



Distributed Scrum

Experiences with virtual Team Spaces

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By AgileBill Krebs

Osmotic Communication

- *Does it take you 30 seconds or less to get your question to the eyes or ears of the person who might have the answer ?*
- *Do you overhear something relevant from a conversation among other team members at least every few days ?*

Osmotic communication means that information flows into the background hearing of members of the team, so that they pick up relevant information as though by osmosis. This is normally accomplished by seating them in the same room. Then, when one person asks a question, others in the room can either tune in or tune out, contributing to the discussion or continuing with their work. Several people have related their experience of it much as this person did:

- *We had four people doing pair programming. The boss walked in and asked my partner a question. I started answering it, but gave the wrong name of a module. Nancy, programming with Neil, corrected me, without Neil ever noticing that she had spoken or that a question had been asked.*

When osmotic communication is in place, questions and answers flow naturally and with surprisingly little disturbance among the team.

Osmotic communication and frequent delivery facilitate such rapid and rich feedback that the project can operate with very little other structure.

This is why these two properties are the first two listed.

From Cockburn / Ambler

Part of a Suite of Tools

Need	Tool
Small Immersive Meeting	TelePresence
Quick communication	Lync
Read anytime	e-Mail, wiki
Large Events	WebEx
Always on Spatial Context	Sococo

Experience

- **IBM** – highly distributed
- **Rockcliffe University** – Run 100% online. 2,200 people annual conference
- **University of Washington** – Worked together for one year, entirely distributed. Built online security simulation for US White House
- **Allscripts** – Vancouver, Chicago, Atlanta, Raleigh, Ukraine, India, Singapore = development in many time zones

Let's follow an agile team as they do their activities.

They work in a virtual office space called 'Sococo'

The Business Analysts discuss requirements



I see Dan is speaking because his icon is flashing.

I can also use the icons to tell who is watching the view screen, listening, or typing based.

Team Holds a Scrum Meeting



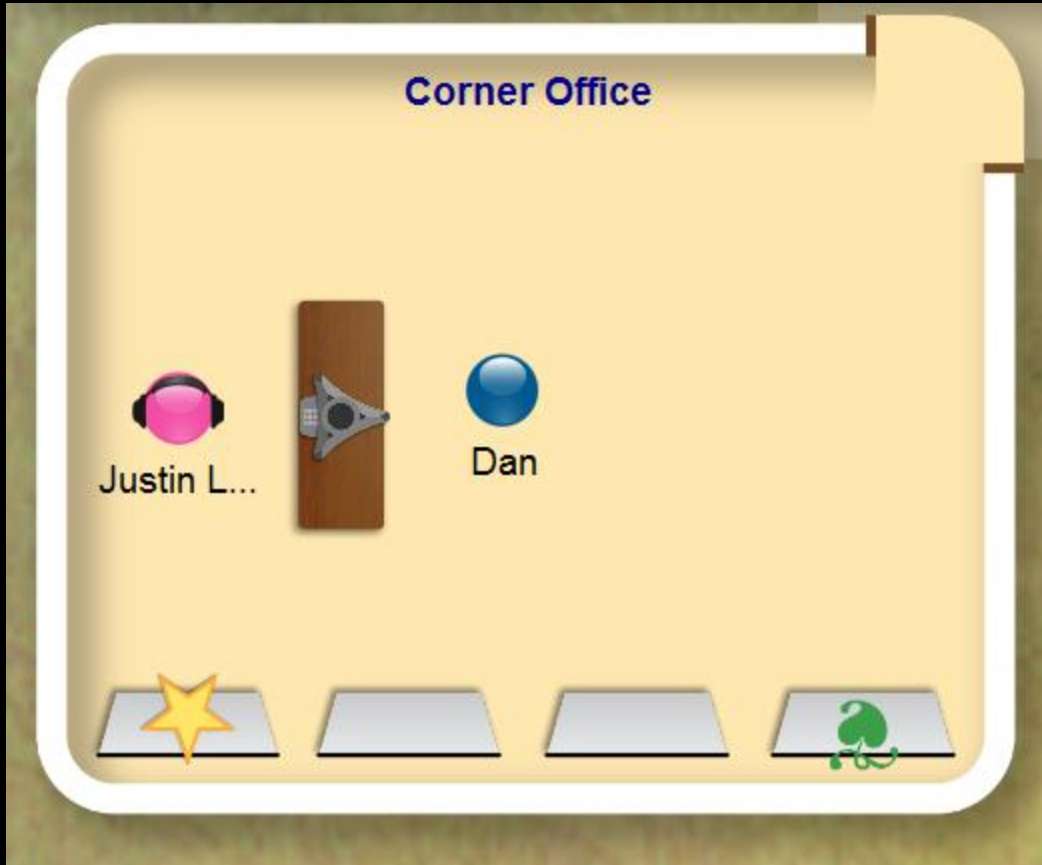
International teams
feel together
(Ukraine to USA)

Test and Dev Collaborate- a room per subject



Divide talk by subject. Who is working on what?

