WELCOME TO TEAMNINJA

Welcome Information

TEAMNINJA

TeamNinja is a people and team analytics platform that improves workforce happiness and engagement, allows you to understand your people, and manage them and your culture accordingly. It improves project quality, billable income, and people retention while reducing costs. It provides managers with dynamic feedback and decision tools to construct, manage and evolve more effective team compositions. In the process, it improves general quality, wellness and sentiment within the business.

Martin Dippenaar
Global Kinetic CEO

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Welcome to TeamNinja!

Thank you for considering TeamNinja, the system that enhances team cohesion, reduces performance management overhead, and enable fast, accurate, and useful feedback across your people, project, and overall business.

If at any stage you need assistance with any part of the setup process, or require personalised customisation or assistance, you can email support@getteamninja.com, and we will respond promptly with the help you need.

If you are looking for information on how to start using the system, please refer to the guide that follows; it will assist you in getting your people added to the system, setting up your Teams, and then configuring, and running, your first Sprint Retrospective.

Our product terminology is largely focussed around Agile Development teams, but can be used in any industry, team size or organisational structure. The How-To Guide *Glossary* section will help understand this terminology, and how you can adapt it to suit your specific needs.

Steps to configure your Culture and Improve your world!

1. **Add People** to the system
2. **Create 'Teams'** within which people work together.
    a. This could be a physical team as is the case with a development SCRUM team, or it could be your department, or organisational unit.
    b. Essentially this is a grouping of people who work together on a common deliverable over a specified period of time (Sprint)
3. **Configure your Sprints** (iterations, periods) that you wish to track and review
4. Add People to these Sprints
5. Configure KPI's that are to be tracked [see **Configure KPI's**] section
6. Open the Retrospective [review process for the Sprint in question]
7. Invite team members to rate each other and themselves, as well as **Add Sticky's** which are post-it-note sized feedback items as to What Went Well, What Did Not Go Well, What To Do To Improve, as well as any Client Feedback, should that exist.
8. As the Project Manager / TeamNinja for a Team, capture the KPI's for the period, and with you Team, hold a retrospective where you discuss the KPI's and review all Sticky's left (anonymous).
9. Once all mandatory reviews are complete, the Retrospective can be closed, at which point the Team and Individual's ratings are calculated and added to their monthly values.

The reasons behind each step are outlined below, as well as the information and benefit to the individuals and organisation that is achieved through the use of TeamNinja vs. manual reviews, or project audits.

Glossary of Terms

We use the terminology of Agile Development methodologies. These will become configurable in future, but for now, here is what we mean when we use the following terms:

Sprints

A Sprint is an iteration of work. We typically use 2-week periods, but you can do cycles of monthly, weekly, or even just a few days.

In Scrum, it is a time-boxed period that contains a set of events and activities, i.e. work. Sprints are done consecutively with no gaps between them. However, in TeamNinja you can configure your Sprints as you require.

Retrospective

A retrospective is a meeting to end a Sprint. The Team will look back at the sprint and note successes and failures, as well as plan for improvements to enact in the next Sprint(s).

Before or during the Retrospective meeting, the Sprint can be opened to the team, and people can rate theirs, and their teammates performance against the company selected metrics.

During the retrospective, the Team KPI's are recorded and add to the Team's overall rating.

Team

A Team is the collective of people working together within a Sprint.

In development, this would be an Agile team, consisting of a Project or Product Owner, Scrum Master, and Development team (developers, business analysts and quality assurers)

It could also be a management team, shop assistance and their manager, or building artisans and their foreman.

For other Scrum terms and their meanings, please refer to:
https://www.scrum.org/resources/scrum-glossary

TeamNinja

TeamNinja improves your people journey, to allows you to understand your people, and manage them and your culture accordingly. We improve project quality, delivery, billable income, and people retention while reducing costs.

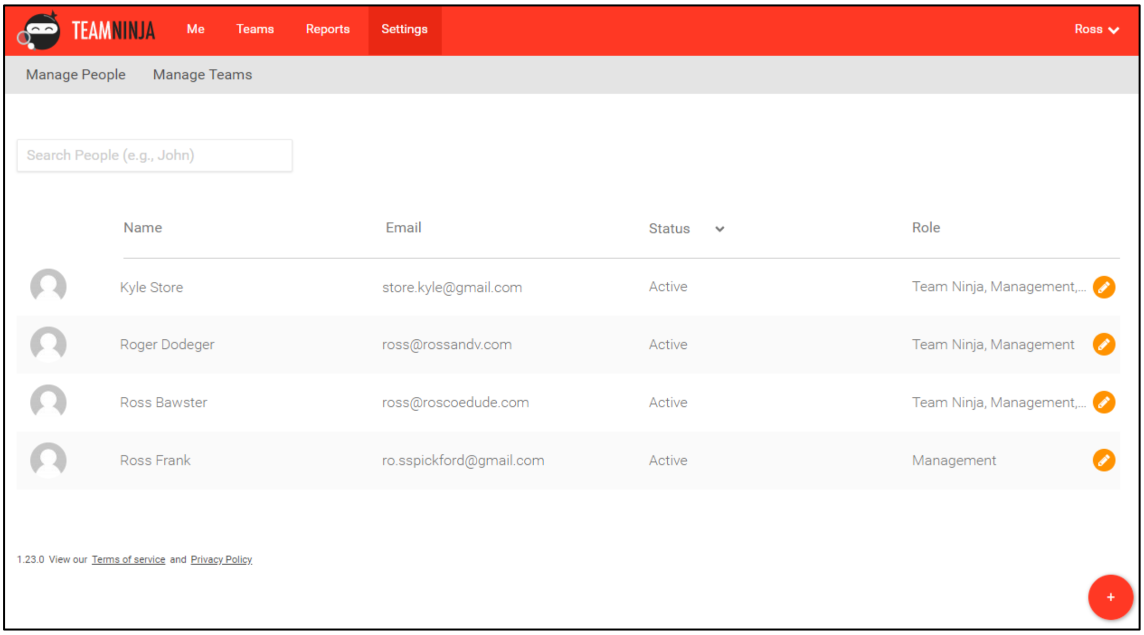
We provide dynamic feedback and decision tools to construct, manage and evolve more effective team compositions. In the process, we improve general wellness and sentiment within the business

