SECR

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Think globally, work locally: distributed & remote teams in the program

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Objectives for today

- #1: Challenges in the distributed & remote teams

- #2: Experience & key notes

- #3: Agile in remote teams

Remote & distributed work

- Is a trust, and this trust works in both ways

- You can use the trust to perform or waste it

- No work environment does not work for everybody – strict boundaries help somebody

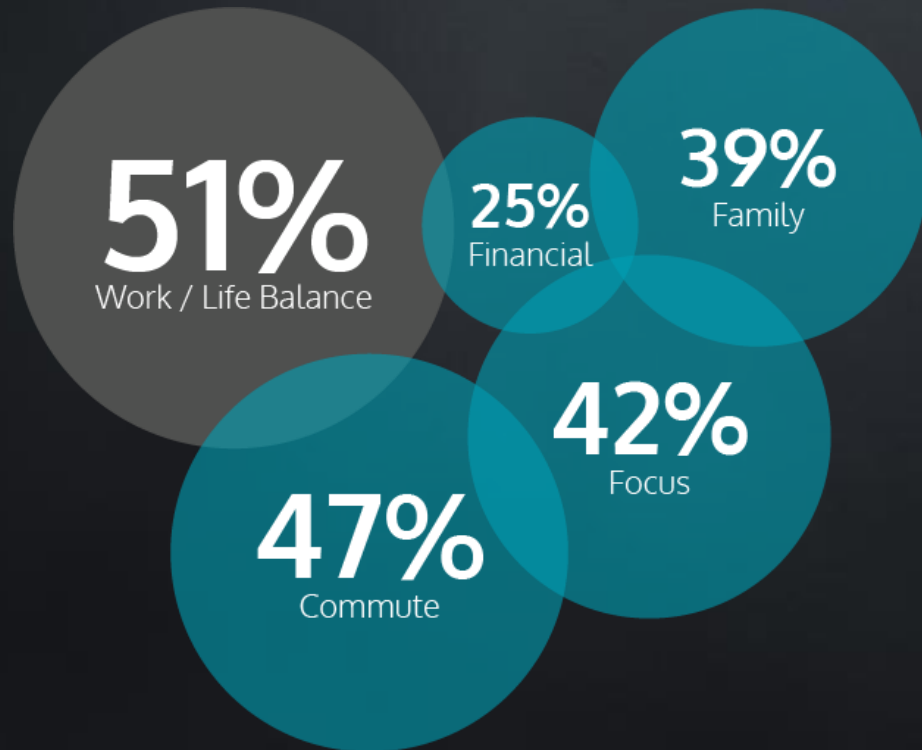- For people with poor discipline, this freedom can be an issue

