

# Circles Workshop: Sharing Responsibilities

Cassandra H. Leung | [www.cassandrahl.com](http://www.cassandrahl.com) | @Tweet\_Cassandra

# Agenda

1. Introduction
  - i. The Need
  - ii. The Challenges
2. Potential Solutions
  - i. RACI Matrix
  - ii. Circles
3. Creating Testing Circles
  - i. The Format
  - ii. Workshop
4. Next Steps

# Our Needs

- Team needs:
  - Good organisation
  - Fair and sensible division of work
  - All bases covered
  - Awareness of other testers' work
- Individual needs:
  - Sense of responsibility and ownership
  - Sense of adding value
  - Opportunities to learn and teach

# What Obstacles Exist?

- Team size
- Individual time on the project
- Physical location
- Individual expertise
- Individual interests

# Solution

Let's get organised!

But how?

# RACI Matrix

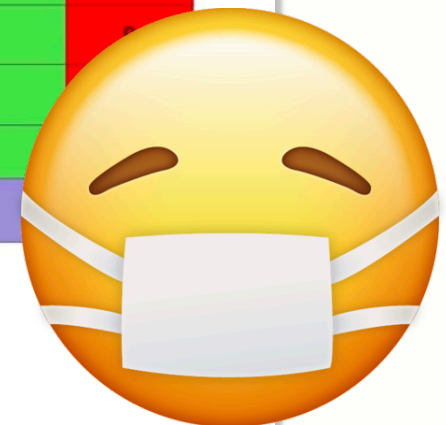
RACI matrix.

R	Responsible
A	Accountable
C	Consulted
I	Informed

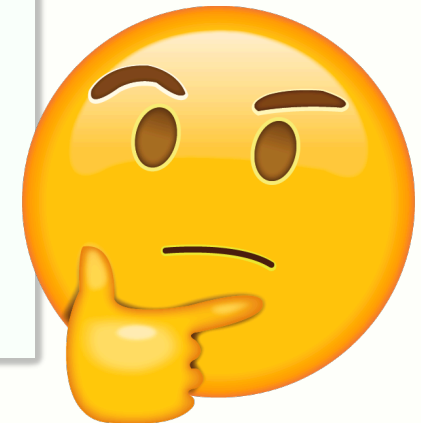
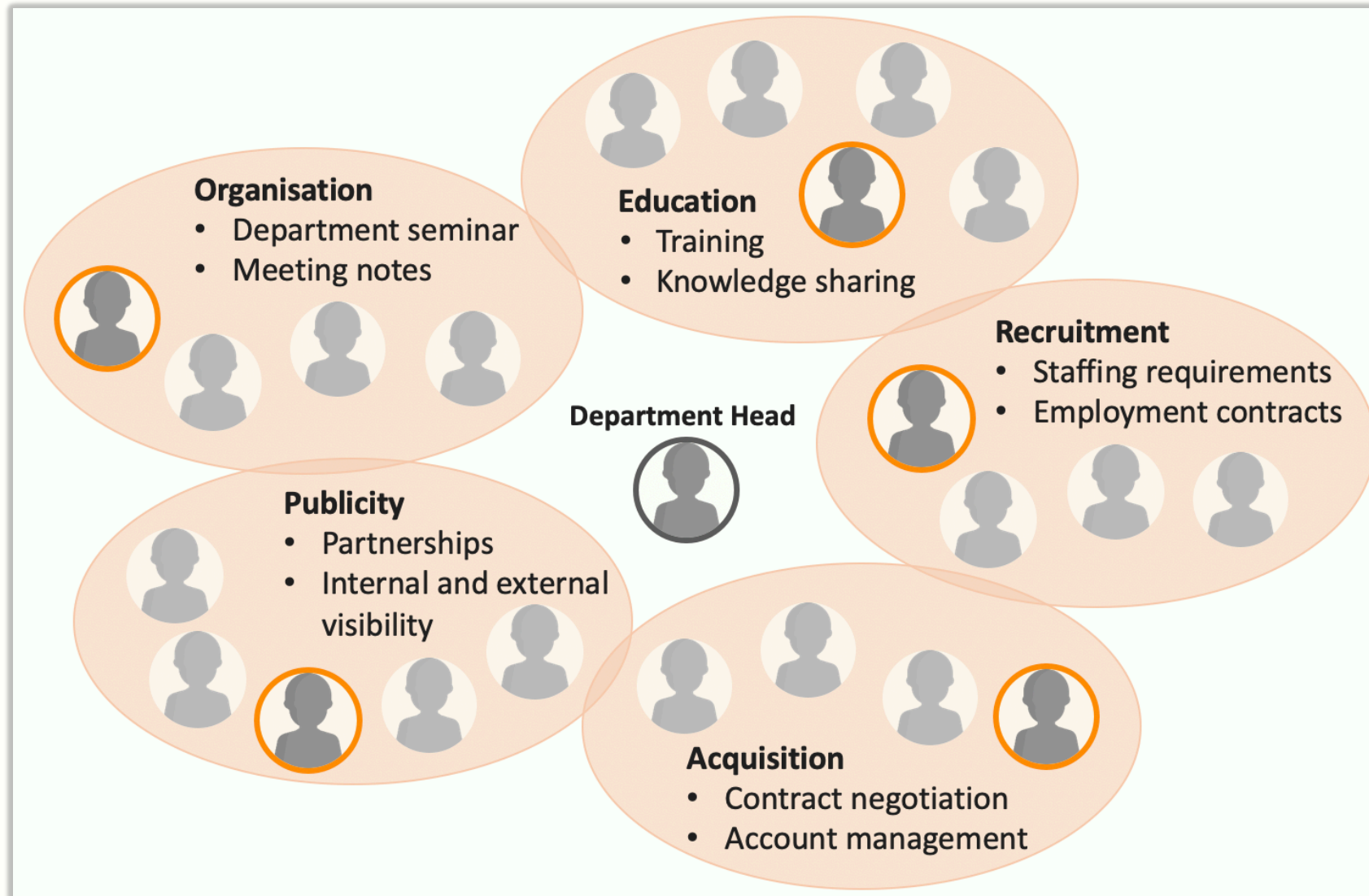
Project tasks	Product Owner	Business Analyst	Financial Lead	Design Director	Design Lead	CRM Lead	Head of CRM	Senior Stakeholders*	Senior Stakeholders**	AGENCY
1. Research										
Econometric model	C	C	A	I	I	C	I	C	I	R
Strategic framework	A	C	C	I	I	C	I	C	I	R
2. Define										
Product concept	A	C	I	C	I	C	C	C	I	R
User testing	A	C	I	I	I	C	I	I	I	R
User journey	A	C	I	I	I	C	I	C	I	R
Design framework	C	C	I	R	A	I	I	C	I	R
Technology recommendations	C	A	I	I	I	I	I	C	I	R
Measurement framework	R	C	A	I	I	C	I	C	I	R
Product backlog	A	R	I	C	I	C	I	C	I	R
Delivery roadmap	A	R	I	R	C	C	I	C	C	R

