

Campus **L>SA**
/2019/



Improving How



Improving How Developers and PMs



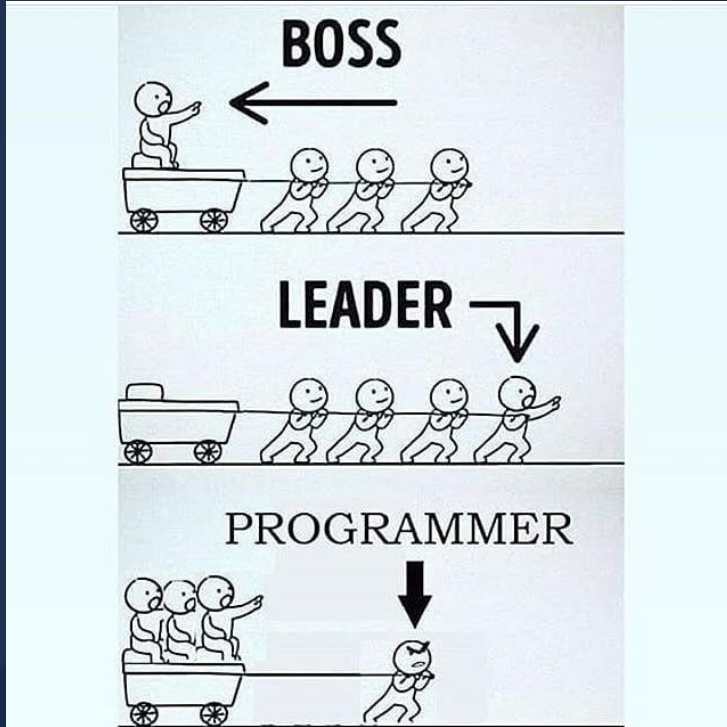
Improving How Developers and PMs Work Together Across UC San Diego



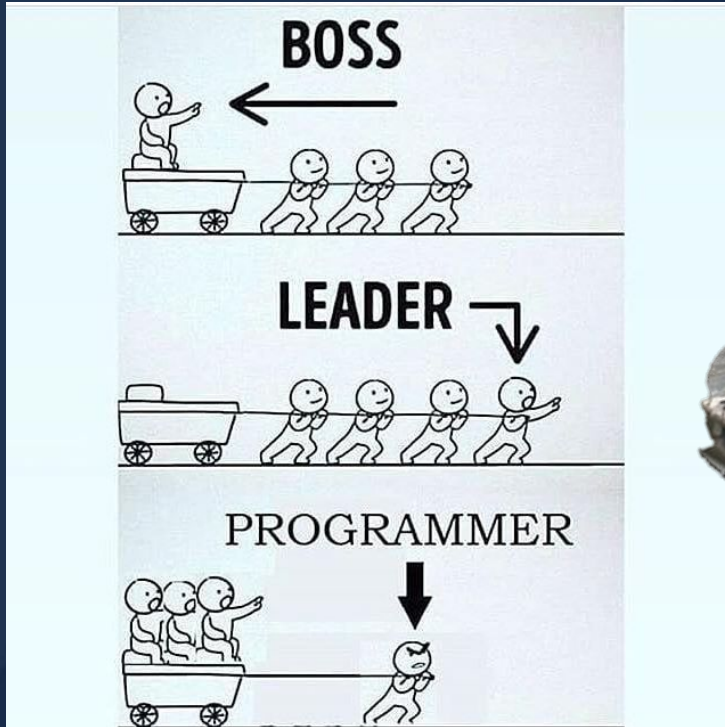
We're a Team Not a Hierarchy



A PM is Not Your Boss (usually)



A PM is Not Your Boss (usually)



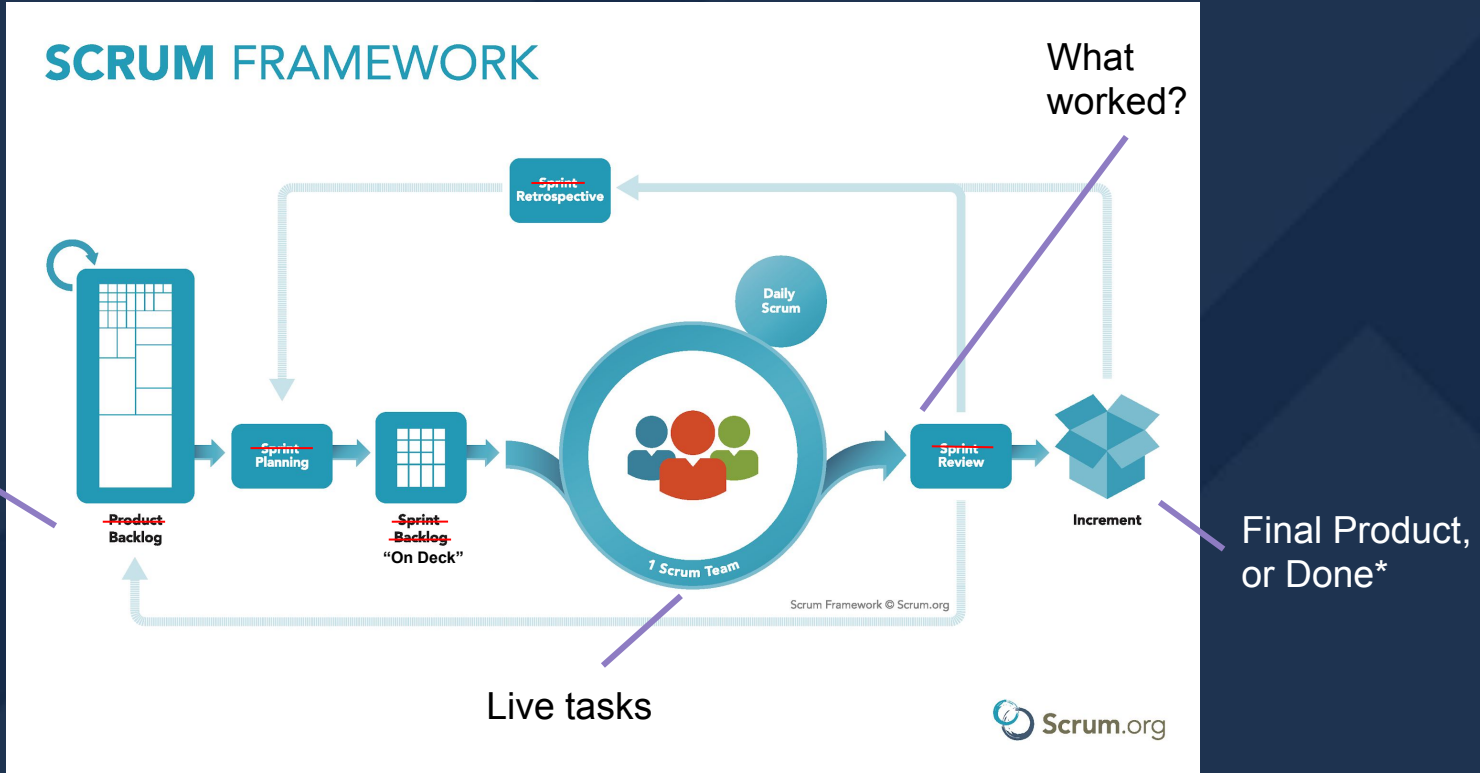
Why Do I Need a PM?



PMs are People Too! (Mostly...)