Administrator functions

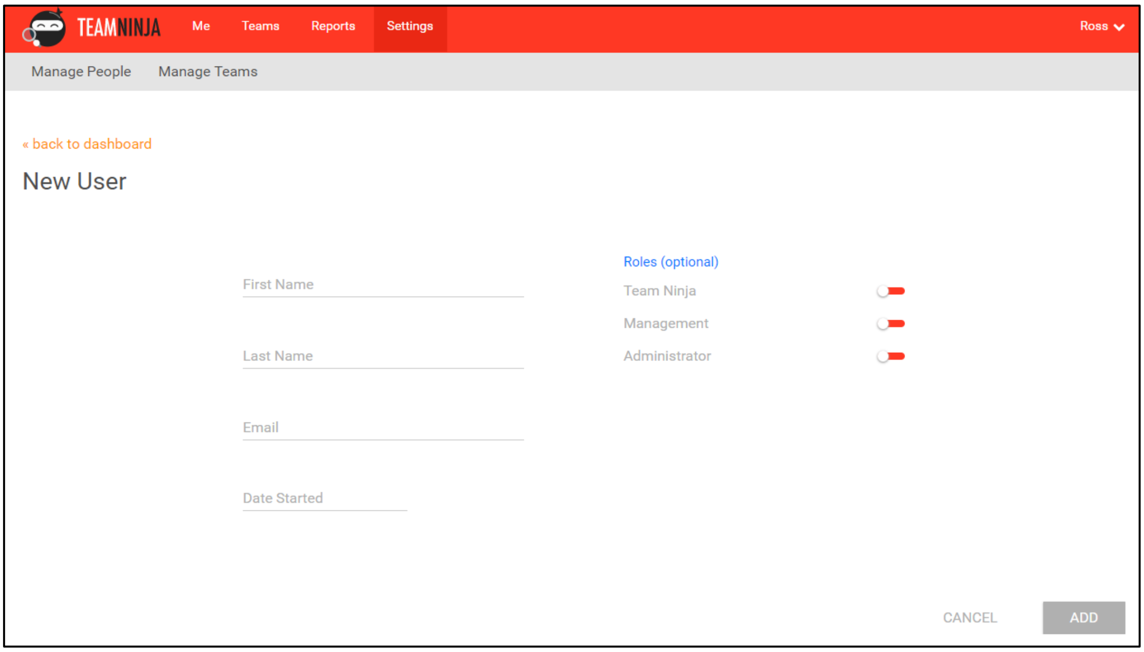
Adding People

Adding people requires a user with the Administrator role.
By default, this role is assigned to the person who signed up on the TeamNinja platform. They in turn, can add further people, and assign this role to others.

1. Click on Settings in the Red Ribbon at the top of the page.
2. Click on Manage People on the Grey Ribbon under the Red Ribbon.
3. Click on the red plus button at the bottom right of the Page:



4. On the New User page, capture the details and roles required for the user and Click “ADD”



Adding Teams

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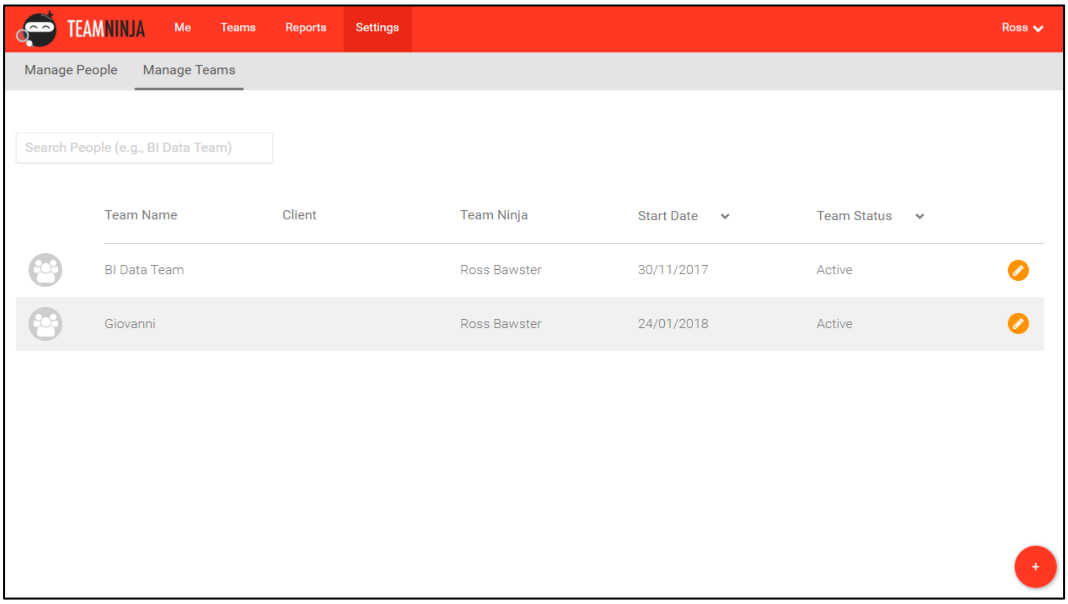
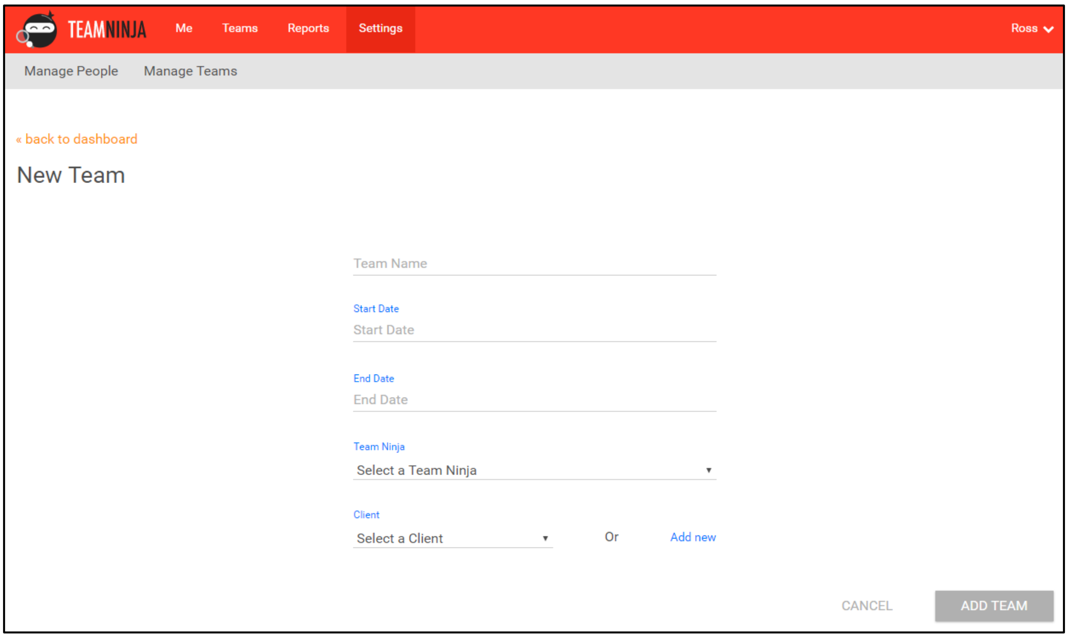
1. Click on Settings in the Red Ribbon at the top of the page.
2. Click on Manage Teams on the Grey Ribbon under the Red Ribbon.
3. Click on the red plus button at the bottom right of the Page:



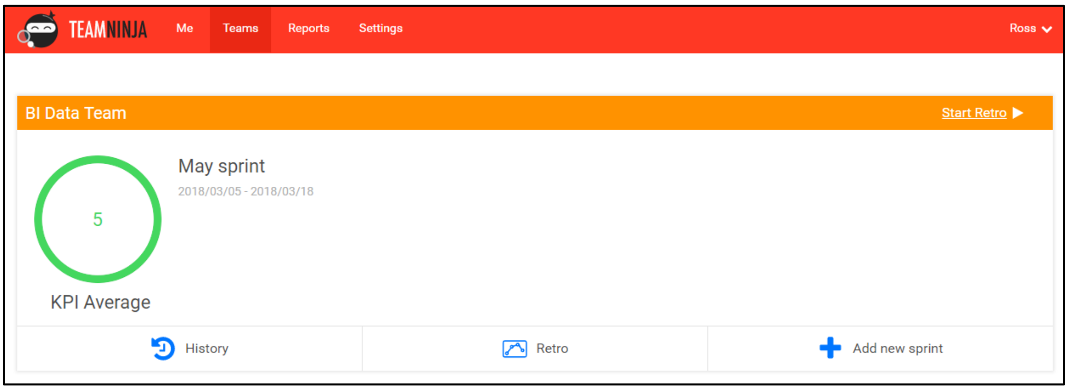
5. On the New Team page, capture the details of the team, the Team Ninja who will manage and run this team, and optionally, a Client. Then Click "ADD TEAM"



Running Retrospectives.

Viewing your Teams:

Team Ninjas (aka team leads, scrum masters, project managers) can view their teams under the Teams tab

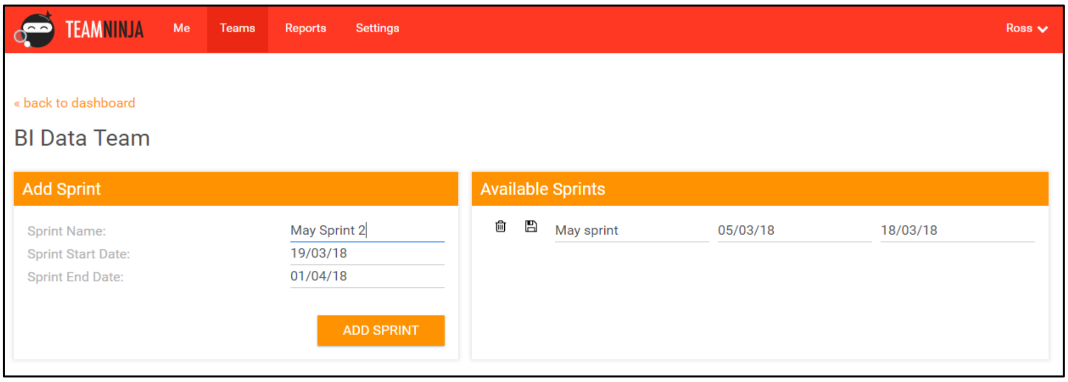


Add a sprint:

Before a retrospective can be started, Teams need to have Sprints available. To create one or more Sprints select 'Add new sprint' on a Team card.

- Input a Sprint Name, Sprint Start Date, and Sprint End Date
- Click 'Add Sprint'

The new sprint will appear on the right under "Available Sprints".

