

Quarterly review

TEAM PRACTICES GROUP

Q2 - 2015/16

Approximate team size during this quarter: 7 FTE
Time spent: strengthen 50%, focus 30%, experiment 20%

Key performance indicator

Positively impacting value delivered by supported teams	4.13 out of 5 (Likert scale)	baseline metric
Positively impacting sustainability of supported teams	4.47 out of 5 (Likert scale)	baseline metric

Q2 - Team Practices Group

Objective: Project Forecasting



Objective	Measure of success	Status
<p>Improved metrics for product project forecasting <i>Team members involved: 3</i></p>	<ul style="list-style-type: none">• Burn-up charts actively used by three teams• Five teams sample their maintenance fraction and two teams track it throughout the quarter.	<ul style="list-style-type: none">• Three teams were using burn-ups by end of quarter; six teams are currently using or configuring burn-ups.• Eight teams planned to sample and five teams sampled. Three teams are continuing to track beyond Q2.

Q2 - Team Practices Group

Objective: Team Strategy 

Objective	Measure of success	Status
Team Practices Group achieves consensus on the team's strategy. <i>Team members involved: 7</i>	Defined and documented strategy for the Team Practices Group	Miss this quarter due to change in strategic focus in light of a number of organizational changes and divided focus across TPG slowing the strategy process.

Q2 - Team Practices Group

Objective	Measure of success	Status
<p>Determine whether or not we can drive changes to Phabricator to enhance its usability as a project management tool in an environment with diverse workflows and data-driven needs. (multi-quarter) <i>Team members involved: 3</i></p>	<p>Five high-priority project management-related Phabricator feature requests upstreamed</p>	<p>3 feature requests have been successfully upstreamed; 2 became obsolete. Intensive coordination is required to upstream, and we should continue to assess whether the impact is worth the effort.</p>

Q2 - 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"> Positively impacting value delivered by supported teams: 4.13 out of 5 (Likert scale) Positively impacting sustainability of supported teams: 4.47 out of 5 (Likert scale) 	M
External team support (periodic)	Ad-hoc workshops and consultations: <i>Team members involved: 2</i>	Wrapped up process development/bootstrapping effort with Community Tech, kicked off lightweight Design consultation	M
	Offsite engagements <i>Team members involved: 1</i>	1 offsite engagement (Reading Web)	M
	Strategy support <i>Team members involved: 3</i>	3 strategy engagements (Facilitating Reading vertical's strategy definition process, Product strategy kickoff, WMF strategy)	N
Internal metrics and continual improvement	CSAT survey <i>Team members involved: 1</i>	NPS Score: 55.6 (Compare to Dropbox (54) , Google Drive (50))	N
	Team Health Check re-think	The team assessed the ROI on conducting team health checks, and came up with several recommendations to make the process less time and	N

Quotes from Q2 CSAT respondents:

"TPG is one of most forward-thinking teams at the Wikimedia Foundation. I'm regularly amazed by the insight that you guys have into problems and how you manage/coach-in-managing complex social/work problems. This has been especially important with the recent issues at the WMF and the somewhat aggressive threads on wmfall. I often check out and don't read what people are saying, but when a TPG member makes a post I read carefully to try to learn strategies for directing anger/frustration in positive directions. I fail at this a lot myself and feel fortunate to have good process facilitators/coaches to learn from. I think I've benefited immensely in both direct and indirect ways because of TPG @ WMF."

Quotes from Q2 CSAT respondents:

"Kevin continues to encourage the development of best practices without dictating any particular practice to the team. He's the glue that fills in the little cracks in our process and keeps everything nice and smooth."

Quotes from Q2 CSAT respondents:

"As you can see by my answer to 'How likely is it that you would recommend working with TPG to another team?', I think it is extremely valuable to have a TPG member work with us."

Quotes from Q2 CSAT respondents:

"I sincerely appreciate having a member of TPG within my team, and I especially appreciate Grace Gellerman's specific expertise and her approach to improving our team processes and practices."

Quotes from Q2 CSAT respondents:

"I think I would be lost without our TPGer (at least until a little while longer). As a newish manager, as well as a team lead and individual contributor, working in such an unpredictable and tumultuous (as of late) environment, our TPGer has helped me to not drop important balls, create functional internal team processes, support a new team in new roles in sometimes tumultuous waters, evolve thinking and communicating styles, and is a very creative collaborator, problem solving partner and mentor. Thank you TPG for allowing my team and I to benefit from this wonderful TPGer's time and her super powers."