\*Senior Stakeholder 1, Senior Stakeholder 2, Senior Stakeholder 3, Senior Stakeholder 4

\*\* Senior Stakeholder 5, Senior Stakeholder 6, Senior Stakeholder 7, Senior Stakeholder 8



# Circles



# What are Circles?

- Used at MaibornWolff (original creator of format unknown)
- A practical structure for sharing responsibilities
- An easy way of seeing who you can speak to about what
- Topics are clustered into themes, which are the circles
- Circles consist of:
  - One lead (responsible)
  - Interested supporters (first line supporters)
  - (Testing circles will have teachers and learners too)
- Second line supporters are team members outwith the circle



# Creating Testing Circles

Workshop format:

1. Collect topics and cluster into themes (~20m)
2. Map interests and expertise (~5m)
3. Discuss feasibility and assign leads (~20m)

# Collect and Cluster (~20m)

<https://www.webwhiteboard.com/>

1. Collect topics on your own
  - Yellow note = task / responsibility
  - Red note = challenge
2. Cluster topics together
  - Aim: Five theme clusters (circles)
  - Challenges kept separate unless specific to one topic

# Map (~5m)

1. What do you want to learn?
  - **Purple** note against the appropriate circle
  - Include your name and the topic
  - At least two each
2. What can you teach?
  - **Green** note against the appropriate circle
  - Include your name and the topic
  - At least two each

# Discuss and Assign (~20m)

1. Every circle should have:
  - At least one teacher (green note)
  - At least two people
2. Each circle should be feasible
  - What is the predicted workload?
  - What is the predicted availability?
  - Is it realistic for these people to manage this circle?
  - Who has too much / not enough work?
3. Every circle needs a lead
  - Each tester should lead one circle
  - Learners can also lead a circle!