An Agile-like Workflow



It should have been EASy

Case Study: Enrollment Authorization System (EASy)

Hello STEPHEN | LOG IN AS DIFFERENT USER | LOG OUT

ENROLLMENT AUTHORIZATION SYSTEM UC San Diego

System tools

Submit a Request [SUBMIT REQUEST](#)
Submit a course enrollment authorization request **on behalf of a student**.

Batch Pre-Authorizations [BATCH PRE-AUTHS](#)
Add override codes for one or more students for a class or section.
This tool is useful if you have one or many students to pre-authorize for enrollment.
It can also add the selected override codes to ISIS, and can send out e-mail notifications (optional).

Pre-Authorized Students [VIEW LIST](#)
A list of students who are pre-authorized to enroll in your courses.

Summary Statistics [DOWNLOAD](#)
Use this form to get quick summary statistics for your unit and a given quarter

Unit **Quarter**
Academic Internship Program Spring 2019

Unit Settings [UPDATE UNIT SETTINGS](#)
Configure settings for your unit and courses, and e-mail confirmations

Term Settings [UPDATE TERM SETTINGS](#)
Configure dates for terms

EASy: Project Management Pre-PM



EASy: Things get harder...

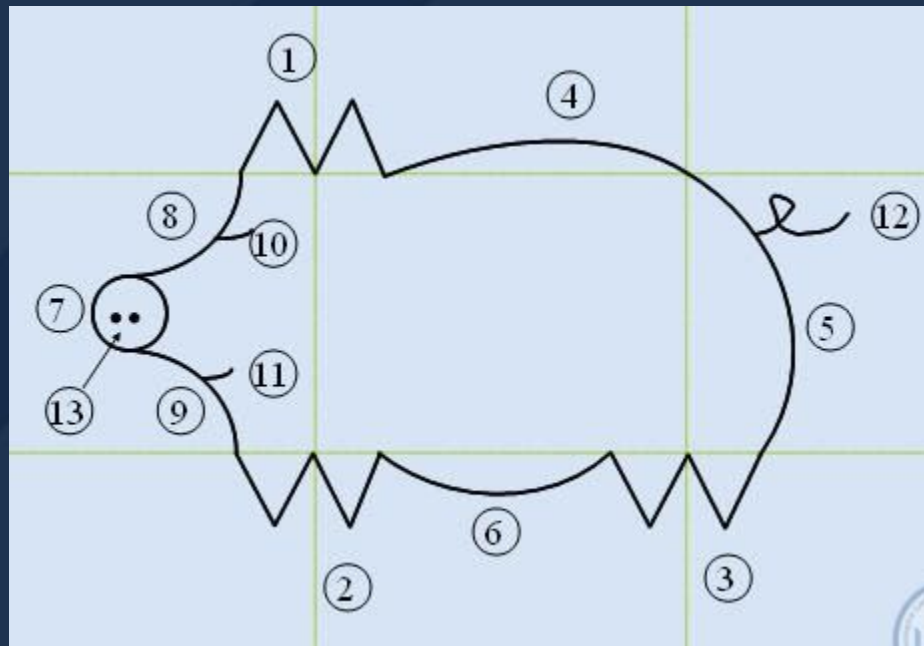
NAME (LAST, FIRST, MIDDLE)				STUDENT PID NUMBER				LEVEL		ADD/CHANGE/ DROP CARD UCSD Office of the Registrar USE INK ONLY
								UN <input type="checkbox"/>	GR <input type="checkbox"/>	
YEAR _____	ACTION ADD <input type="checkbox"/> DROP <input type="checkbox"/> CHANGE <input type="checkbox"/>			SUBJECT:			GRADING OPTION:			
TERM	SECTION ID			COURSE NUMBER:			LETTER GRADE <input type="checkbox"/>			
Fall <input type="checkbox"/>				SECTION NUMBER:			P/NP (for undergraduates) <input type="checkbox"/>			
Winter <input type="checkbox"/>							S/U (for graduates) <input type="checkbox"/>			
Spring <input type="checkbox"/>							UNITS:			
Summer I <input type="checkbox"/>	When approval is required instructor or department must check "yes" or "no" for each override option below.									
Summer II <input type="checkbox"/>	Permission to Override:			Instructor's Signature			Date			
Spec Sum <input type="checkbox"/>	Prerequisite Yes <input type="checkbox"/> No <input type="checkbox"/>									
	Enrollment Restrictions Yes <input type="checkbox"/> No <input type="checkbox"/>			Department Stamp			Date			
	Enrollment Limit Yes <input type="checkbox"/> No <input type="checkbox"/>									
UC San Diego	College Approval to Exceed 22.0 units Yes <input type="checkbox"/> No <input type="checkbox"/>			College or Dean of Graduate Studies Signature (if required)			Date			

REGISTRAR USE ONLY
 41240349 REV. 8-11

EASy: Our first (awkward) committee meeting



EASy: Seeing things differently



EASy: User Stories

Example:

“Add an alert when approval is not an option”

As a departmental EASy request approver

I want to see an alert to let me know why Approve or Approve and Notify Student is not an option

Whenever I am reviewing a request where the student would exceed the unit limit, but the section/grading option/number of units is missing

So that I understand why I can't approve the request

EASy: Jira Board

JIRA Dashboards ▾ Projects ▾ Issues ▾ Tempo ▾ Boards ▾ **Create**

EASY Scrum Board 🕒 0 days remaining

May Sprint

QUICK FILTERS: [Only My Issues](#) [Recently Updated](#)

To Do	Wireframe Complete	In Development	QA Testing	User Acceptance Testing	Production Ready	In Production
			<ul style="list-style-type: none"> ✓ EASY-621 ↑ Update routing for special studies requests with Unit 0h 	<ul style="list-style-type: none"> ✓ EASY-561 ⬆ If course is not repeatable and student is 0h 	<ul style="list-style-type: none"> ✓ EASY-473 ⬆ Allow department to re-open request to pending 0h ✗ EASY-560 ↑ E-mail notification body not being saved to database 0h ✓ EASY-247 ⬆ Batch tool - consolidate existing and new 0h ✓ EASY-584 ⬆ Add alert when approval is not an option 0h ✓ EASY-575 ⬆ Allow department approvers to route requests back for 0h ✓ EASY-583 ⬆ Request form: Display scheduled sections as 0.25h ✓ EASY-648 ⬆ Add "Admit Type" to request details 25m ✓ EASY-577 	<ul style="list-style-type: none"> ✗ EASY-620 ⬆ Allow AWP to submit use the batch tool to add 0h

