

Scenario - Unplanable Team

You started working with Scrum a year ago. The outside world likes the flexibility, but there are huge complaints on the lack of reliability. The team is not able to give any delivery dates. The outside world needs dates in order to manage expectations and to be able to coordinate their work.

The backlog has become a huge list of hundreds of items and is continuously increasing. Some stakeholders are constantly asking when to expect their issues to be solved and what will be delivered next. Some try to create pressure and feel that only in this way can they get something out of this system which is not transparent.

The team is quite far away from this discussion, just preparing the next Sprint. They don't care much for the longer-term outlook. They say it is the job of the PO to deal with it. The PO is highly overloaded by the constant micro requests and requests for status updates.

Based on this pressure, the PO convinced the team to take more into the Sprint in order to motivate them to do more.

The team struggles to deliver reliably in each Sprint, with only 50% of each Sprint getting done. The team doesn't see much of a problem and say they will finish it most likely the following Sprint.

Now the frustrated stakeholders increase the pressure and complain to the CEO that they have problems interacting with customers based on missing information and being unable to manage expectations.



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