

Agile Adoption Trends in Information Development

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Participants



Type of content produced

Documentation:

- 96% end user
- 58% internal



Help
systems:
70%



Videos:
49%

Web content:
46%



Learning content:
37%

Use of Agile



41% have not
discussed using it

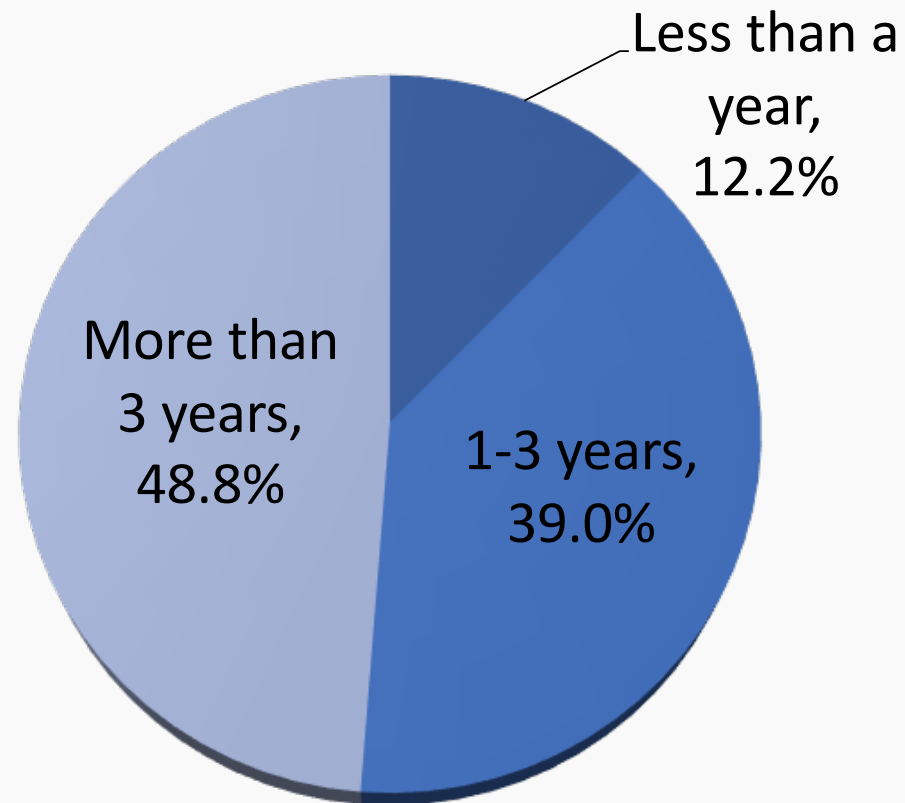


12% plan on