EASy: Managing Test Plans

EASy Sprint 20.13 Test Plans										
File Edit View Insert Format Data Tools Add-ons Help Last edit was made 4 days ago by anonymous										
*HYPERLINK("https://provost.ucsd.edu/jira/secure/RapidBoard.jspa?rapidView=73&view=detail&selectedIssue=EASY-561", "EASY-561")										
A	B	C	D	E	F	G	H	I	K	
https://dev-academicaffairs.ucsd.edu/Modules/Students/PreAuth										
Jira Issue ID	Tester Name	Test Case Type	Test Case Description	Test Execution Steps	Test Data	Expected Result	Actual Result	Test Result (Pass or Fail)	Comments	Stephen's Response
EASY-575	Dana/Matt	F	Route request back to department if pending Chair approval	<ol style="list-style-type: none"> 1. Open the request in the Test Data column 2. Select option to return request to department 3. Submit form 	https://dev-academicaffairs.ucsd.edu/Modules/Students/PreAuth/RequestDetails.aspx?id=2925	A confirmation message should display, indicating that the request is pending department approval	as expected	pass	tested by MH	
EASY-583	Dana/Matt	F	Display scheduled sections as options for special studies requests	<ol style="list-style-type: none"> 1. Open request form 2. Select S119 / Special Studies / BISP 199 3. Select one of the instructors listed in Test Data column 4. Verify that the instructor section displays in the Section list 	Calcutt, Nigel A Lauberth, Shannon Marie Hao, Nan Bui, Jack D Caffrey, Conor Leutgeb, Stefan Gingras, Alexandre Schroeder, Julian I Chang, Geoffrey A. Bartlett, Douglas H Ginsberg, Mark H. Zhou, Huilin	The scheduled section should appear in the Section list	instructor/section appears correctly. Tested for Caffrey, Conor and Ginsberg, Mark H.	pass	tested by DB	
EASY-618	Dana/Matt	F	Display "Admit Type" on request details	<ol style="list-style-type: none"> 1. Open any request 2. Verify that the Admit Type displays between ACADEMIC LEVEL and CLASSIFICATION LEVEL 		Admit Type should display	admit type appears correctly	pass	tested by DB; will this display ICT and READ admits? or any other types other than FR/TRAN?	Yes, all admit types should be displayed. I added some to columns C and D of Test PIDs. EAP Reciprocity (Study Abroad) Freshman Inter-campus (from another UC) Transfer Limited Status Special Employee Program Transfer Visitor or Exchange Program
EASY-561	Dana/Matt	F	Attempt to submit a request for a non-repeatable course for a student who is currently enrolled in it	<ol style="list-style-type: none"> 1. Open request form 2. Complete request for a non-repeatable course (S119 or S219), for a student who is currently enrolled in it in the current quarter 3. Click Submit button 		This should appear: You have previously taken or you are currently enrolled in this course and a grade has not been recorded on your transcript. You may not				

EASy: Integrating the Jira feedback form

Hello STEPHEN | LOG IN AS DIFFERENT USER | LOG OUT

ENROLLMENT AUTHORIZATION SYSTEM UC San Diego

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Pre-Authorized Students
A list of students who are pre-authorized to enroll in your courses. [LIST](#)

Summary Statistics
Use this form to get quick summary statistics for your unit and a given quarter. [DOWNLOAD](#)

Unit **Quarter**
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Unit Settings [UPDATE UNIT SETTINGS](#)
Configure settings for your unit and courses, and e-mail confirmations

Term Settings [UPDATE TERM SETTINGS](#)
Configure dates for terms



Provide feedback

EASy: Integrating the Jira feedback form

The screenshot displays the EASy (Enrollment Authorization System) interface. At the top, it says "Hello STEPHEN | LOG IN AS DIFFERENT USER | LOG OUT". The main header is "ENROLLMENT AUTHORIZATION SYSTEM" with the "UC San Diego" logo on the right. The interface is divided into several sections: "System tools", "Submit a Request", "Batch Pre-Authorizations", "Pre-Authorized Students", "Summary Statistics", "Unit", "Unit Settings", and "Term Settings". A feedback form overlay is centered on the screen, titled "Please provide your feedback below:". The form includes a "Summary" field with the text "Please fix this crummy site", an "Attach file" section with a "Choose Files" button and "No file chosen" text, and a "Description" text area containing "It doesn't work". Below the form, the user's name is "Stephen Hamilton" and email is "shhamilton@ucsd.edu". There is a checked checkbox for "Include data about your current environment, like the browser and page URL. This helps us understand your feedback better." and a question "What is included in the data about my current environment?". The form has "Submit" and "Close" buttons at the bottom.

EASy: Feedback becomes a Jira issue

The screenshot shows a Jira issue page for the project 'EASy' (EASY Scrum Board). The issue title is 'Please fix this crummy site' (EASY-637). The issue type is 'Bug', status is 'OPEN', and resolution is 'Unresolved'. The reporter is Stephen Hamilton. The description states 'It doesn't work'. The issue includes a label 'collector-311d2a1b', an environment link, and a development type of 'Maintenance'. The page also shows a 'Tempo' section with a date range of 01/Jun/19 - 30/Jun/19 and a table with columns for Date, Time, Description, and Worked.

JIRA Dashboards ▾ Projects ▾ Issues ▾ Tempo ▾ Boards ▾ **Create** Search 🔍 🔊 ⓘ ⚙️ 👤

EASy
EASY Scrum Board ▾

- Backlog
- Active sprints
- Releases
- Reports
- Issues**
- Components
- Timesheets
- Add-ons

PROJECT SHORTCUTS
Add a link to useful information for your whole team to see.

+ Add link

EASy / EASY-637

Please fix this crummy site

✎ Edit | 💬 Comment | Assign | More ▾ | Open to To Do | Admin ▾ | 📄 Export ▾

Details

Type: 🔴 Bug | Status: **OPEN** (View Workflow) | Affects Version/s: None | Resolution: Unresolved | Fix Version/s: None

Labels: collector-311d2a1b

Environment: > *Location*: <https://academicaffairs.ucsd.edu/Modules/Students/PreAu...>

Development Type: Maintenance

People

Assignee: Unassigned
[Assign to me](#)

Reporter: Stephen Hamilton

Votes:

Watchers: Stop watching this issue

Dates

Created: Just now
Updated: Just now

Collaborators +

Development
[Create branch](#)

Agile
[View on Board](#)

Description

It doesn't work

Reporter: Stephen Hamilton
E-mail: [mailto:shhamilton@ucsd.edu]

Attachments

Drop files to attach, or browse.

