WIKIFREE FIELD NOTES

60 Essential Agile, Scrum, and Kanban Terms



wikifree.com

One booking problem, three ways to help

Customers abandon checkout when a fee appears too late.

01 Agile

A way of working that values small deliveries and changes direction as people learn.

The team tests an earlier fee preview with five customers.



02 Scrum

A framework for tackling complex work in Sprints and adapting from what the team learns.

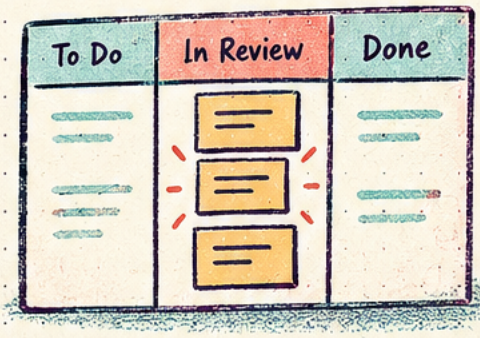
The Sprint Goal is to let customers see the full price before checkout.



03 Kanban

A way to improve how work flows by making it visible, managing work in progress, and adjusting the workflow.

Three changes are waiting for review. The team reviews one before starting another.



Build a little, learn a little

CASE 02

The team has one week to improve how travellers see the price.

04 Incremental development

Deliver a usable piece of the product, then add another piece that works with it.

Show the total for one-way tickets first. Add return tickets next.



05 Iterative development

Revisit something you already built and improve it with what you learn.

Customers miss the total in small print. The team tries a larger price label.



06 Feedback loop

Get a result back to the people who can act on it, then check what changed.

Watch five people book, revise the label, and watch the next five.



Source / Agile Alliance

Write a change small enough to try

CASE 03

The team needs a clearer request than "fix checkout."

07 User story

A short description of a need from the perspective of someone who benefits.

As a traveller, I want to see the full price so I can compare flights.



08 Acceptance criteria

Observable conditions that tell you whether this particular story meets the need.

A fare of $100 plus a $20 fee must show $120 before payment.



09 Story splitting

Divide a large story into smaller changes that each deliver a useful result.

Start with one adult fare. Handle group bookings in a later story.



Measure what the change achieves

CASE 04

The new price label is live. Has it helped anyone book?

10 Minimum viable product (MVP)

A minimal offering that lets a team test an important assumption with real users.

Show a working fee preview on one route to test whether travellers use it.



11 Output

Something the team produces or delivers that you can identify or count.

The team released one fee preview and two revised booking screens.



12 Outcome

A change in behaviour or results for the people using the product.

In a comparable sample, 72 of 100 travellers finished checkout, up from 60.



Make a decision from evidence

CASE 05

A status report says the fee change is ready. The demo reveals a gap.

13 Transparency

Make the real state of work visible and understandable to the people making decisions.

Mark group fares as untested so everyone sees the same risk.



14 Inspection

Examine the product or progress frequently enough to spot meaningful differences.

Try a four-person booking and compare the total with the quoted fare.



15 Adaptation

Change the work or the plan in response to what the inspection revealed.

The group total is wrong. The team changes its plan to correct it.



The All-in-One PM Templates Bundle

940+ Premium Templates • One Payment • Lifetime Access

$49

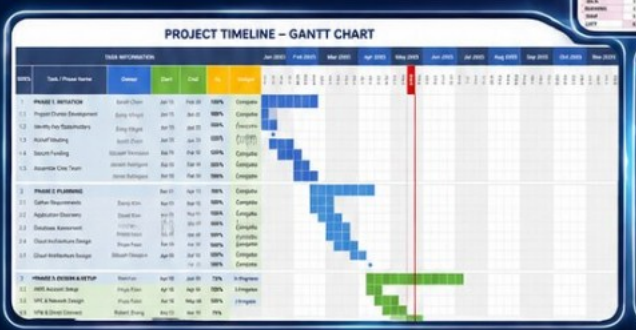
SAVE 94%

Worth $3,300+











EXCEL & GOOGLE SHEETS | PROFESSIONAL & RELIABLE | AUTOMATED DASHBOARDS | SAVE TIME & STAY ON TRACK | INSTANT ACCESS DOWNLOAD

GET LIFETIME ACCESS

Know who owns each decision

CASE 06

A pricing rule changes while the booking team is building a release.

16 Product Owner

The person accountable for maximising product value and managing the Product Backlog effectively.

The Product Owner orders the tax fix ahead of a cosmetic change.



17 Scrum Master

The person accountable for establishing Scrum and helping the Scrum Team become more effective.

The Scrum Master helps the team tackle a recurring review delay.