adopting in the near
future

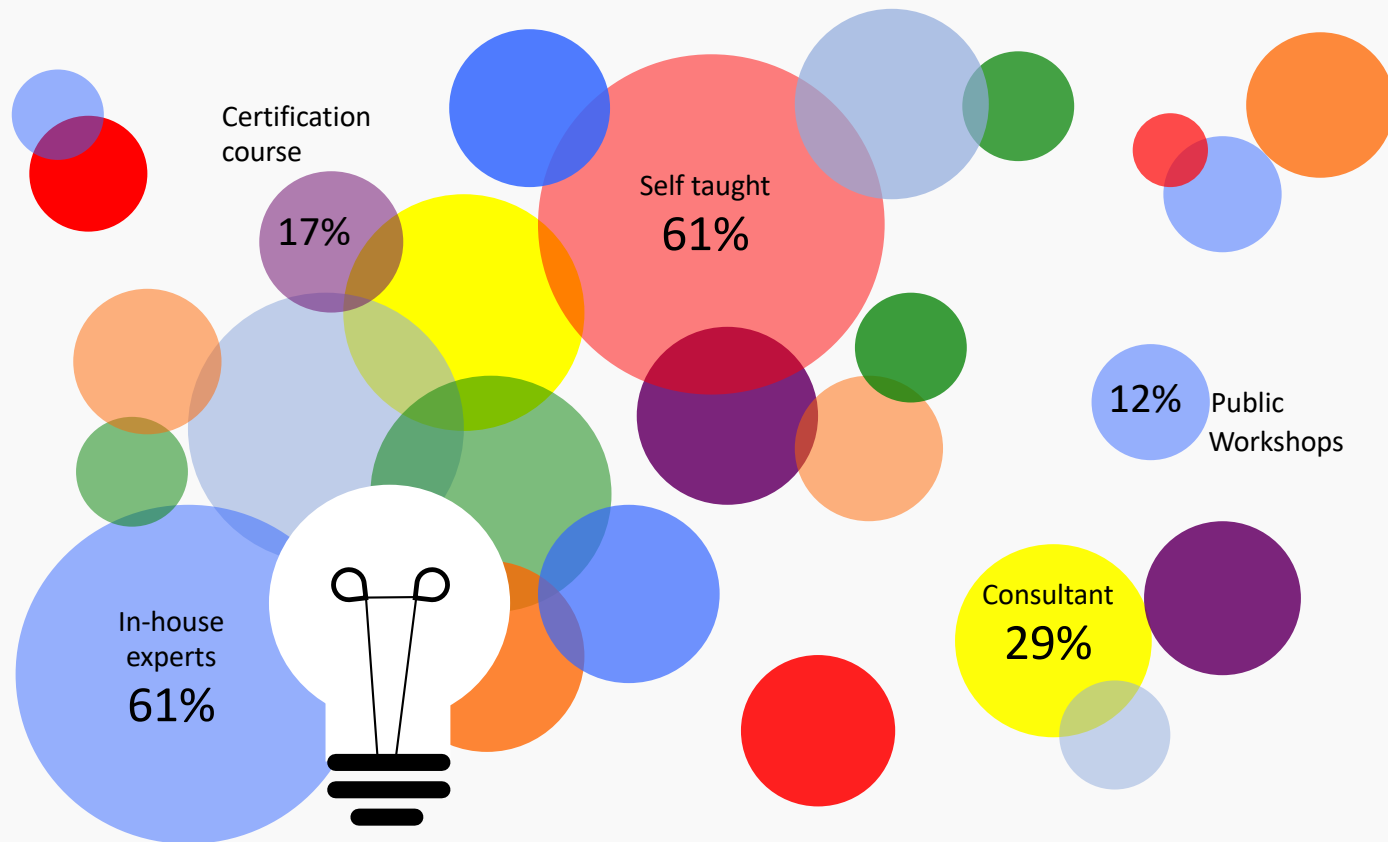


12% decided not to
implement it

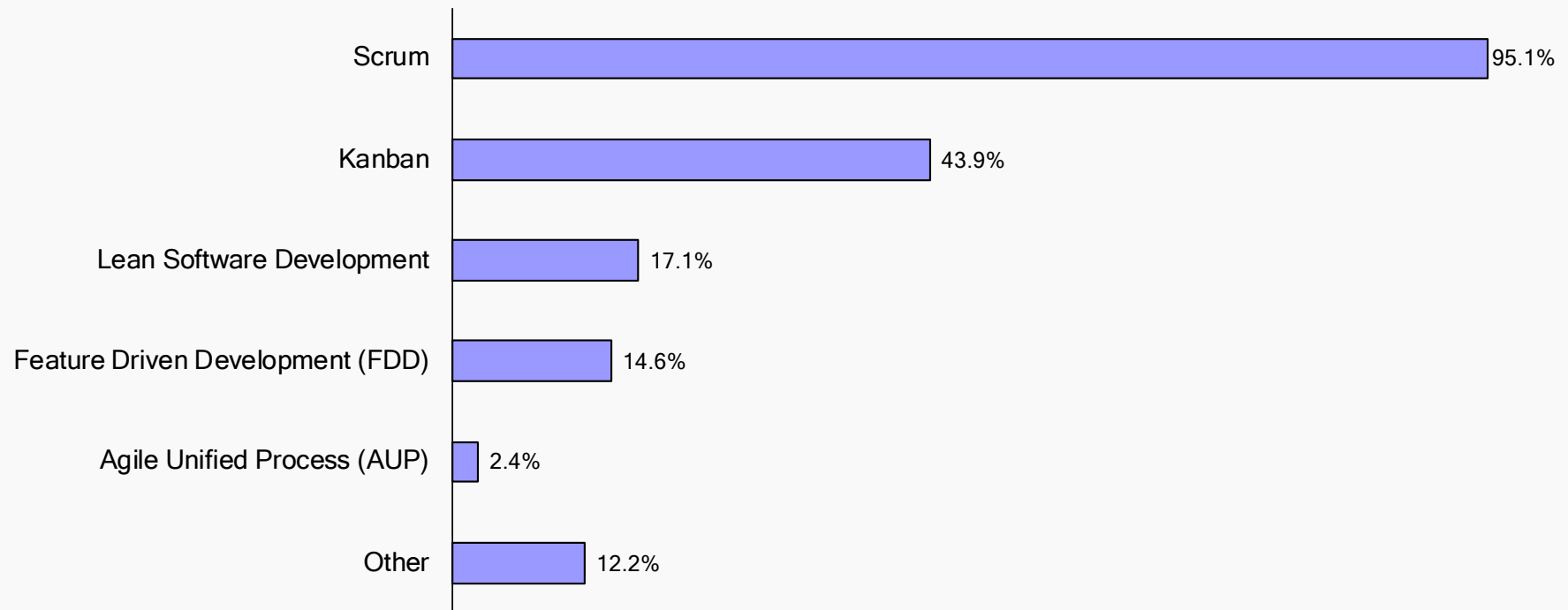
Experience with Agile



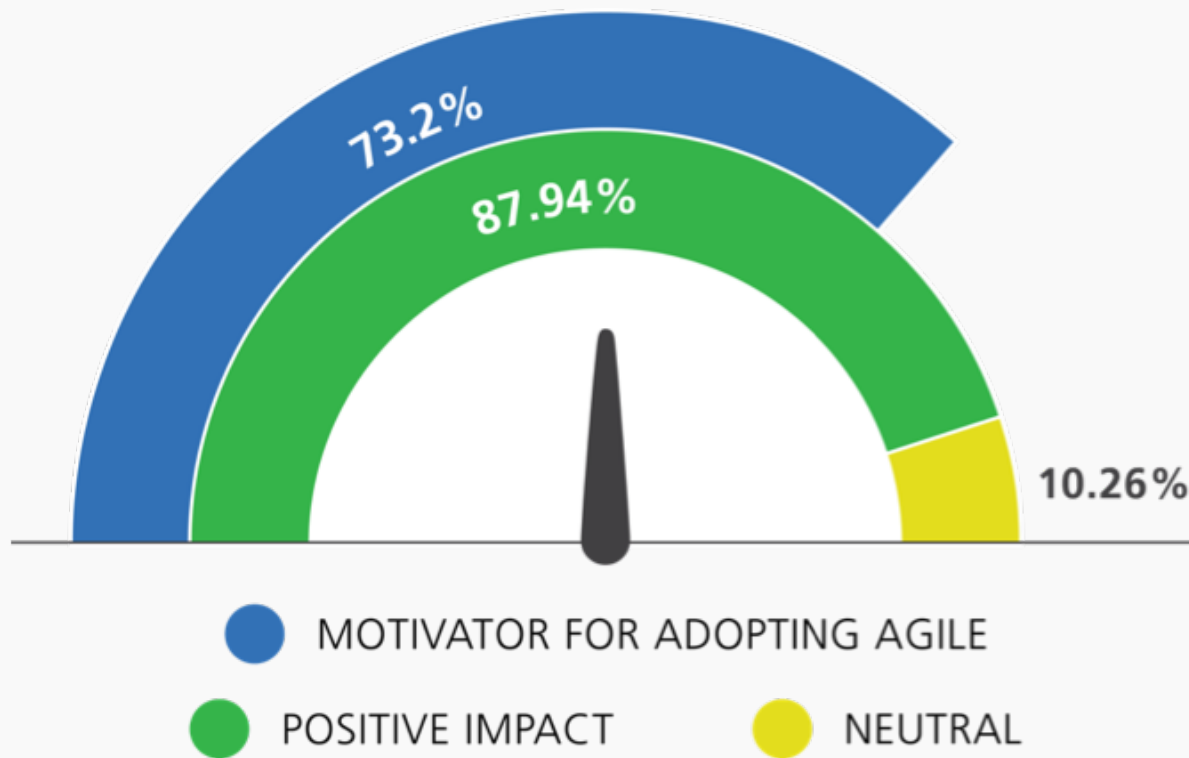
Agile training received



Agile methodologies



Collaboration



Scrum team size



< 5 people
12.5%

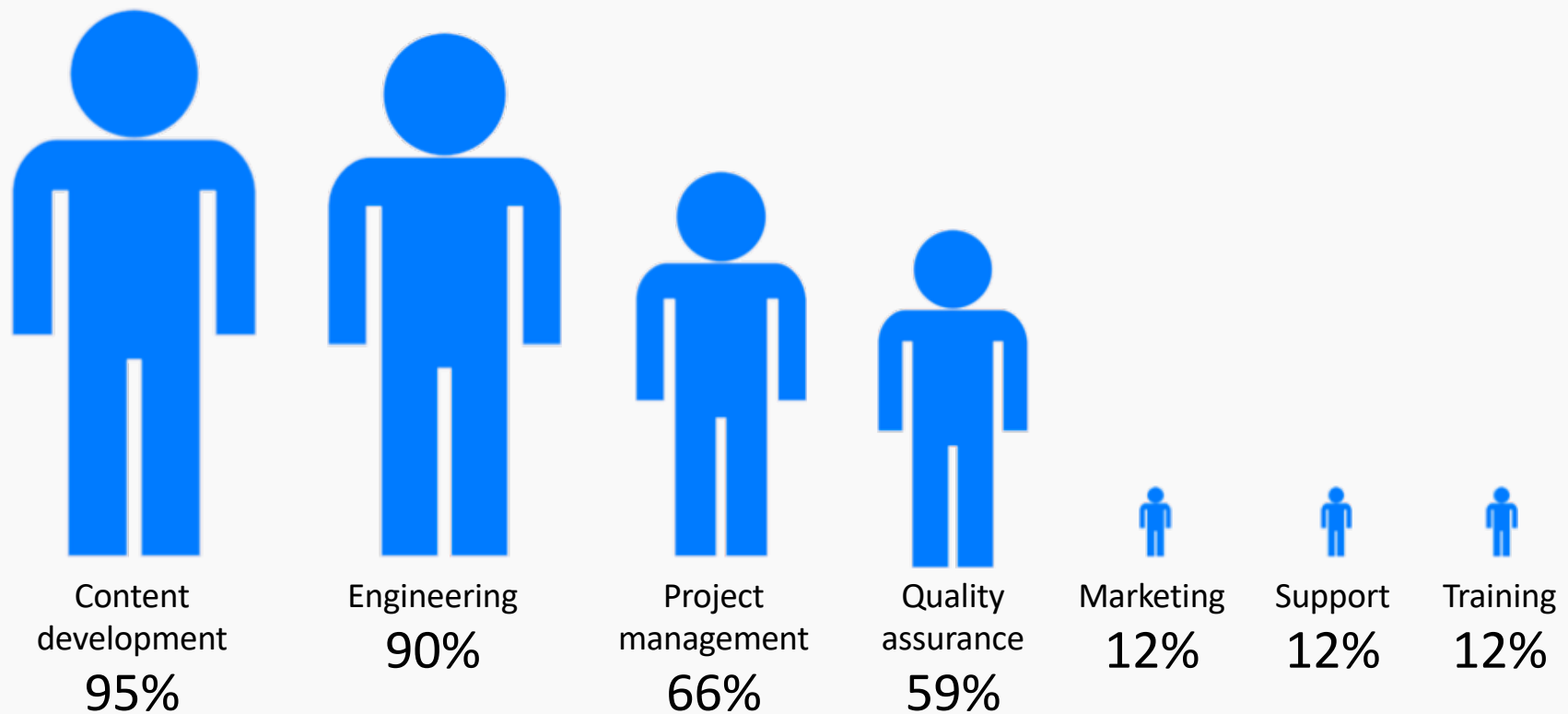


5-10 people