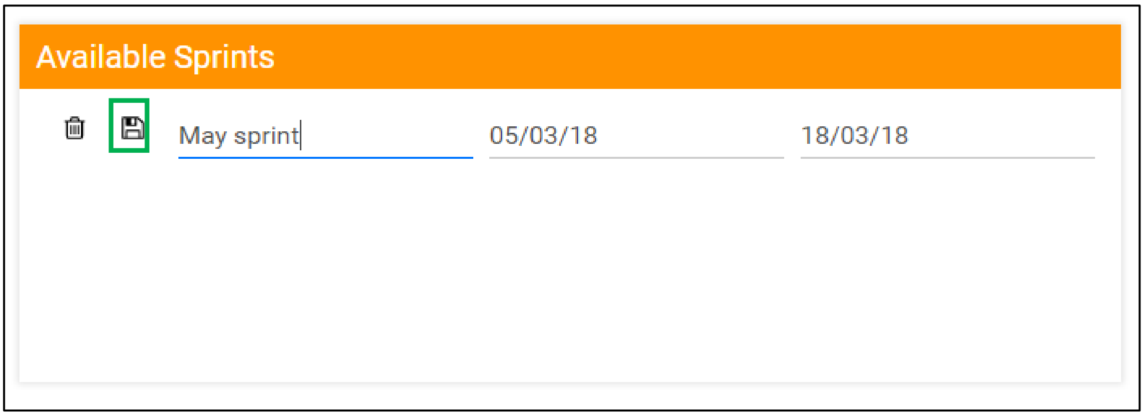


Available Sprints can be Edited and Deleted.

Edit a sprint:

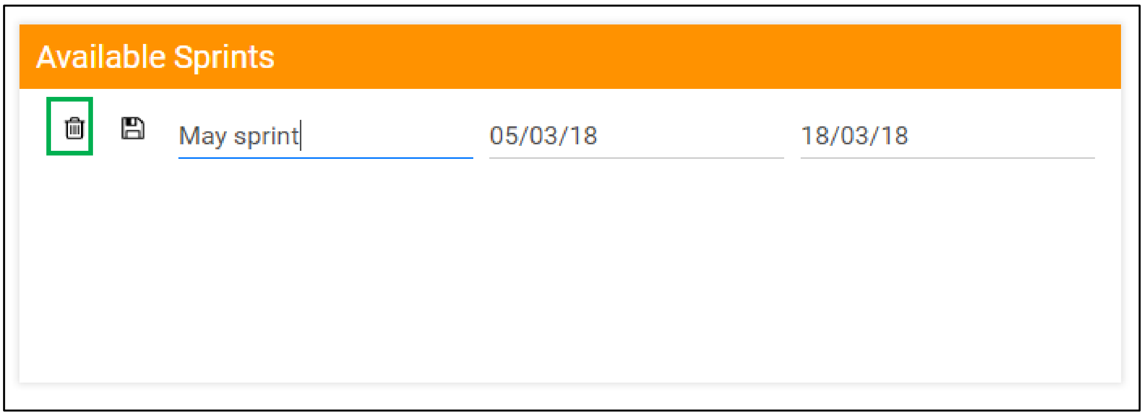
Each Available Sprints line is inherently editable

- Click in the field you want to edit (e.g. start date field which is the first date field)
- Make the changes you would like to make.
- Select the save button (outlined in green).
- The changes will be saved.

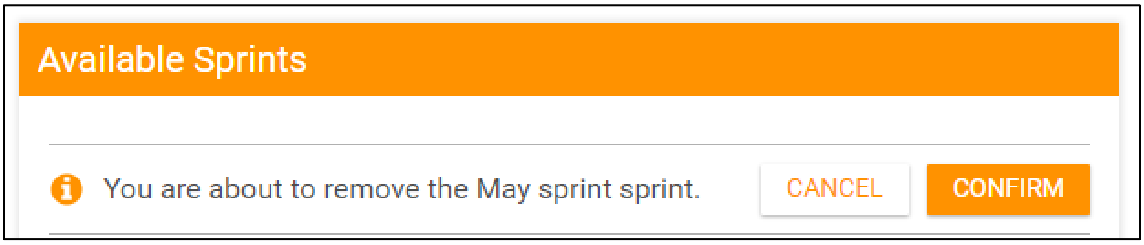


Delete a sprint:

- Select the Delete button [trashcan icon] (outlined in green) next to the sprint you want to delete.



- Confirm the deletion and the sprint will disappear.



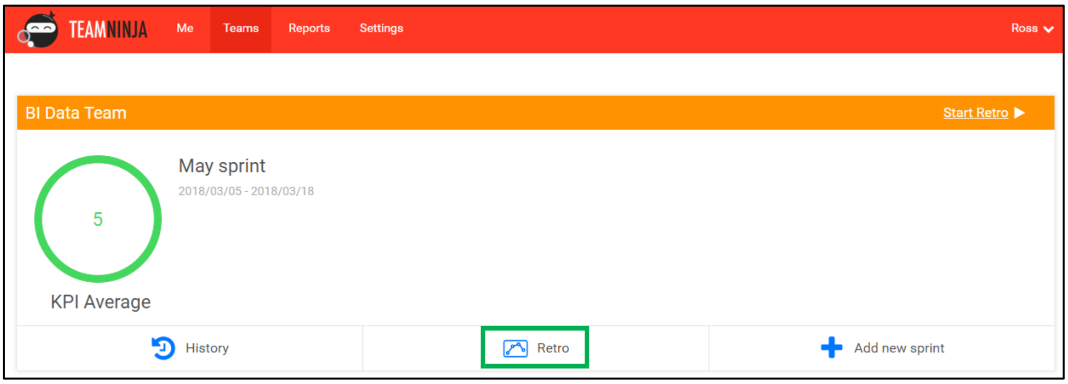
Managing team members

Team members are managed within a Sprint.

Your first list of Team members will be added when you Manage the first Sprint Retro for your Team. This team of people will be available for future sprints.
Team members are taken into a new Sprint based on the members of the last completed sprint.