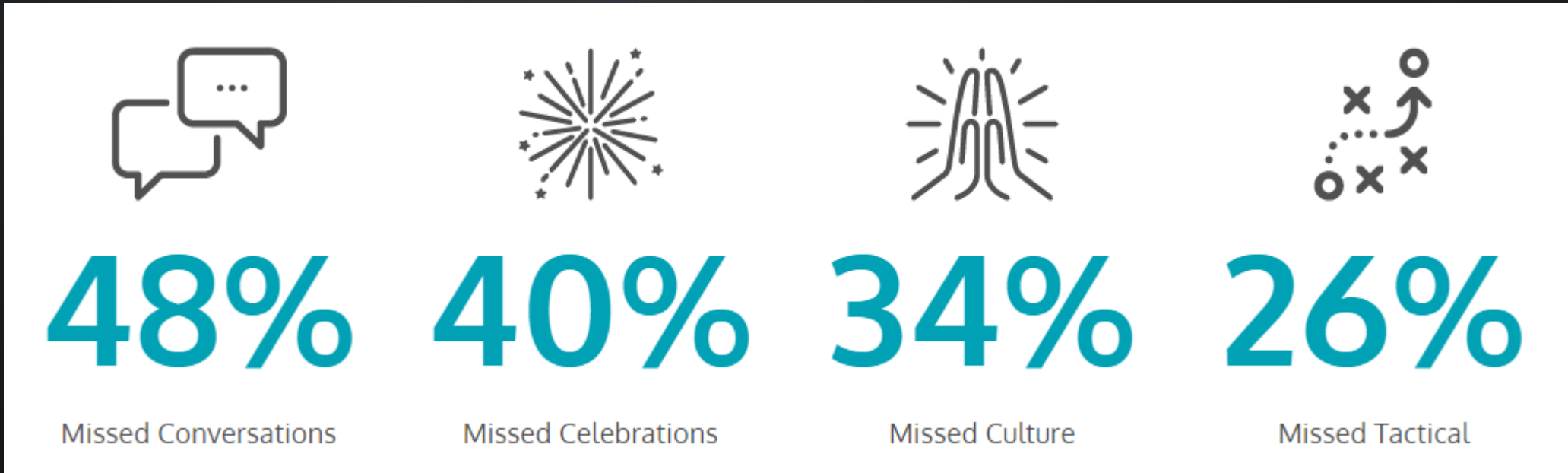# Remote work stats – 52% work at least 1 day/week
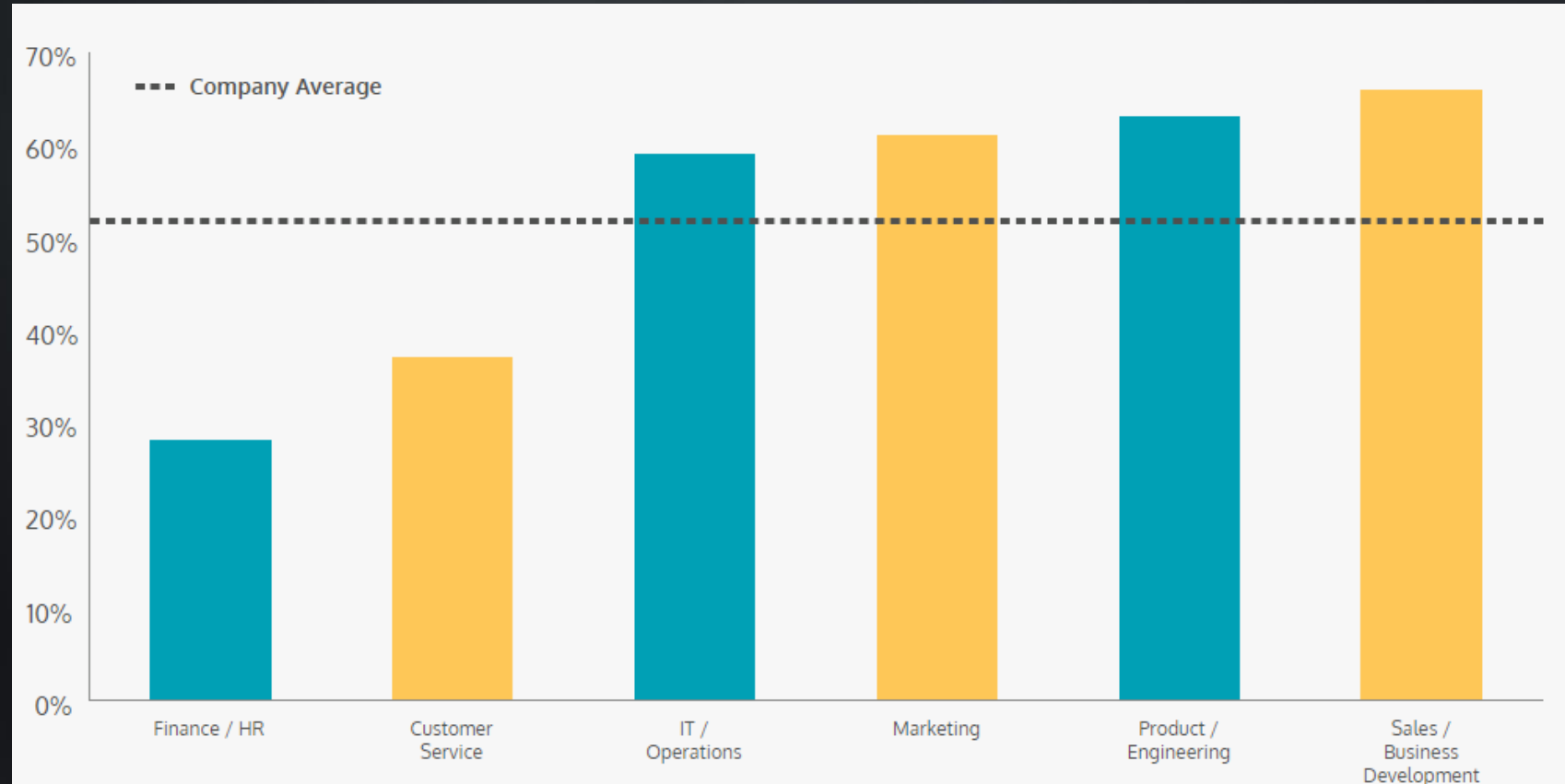
By Owl Labs, 2017 data