18 Developers

The people in the Scrum Team accountable for creating a usable Increment each Sprint.

A tester, designer and engineer plan together how to verify the new fare.



Give the backlog a direction

CASE 07

Several routes need better pricing. The team has to choose where to start.

19 Product Goal

A future state of the product that gives the Scrum Team a longer-term objective.

Travellers can compare total fares across all routes before they choose one.



20 Product Backlog

An ordered, evolving list of work needed to improve the product.

The first item covers domestic fares. International tax rules follow later.



21 Backlog refinement

The ongoing work of breaking down and clarifying Product Backlog items.

The team splits international pricing by tax region and clarifies the first example.



Give the Sprint a purpose

CASE 08

The team can change its daily plan while it works toward one objective.

22 Sprint

A fixed-length Scrum event of one month or less in which the team creates value.

The team uses two-week Sprints. A new Sprint starts when this one ends.



23 Sprint Goal

The single objective for the Sprint. It guides decisions when the details change.

Let domestic travellers see the full fare before selecting a flight.



24 Sprint Backlog

The Sprint Goal, the selected Product Backlog items, and the Developers' plan for delivering them.

The Developers add a missing tax test and adjust the implementation steps.



Choose the right conversation

CASE 09

A booking team needs a plan, a daily check, and feedback on the result.

25 Sprint Planning

The Scrum Team agrees why the Sprint matters, what it can achieve, and how to begin.

The team sets its fare goal, selects work, and sketches a delivery plan.



26 Daily Scrum

A 15-minute event for the Developers to inspect progress toward the Sprint Goal and adapt their plan.

Two Developers pair today to unblock the tax check.



27 Sprint Review

The Scrum Team and stakeholders inspect the Sprint outcome and discuss what to do next.

Travel agents try the new fare display and identify a missing child fare.



Agree what is ready to use

CASE 10

The fare display looks finished. The team checks the product and its working habits.

28 Sprint Retrospective

The Scrum Team inspects how it worked and plans improvements to quality and effectiveness.

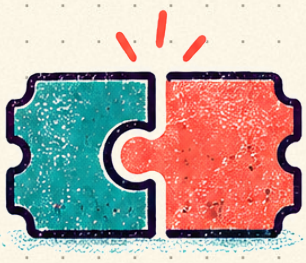
The team decides to involve a tester when the next story is discussed.



29 Increment

A usable step toward the Product Goal that works with earlier Increments and meets the Definition of Done.

The verified fee preview now works alongside the existing seat selector.



30 Definition of Done

A shared description of the quality measures an Increment must meet.

A screen that still fails the agreed accessibility check cannot count as Done.



Use estimates with care

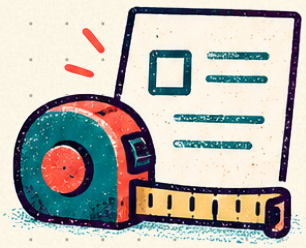
CASE 11

The team wants a forecast for the next Sprint. Estimation practices are optional in Scrum.

31 Estimation

A judgement about the size, effort or duration of work, based on what is known.

The Developers estimate the tax update after checking which routes it affects.



32 Story points

A team-specific unit for comparing the relative size of work, including uncertainty.

This team gives the known label change 2 points and the unfamiliar tax rule 5.



33 Velocity

The amount of estimated work a team finishes per iteration, often measured in story points.

This team finished 14, 18 and 16 points. It uses that range to discuss capacity.



Define the journey of a ticket

CASE 12

When does work on a fare change actually start, and when is it finished?

34 Work item

One unit of potential value that moves through the workflow you have defined.

"Show the full child fare" is one item the booking team can track.



35 Workflow

The path work takes through a process, with an agreed start and finish.

For this team, work starts in Build and finishes when verification passes.



36 Definition of Workflow

The shared rules for items, states, boundaries, WIP control, flow policies and the service level expectation.

The team records its Build start, verification finish, review limit and expected delivery time.



Make the board guide action

CASE 13

A review column is filling up. The team must decide when another ticket may enter.

37 Kanban board

A visual representation of the workflow and the items currently moving through it.

A card in Review shows where the child-fare change is waiting.



38 Explicit policy

A visible, agreed rule that guides a workflow decision.

A fare change enters Review only when its test evidence is attached.



39 Pull

Start or move an item when the receiving step has capacity under the agreed rules.

A reviewer finishes one card, then pulls the next eligible fare change.



Count work that is still open

CASE 14

A tax ticket is waiting for a supplier reply. It still occupies capacity.

40 Work in progress (WIP)

The number of items that have started but have not reached the defined finish.

Two items are in Build and one is in Review. Total WIP is 3.