62.5%

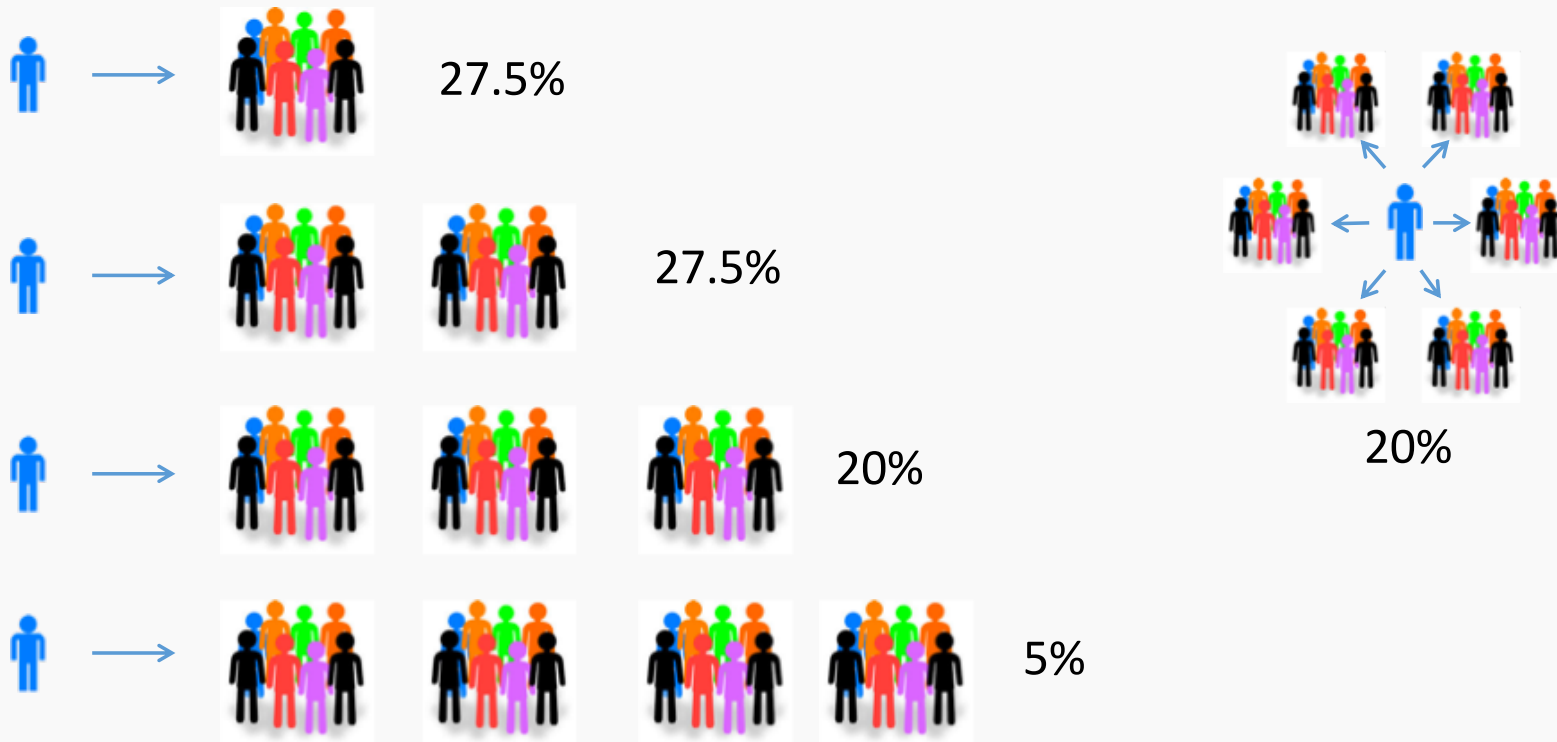


>10 people
20%

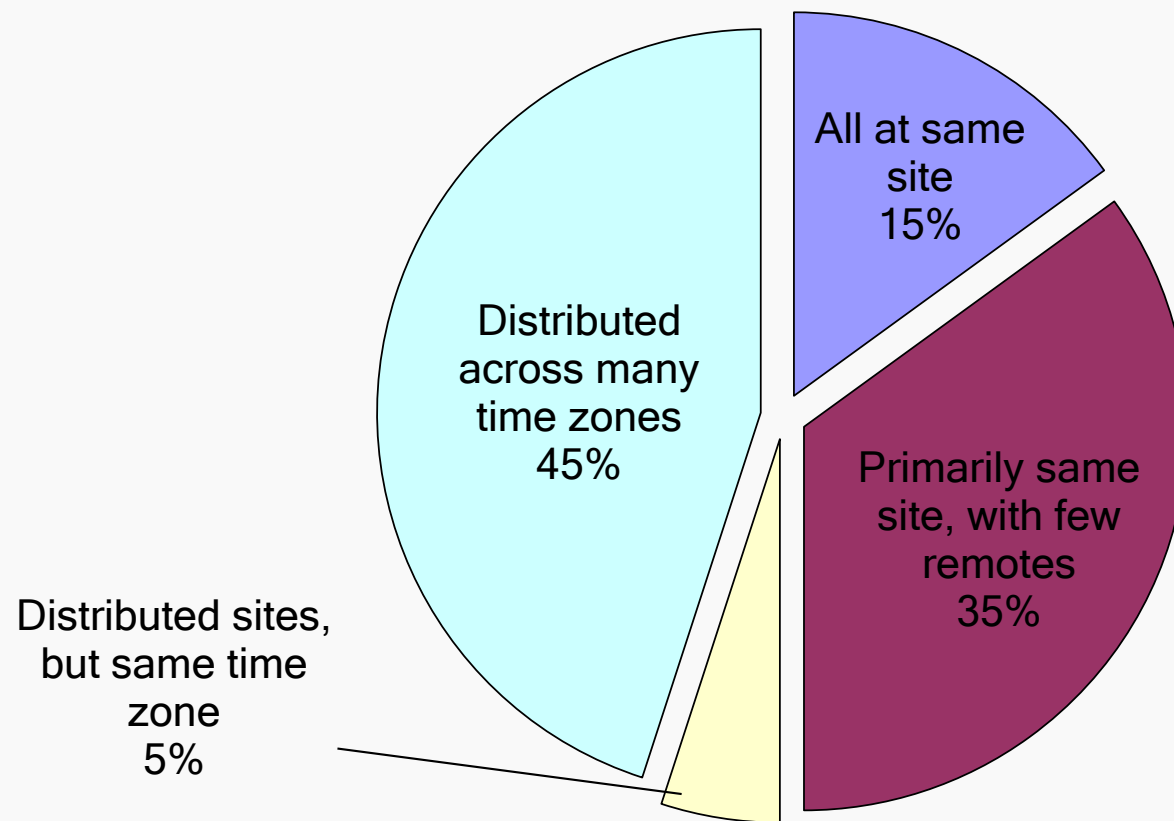
Scrum team composition



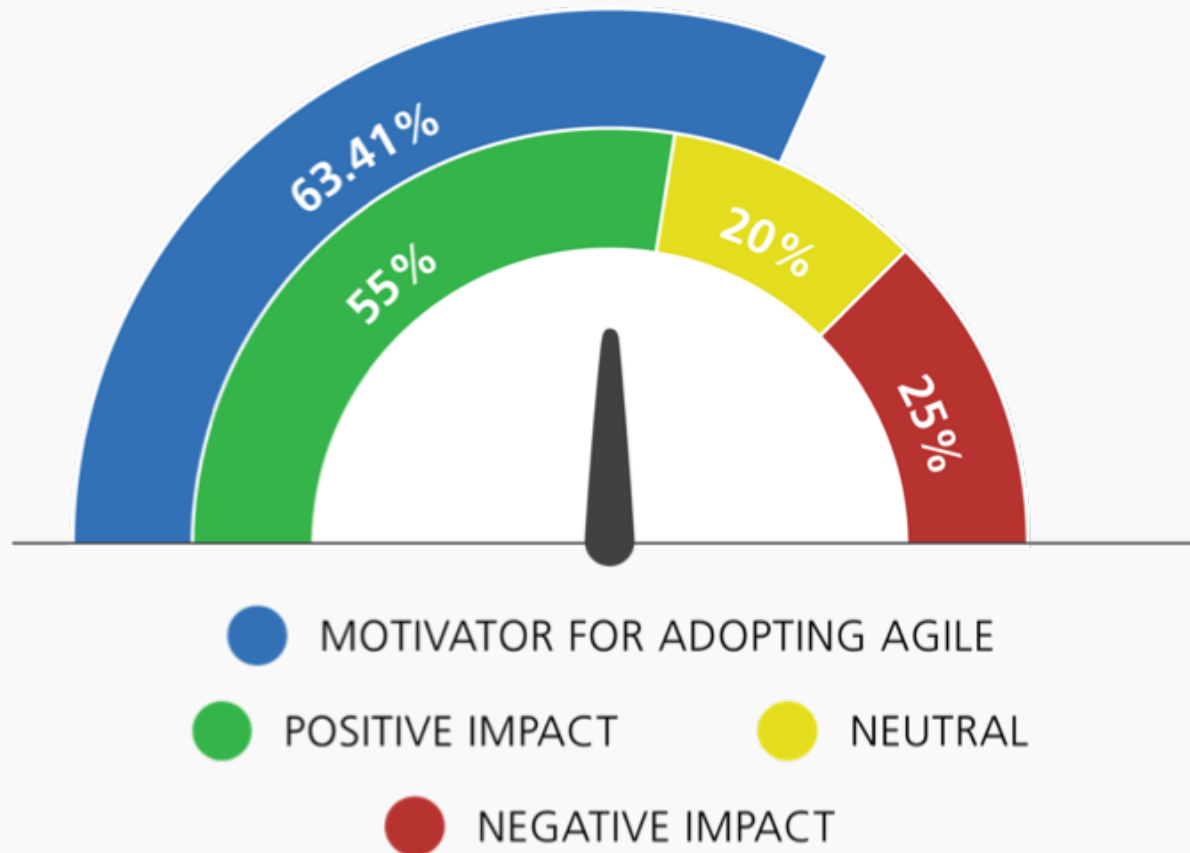
Writer-to-Scrum team ratio



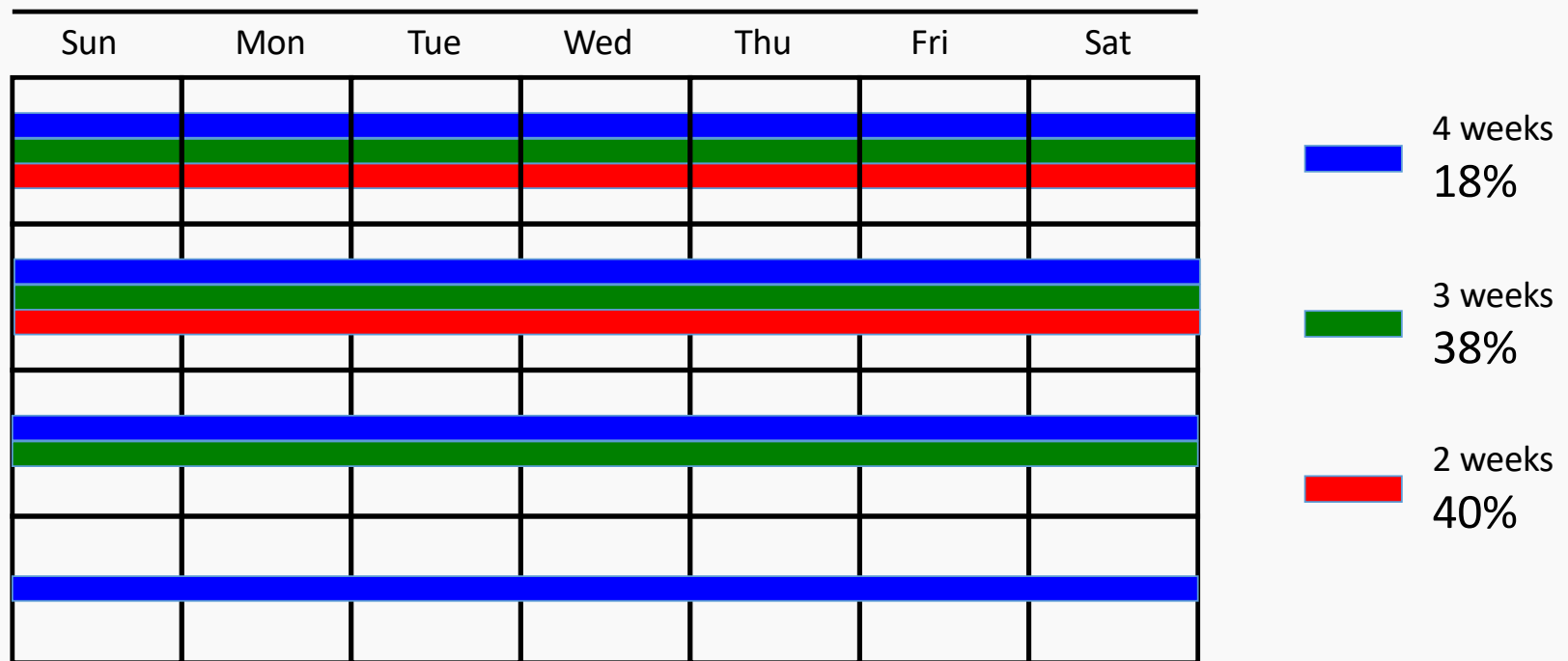
Geographic distribution



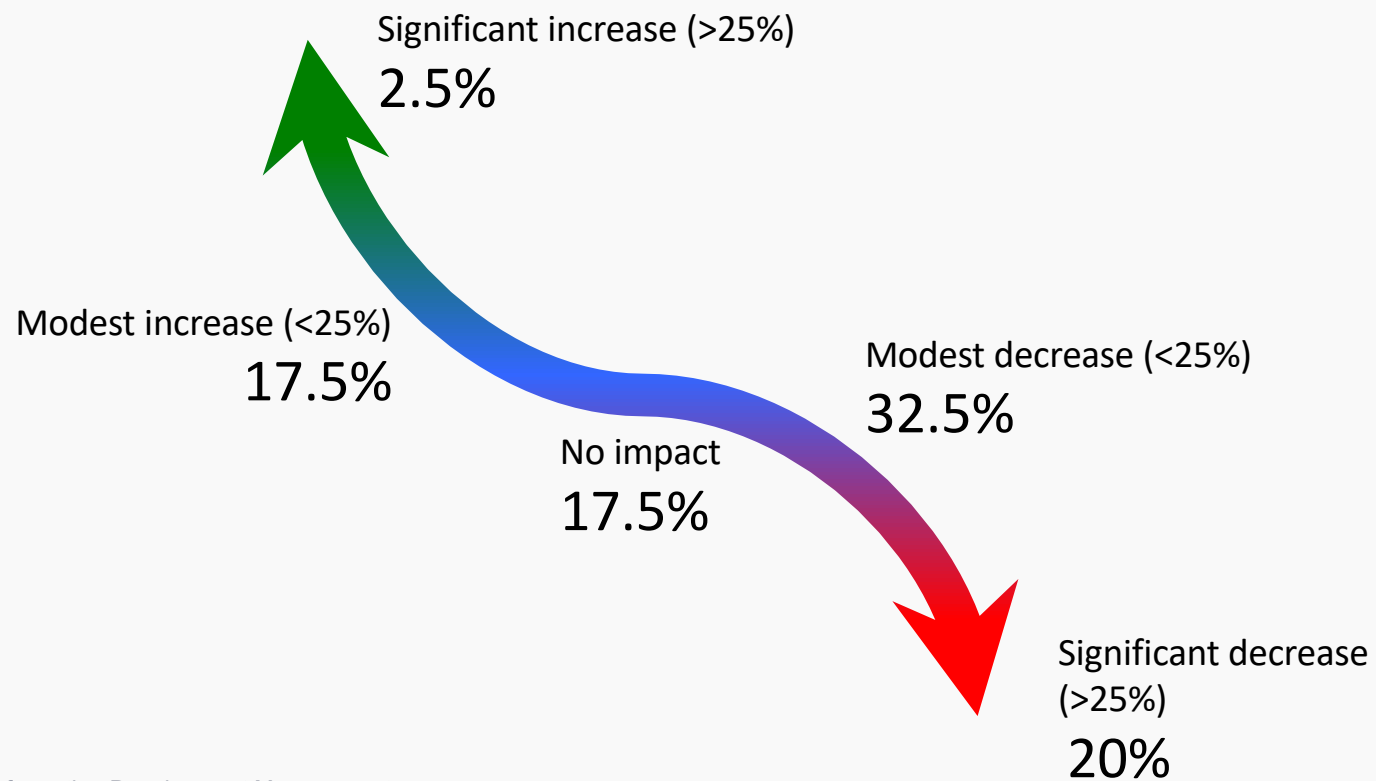
Development time



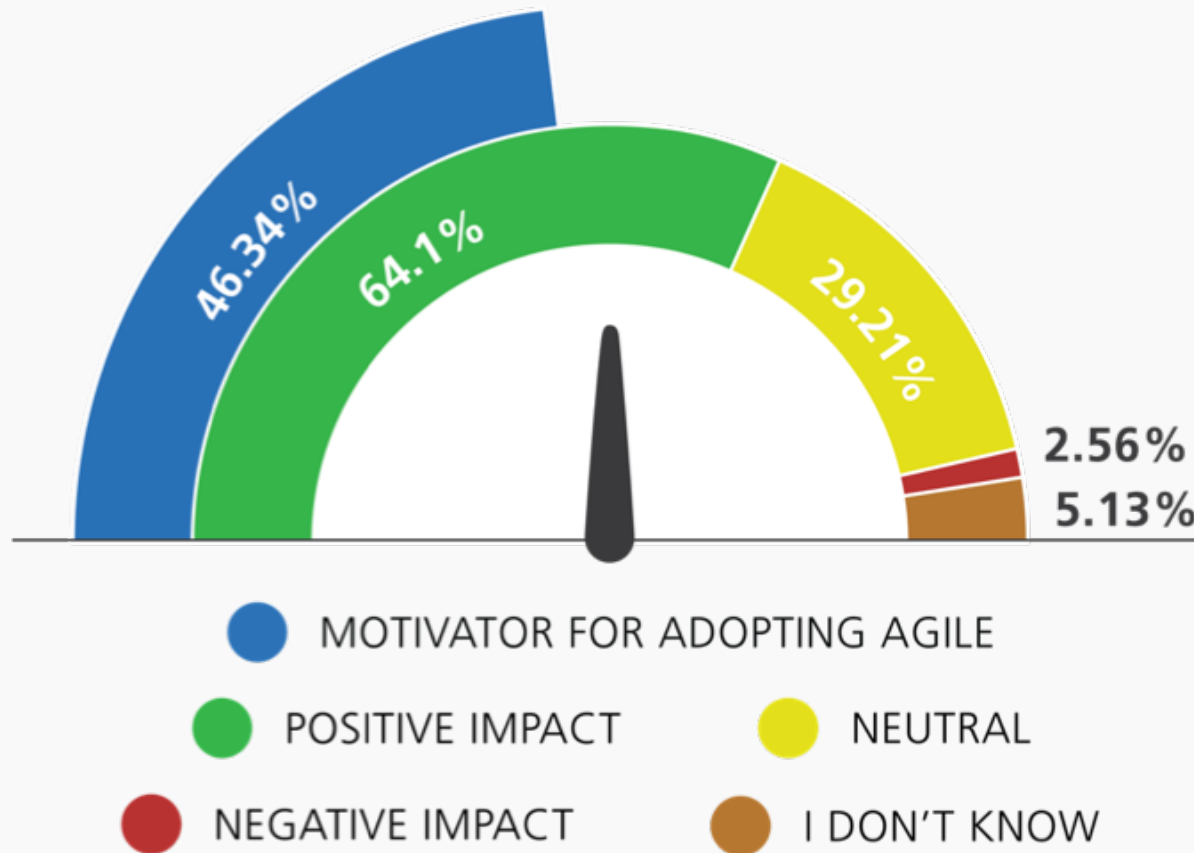