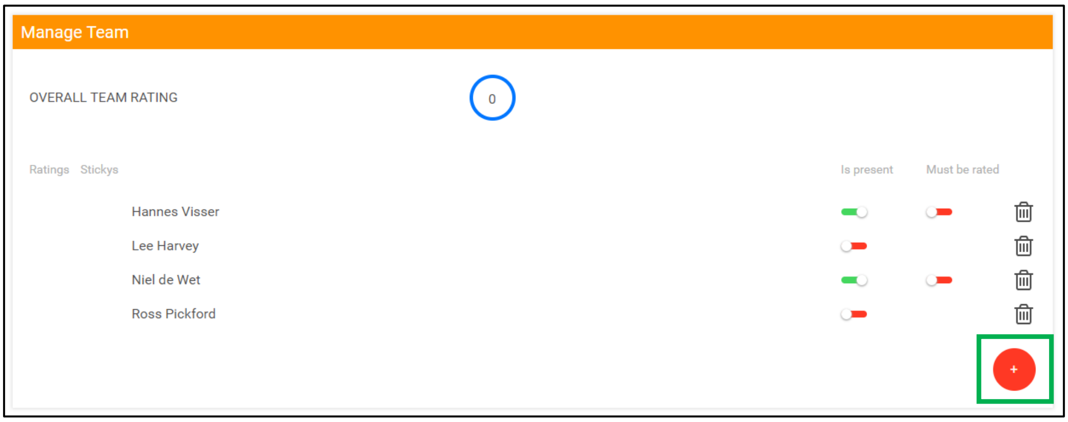
Click the 'Retro/ link on the relevant Team Card to open up the Retro page.

Note: this does not start the Retrospective.



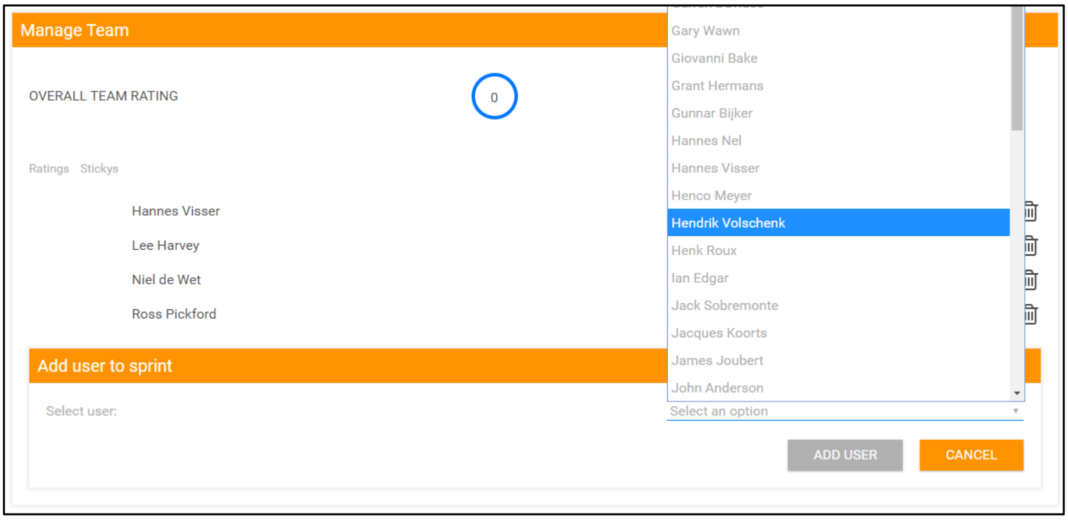
Adding Team Members:

To add Team Members to your Team, scroll to the Manage Team card within the Retro page:



- Click the Add button at the bottom right
- Select a person from the drop-down list.
- Click Add user.
- The user will be added to the team.

Select the member to add:



Deleting Team Members:

- Click the delete button (outlined) next to the team member you wish to remove from the Team

- Confirm deletion, the user will be removed from the team.
    - If you can't delete a person, they may have rated people in the sprint and cannot be deleted at this time.

Managing Team Member Statuses

Certain members of the team may be:

1. Away for all, or part, of the review period underway
2. Someone who works with only certain members of the team, i.e. a consultant

These states can be managed using the 'Is present' and 'Must be rated' toggles.

Is present

- Is present means the person is available to rate and be rated. If a team member is on leave or away for the period under review, you can mark them as not present without having to delete them from the team.
    - They will, therefore, be in the team list for the next Sprint Retrospective. In that Retro, you can manage their presence.

Must be rated

- Must be rated (mandatory) means that the team member must rate all other mandatory members, and supply Stickys for the Sprint under review.
- Turning this toggle off makes the team member 'optional' and therefore does not have to rate anyone, be rated by other team members, nor are they required to add Stickys.

Rating and Sticky requirement state

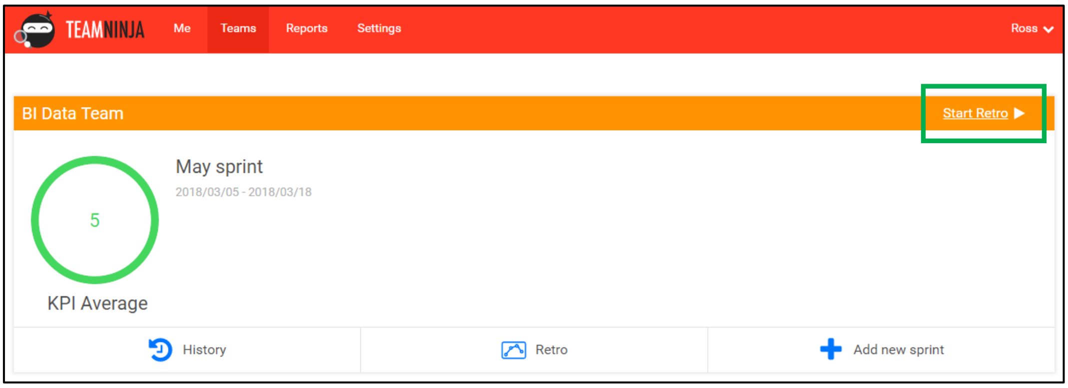
The **X** or **√** to the left of a team member indicates whether the requirement for that user to have rated or entered Stickys has been met. It does not always mean that ratings have been captured.

