TPGer. She is super skilled and very clear communicator. It is beyond obvious that she cares and is invested in our team being functional and providing value for WMF."

"The special attention that the TPG provided to the Android team at the beginning of Q4 . . . directly contributed to us basically completing the Feeds MVP within a single quarter, which seemed barely realistic in the beginning. The value of their support cannot be overstated."