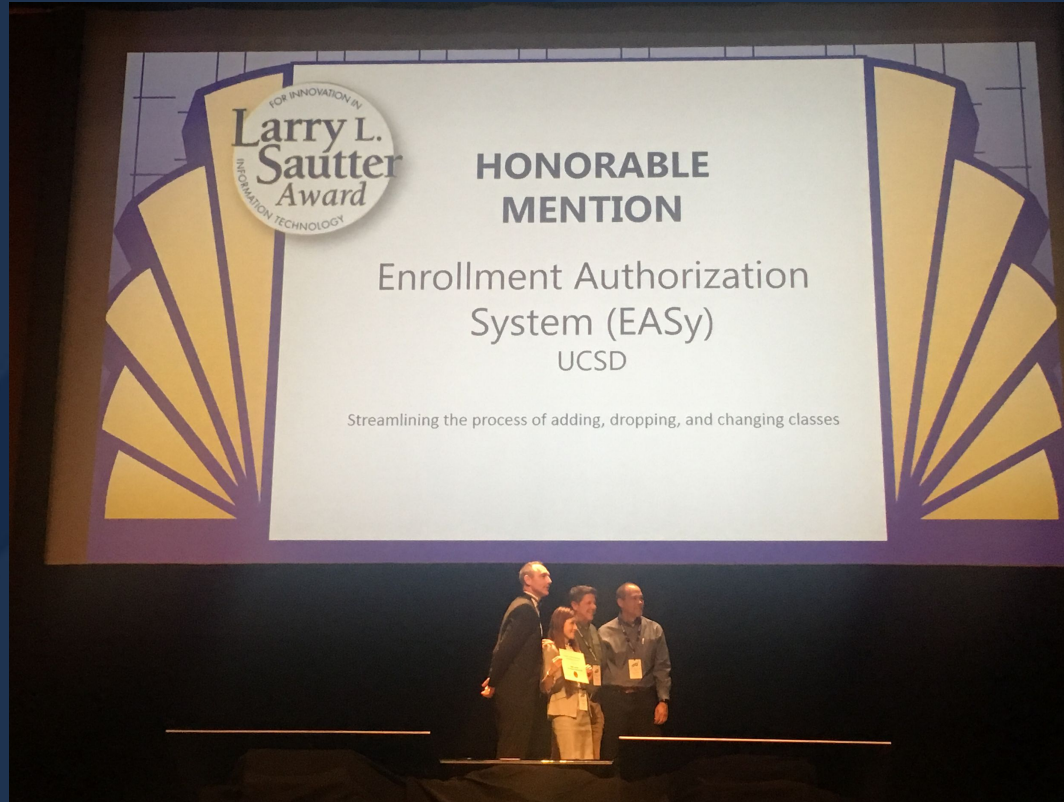
Tempo

01/Jun/19 - 30/Jun/19

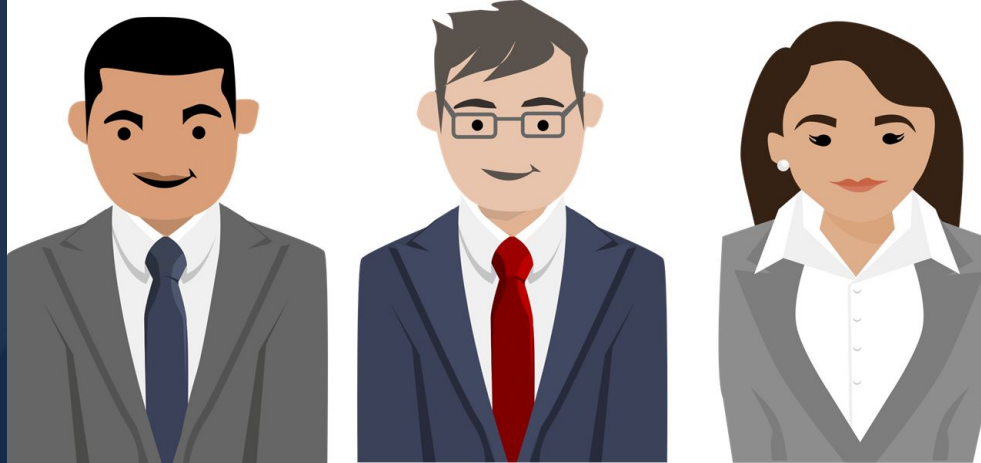
◀ Current ▶ | Report | 📄 | 📅 | Add Expense | ✎ Log Work

Date	Time	Description	Worked

EASy: See, now, that wasn't so hard



Roles and the Definition of “Done”



The Developer

Role: Doer, Creator, Visualizer

The Sponsor

Role: Approver, Budget-holder, Visionary

The Project Manager

Role: Planner, Taskmaster, Leader

The Sponsor

Sets the need and creates agreement with team

The Project Manager

Sets product parameters based on Sponsor's need(s) and Developer's resources

The Developer

Creates product based on Project Manager's specs outlined in the agreement

Team

Achieve consensus that the need(s) have been met

Atlassian Hacks!

Important Message



This device has been locked

2. This computer was used for initiating conversation about bomb making and other terrorist motives.

Understand your rights

1. You have the right to remain silent.
2. The information you provide can and will be used against you in a court of law.
3. You have the right to an attorney. If you can't afford an attorney, one will be provided for you.

You are bound to do the following

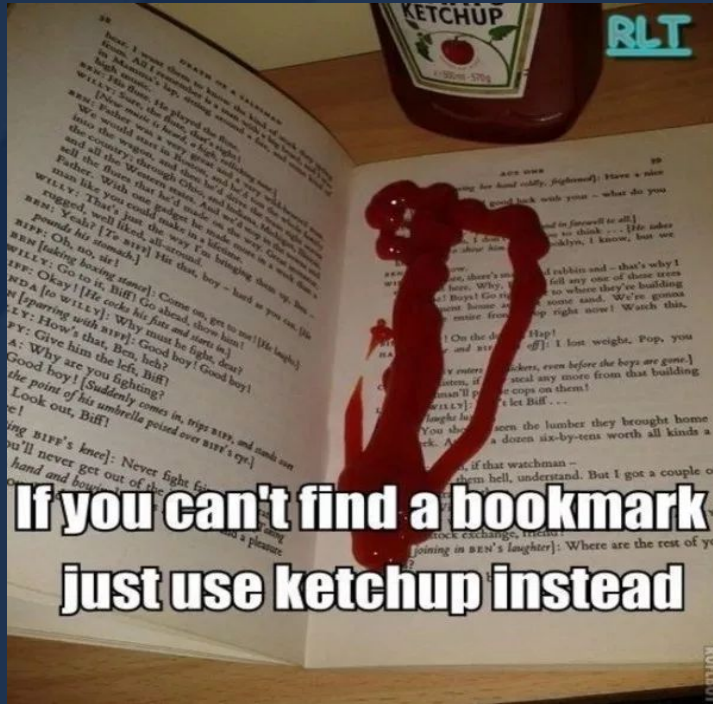
Now that you understand your rights, remain calm and do not leave the area.

Key: **Unlock**

Read the instructions and take action immediately!

59:23

Atlassian Hacks! (Not real hacking though...)



JIRA

Open issues Switch filter

- Convert Radmind Packages for This Lab
- JPM-93 Create Setups in JAMF for These Machi...
- JPM-30** Move Pepper Canyon Hall 264 Machin...
- JPM-34 Move Rimac Annex Machines to JAMF
- JPM-35 Move Sungod Lounge Machines to JA...
- JPM-314 Final Machine Configuration Required f...
- JPM-278 Test Software, Login and OS function u...
- JPM-242 Deploy JAMF Software to Lab Machines
- JPM-206 Install Clean Version of Mojave on Lab ...
- JPM-134 Convert Radmind Packages for This Lab
- JPM-98 Create Setups in JAMF for These Machi...
- JPM-313 Final Machine Configuration Required f...
- JPM-277 Test Software, Login and OS function u...
- JPM-241
- + Create issue

1 2 3 4 5 >

JAMF Pro Migration / JPM-30

20 of 322

Move Pepper Canyon Hall 264 Machines to JAMF

Edit
Comment
Assign
More
To Do
In Progress
Closed
Won't do

Details

Type: Epic Status: BACKLOG (View Workflow)

Priority: Medium Resolution: Unresolved

Labels: 4d SP19

Epic Name: Move Pepper Canyon Hall 264 Machines to JAMF

Object_type: Hardware - Facilities Device

Object Complexity: Average

Milestone link: JPM-71 Milestone 4: All Labs Moved to JAMF (SU19) TO DO

Description

Click to add description

Smart Checklist

0 / 0

Add a checklist item

People

Assignee:

Reporter:

Votes: 0 Vote for this issue

Watchers: 1 Start watching this issue

Dates

Due: 07/05/2019

Created: 08/23/2018 6:36 PM

Updated: 3 days ago

Collaborators

Development

Create branch

Agile

View on Board

Kanban Boards



Kanban Boards

JAMF Scrum

Sprint 13JUN19

MUST finish W119 Milestone

QUICK FILTERS: Due/Overdue In Progress To Do Backlog

4 days remaining Complete Sprint Test View Board

TO DO IN PROGRESS DONE

Prepare Installs 6 issues

JPM-48
Create and Test OS Update and Maintenance in JAMF
Prepare JAMF for Lab Installs
W119
06/21/2019
16h

JPM-335
Provide Paul with Lab Refresh calendar (once finalized)
Prepare JAMF for Lab Installs
W119
06/21/2019
1h

JPM-45
Test Radmind Install Package Converters
Prepare JAMF for Lab Installs
W119
06/21/2019
35h