# What Do Leads Do?

- A lead is like a primary contact person and should always be able to provide an update on the current status of their circle (e.g., in the weeklies)
- Leads are responsible for keeping the circle organised and delivering, but do **not** make all the decisions
- Leads should be able to delegate tasks and request support, including from those outside the circle
- Leads are **not** responsible for doing all the work!

# Admire Our Circles

- Do we have a good starting point?
- Do we understand what is expected from us as:
  - Leads
  - Teachers
  - Learners
  - Team members?
- Do we need a way to track the work we do outside of Jira?
  - e.g., “To Dos” tab in the Testing Teams channel

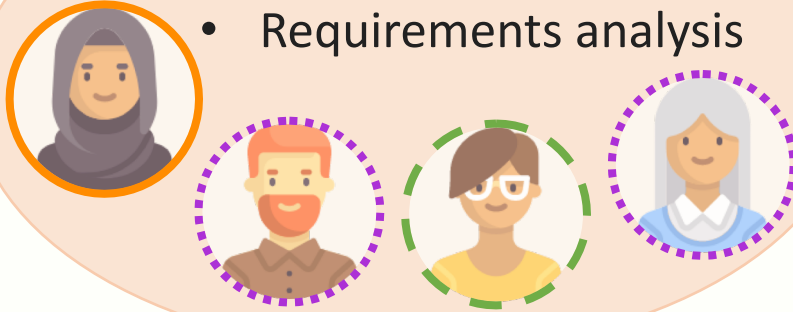
# Next Steps

1. Document our new circles
2. Review by testing sub-team
3. Presentation of testing circles complete team

# Circles Example

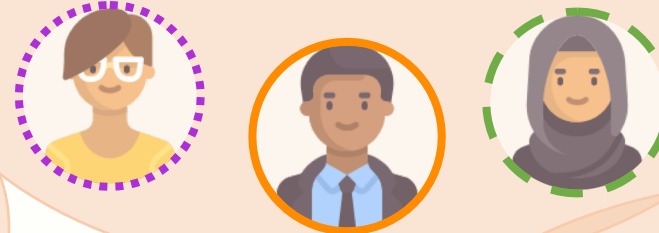
## Planning & Analysis

- Test planning
- Requirements analysis



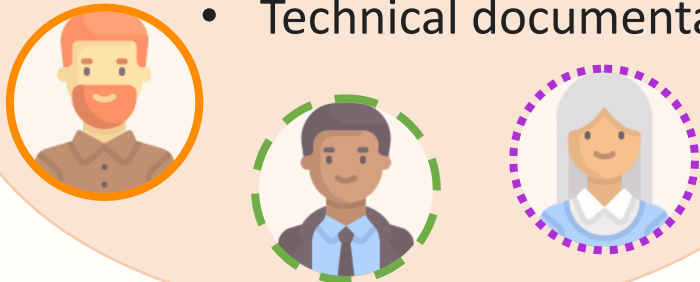
## Exploratory Testing

- Testing on physical machines
- Session-based test management



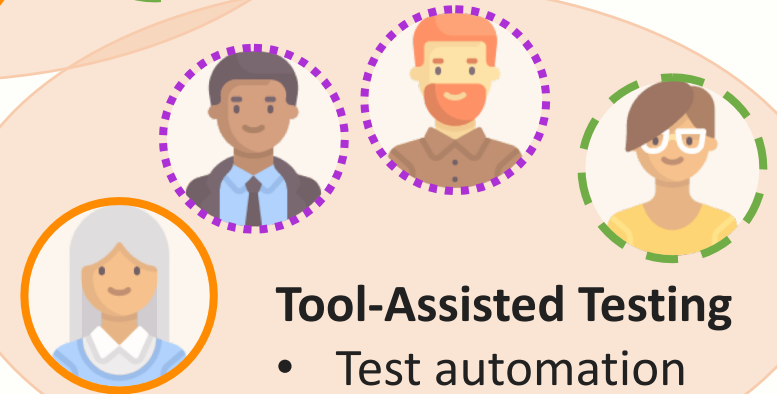
## Documentation

- User documentation
- Technical documentation



## Tool-Assisted Testing

- Test automation
- API testing



## Project Management

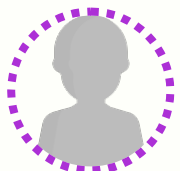
- Project reporting
- Resource planning



Lead



Teacher



Learner