Sprint length



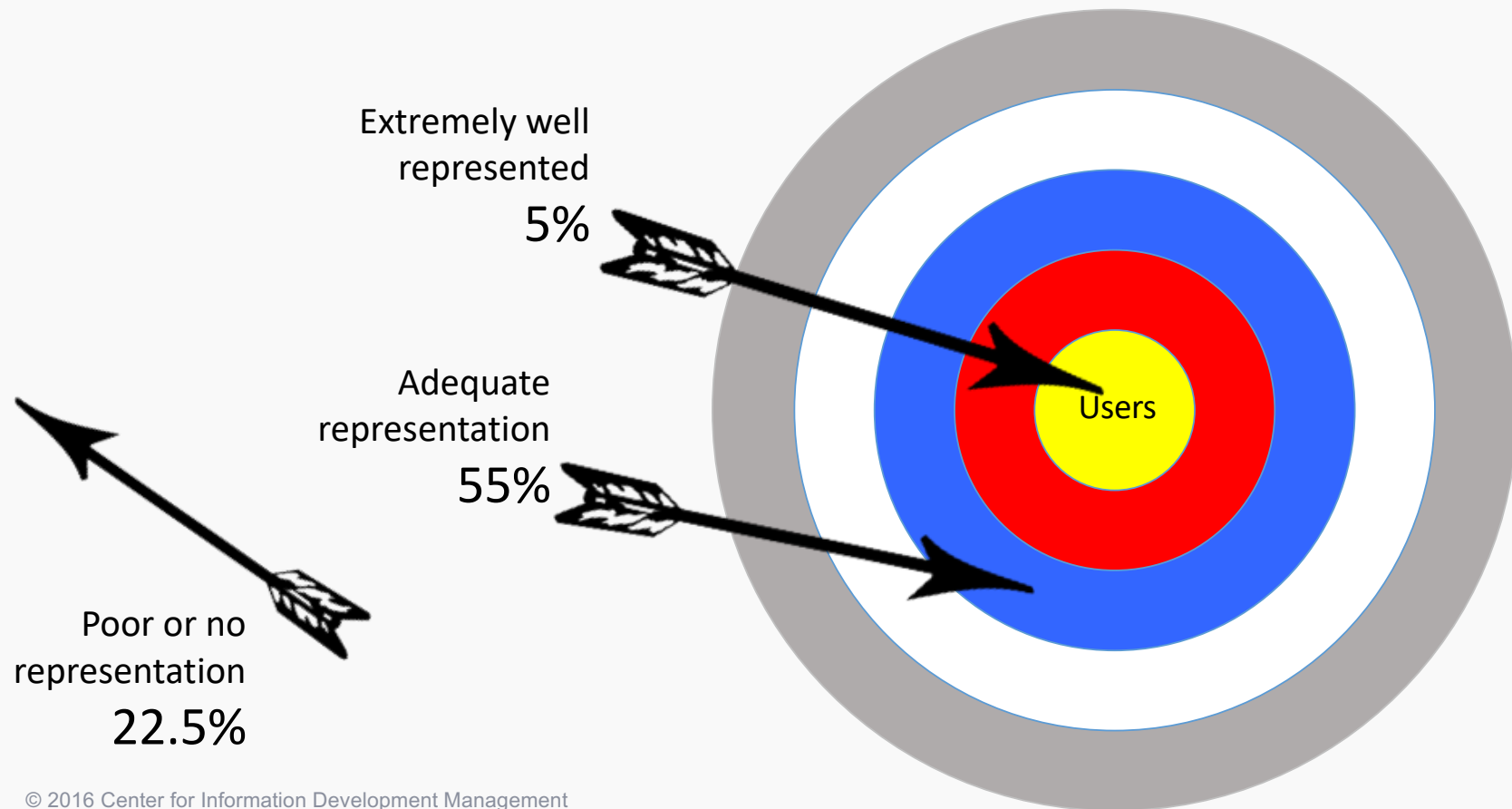
Development time



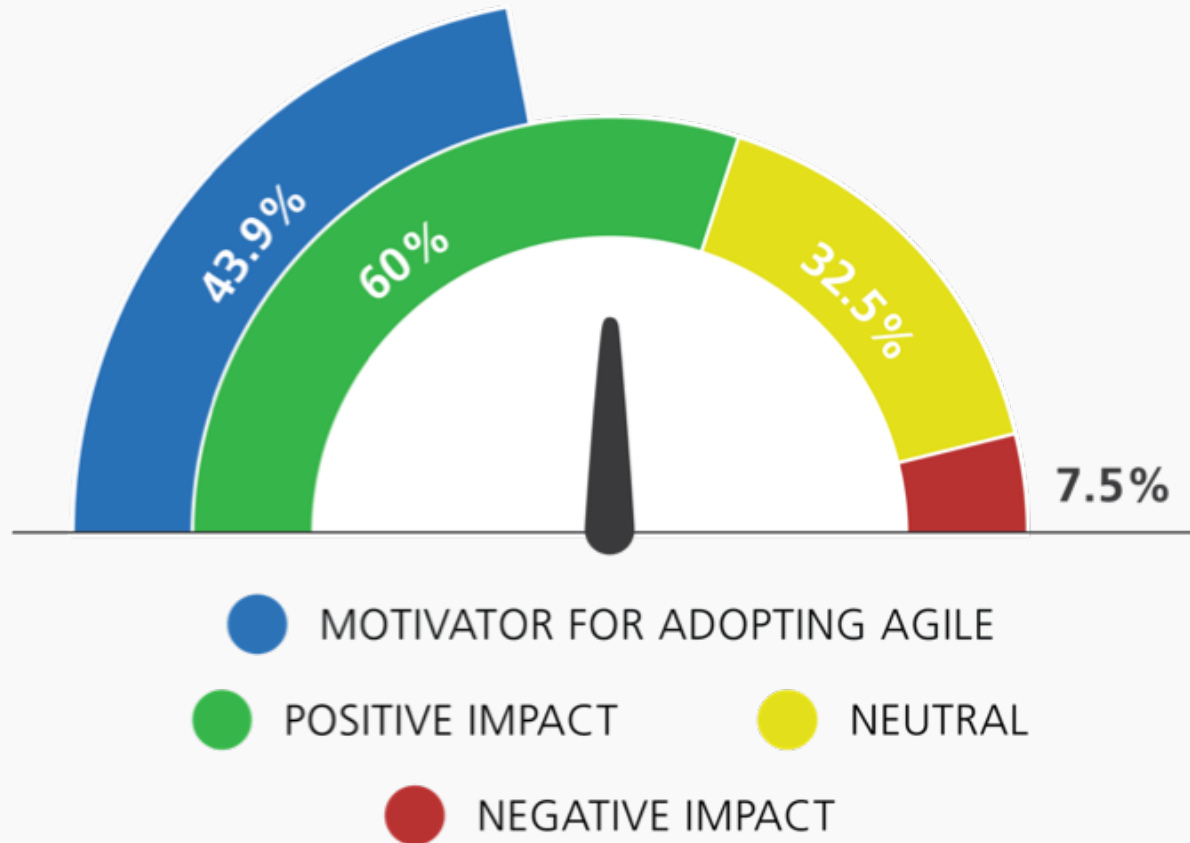
Customer feedback



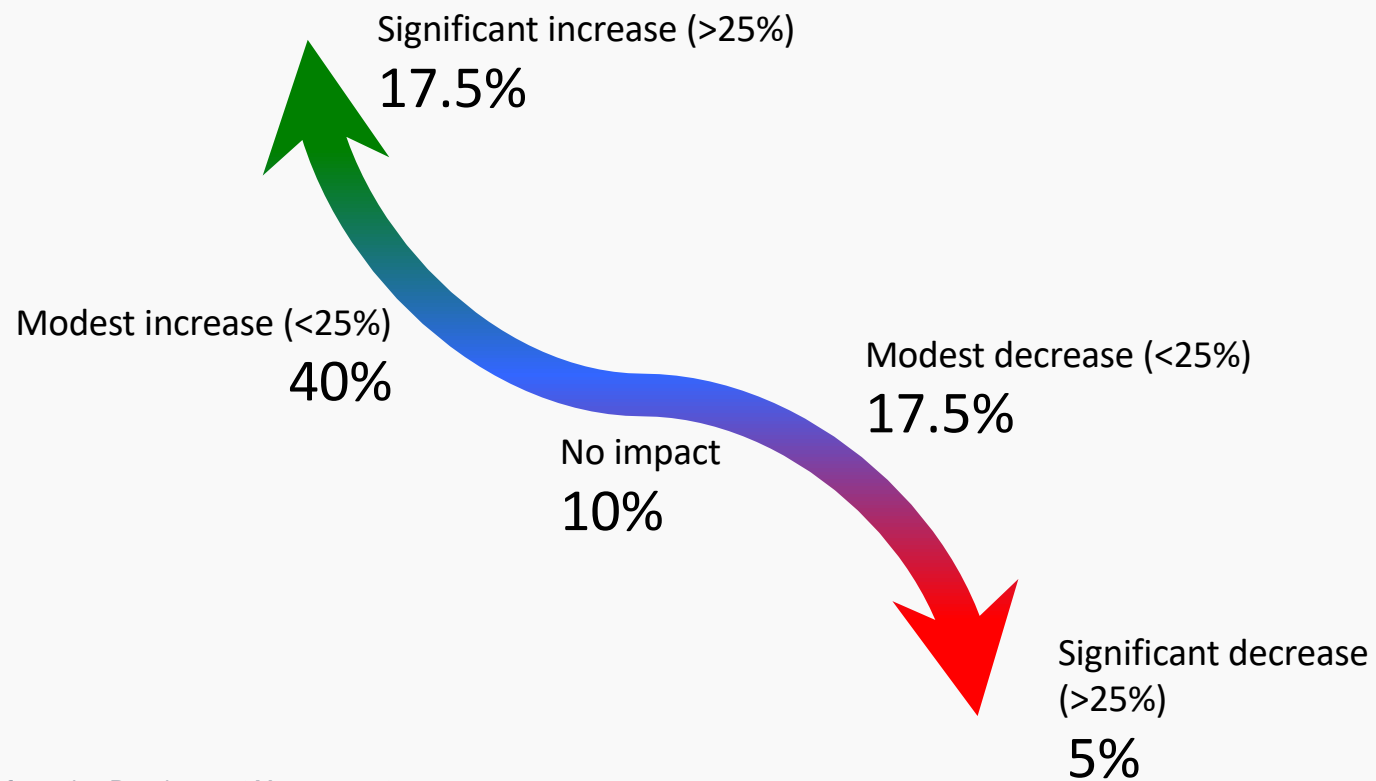
Customer feedback



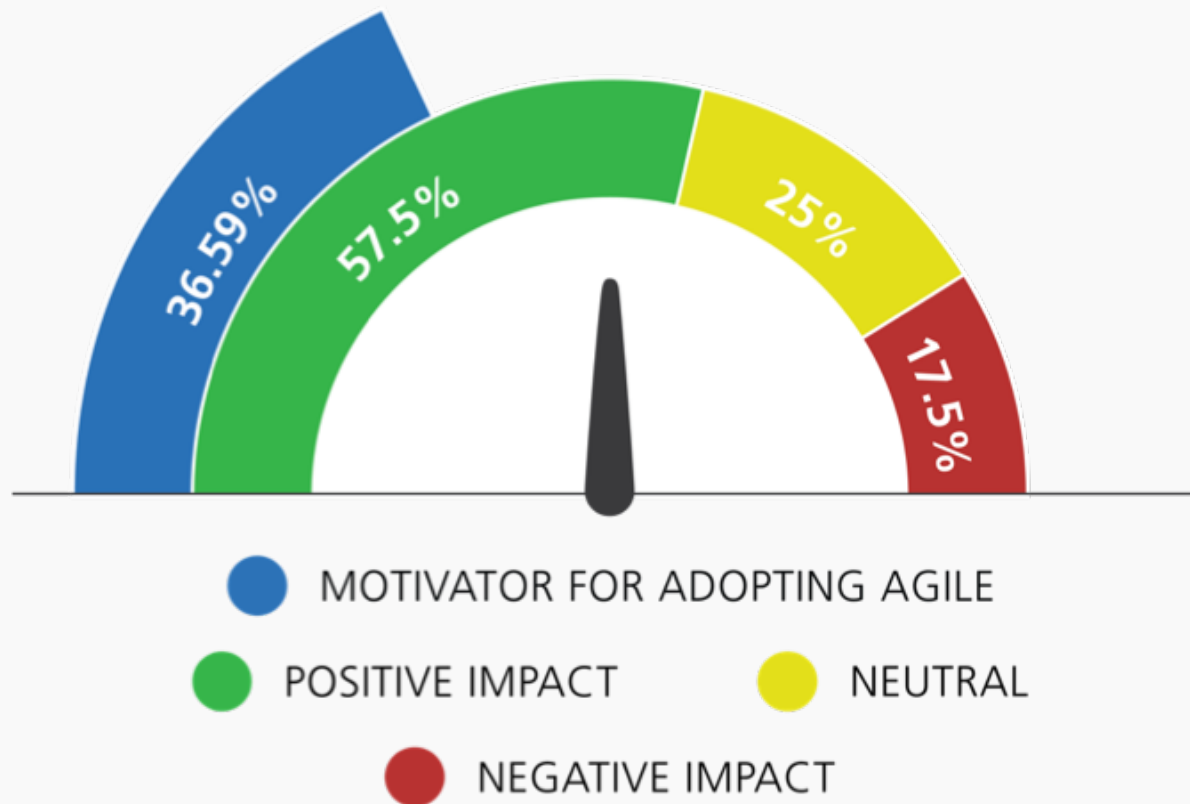
Quality



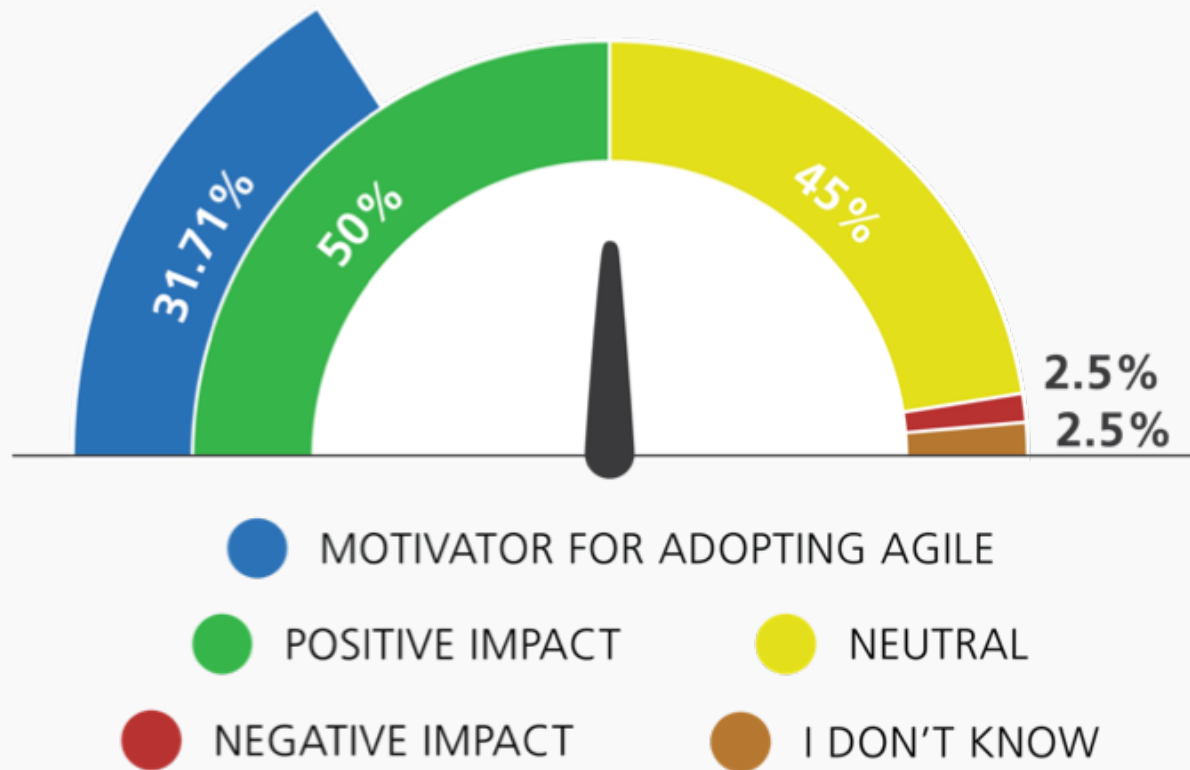
Quality



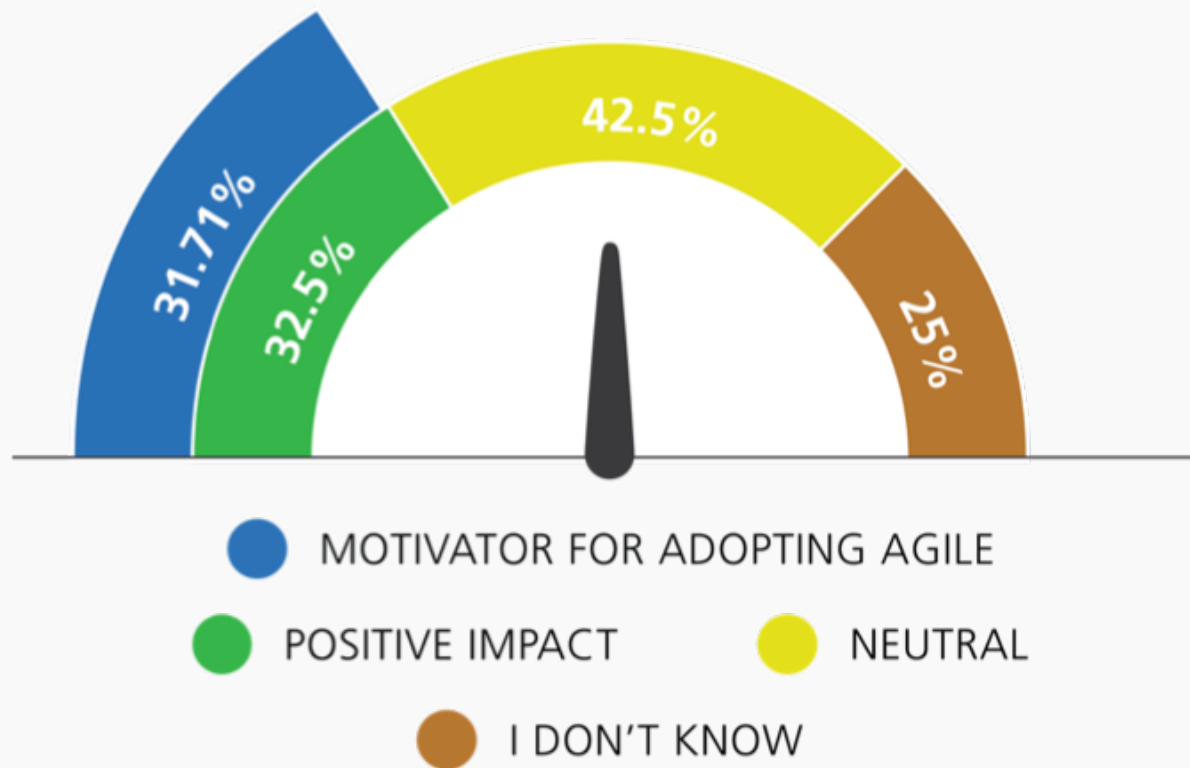
Development processes



