

Scope is the BIG Picture

Presented by Heather Mylan-Mains, CBAP, MBA, CSM

BAs Without Borders

Please share your experiences today



@heatherM_M

#pmot

@pmihnl



Scope Requires Communication & Context

- Communication
 - Community
 - Collaboration
 - Reciprocity
 - See the big picture
- Context
 - Framework
 - Boundary

@heatherM_M

What is Communication?

What it can feel like...



@heatherM_M

Let's Communicate!

Goal of Activity: To place pictures face down in sequential order.

RULES:

1. Look at your picture and study it.
2. DO NOT show anyone your picture.
3. Describe your picture to others **without showing** your picture to anyone.
4. Ask and answer questions about the pictures to determine sequence.
5. Put pictures face down in sequential order

@heatherM_M

Lets communicate!

Goal of Activity: To place pictures in sequential order.

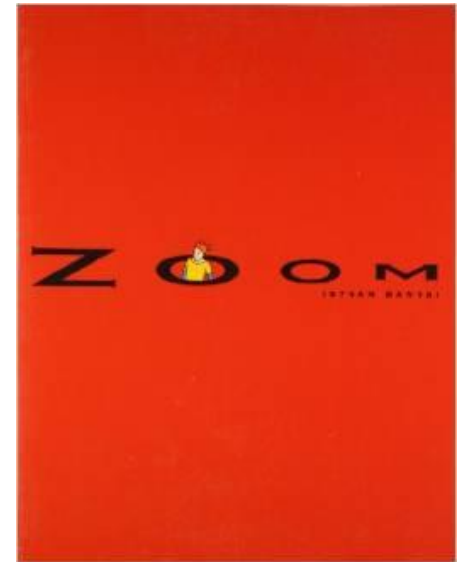
Rules

1. Without talking, put the pictures in order

@heatherM_M

How does this activity relate to my work?

- Must know context of business
- Must understand the big picture AND the details
- Must listen to understand
- Must be clear in our questions
- Must confirm understanding
- Must communicate clearly to team-
- Ohana-include the whole community
- Must lead the team!



@heatherM_M

Listening skill is key

"I only wish I could find an institute that teaches people how to listen. Business people need to listen at least as much as they need to talk. Too many people fail to realize that real communication goes in both directions."

