

Survey – Toolsupport for Scrum

We are interested in your experience with Scrum. Please talk in 2-3 sentences about one Scrum-project you are currently working on. If you are currently not working on a Scrum-project, please tell us about the most recent one. Please answer all the following questions with regard to this project.

What is your role in the project?

- Scrum Master
- Product Owner
- Team member
- Management
- Other

Scale: 5-Very important /4- Important / 3-Average / 2-Slightly Important /1-Not important

Please rank the following needs according to their importance for you. If you are a Scrum Master, please focus on the importance for you with regard to the team productivity:

- reach consensus, take collaborative decisions; rank: _____
- exchange information; rank: _____
- retain long-term knowledge; rank: _____
- assess progress; rank: _____
- organize and track time of work/duty; rank: _____
- know what I should do; rank: _____
- get accurate and trustable information; rank: _____
- know what others are doing; rank: _____

Which of the above mentioned needs make you feel active or involved in the project?

Which of the above mentioned needs do you find hard to achieve?

- reach consensus, take collaborative decisions; rank: _____
- exchange information; rank: _____
- retain long-term knowledge; rank: _____
- assess progress; rank: _____
- organize and track time of work/duty; rank: _____
- know what I should do; rank: _____
- get accurate and trustable information; rank: _____
- know what others are doing; rank: _____

Why do you find the chosen needs hard to achieve?

Among the ones you find hard to achieve, which of them are harder to achieve due to poor tooling?

Please rank the above mentioned needs on how your current issue tracker supports you in these needs (Scale: 5-Very important / 4- Important / 3-Average / 2-Slightly Important / 1-Not important):

- reach consensus, take collaborative decisions; rank: _____
- exchange information; rank: _____
- retain long-term knowledge; rank: _____
- assess progress; rank: _____
- organize and track time of work/duty; rank: _____
- know what I should do; rank: _____
- get accurate and trustable information; rank: _____
- know what others are doing; rank: _____

Please rank the needs on how the scrum wall supports you in these needs (Scale: 5-Very important / 4- Important / 3-Average / 2-Slightly Important / 1-Not important):

- reach consensus, take collaborative decisions; rank: _____
- exchange information; rank: _____
- retain long-term knowledge; rank: _____
- assess progress; rank: _____
- organize and track time of work/duty; rank: _____
- know what I should do; rank: _____
- get accurate and trustable information; rank: _____
- know what others are doing; rank: _____

Please rank the following feature sets according to their importance for you in your issue tracker (Scale: 5- I use this feature very often / 4- I use this feature often / 3- I use this feature sometimes / 2- I use this feature rarely / 1- I never use this feature):

- Enter new workitems
- Organize existing work items
- Generate dashboard/report about the project status
- Find the relevant information for the daily work available in the issue tracker
- Locate the relevant information for the daily work available in other systems
- Browse changes/history of a specific issue
- Update the work items to match with the latest decisions
- Be notified about certain changes (e.g. somebody starts working on an issue)
- Annotate, refine or comment an issue

Among the feature sets mentioned in the previous question, which ones were configured/customized for your current project (e.g. fields, status in the workflow, etc.)? Why? What else not mentioned above has been configured?

Among the feature sets mentioned in the question above, which do you find cumbersome to use? Why?

Please rank the following feature sets according to their importance for you in your scrum wall (or anything comparable):
(Scale: 5- I use this feature very often /4- I use this feature often/ 3- I use this feature sometimes / 2- I use this feature rarely /1- I never use this feature):

- Enter a new user story
- Organize existing user stories
- Get an overview of the project status (e.g. Step back and look at the wall as a whole)
- Find the relevant information for the daily work available on the scrum wall
- Locate the relevant information for the daily work available in other systems
- See the changes/history of a specific issue (e.g. change of priority)
- Update the work items to match with the latest decisions
- Be notified about certain changes (e.g. you hear that somebody goes to the wall)
- Annotate, refine or comment an issue (e.g. adding a post-it)

Among the feature sets mentioned in the previous question, which ones were configured/customized for your current project (e.g. special column on your scrum wall for a user story status, additional information on the scrum wall, etc.)? Why?

Among the feature sets mentioned in the question above, which do you find cumbersome to use? Why?

Using several tools together often creates additional problems. Which of the following points do you consider as problems?

- Synchronization and replication of information between different tools/scrum wall
- Linking of information between different tools/scrum wall

Do you believe that an integrated platform can help with regard to these issues?

What is your age? _____

How many years have you been involved in Scrum-projects? _____

How many years of total work experience do you have? _____

What kind of an actor are you in the current project?

- Very introverted, I speak very few
- I only speak if something is really important for me
- I usually speak quite much in the project
- Really extraverted, I speak a lot in the project

Do you have any comments?