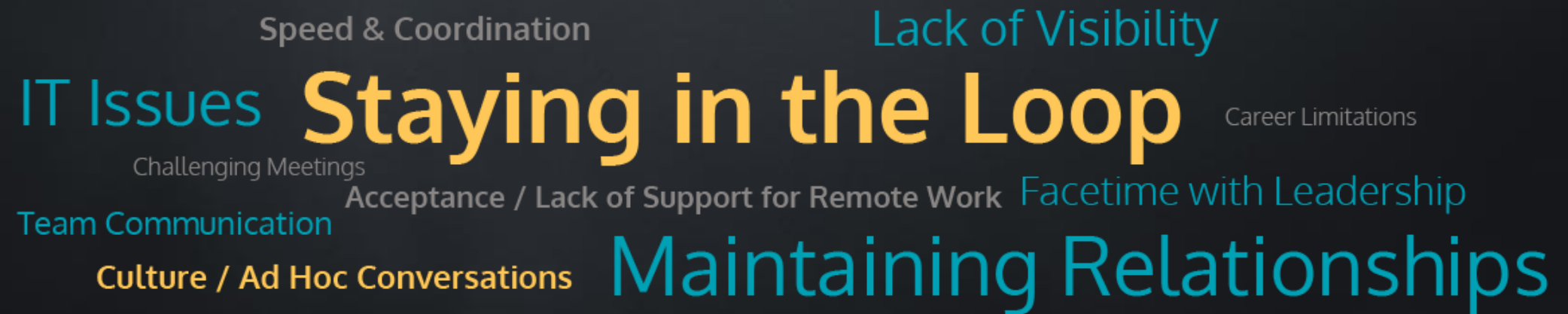# Remote work stats – want mostly to improve work/life balance

51%
Work / Life Balance

25%
Financial

39%
Family

42%
Focus

47%
Commute

By Owl Labs, 2017 data

Remote work stats – workers miss mostly

48% Missed Conversations

40% Missed Celebrations

34% Missed Culture

26% Missed Tactical

By Owl Labs, 2017 data

Remote work stats – the biggest challenge for remote workers

Speed & Coordination

Lack of Visibility

IT Issues

Staying in the Loop

Career Limitations

Challenging Meetings

Acceptance / Lack of Support for Remote Work

Facetime with Leadership

Team Communication

Culture / Ad Hoc Conversations

Maintaining Relationships

By Owl Labs, 2017 data

Top 5 challenges

1. They/Theirs *versus* We/Ours

2. Communication & culture

3. Not clear goals

4. Remote robots versus we are still humans

5. Know-how sharing in the remote team

Experience & key notes

What is a key element in the remote team?

