

PMO Community of Practice October 2020 Meeting Summary

Header (Required)

Title: Collaboration tools during COVID
Brief description: Experiences dealing with COVID and tools that help keep us productive
Learning objectives: Learning how to managing schedules, risk, communications and agility during the pandemic.
PDU Amount 1 PDU
PDU Allocation 1 Technical
Technical Domains Agile, Risk, Scheduling

Member Discussion Topic 10/13/2020: Collaboration tools during COVID

Tools and Schedules

- Creating schedules – the difference between managing in person, offshore teams, and pandemic rules
- What tools were used - what you liked and what you did not like
 - SharePoint / Teams, also Zoom, Webex, GoTo Meetings
 - Needed to teach people how to use them
 - Office tools stayed similar
 - Learned to use [Trello](#) (agile/kanban board)– had to teach self
 - Google Docs worked well, needed some training
 - Small org, so not too many changing at the same time
 - [Miro](#) – collaboration tool
 - Interviews use Zoom and Webex
 - Audio (no facial) like a phone interview
 - Video – need to look at the camera, not the screen, needed low glare glasses
 - Tools used
 - Had used Skype, then moved to Teams. Still used chats
 - Now use video extensively, some examples:
 - Working with teams in Italy
 - Had someone fix computer
 - Went into Teams heavily and SharePoint as well as Zoom
 - Class had a hybrid model – helped adjust a shift
 - www.creately.com online workbench for collaboration – diagramming
 - Flowcharts, SWOT, other diagrams
 - Not many changes other than Zoom and Teams
 - Tracking against schedules – one person managing vs multi-person entries

Agility

- Agile is not a silver bullet for the pandemic
- Physical tools (such as sticky notes, physical boards) were not used by the team – team was already using virtual tools before the pandemic
- Fonts are small – need to make it bigger
- Standups – harder to do so

- Starting on time is harder
- Can't hear or see you, fading out, dropped
- Talking on mute
- Background noise, pets making noise
- Most meetings camera is off, some meetings have cameras on
 - Frustrating when everyone else knows each other (but you)
 - The COVID Look
 - Kids using computer / name changes
 - Some teams use no video, takes up bandwidth, use picture instead
- In person standups with distancing and masks
 - Losing interpersonal reactions, facial reaction
- Product owner interactions, including stories and demo's – any impact due to the pandemic
 - More free time to get certifications
 - UAT was harder, easier to see as you are doing
 - Configuration without much documentation – sharing desk and swapping control worked really well. Share desktop or screen.
- Trusting employee to be working as they claim
 - Measure based on what they get done

Communications

- Meetings
 - Do we have different start of day and end of day because of working from home?
 - No Commute: Start a little earlier and work a little later
 - More relaxed, productive early or late hours in the office.
 - Can work more hours with breaks during the day
 - Stress levels are lower
 - If you did not work remotely at all before, it was more of an adjustment
- In March, told we could work from home, got equipment
 - Company gave equipment

Managing Risks

- Working remote – network goes down. Once nobody could access teams – need an offline plan
 - Working with others – getting help from IT
- Office Cell phones/hotspot – some time lags
 - Use cell phone – use pdfs
- Home challenges
 - Day care closed – working from homes, while taking care of children
 - Taking care of pets
 - Quiet space
- Can be a challenge when team members get sick
- Be careful and learn the rules / laws before considering allocation of a portion of the house that can be used for the taxes

Next Meeting

Next meeting is Tuesday, November 10, 2020

Links

Humor:

https://www.youtube.com/watch?feature=youtu.be&v=DYu_bGbZiiQ&app=desktop&ab_channel=TrippandTyler

WFH (from Ruwan Fonseka):

<https://m.facebook.com/PMICSL/photos/a.116873625093323/3404711479642838/?type=3&source=57>

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Facilitator: Richard Loeb
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