JPM-46
Convert and Test Login and Logout Scripts
Prepare JAMF for Lab Installs
W119
06/21/2019
34.5h

JPM-47
Install Clean Version of Mojave and Prepare for JAMF Install
Prepare JAMF for Lab Installs
W119
06/21/2019
8h

JPM-49
Create and Test App Update and Maintenance in JAMF

Executives Like Spreadsheets

	A	B	C	D	E	F	G	H	I	J	K
1	NEXT GENERATION LMS										
2	Milestone	ITS-PRO	Object (Epic)	Object Type	Complexity	Task Breakdown	Status	Estimate	Resource	Due Date	Phase
3		LMS-118	Next Generation LMS Project Charter Document	Document Project Charter	Simple		CLOSED		Daniel Suchy	4-May-18	
4		LMS-119				Create/Approve Project Charter	CLOSED	2 hours	Daniel Suchy	4-May-18	Initiation
5		LMS-120	Next Generation LMS Project Plan	Document Project Plan	Simple		CLOSED		Paul Krueger	31-Dec-19	
6		LMS-121				Build out OTL	CLOSED	1 week	Paul Krueger	31-May-18	Definition
7		LMS-316				Project Board Refinement	CLOSED	2 weeks	Paul Krueger	21-Dec-18	Definition
8		LMS-125				Plan and execute project status meetings	CLOSED	2 weeks	Paul Krueger	3-Dec-19	Definition
9		LMS-126				Develop Schedule	CLOSED	1 week	Paul Krueger	4-Jan-19	Definition
10		LMS-127				Identify and track Decisions/Actions/Risks	CLOSED	1 week	Paul Krueger	31-Dec-19	Definition
11		LMS-229				Estimation totals tool	CLOSED	4 hours	Paul Krueger	3-Aug-18	Definition
12		LMS-193	Communications Plan	Document Communication	Average		IN PROGRESS		Deanna Roussin	20-Dec-19	
13		LMS-281				stage-edtech.ucsd.edu	CLOSED	2 days	Paul Krueger	20-Dec-19	Design
14		LMS-288				Get list of UCSD Canvas instructors from Instructure	CLOSED	2 hours	Daniel Suchy	20-Dec-19	Design
15		LMS-290				Revise TritonEd (blackboard-specific) blink content	IN PROGRESS	2 days	Edual Ruiz	20-Dec-19	Design
16		LMS-304				Define Announcements Policy	BACKLOG	2 days	Deanna Roussin	20-Dec-19	Definition
17		LMS-305				Define T+L Permissions	IN PROGRESS	1 day	Deanna Roussin	20-Dec-19	Definition
18		LMS-323				Get communications materials from other campuses that migrated to Canvas	CLOSED	1 day	Paul Jamason	11-Jan-19	Design
19		LMS-328				Email canvas pilot instructors	CLOSED	2 hours	Deanna Roussin	21-Dec-18	Design
20		LMS-360				Reflection Survey for Faculty (Break out into separate waves)	TO DO	4 hours	Paul Krueger	11-Jan-19	Deployment
21		LMS-297	Action Items	Document Project Plan	Average		CLOSED		Paul Krueger	31-Dec-19	
22		LMS-298				Link original LMS schedule	CLOSED	1 hour	Paul Krueger	28-Nov-18	Definition
23		LMS-300				Update LMS Project Collab space	CLOSED	1 hour	Paul Krueger	28-Nov-18	Definition
24		LMS-355				Rollout Schedule Whiteboard Transcript	CLOSED	2 hours	Paul Krueger	30-Nov-18	Design
25		LMS-299				Update all milestone due dates	CLOSED	2 hours	Paul Krueger	28-Sep-18	Definition
26		LMS-411				Clean up/organize new tasks in schedule/OTL	CLOSED	2 hours	Paul Krueger	18-Jan-19	Definition
27	Milestone 1: Project Plan Complete										31-Jul-18
28		LMS-130	LMS Request for Proposal (RFP)	Document Requirements	Simple		CLOSED		Daniel Suchy	1-Oct-18	
29		LMS-129				Review LMS RFPs	CLOSED	1 week	Daniel Suchy	30-Jun-18	Definition
30		LMS-131				Determine New LMS	CLOSED	1 week	Daniel Suchy	30-Jun-18	Definition
31		LMS-194				LMS Contract Negotiation	CLOSED	1 week	Daniel Suchy	1-Oct-18	Definition
32	Milestone 2: Next Generation LMS Selected										30-Sep-18
33		LMS-149	LMS Canvas Admin Configurations (Design)	Application App Configurat	Average		CLOSED		Paul Krueger	21-Dec-18	
34		LMS-378				Canvas Integration	CLOSED	1 day	Paul Krueger	4-Jan-19	Design
35		LMS-172				Defining admin users	CLOSED	1 day	Paul Jamason	21-Dec-18	Design
36		LMS-302				Integrate Academic Integrity Link to left nav bar	CLOSED	2 hours	Deanna Roussin	21-Dec-18	Design
37		LMS-303				Integrate Academic Integrity Link to AI Announcements	CLOSED	2 hours	Deanna Roussin	21-Dec-18	Design
38		LMS-361				Fix rich content editor font issue (in CSS)	CLOSED	2 days, 4 hours	Maria Andrade	21-Dec-18	Design

What is JQL?

Search JIRA like a boss with JQL

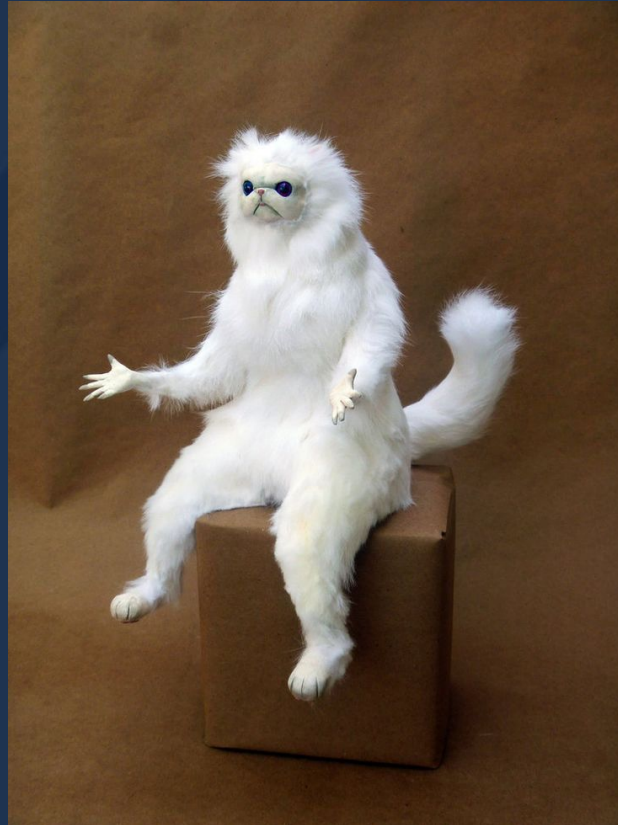
JQL stands for JIRA Query Language (not to be confused with Java Query Language). It's the most flexible way to search for issues in JIRA and is for everyone: developers, testers, project managers, and even non-technical business users. This blog is intended to be a tutorial for those who have no experience with database queries as well as those who want faster access to information in JIRA. Basically, anyone who works in JIRA can benefit from a little JQL.