Leading person

- Direction
- Bird's eye view
- Clear goals
- Team attitude
- Team pace
- Team spirit & drive

Communication (I)

Communication (II)

MONOLITHIC

MICROSERVICES & APIs

Microservices case

- Nice: decoupled, distributed, easy to change.

Communication

- Challenge: must be clear interface or API, a lot of networking.

Communication (III)

- All team kick-off, sync-up meetings

- Minutes of Meeting

- Team building meetings

- **!** Small talk before the meeting

- **!** Shorter meetings

- Re-confirm if you understood correctly

- Both way communication

- **!** Feedback

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Culture

- Tips & tricks sessions about the culture

- Spend some time in that culture
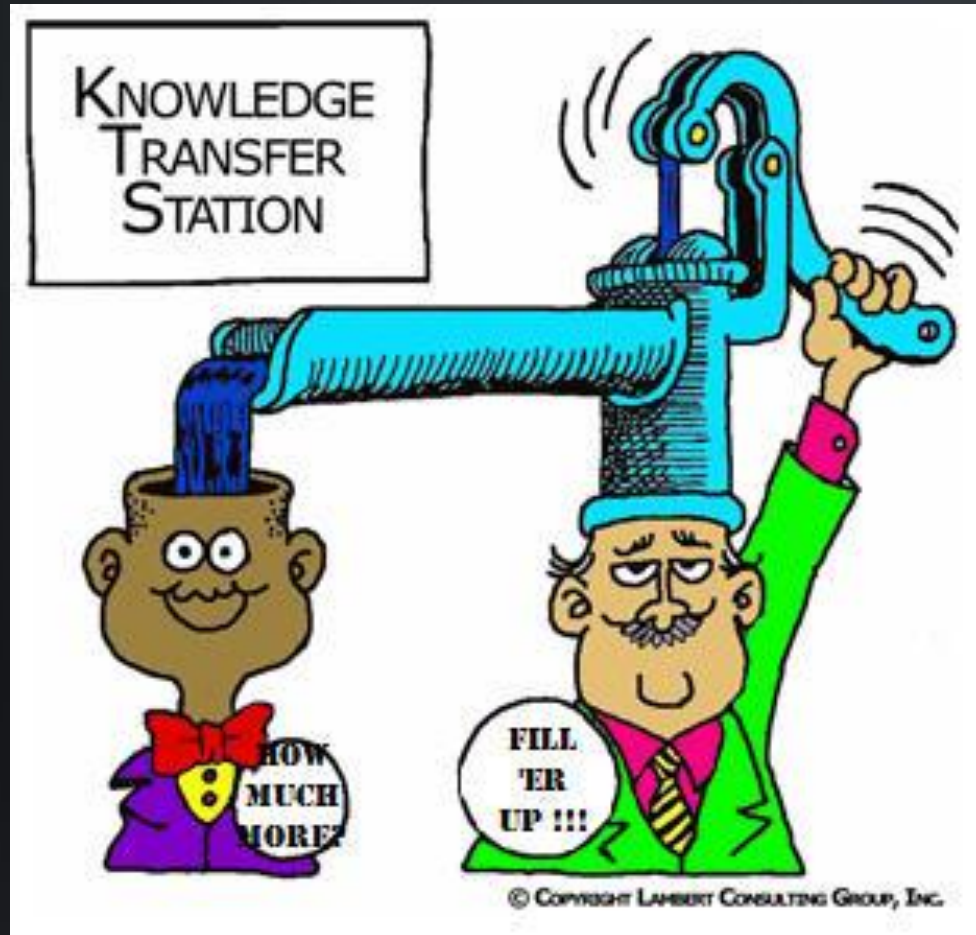
- Ask about the social events

Humans or robots?