Some Go to Breakout Rooms



Head to a breakout room or specialist's office.

Let's put it all together

How much communication context information can you gather from the next slide?

Agile Space 1



Manager and Employee meeting

Communication Modes

- Voice
 - Phone to our 800 bridge
 - Or voice over IP

Use an ear buds

- Text
 - Log
 - Can integrate w/ Lync +
with XMPP Protocoll
- AES-5 Encryption



Share Screens With One Click

The screenshot displays a software development environment with several key components:

- Share Bar:** A top navigation bar with a "Share..." button and a text input field for a URL.
- Microsoft Visual Studio:** The main workspace showing a table of bugs and a detailed view of a specific bug.
- Team Explorer:** A sidebar showing the project structure, including folders for "My Queries", "Team Queries", and "Release".
- Chat Window:** A window on the right showing a chat interface with a "Feature I Bullpen" header and a list of messages.

ID	State	Substatus	Target Release	Integratio...	Title	Test Note
217996	Resolved	Assigned to QA	PEHR 10.0 Beta 1	10.0.0.66	Community - ePHI Export > Problems - dates documented in the attributes of a history problem (using a date ...	Test with 161575
217968	Resolved	Assigned to QA	PEHR 10.0 Beta 1	10.0.0.66	Community - ePHI Export > Problems > Free-Text - history freetext items are exported with the History code...	
160136	Construction	Blocked-Waitin...	PEHR 10.1	10.0.0.66	Community - ePHI Import - If there is no patient address info in the CCD, the word "address" appears twice w...	Waiting on fix for Communi...
209217	Construction	Blocked-Waitin...	PEHR 10.1	10.0.0.60	Community - ePHI Import > Import of non-PAMI data - Family History and Treatment Plan are unable to be im...	11/15: for now, this is a te...
161575	Built	Failed in QA	PEHR 10.0 Beta 1	10.0.0.66	Community - ePHI Import > Problems - History attributes do not show on the chart side of the duplicates scre...	<P>10.0.0.63</P><P><P>...
207869	In Test	Blocked-Waitin...	PEHR 10.0 Beta 1	10.0.0.58	Community - ePHI Import > Problems - Issues when importing CCDs containing problems added before 10.0.0...	<P>10.0.0.65</P><P><P>...
217969	Built		PEHR 10.0 Beta 1	10.0.0.66	Community - ePHI Import > Problems > History problems - We are mapping Hx problem items to ICD9 on impo...	
217850	Resolved	Assigned to QA	PEHR 10.0 Beta 2	10.0.0.66	Community > Social History > Details are not exported to the CCD	

Bug 207869: Community - ePHI Import > Problems - Issues when importing CCDs containing problems added before 10.0.0.56

Resolution Details:

Multiple issues:

- (1) ICD9 table in IMO database does not include the trailing "." for codes where there aren't any numbers after the decimal. To resolve, trimmed trailing "." before ICD9 code lookup.
- (2) Was only filtering for "Problems/Past Medical" in the hx term lookup. Now including additional 5 hx categories (Other Past History, Diagnostic Studies, Past Surgical, Pregnancy/Birth, Past Surgical).
- (3) Was using the IMO table of "preferred" terms for code lookups on import, but we need to use the full list because the IMO codes we receive may not be "preferred". Now using IMO.dbo.ICD9_LEXICALS_TEXT_IMO joined to IMO.dbo.ICD9_IMO instead of IMO.dbo.PROBLEM_IT_LEXICALS.

Also, changed the HISTORY term lookup to identify system delivered items vs user added items by checking for the preceding "-" (user added terms are negative). So, system delivered HISTORY items are now searched by code, while user added terms are searched by title only.

