
ScrumMaster

Discuss the cards, and place the items into
four categories:

Responsible / Accountable,
Doing / Helping with, Actively Avoid, or
Scrum Is Silent.



RESPONSIBLE/ ACCOUNTABLE

The SM is expected to own these items and drive them proactively.

DOING/ HELPING WITH

Someone else is responsible for these items, but the SM help with them.

ACTIVELY AVOID

These are responsibilities of other roles,
and the SM should actively avoid them.
These harm successful use of Scrum.

SCRUM IS SILENT

**Scrum is intentionally silent on these.
Organisations possibly needing these must
agree internally how to handle them.**



Self-education

**Participation in events and conferences,
visiting other teams, learning from others,
reading books and online, participation in
Agile community, etc.**



Observe


**Listening, trying to see behavioral patterns,
looking for improvement opportunities,
feeling for system and team health, sensing
customer outcomes, etc.**

Protect Team

Ensuring that the Team can focus on delivery, that it is protected from disruption or undesirable interruption, that they can only take in work they believe they can deliver in each Sprint, etc.

Improve communication

Connect people who need information from one another, establish effective meeting practices, teach people how to provide good feedback and how to listen, etc.



Support self-organisation

Engage silent or reticent people, tone down dominant persons, teach how to decide as a group, protect against externally assigned responsibilities, help discuss how to work together, etc.

Team formation

Guide the Team through a process of Forming, Storming, Norming, Performing, help them establish conditions for advancement, facilitate activities to ease the process, etc.

Train & coach

Teach the Agile mindset and Agile frameworks to Team, PO, and stakeholders, coach them to use the knowledge and activities effectively, yet allow them to decide for themselves.

Organisational change agent

Help the organisation around the team to remove blockers from team's effectiveness, help with improving organisational structures and policies, work together with other change agents, etc.

Help PO with Backlog & stakeholders

Help the PO to collect feedback from stakeholders, understand what is important, keep the Backlog clear and effective, collect data for feedback, etc.

Facilitate meetings & activities

Facilitate meetings and activities to make them effective and valuable, book meeting rooms and invite people, help with timeboxing, ensure good tools for workshops, etc.

Promote better ways of working

Bring the team new ideas from outside, suggest books to read and experiments to try, bring visitors from outside, help the Development Team visit other great teams.

“Pump energy”

Ensure that key elements of motivating work (autonomy, mastery, purpose) exist in the workplace, work with managers and others to improve the elements, etc.


Help follow Scrum (and other agreed rules)

Help the team notice when they are breaking agreements they have made, help them discuss how to correct actions or change agreements, never act as a referee



Visualize information

Collect data and present it in some visual format, help Team and PO visualize their information, make information present in the working environment, etc.




Help remove impediments

Work with Team, PO, and stakeholders to help them removed impediments, keep the impediments visible, help people notice and bring up new impediments, help prioritise which impediments to remove first, etc.



Assign & track tasks

Ensure that all appropriate tasks have been written down and estimated, assign them to right people, track their progress and completion, etc.



Supervisor for Team members

Listen to the Team members regarding their problems, and career and salary aspirations, responsibility for employment and project assignments, etc.



Project reporting

Collect and collate information into reports for external use (clients, management, etc.), deliver reports to appropriate forums, etc.



Team representative

Represent the Team in steering meetings, in communications with other teams or stakeholders, and planning meetings, carry messages to and from the Team, etc.

Formal change management

Ensure proper planning, decision-making, and documentation for change requests, keep track of current changes in progress, report on changes, ensure contractual updates, etc.



Invoicing

Ensure appropriate contractual agreement, collect hours from Team, collate into invoices, send invoices to client, etc.



Account management and continuation sales

Take care of customer relationship, look for further sales leads, build continuation projects, contractual negotiations, etc.



Negotiate requirements details

Discuss with stakeholders the details for upcoming stories, provide the details to the Team, ask clarifying questions from stakeholders, etc.

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