- For a team member that does not have to be rated:
    - Must be rated toggle is off [red]
    - Ratings and Sticky checks on the left of the members' name will be blank
- For a team member that has to be rated:
    - Must be rated toggle is on [green]
    - Ratings and Sticky checks on the left to the members' name will be
        - **X** where Ratings and/or Stickys have not been submitted
        - **√** where Ratings and/or Stickys have:
            - Been submitted
            - Or not required to be submitted.

Start Retrospective

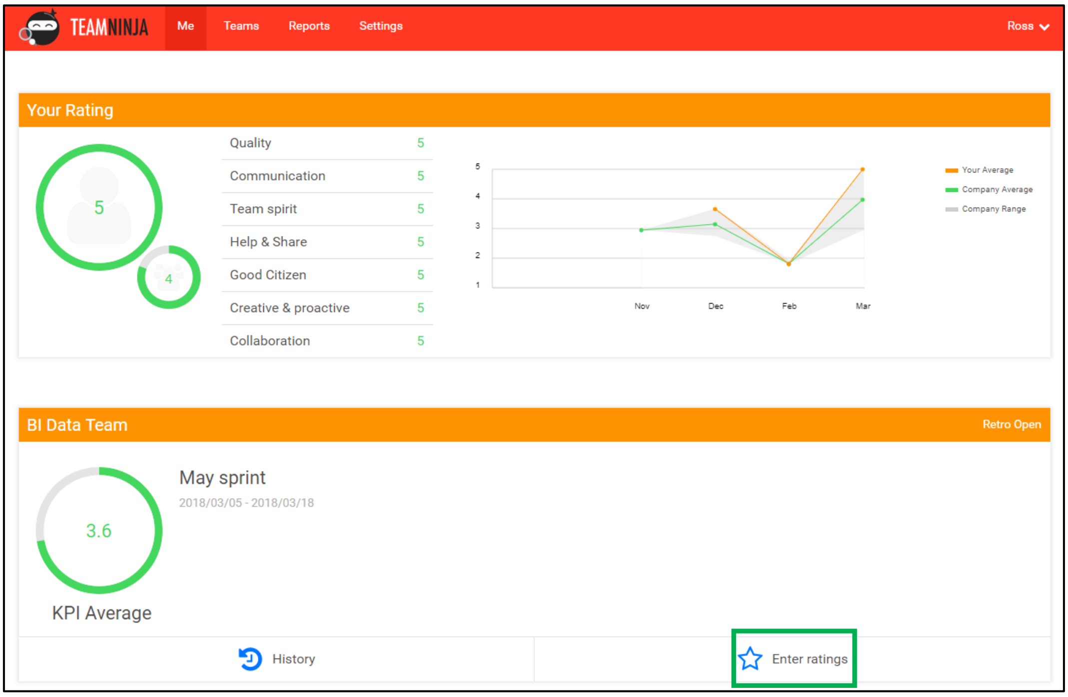
Once one or more Sprints have been added, and you have created your first team (see Managing Team Members), retrospectives can be done.

To start a retrospective, click “Start Retro” on the team card for which you want to start the process. This will notify all Team Members will be able to rate each other and submit their Stickys.