- Face
- Smile
- Body language
- Be open

Know-how sharing

- Tech talks
- Learned lessons
- Documentation
- Pair programming
- Code reviews
- Projects/tasks rotation

Cathedral view versus *Bazaar view*

One formula for all teams

Full MQM+	Moderate Detail	Optimal	One-Category-Embraces-It-All
4 levels (3 in most cases), 190+ categories	Top 2 levels of the full MQM+ catalogue	Flat: Topmost level of the full MQM+ catalogue	All categories reduced to a single one
9 major categories + 3 optional	9 major categories + 3 optional	9 major categories + 3 optional	Holistic evaluation of atomistic quality
63 second-level categories	63 second-level categories	Locale convention, Terminology, etc.	0 – 9 scale similar to Adequacy & Intelligibility
~120 lower-level subcategories		Each category clearly defined w/ examples	☹ ☹ ☹ 😐 😉 🙂

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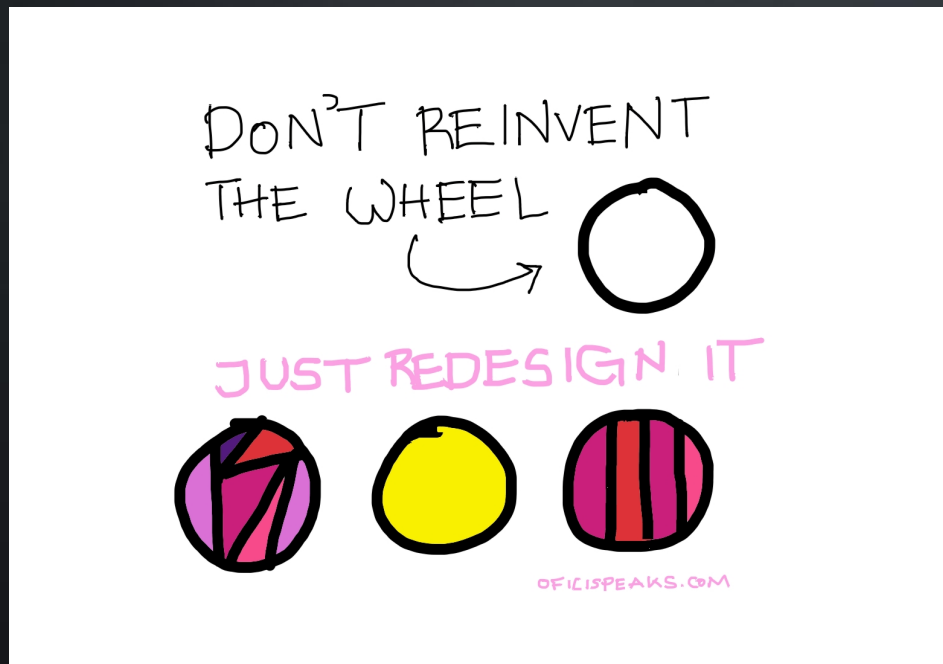| Full MQM+	Moderate Detail	Optimal	One-Category Embraces-It-All
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Tools

Tools for remote & distributed teams

Methods + Tools = 😐

Methods + Tools + People = 😎

- *People* make the tools special!

Don't need to reinvent the wheel

DON'T REINVENT THE WHEEL

JUST REDESIGN IT

OFILISPEAKS.COM

- *Invest more* in high quality camera, microphone and whiteboard (virtual or real)

Around the corner feeling

- Real time video & audio monitors in remote teams room – you can see team all the day and say 'Hey' any time

Tools

Can Agile be a part of distributed and remote teams?

Agile in remote team – our strengths

Golden hours

- Shift working hours

- Rotate meeting time

- Spend more time together

Communication – daily stand-ups

Tasks assignment / Know-how base

- Different tasks

- Higher motivation

- Increased team satisfaction

- All code base understanding

- Easy to mentor newcomers for everybody

Ownership

- No shared responsibility
- Actions
- Rights to transfer the ownership
- Transparency who is doing what

Takeaways

- Communicate MORE & find the way works for YOUR team

- Shorten meetings

- Clarify the goals

- Try to avoid assumptions

- Engage team in everything if you can, let them feel – they a part when deciding something

- Don't forget human sense in the remote work

- Use tools which helps to perform better work results

- Be transparent, open, flexible & rotate the tasks

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