The Scrum Master is a critical role in coordinating and coaching the team in ways of working to maximize the impact of agile
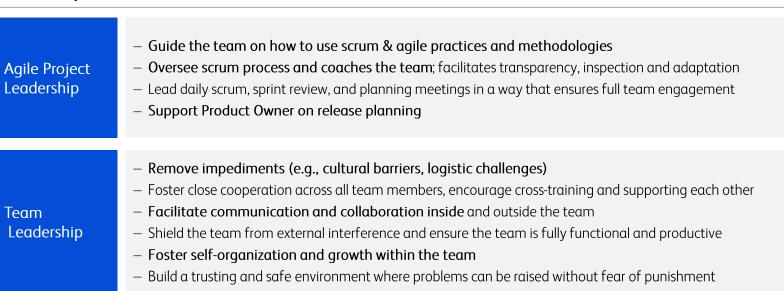
Broad description

The Scrum Master supports the team and the Product Owner and helps them to communicate, solve problems, and deliver a great product. It's their role to teach the team agile ways of working, lead all SCRUM ceremonies, remove impediments and shield the team from external distractions

Main responsibilities

Agile Project Leadership	– Guide the team on how to use scrum & agile practices and methodologies – Oversee scrum process and coaches the team; facilitates transparency, inspection and adaptation – Lead daily scrum, sprint review, and planning meetings in a way that ensures full team engagement – Support Product Owner on release planning
Team Leadership	– Remove impediments (e.g., cultural barriers, logistic challenges) – Foster close cooperation across all team members, encourage cross-training and supporting each other – Facilitate communication and collaboration inside and outside the team – Shield the team from external interference and ensure the team is fully functional and productive – Foster self-organization and growth within the team – Build a trusting and safe environment where problems can be raised without fear of punishment

Scrum Master is a critical role to fill to to ensure success and sustainability of the OOT and the business impact it can achieve

Global Standard

Competitive
Omnichannel customer experience

Key Terms

Best-Practices

Benefits

BD

CDA GLOBAL STANDARDS, HOW TO GUIDES, AND USE CASES

Source: BD Job Titles

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Day in the life of a Scrum Master

Illustrative

Scrum Master

	9:00	12:00		17:00
Monday	Daily Stand Up (DSU)	Attend Sprint Planning	Schedule agile ceremonies for the remainder of the week	
Tuesday	Daily Stand Up (DSU)	Solo work on backlog assignment and Jira hygiene to reflect sprint planning		
Wednesday	Daily Stand Up (DSU)	Prepare team's presentation for demo	Stakeholder meeting for workstreams	
Thursday	Daily Stand Up (DSU)	Setup new agile team structure	Address workstream blockers with MLR	Help update campaign planning tool
Friday	Daily Stand Up (DSU)	Attend Sprint Demo	Lead retrospective	Plan team's capacity alignment for the next week

? Common issues you may face

- Team is unavailable to attend common agile ceremonies due to a newly stood up agile team
- The team is encountering a lot of blockers to their workstreams
- The team lacks adherence to core agile ceremonies and/or does not maintain sufficient board hygiene

Who to engage and how to resolve

- Product Owner: work together with them to emphasize the importance of ceremony attendance and schedule clearing
- Product Owner: do a workback of where the blockages are occurring and address in conjunction with PO
- Team: work with the team in the retrospective to realize the value of agile and address and concerns

Legend

Team Meeting
Solo Work
External

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