Chat Window:

Feature I Bullpen

nmim1 did find one that was mapped, from the diagnostic studies data source

```
<value xsi:type="CD" code="67488005" codeSystem="2.16.840.1.113883.6.96" codeSystemName="SNOMED CT" displayName="Cardiovascular Stress Test" />
<originalText>
<reference value="#prpmh1407" />
</originalText>
<translation xsi:type="CD" code="27877" codeSystem="1.3.6.1.4.1.22812.4.9.1" codeSystemName="History Item" displayName="Cardiovascular Stress Test" />
<translation xsi:type="CD" code="967" codeSystem="2.16.840.1.113883.3.247.1.1" codeSystemName="IMO ProblemIT" displayName="Cardiovascular Stress Test" />
</value>
```

Kyle Thorson 12/08/2011 02:57 PM
which category code is pregnancy/Birth?

nm: 28 12/08/2011 02:58 PM

Mary Dowd 12/08/2011 02:58 PM
k

yo 12/08/2011 05:05 PM

AgileBill Krebs 12/08/2011 05:06 PM
hi David

hehe 12/08/2011 05:11 PM

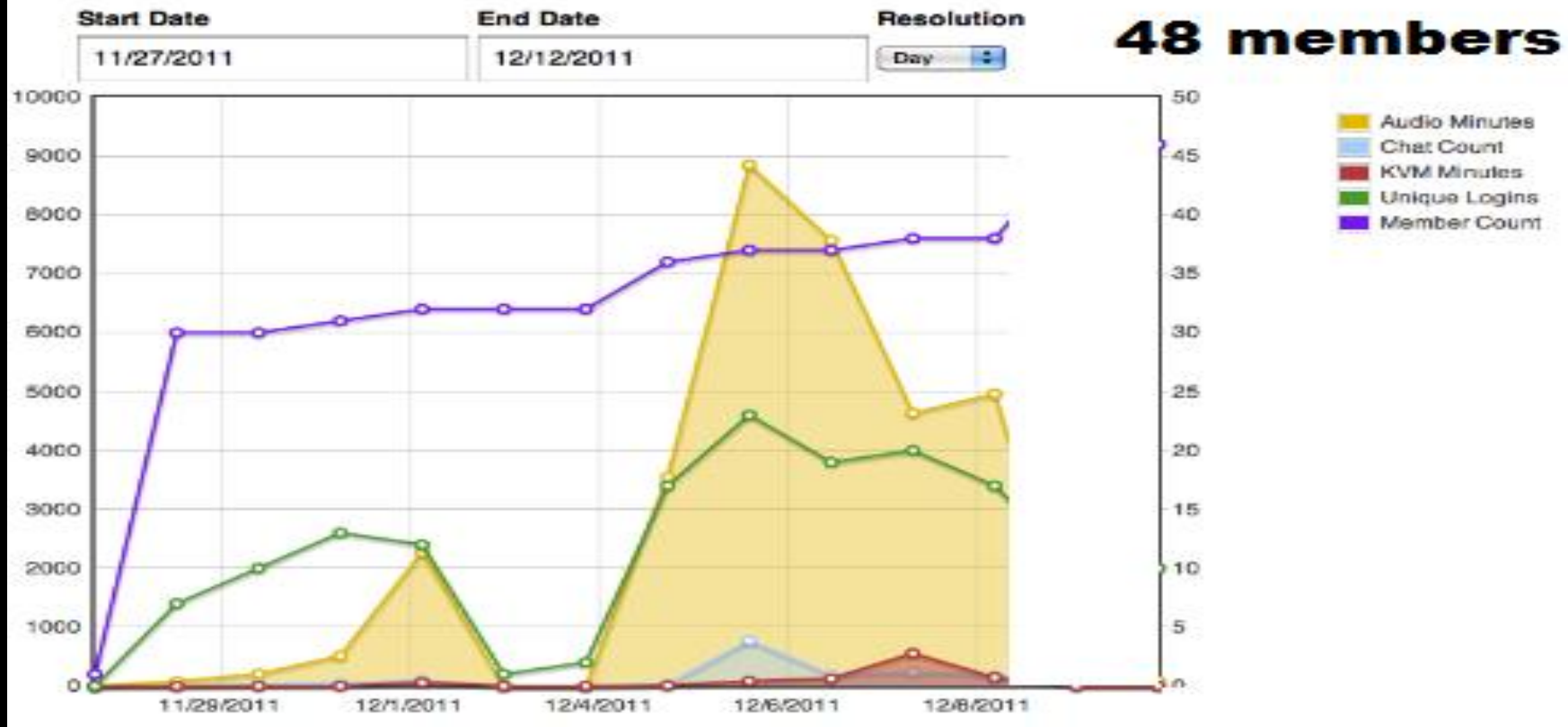
thanks for the great feedback - I'm off to talk to the Sococo smarties on it 12/09/2011 10:50 AM