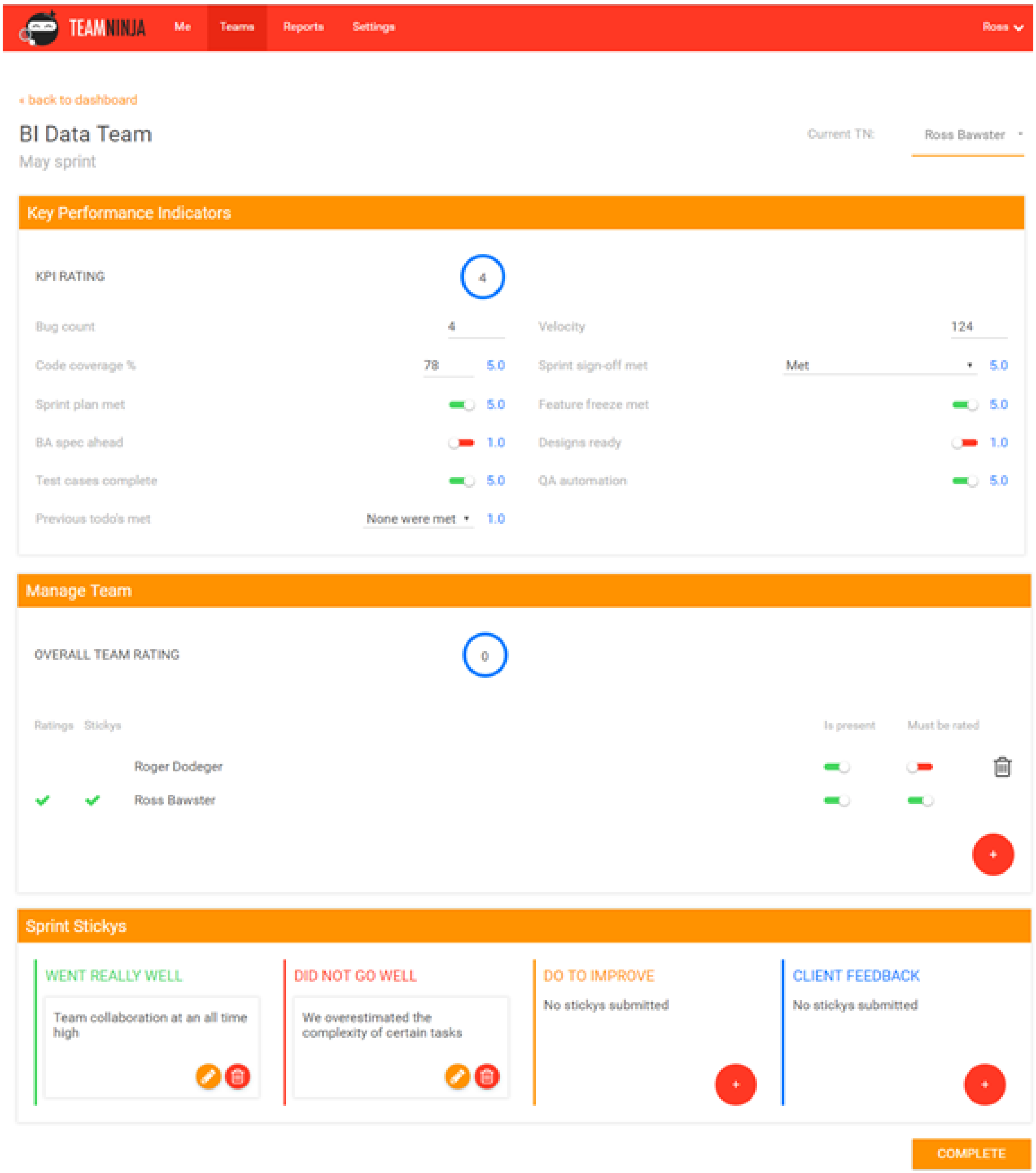


If you want to make *changes to your existing team* before you start your retro you can go to the **retrospective dashboard** to make changes and follow the Managing Team Members steps

Once the Retro is open, it will show as available to team members on their **Me** dashboard for them to enter ratings.



Retrospective dashboard

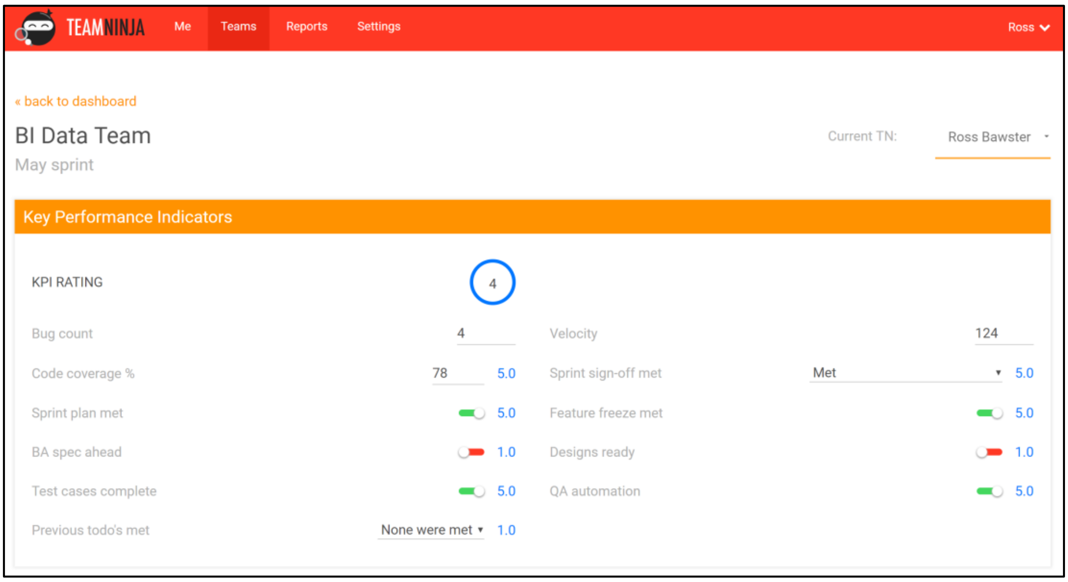


Key Performance Indicators

Key Performance Indicators (KPI's) are configurable for your company. The system has defaults which are based on Development Sprint deliverables. The set is as follows:

KPI Name	KPI Description
Bug Count	The number of bugs found in the sprint.
Velocity	The total team velocity completed for this sprint.
Sprint Plan Met	Was there scope creep or unplanned items added to the sprint after it was planned and started?
Feature freeze met	Was development completed by dev freeze?
BA Spec Ahead	Is the BRS groomed at least one sprint ahead?
Designs Ready	Were the designs ready ahead of time?
Test Cases Complete	Are the test cases for the committed work complete and correct?
Code Coverage	The overall code coverage achieved through unit, integration and end-to-end testing.
Previous To Dos Met	Were all TODO's from previous retrospectives met?
QA Automation	Were QA automation completed for all committed work?
Sprint Sign-off Met	Was QA sign-off completed in the appropriate timeframe?

These can be configured to suit your Team deliverables. Please contact support@getteamninja.com and we will gladly assist in setting these up for you.

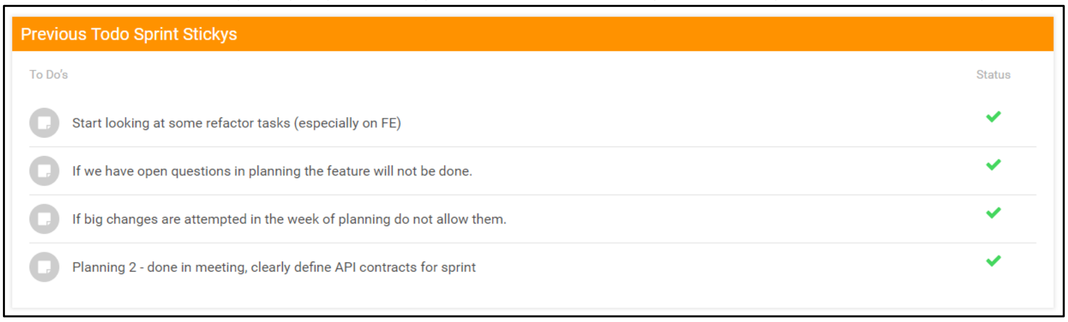


Manage Team

Refer to Managing Team Members section above.