41 WIP limit

An explicit cap on work in a particular state or group of states.

Review already has 2 items and its limit is 2. A third item waits.



42 Blocked item

An item that cannot advance until an obstacle is removed. It may still count as WIP.

Flag the missing tax ruling and name the person who will follow up.



Source / Scrum.org

Find where the work is waiting

CASE 15

Developers keep finishing changes, yet customers still wait for releases.

43 Queue

Items waiting for the next step to begin working on them.

Five completed fare changes are waiting for a reviewer to pick them up.



44 Bottleneck

The step or constraint that limits how much the whole system can finish.

Build sends 6 changes a week, but Review can clear only 4. Its queue grows.



45 Swarming

Several team members focus on the same item to help move it to completion.

A Developer and a reviewer pair on the oldest tax change before pulling more work.





Learn from 350+ top universities and companies

ILLINOIS

Duke UNIVERSITY

Google

UNIVERSITY OF MICHIGAN

IBM

VANDERBILT UNIVERSITY

JOHNS HOPKINS UNIVERSITY

Invest in your career

Explore new skills

Access 10,000+ courses in AI, business, technology, and more.

Read three different clocks

CASE 16

A fare request arrives Monday at 09:00, starts Tuesday at 09:00 and finishes Friday at 09:00.

46 Cycle time

Elapsed time from the defined start of an item to its finish.

Tuesday to Friday is 3 calendar days of cycle time.



47 Work item age

Elapsed time from the defined start until now for an item that is still open.

On Thursday at 09:00, the same unfinished item was 2 days old.



48 Lead time

Elapsed time between the chosen request point and delivery. State those boundaries when reporting it.

With request on Monday and delivery on Friday, lead time is 4 calendar days.



Count deliveries over time

CASE 17

Support wants more frequent fare corrections. The team checks how it delivers.

49 Throughput

The number of work items finished in a specified interval.

Twelve fare changes finished over four weeks. Average throughput was 3 per week.



50 Batch size

How many items are grouped for processing or release at the same time.

Releasing 2 verified fixes together gives a batch size of 2.



51 Cadence

A regular rhythm for an activity such as replenishment, review or release.

The team reviews its queue every Tuesday and can release verified fixes any day.



Source / Scrum.org

Make a time forecast

CASE 18

The booking team has cycle times for 20 comparable, completed small fixes.

52 Service level expectation (SLE)

A forecast with a time and a probability for one item to move from start to finish.

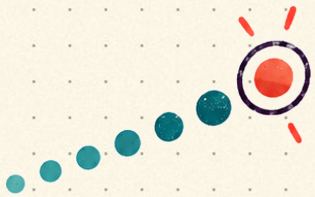
The team expects 85% of small fixes to finish within 6 days of starting.



53 Percentile

A value at or below which a stated proportion of observations falls.

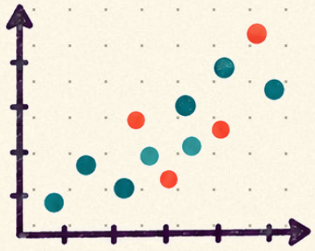
If 17 of 20 fixes finished within 6 days, 85% met that threshold.



54 Cycle time scatterplot

A chart that plots each finished item's cycle time against its finish date.

Inspect the 12-day dot to learn why that fare fix took longer than most.



Spot a growing queue

CASE 19

The board looks busy. These measures show whether waiting is building up.

55 Cumulative flow diagram

A chart of cumulative item counts at workflow boundaries over time. A widening band signals accumulating work.

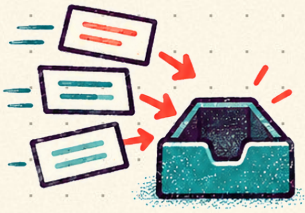
The widening Review band prompts the team to inspect the review queue.



56 Arrival rate

The number of items entering a chosen boundary per unit of time.

Eight changes enter the review queue and five leave it this week. Three more are waiting at week's end.



57 Flow efficiency

Active work time divided by total elapsed time for the same item and boundaries.

A fix receives 2 hours of active work over 10 elapsed hours. Flow efficiency is 20%.



Choose the next improvement

CASE 20

The team wants to test a change to Review while keeping delivery sustainable.

58 Hypothesis

A specific, testable prediction about what will happen if the team changes something.

If reviews happen twice daily, typical time spent waiting for Review will fall.



59 Experiment

A bounded trial with a change, a measure and a way to judge the result.

Try two review windows for two weeks. Compare median wait with the previous two weeks.



60 Sustainable pace

A working rhythm that people can maintain over time while delivering quality work.

Keep the new review windows only if waiting falls without routine overtime or more defects.