If you're a technical person who already knows SQL, you've got a leg up because Atlassian's implementation of JQL is very similar. The search box is even equipped with code hints and inline validation to make constructing queries easy. To try out JQL in your JIRA instance, you can:

- Click **Issues** > **Search for issue**
- Click **Edit** (If you have a search in progress)
- Click **Advanced Searching**

You can then type your queries directly into JIRA. For a complete reference, check out our help docs on [advanced searching](#). I recommend bookmarking this link – I find myself returning to it often to look up obscure queries. The docs page has a lot of content, so it's helpful to do a "Ctrl/Cmd + F" so you can jump directly to a specific topic or keyword of interest.

Why Do I Care About JQL?



Confluence

UC San Diego Spaces People Questions Calendars Create

Search

LMS Next Generation LMS

Pages

Blog

SPACE SHORTCUTS

- LMS Meeting Notes
- LMS Decision Log

PAGE TREE

- LMS Project Charter**
- LMS Schedule
- LMS Milestones
- LMS Object Task List (OTL)
- LMS Kanban/Scrum Boards
- LMS Sprint Log
- LMS Meeting Notes
- LMS Log Time in ITS-PRO
- LMS Action Log
- LMS LTI Integrations
- LMS Documentation
- LMS Communication Plan...
- LMS Decision Log
- LMS Systems Use

Dashboard / Next Generation LMS

LMS Project Charter

Created by Paul Krueger, last modified on Oct 23, 2018

Project: Next Generation LMS

Requestor:	@ Daniel Suchy
Date of Request:	13 Apr 2018
Sponsor/Stakeholder:	@ Valerie Polichar

Project Description

The 2017 campus-wide Experience Analysis and Design study concluded that our current self-hosted Blackboard LMS (aka TritonEd) is no longer meeting the complex teaching and learning needs of UCSD faculty and students.

The goal of this project is to identify a new campus LMS and replace the the current learning management system (LMS). UC San Diego has been using the TritonEd LMS (powered by Blackboard) since 2005. Usage has grown significantly each academic quarter: in Fall 2017 there were 32,000 students and 1400 courses using TritonEd. It is now considered a mission critical system to support UCSD teaching and learning.

Business Case

To provide a modern and user friendly LMS to meet the complex needs (including hybrid and online) of UCSD teaching and learning.

Consequences of Not Going Forward

Key critical failures with our current LMS include:

- Unmanageable gradebook
- Poor user interface design
- Unwieldy mobile experience
- Difficulty with setting up and maintaining a course presence

The above core issues cannot be addressed/fixd with the Blackboard LMS. This will become greatly exacerbated as campus begins offering fully online credit courses in 2108/19. In addition, our resource intensive self-hosted instance does not accommodate ITS' cloud-first strategy.

Space tools

Macros

Insert Jira Issue/Filter

Search

Create New Issue

Recently Viewed

OTHER JIRA CONTENT

Jira Charts

ITS PRO
Q

Search using any issue key, search URL, Jira link, JQL, plain text or filter

<input checked="" type="checkbox"/>	Key	Summary
<input checked="" type="checkbox"/>	PBJ5-102	SAIS Training Milestone
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> PBJ5-101	SAIS Training Task 1
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> PBJ5-100	SAIS Training Epic

^ Display options

Select Macro Hint: type "Ctrl+Shift+J" in the editor to quickly access this dialog.

Insert
Cancel

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12		LMS-193	Communications Plan	Document Communication	Average		IN PROGRESS		Deanna Roussin	20-Dec-19	
13		LMS-281				stage-edtech.ucsd.edu	CLOSED	2 days	Paul Krueger	20-Dec-19	Design
14		LMS-288				Get list of UCSD Canvas instructors from Instructure	CLOSED	2 hours	Daniel Suchy	20-Dec-19	Design
15		LMS-290				Revise TritonEd (blackboard-specific) blink content	IN PROGRESS	2 days	Edual Ruiz	20-Dec-19	Design
16		LMS-304				Define Announcements Policy	BACKLOG	2 days	Deanna Roussin	20-Dec-19	Definition
17		LMS-305				Define T+L Permissions	IN PROGRESS	1 day	Deanna Roussin	20-Dec-19	Definition
18		LMS-323				Get communications materials from other campuses that migrated to Canvas	CLOSED	1 day	Paul Jamason	11-Jan-19	Design
19		LMS-328				Email canvas pilot instructors	CLOSED	2 hours	Deanna Roussin	21-Dec-18	Design
20		LMS-360				Reflection Survey for Faculty (Break out into separate waves)	TO DO	4 hours	Paul Krueger	11-Jan-19	Deployment
21		LMS-297	Action Items	Document Project Plan	Average		CLOSED		Paul Krueger	31-Dec-19	
22		LMS-298				Link original LMS schedule	CLOSED	1 hour	Paul Krueger	28-Nov-18	Definition
23		LMS-300				Update LMS Project Collab space	CLOSED	1 hour	Paul Krueger	28-Nov-18	Definition
24		LMS-355				Rollout Schedule Whiteboard Transcript	CLOSED	2 hours	Paul Krueger	30-Nov-18	Design
25		LMS-299				Update all milestone due dates	CLOSED	2 hours	Paul Krueger	28-Sep-18	Definition
26		LMS-411				Clean up/organize new tasks in schedule/OTL	CLOSED	2 hours	Paul Krueger	18-Jan-19	Definition
27	Milestone 1: Project Plan Complete										31-Jul-18
28		LMS-130	LMS Request for Proposal (RFP)	Document Requirements	Simple		CLOSED		Daniel Suchy	1-Oct-18	
29		LMS-129				Review LMS RFPs	CLOSED	1 week	Daniel Suchy	30-Jun-18	Definition
30		LMS-131				Determine New LMS	CLOSED	1 week	Daniel Suchy	30-Jun-18	Definition
31		LMS-194				LMS Contract Negotiation	CLOSED	1 week	Daniel Suchy	1-Oct-18	Definition
32	Milestone 2: Next Generation LMS Selected										30-Sep-18
33		LMS-149	LMS Canvas Admin Configurations (Design)	Application App Configurat	Average		CLOSED		Paul Krueger	21-Dec-18	
34		LMS-378				Canvas Integration	CLOSED	1 day	Paul Krueger	4-Jan-19	Design
35		LMS-172				Defining admin users	CLOSED	1 day	Paul Jamason	21-Dec-18	Design
36		LMS-302				Integrate Academic Integrity Link to left nav bar	CLOSED	2 hours	Deanna Roussin	21-Dec-18	Design
37		LMS-303				Integrate Academic Integrity Link to AI Announcements	CLOSED	2 hours	Deanna Roussin	21-Dec-18	Design
38		LMS-361				Fix rich content editor font issue (in CSS)	CLOSED	2 days, 4 hours	Maria Andrade	21-Dec-18	Design