Previous ToDo Sprint Stickys

This section will only display if Stickys were added to a *previous* sprint as **Do To Improve**



To Complete the Retro these Stickys must be assigned a status by clicking on the applicable status:

- Complete (tick): The item was achieved during the sprint
- Deferred (arrow): The item will be deferred to the next sprint as it was not completed in the current sprint.
- Deleted (bin icon): The item is no longer applicable and can be deleted.

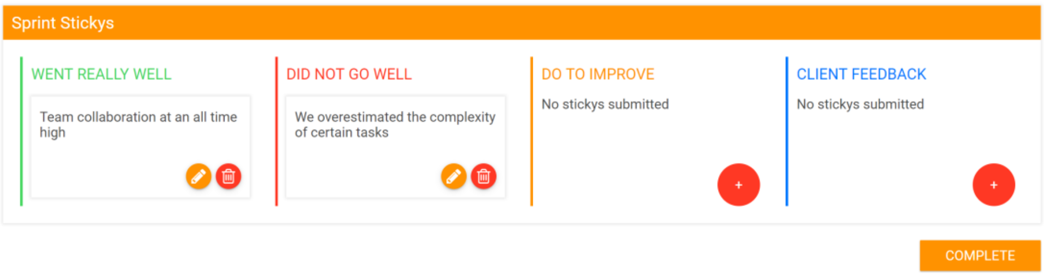
Sprint Stickys

Sprint Sticky's are added by Team Members during their rating process.
Stickys are feedback from the Team as to:

- What went well?
- What did not go well?
- What can we do to improve?

We also support Client Feedback Stickys for the client, or stakeholder, to supply any input into the current Retrospective.

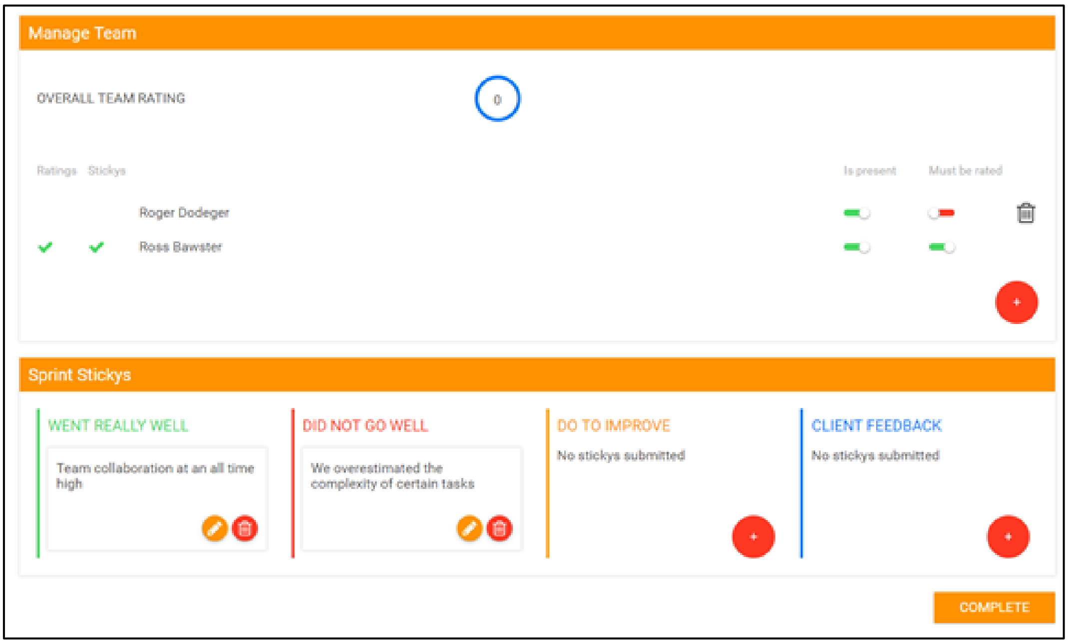
All Sticky's submitted to the current Sprint will show up, anonymously, in the relevant column. While viewing and conducing a Retrospective, the Project Manager can edit these Stickys, or add their own, or group items.



Complete Retrospectives:

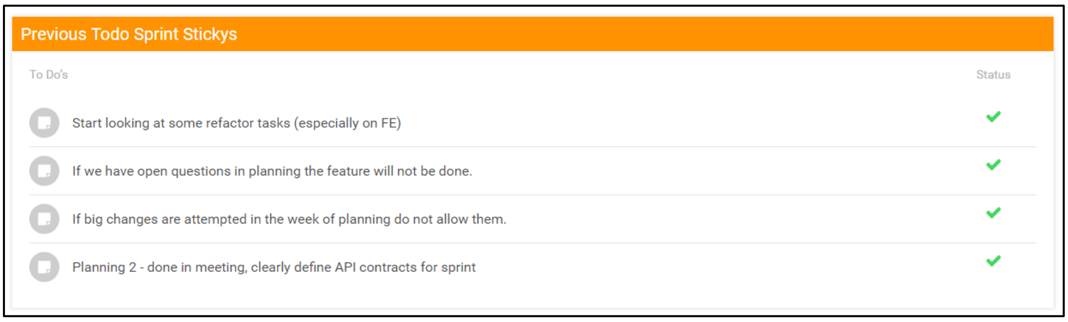
To complete a retrospective all team members who must be rated and who are present (i.e. mandatory team members) must:

- Rate all other mandatory team members
- Submit at least one “went well” and one “did not go well” sticky.



Previous ToDo’s:

- All ‘Previous ToDo’ Stickys must be assigned a status: done, deferred, or deleted.



The retrospective can then be completed by selecting the “complete” button at the bottom of the page.