Thank God it's Open Friday!
Open Friday!

“It’s how we spread knowledge, solve problems, gather ideas and superseded meetings” - Me
(And we weren’t even trying for that...)

First

Some Context
VoIP telephony provider
5+ products

We build all of our own web sites, interfaces, telephony backend, ...
2010
Starting Scrum
(without a clue)
Scrum was working great for us
“Before Scrum we had so many ideas we never got around to - We thought we needed twice as many devs. Now, with Scrum, we can barely think of enough stories so that all teams have enough work for the sprint.” - Tim, CEO
2011
Slightly fatigued
(accumulating technical debt)
Problems
Inter-team Help

Help!

Nope.
Dev-wide Consensus
No Innovation
Manual Maintenance
Not sustainable
Ways to Slack
6 x 2 + 1

6 2-week sprints + 1 slack week
Gold Cards
Fed Ex Day

2 days per quarter
Our choice

1 day

sprint end → sprint beginning

2 weeks
Management BuyIn
1. Morning circle to team up
2. ... work ...
3. Afternoon circle (& track)
4. Cake (Not a lie!)
Desaster

You think of something without consulting the affected people and then they don’t like it. Who knew, right?
Desaster

- people working alone
- unapproved launches
- lots of starting, rarely finishing
- ad-hoc, barely thought out
NDS 2.0

5. Phrase plans as story and hand in 1 day before NDS

6. Pairing
Desaster 2.0

Surprisingly, more rules didn’t make it better.
Go figure ...
<insert 1 year of just going on like that>
2012

Finally!
Enter @stefanlh

Well, "return". From a Barcamp.
Open Space Technology enables participant-driven gatherings with lively discussions and without prior agenda.
Open Space!
How To

- Facilitator states theme, principles and law
- Participants introduce topics and choose slots
Principles

1. Whoever comes is the right people
2. Whenever it starts is the right time
3. Wherever it happens is the right place
4. Whatever happens is the only thing that could have happened
5. When it’s over, it’s over
How To

- ... discussion ...
  (Session sponsors take notes)
- Closing round
Let's try this!

1st try with about 20 people from product teams (½ of all product team members)
“tl;dr: **NDS with Open Space was great** - we’ll do that again, **everybody should come**, next time more cake!”  - Stefan
Since then...

Every other Friday, all day, all company
- Fraud Prevention
- Pattern Lib Retrospective
- Accounting
- lunch @ sipgate.de
- Customers Communication
- “IPv6” - talk rehearsal
- Git for Beginners
- Team Phases
Why does it work?

everybody

matchmaker

multiple touchpoints

information radiator

high trust

record
Benefits

- maintenance
- pet projects
- research
- [impediment meeting]
- cross-team help
Meeting?
Session!
Across Departments!
Knowledge Transfer
Bias for Action

Practise Leadership
Fun
“Got a problem? **The solution is just one Open Friday away!**” - Me again
What would you be willing to invest?
Start small

1 afternoon, whiteboard & stickies, and people willing to try

http://wall-skills.com/2014/open-space-technology/
Thank you!

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Scrum Smell?