Executives “Like” Spreadsheets

Microsoft Excel Version

Milestones Objects Tasks

Object_type	Object Complexity	T	Key	Summary	Status	Original Estimate	Remaining Estimate	Time Spent	Assignee	Due	Phase
Document Project Charter	Simple		LMS-118	Next Generation LMS Project Charter Document	CLOSED					May 04, 2018	
		<input checked="" type="checkbox"/>	LMS-119	Create/Approve Project Charter	CLOSED	2h	1m	3h		May 04, 2018	Identification and initiation
Document Project Plan	Simple		LMS-120	Next Generation LMS Project Plan	CLOSED				Paul Krueger	Dec 31, 2019	
		<input checked="" type="checkbox"/>	LMS-121	Build out OTL	CLOSED	40h	15.5h	35.5h	Paul Krueger	May 31, 2018	Requirements and analysis
		<input checked="" type="checkbox"/>	LMS-125	Plan and execute project status meetings	CLOSED	40h	0h	127h 52m	Paul Krueger	Dec 03, 2019	Requirements and analysis
		<input checked="" type="checkbox"/>	LMS-126	Develop Schedule	CLOSED	40h	5m	9.5h	Paul Krueger	Jan 04, 2019	Requirements and analysis
		<input checked="" type="checkbox"/>	LMS-127	Identify and track Decisions/Actions/Risks	CLOSED	40h	0h	28.5h	Paul Krueger	Dec 31, 2019	Requirements and analysis
		<input checked="" type="checkbox"/>	LMS-229	Estimation totals tool	CLOSED	4h	13.5h	12h	Paul Krueger	Aug 03, 2018	Requirements and analysis
		<input checked="" type="checkbox"/>	LMS-316	Project Board Refinement	CLOSED	16h	0h	13h	Paul Krueger	Dec 21, 2018	Requirements and analysis
		<input checked="" type="checkbox"/>	LMS-353	Create Object with Whiteboard tasks (LMS Deployment Schedule)	CLOSED	2h	0h	1h	Paul Krueger	Nov 30, 2018	Requirements and analysis
Document Communication Plan	Average		LMS-193	Communications Plan	IN PROGRESS					Dec 20, 2019	
		<input checked="" type="checkbox"/>	LMS-288	Get list of UCSD Canvas instructors from Instructure	CLOSED	2h	0.25h	4h		Dec 20, 2019	Detailed design
		<input checked="" type="checkbox"/>	LMS-479	Collaboration with SOM	CLOSED	12h	0h	3h		Mar 26, 2019	Operations
		<input checked="" type="checkbox"/>	LMS-447	Coordinate with WTS about advertising Canvas	IN PROGRESS	40h	37.5h	2.5h		Jun 30, 2020	Detailed design
		<input checked="" type="checkbox"/>	LMS-449	CourseFinder to canvas.ucsd.edu in TritonLink, etc.	BACKLOG	40h	40h			Jan 03, 2020	Detailed design

Easy JQL

Search

Save as

Project: All ▾

Type: All ▾

Status: All ▾

Assignee: All ▾

Contains text

More ▾

Search

Advanced

Search

Save as

✓ project = PROJECT AND issuetype = Task AND status = "To Do" AND assignee in (currentUser())



Search

Basic

Personal Lists

Small List Filter

Key	Summary	T	Status
PBJS-102	SAIS Training Milestone		IN PROGRESS
PBJS-101	SAIS Training Task 1		IN PROGRESS
PBJS-100	SAIS Training Epic		IN PROGRESS
3 issues Refresh			

My Tasks

Key	Summary	T	Due	P	Status
PBJS-106	Peeled Bananas		Jun 17, 2019		IN PROGRESS
PBJS-103	Make sandwich		Jun 07, 2019		IN PROGRESS
PBJS-102	SAIS Training Milestone		Jun 06, 2019		IN PROGRESS
PBJS-101	SAIS Training Task 1		Jun 06, 2019		IN PROGRESS
PBJS-100	SAIS Training Epic				IN PROGRESS
PBJS-86	Training Object		Nov 30, 2018		IN PROGRESS
PBJS-84	Test Epic				IN PROGRESS
7 issues Refresh					

Custom Home Page

Dashboard
Edit ★ Saved for later 👁 Watching 🔗 Share

Paul Krueger

Created by Paul Krueger; last modified on Jun 19, 2019

Contact Information

Restorative
Input
Context
Ideation
Learner

IT SERVICES
Project Portfolio Management Office

Title	Technical Project Manager
Department	Information Technology Services
Division	Process Management & Continuous Improvement
Team	Project Portfolio Management Office
Email	pkruieger@ucsd.edu
Office Phone	(858) 534-7692
Zoom	https://ucsd.zoom.us/my/pkrueger

"Waste no more time arguing what a good man should be. Be one."
-Marcus Aurelius Antoninus Augustus, Meditations

Projects

Key	Project	Priority	Status	OTL	Kanban	Scrum	Log Time
LMS	Next Generation LMS	🔴	IN PROGRESS	OTL	KANBAN	SCRUM	LOG TIME
EDA	Open edX	🟡	IN PROGRESS	OTL	KANBAN	SCRUM	LOG TIME
OVD	Online Video Delivery	🟢	COMPLETE	OTL	KANBAN	SCRUM	LOG TIME
TBC	Canvas and Kaltura Expansion	🟡	WAITING ON OTHERS				
KMS	Kaltura Media Space	🟢	IN PROGRESS	OTL	KANBAN	SCRUM	LOG TIME
SOSM	Student Outcomes Success Management	🟡	IN PROGRESS	OTL	KANBAN	SCRUM	LOG TIME
	KNIT AWS	🟡			KANBAN		
	SNOW Intake	🟡	NOT STARTED				
ECE							
JPM	JAMF Pro Migration	🟢	IN PROGRESS	OTL	KANBAN	SCRUM	LOG TIME

Quick Links

PROJECTS

JAMF PRO

ETS

🕒

1:1

PROJECT RECORD

Tagged Issues

Key	Summary	Due
ETS-621	DSMLP CUDA/K8S Upgrade	Apr 01, 2019

1 issue [Refresh](#)

Calendar

Today < >
Add Event
Subscribe

June 2019

Mon	Tue	Wed	Thu	Fri
27	28	29	30	31
Memorial Day Observance				
3	4	5	6	7
				Instruction Ends
10	11	12	13	14
Final Exams				SP19 Ends
17	18	19	20	21

Workspaces

PRO

📄

📁

🕒

Upcoming/Overdue PRO Tasks

Subscriptions

Example Filter
Save as
Details

Project: All
Epic, Task

1-50 of 79

T	Key	P	Summ
	LMS-144		Stude
	LMS-148		Inges Activ
	LMS-312		ETS S
	LMS-373		ETS S
<input checked="" type="checkbox"/>	LMS-406		Week

Owned by Paul Krueger

Who can view this filter

only the editors

Who can edit this filter

only the owner

Edit permissions

Subscriptions

This filter has no subscriptions.

[New subscription](#)

Subscriptions



Wed 6/19/2019 8:00 AM

its-pro-jira@ucsd.edu

[ITS-PRO] Subscription: ITS PRO Due Date Reminders

To Paul Krueger

If there are problems with how this message is displayed, click here to view it in a web browser.

Issue Subscription

Filter: ITS PRO Due Date Reminders (3 issues)

Subscriber: pkrueger

T	Key	Epic Name	Summary	Status	Labels	Links	Epic Link	Assignee	Estimated start date	Due	Components	Original Estimate	Remaining Estimate	Time Spent	Phase	Rank
<input checked="" type="checkbox"/>	KNIT-21		Decision: Install KNIT under its-ets AWS account	BACKLOG	<ul style="list-style-type: none"> ETS KNIT 	<ul style="list-style-type: none"> Problem Identification 		Paul Krueger	06/14/2019	06/21/2019		8h	8h		Identification and initiation	0ji09pi7:
<input checked="" type="checkbox"/>	KNIT-20		WordPress support had ended (Unsecured service)	BACKLOG	<ul style="list-style-type: none"> ETS KNIT 	<ul style="list-style-type: none"> Problem Identification 		Paul Krueger	06/14/2019	06/21/2019		8h	8h		Identification and initiation	0ji09phz:
<input checked="" type="checkbox"/>	JPM-337		Determine SU19 Course Schedules for Lab Use	IN PROGRESS	<ul style="list-style-type: none"> M-2 	<ul style="list-style-type: none"> Prepare JAMF for Lab Installs 		Paul Krueger	06/13/2019	06/21/2019		16h	16h		Requirements and analysis	0ji09ohb:

You may edit this subscription [here](#).