Mary Dowd 02:19 PM
so why did it export it as a hx item when it has an icd-9

Metrics Show Voice, Text and Share Usage

Agile Space 1

Usage Summary



Our Custom Space Tripled Engagement

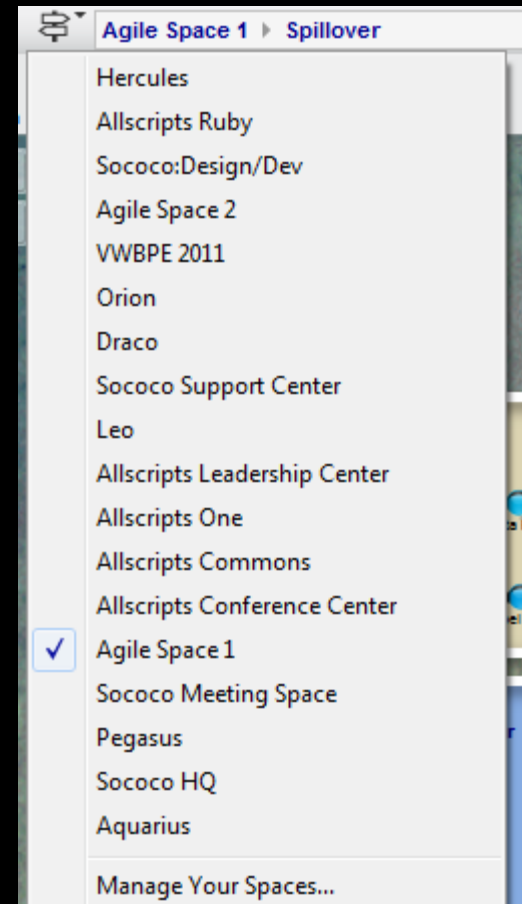
- It's not about text messages
- It's not about offices
- It's always on "Osmatic" communication.

	12/9 Custom Space	8/29 Standard Office Space
Present	18	8
Zombies	4	6
Active %	78%	25%

Can Visit Different Teams in Seconds

- 14 team rooms for Allscripts
- 2 large conference centers
- 3 centers for vendor / client talks

Click to jump – be there in seconds



Support is Fast



- Visit gurus in the Sococo Help room
- Ask questions via text chat or voice
- No waiting