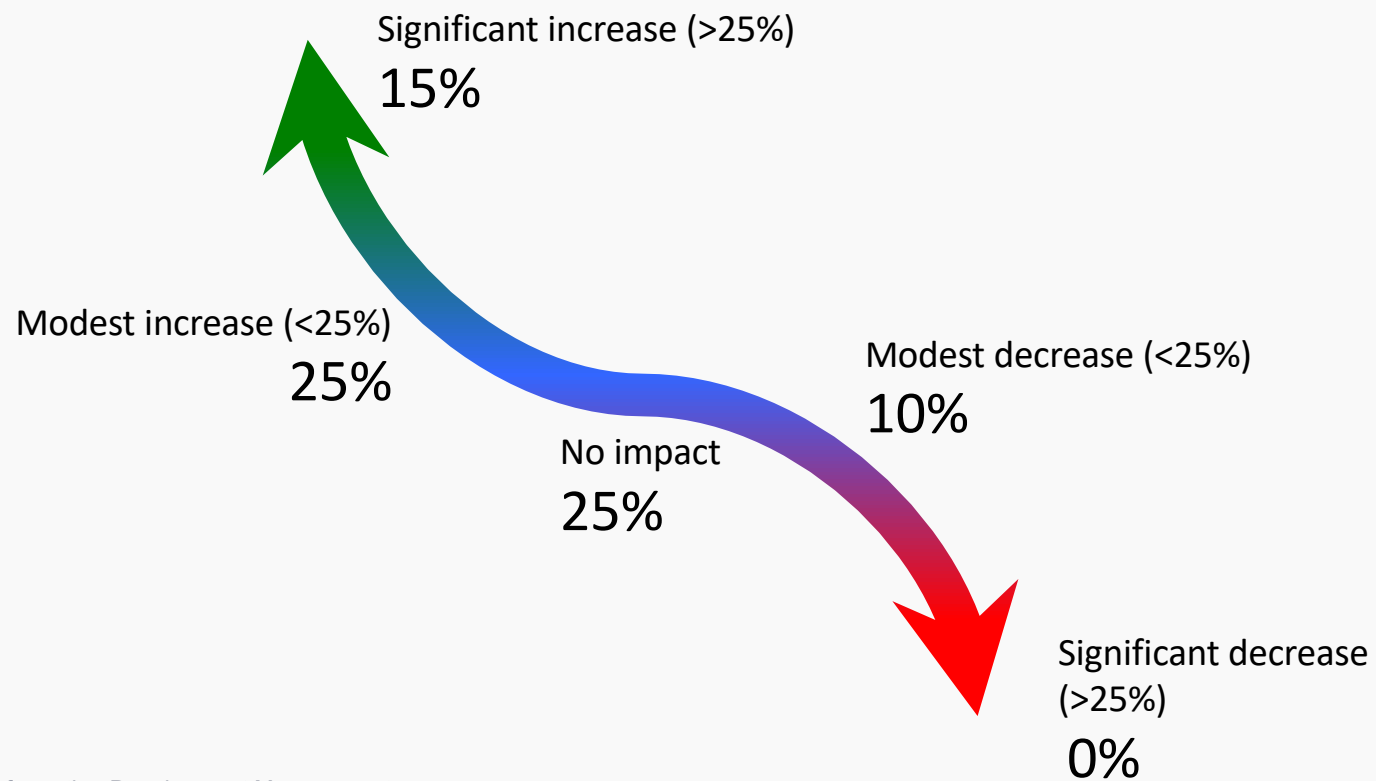
Technical competency



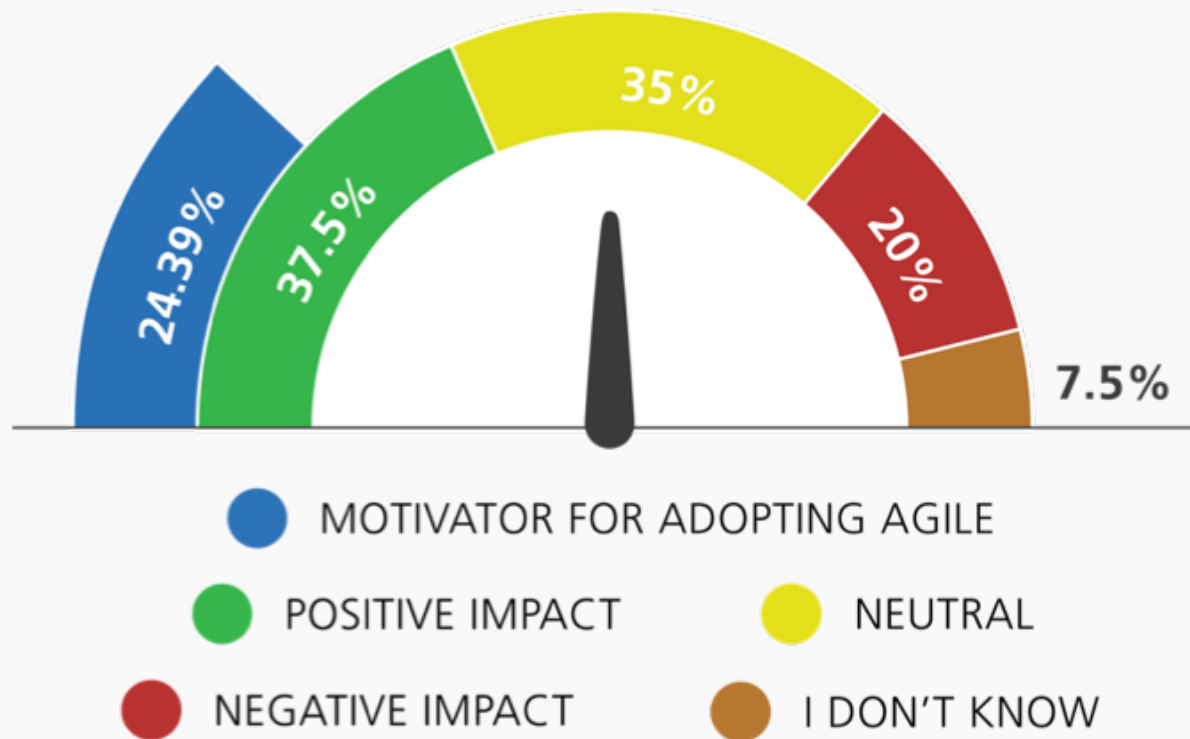
Customer satisfaction



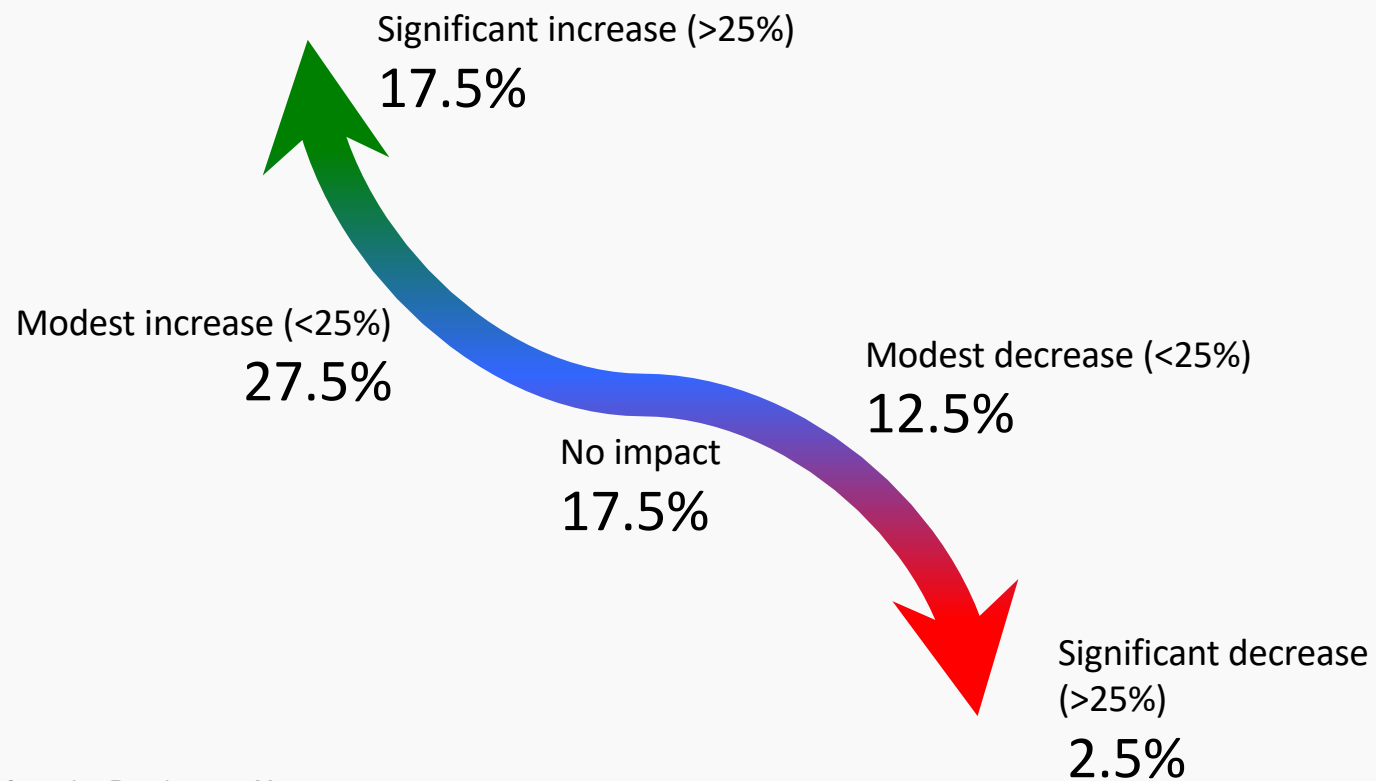
Customer satisfaction



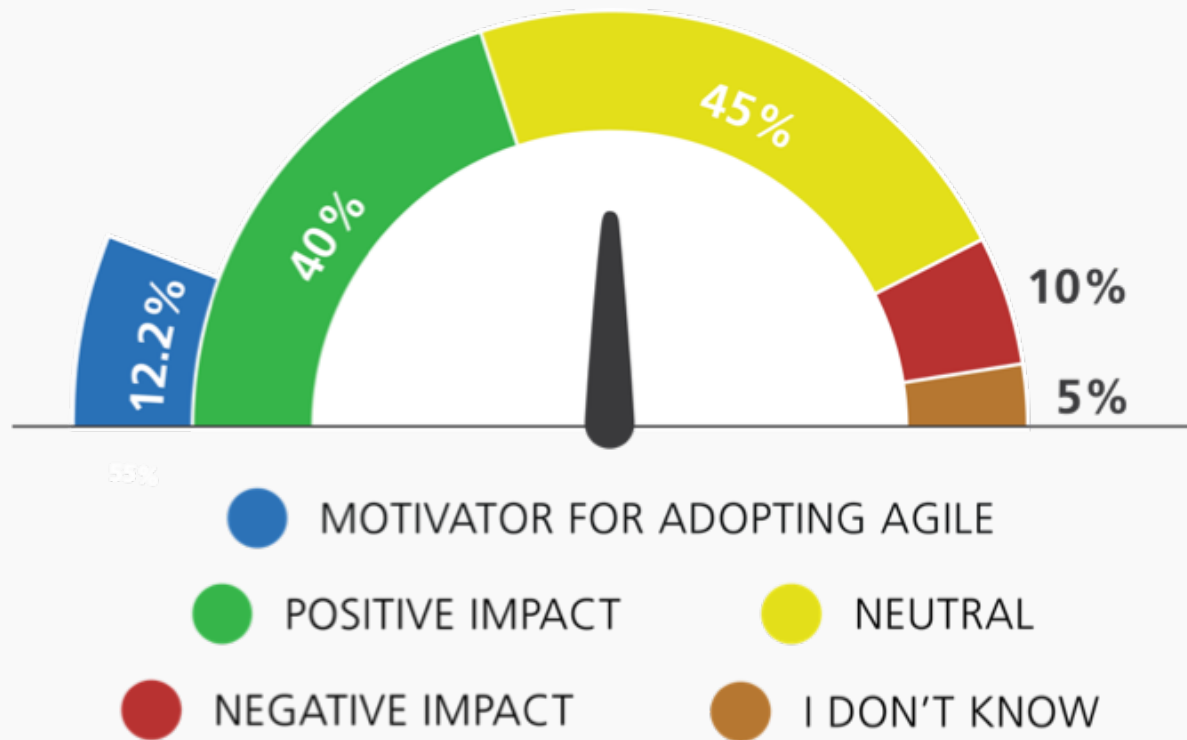
Cost of information development



Cost of information development

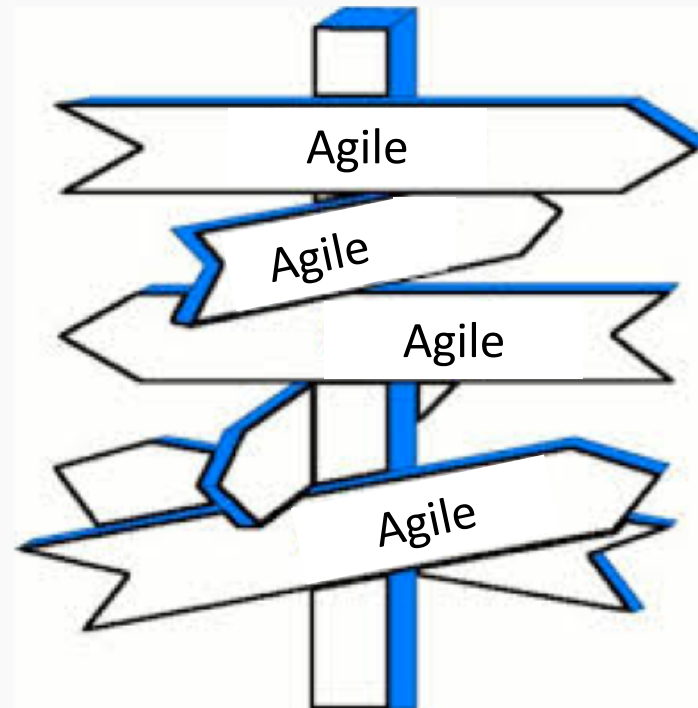


Motivated employees