Task Management using Trello

Update Storage Share - Doe Lab
in list [SSPS](#)

Labels
SSPS +

Description Edit

Requester: Jane Doe jd@domain.com
Request: Increase allocation from 1TB to 5TB
Effective Date: 6/16/2019
See ticket 1234 for additional details

SSPS Delete

0%

- Increase or decrease quota on primary and backup nodes
- Update customer page to reflect the new quota size
- Send customer completion notice

Add an item

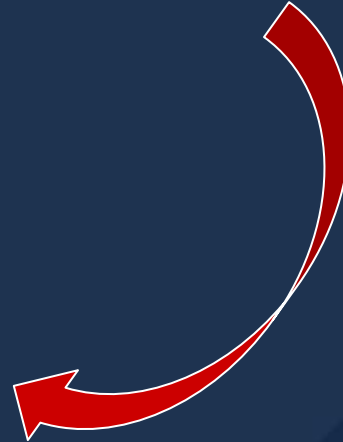
ADD TO CARD

- Members
- Labels
- Checklist
- Due Date
- Attachment

POWER-UPS

- Slack
- Start Task**
- Zendesk

[Get More Power-Ups](#)



Activity Hide Details

AA **Alyssa Arce** a minute ago

Please assign someone to this card before you Start Task

[Edit](#) [Delete](#)

AA **Alyssa Arce** transferred this card from [Research Data Services](#) a minute ago

AA **Alyssa Arce** transferred this card to another board a minute ago

Update Storage Share - Doe Lab
in list [To Do](#)

Members **Labels** **Due Date**

AA + Customer SSPS + Jun 26 at 7:00 AM

Description Edit

Requester: Jane Doe jd@domain.com
Request: Increase allocation from 1TB to 5TB
Effective Date: 6/16/2019
See ticket 1234 for additional details

SSPS Hide completed items Delete

33%

- Increase or decrease quota on primary and backup nodes
- Update customer page to reflect the new quota size
- Send customer completion notice

Add an item

Client Services Hide completed items Delete

50%

- Update Order to reflect new quantity
- Append relevant Emails to Order for tracking
- Add Internal Note to Order indicating when and how the Order was updated, and who requested the change
- Verify Order generates Invoice in next billing cycle

Add an item

ADD COMMENT

AA Billing changes are live.

Backlog

Live

Interpersonal Communications - not EASY



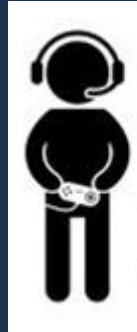
Interpersonal Communications - not EASY

- Imagine the following people in a room

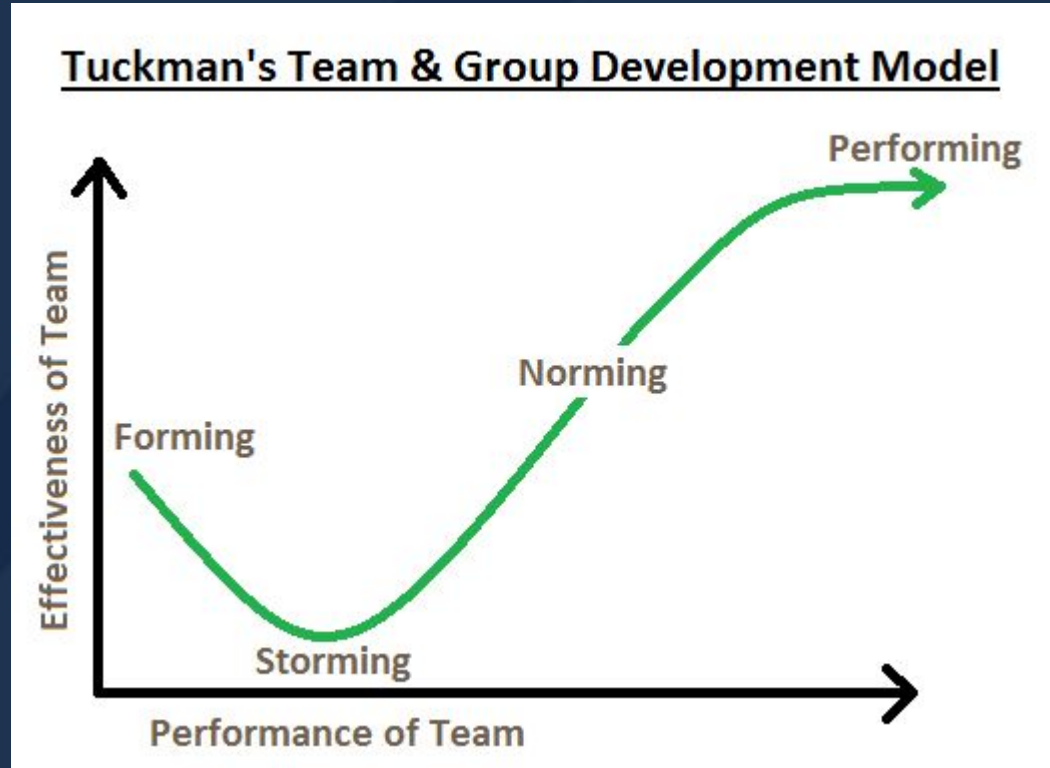
Piano player, introvert,
never worked on a project
before, <1 year on job

Video game player,
extrovert, working on 3
projects, 4 years on job

Intramural sport player,
introvert, working on 5
projects, 15 years on job



Interpersonal Communications - not EASY



Retrospectives / Lessons Learned

Retrospectives

- Happen at the end of each sprint (usually a 2-3 week period of work)
- Are a means to get immediate feedback on the work just completed
 - Offers ability to course-correct and deliver immediate positive impact on the next sprint
- Should be attended by all team members
 - Helps to increase shared understanding as well as builds team communication
- Should not be long! (hour maximum)
 - Not designed to be a scream session, lessons should be learned in a calm manner
- Are often cut from the sprint schedule - try to avoid this mistake
 - This is the best opportunity for feedback on the state of the project, don't throw that away!

What can I do tomorrow if I do/don't have a PM?

- *Daily stand-up (even just following the process yourself)*
- *Familiarize yourself with Agile terms*
- *Talk with your PM about Agile*

Glossaries of Agile/SCRUM terms

- [PMI-ACP Glossary](#)
- [Agile Glossary](#)
- [Agile guide to team management](#)

Closing Remarks

- Adam Tilghman
- Questions from audience

Credits - just in case...

Office Space. Directed by Mike Judge

Performances by Ron Livingston, Gary Cole, John C. McGinley, Paul Willson, Richard Riehle

20th Century Fox, 1999

The Office. Directed by David Rogers, Rajiv Mehra, Tucker Gates, Ken Kwapis

Performances by Steve Carell, Jenna Fischer, Rainn Wilson, B.J. Novak, John Krasinski

NBC Universal, 2013

Dilbert. Scott Adams

Depictions of various comic strips

Andrews McMeel Publishing, 1989 to present

Star Wars. Directed by George Lucas

Depiction of Millennium Falcon

LucasFilm Limited, 1977 to present

Anchorman: The Legend of Ron Burgundy. Directed by Adam McKay

Performances by Will Ferrell, Paul Rudd, Steve Carell, David Koechner

Dreamworks Pictures, 2004