— Lee Iacocca

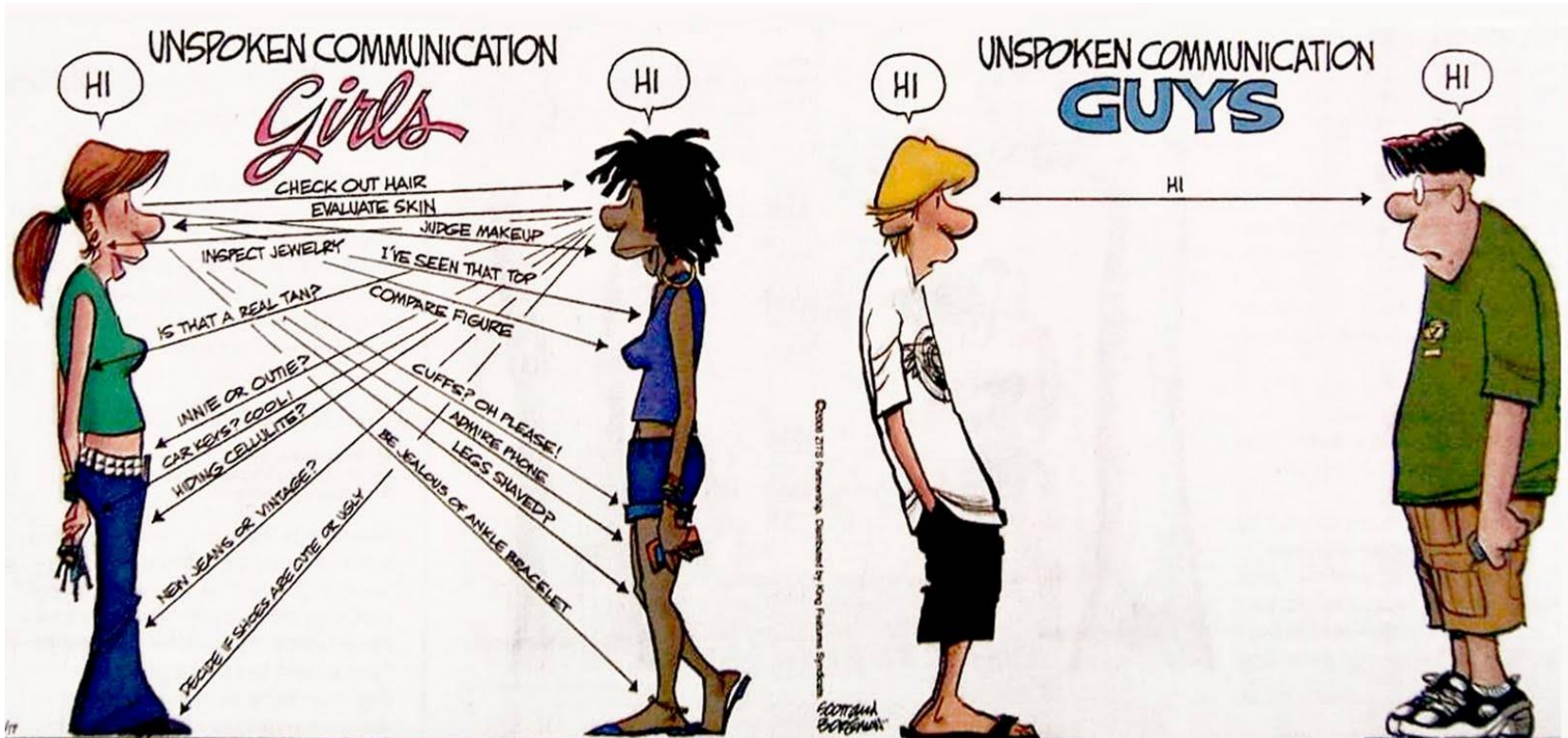
Former CEO Chrysler Corporation

"A good listener is not only popular everywhere, but after a while he knows something."

— Wilson Mizner

@heatherM_M

EFFECTIVE COMMUNICATION



How do I understand Context

- Techniques

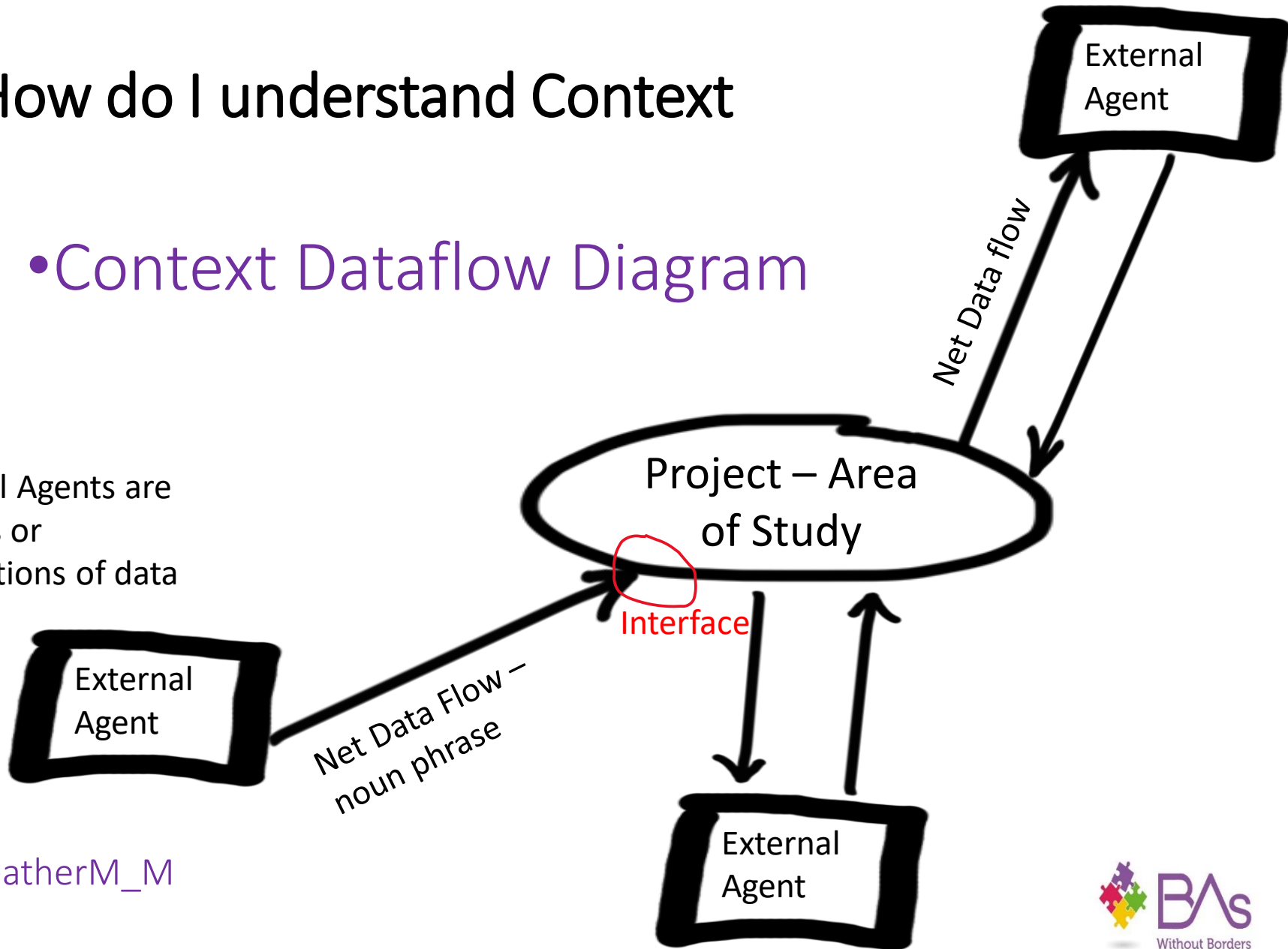
- Context Data Flow Diagram
- Structured Problem Statement