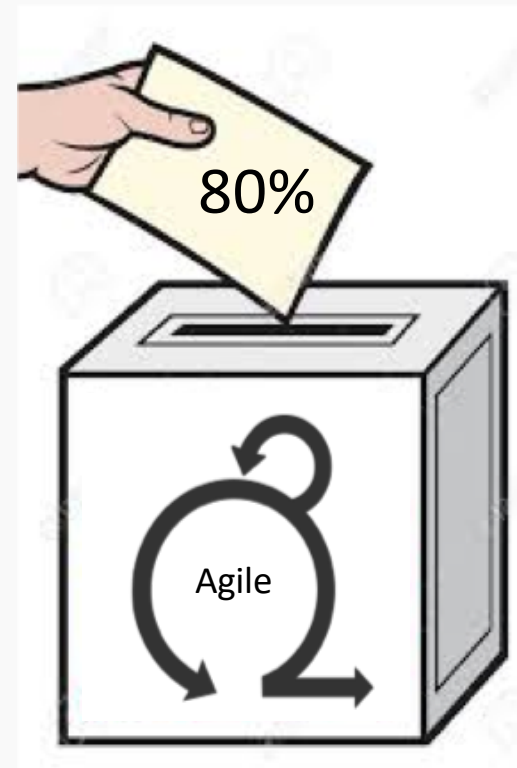
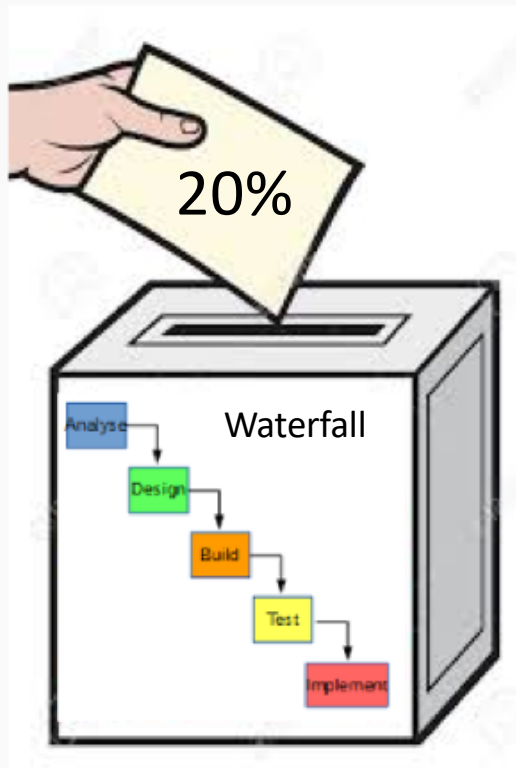


We had no choice!

- 9.8% write-in
 - Mandated by company
 - Dictated by development



Preference



Agile principles

- >75% agree they have embraced these principles:
 - Give continuous attention to technical excellence and content design
 - Strive to maximize simplicity
 - Our highest priority is customer satisfaction
 - We deliver updated content frequently



Agile principles

- >30% indicate they have not embraced these principles
 - We welcome changing requirements, even late in cycle (37.5%)
 - We find the most efficient and effective communication to be face-to-face (30%)
- >15% have not embraced these:
 - Developers and writers work together daily (20%)
 - We have established a sustainable pace (15%)



Common challenges

- Finding the right ratio of writers to Scrum teams
- Coordinating geographically disperse teams
- Avoiding product-centric doc in a product-centric development focus
- Agreeing on a definition of done
- Handling an ever increasing worklog
- Scheduling time for content strategy and planning