Fits with Other Tools

Jan 2011

Telephone

- Distance from speaker to microphone is a problem
- Blind



So no context

Lync

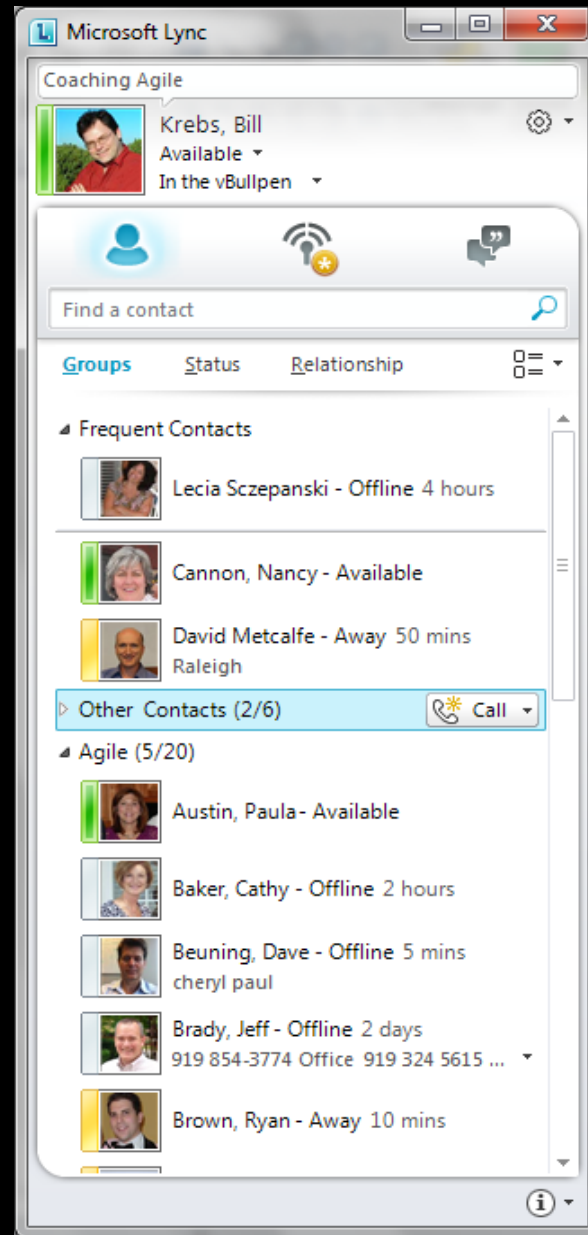
Text

Voice

Share

Integrates with Outlook

Not for large conferences



Cisco TelePresence

Mother of all Webcams

Very immersive

Small groups

Must reserve the room

Must walk to the room



Sococo

Always on 'project room'

Text, voice, see share app control

Phone bridge

Integrates with other chat via XMPP

Including Lync

Webcam support coming

iPad and mobile in test

Conference over 40 people

Custom spaces

Gives Spatial Context

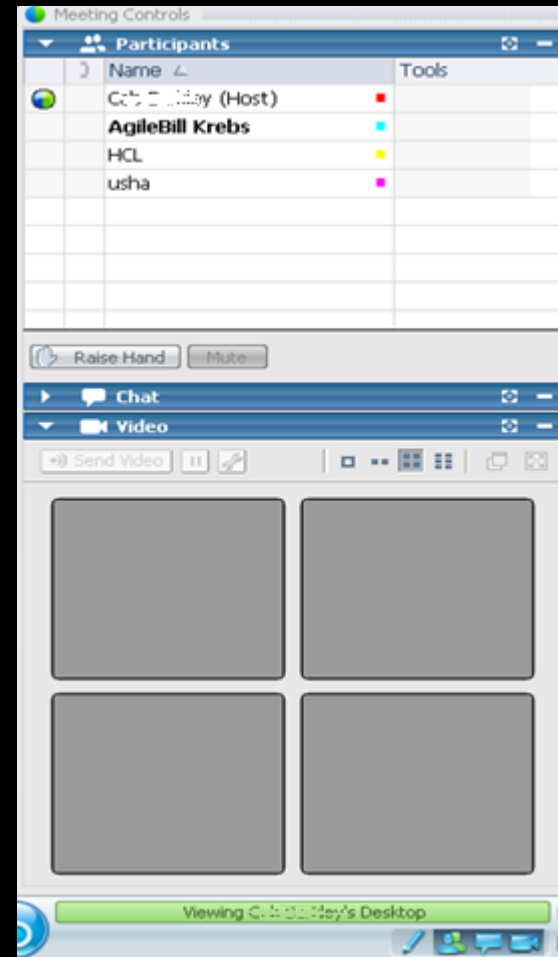
Requires training



WebEx

Well known

People do not use the chat or participants window



Special Use Only

VenueGen

3d is engaging

3d is hard

Slide based

Canned environments

(good and bad)



University Classroom

Web.Alive

3d is engaging

Pre created venues

Can create your venue

Slide based

3d is hard

Cannot create venues in real time



OpenSim

3d is engaging

Can create in real time

Log in from web or facebook



3d is hard



Unity

Allows advanced programming

C#, JavaScript, or Boo (Python)

Hi Performance

Custom Venues

Runs on Rich, Web, or Mobile clients

Hard to build custom environments



Travel Savings Worksheet

Face to Face

Distance Tools

Plane	\$400	0
Hotel & Food	150	0
Ground, Parking, Visa	50	0
Time Lost in Transit	\$240	0
Time to Learn tools	0	60
Tooling	0	80
Cost per Person	\$840	\$140

Effectiveness

High

Good enough,
or better

Recommendation – Use These Four

Lync
Few

Sococo
Medium

TelePresence
Few

WebEx
Many

Products

Cisco TelePresence®

Sococo © 2011 Sococo

Lync © 2010 Microsoft

Web.Alive © 2009 Avaya Inc.

VenueGen © 2008 VenueGen

Unity3d © Unity Technologies

More

AgileDimensions.com

[linkedin.com/in/BillKrebs](https://www.linkedin.com/in/BillKrebs)

AgileBill4dInfo@gmail.com