@heatherM_M

How do I understand Context

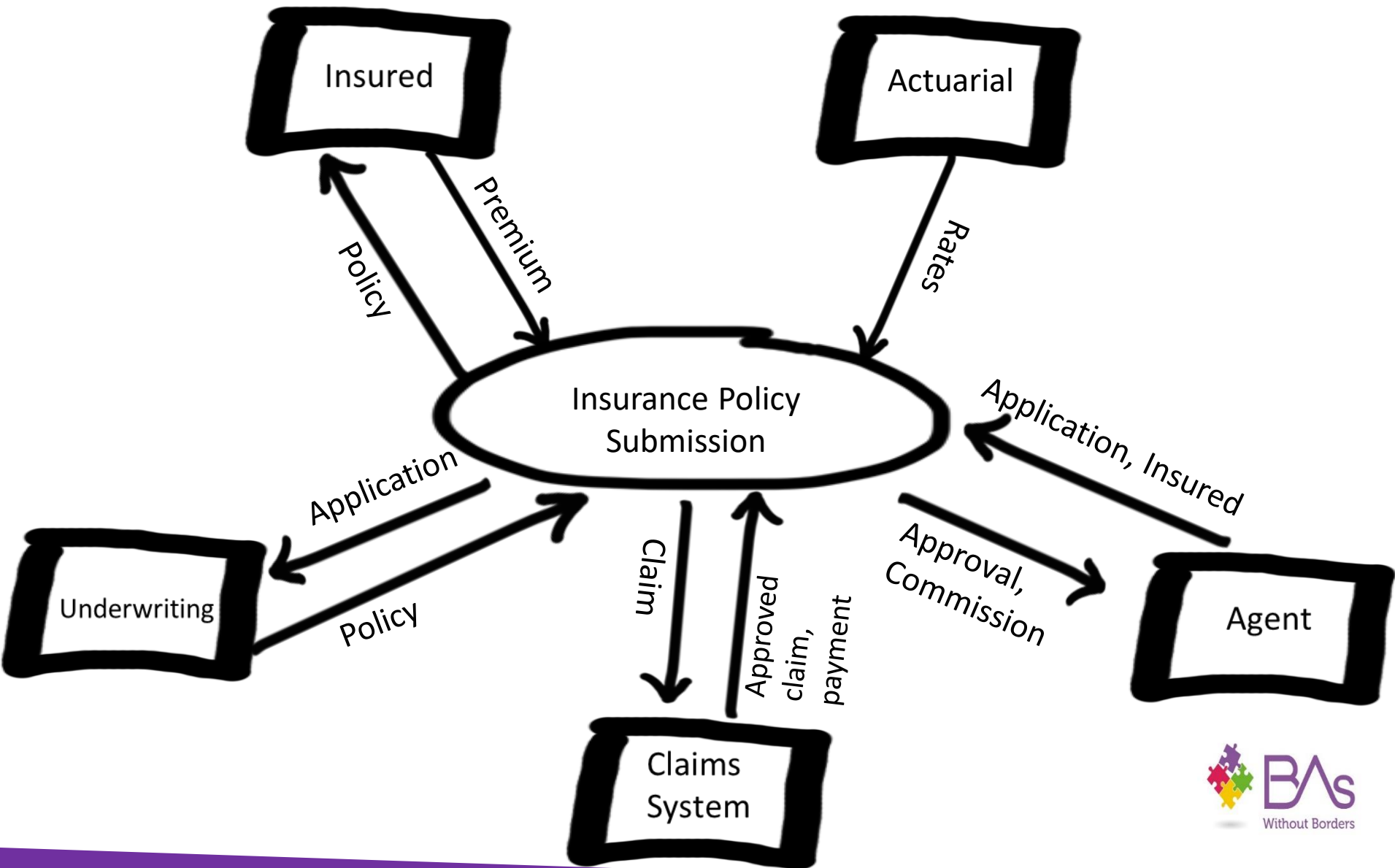
- Context Dataflow Diagram

External Agents are Sources or destinations of data



@heatherM_M

How do I understand Context



How do I understand Context

Structured Problem Statement

Four parts

1. The problem of [Name the problem]
2. affects [name the stakeholders that are affected]
3. the impact of which [what is the impact to the stakeholders]
4. A successful solution [what would the outcome be? This isn't the solution]

@heatherM_M

How do I understand Context

Structured Problem Statement

The problem of the unclear scope affects stakeholders, project teams and customers, the impact of which is missed requirements, project delays, and solving the wrong problems. A successful solution would clarify the problem and ensure shared understanding.

@heatherM_M

Scope IS the Big Picture – wrap it up!

- Be clear in our questions to see the whole
- We need each other to understand the context
- Scope is visual and text
- Analysis techniques will clarify scope

What did we learn?





Stay connected!

Email heather@baswithoutborders.com

Linked in:

Heather Mylan-Mains

Blog:

www.BAsWithoutBorders.com

Twitter:

@HeatherM_M

