SCRUM MASTER – MASTER CURRICULUM

Fostering Communication
Creating channels and translating lingo

Meeting Facilitation
Standups, retros, sprint planning, etc

Protecting The Team
Act as a buffer for disruptive PMs and Management

Team Support
From settling disagreements to coffee runs

Tool Maintenance
Jira administration

Agile Coaching
1 on 1 and at the organizational level

Reporting
Creating burndown charts, velocity, etc.

Remove Blockers
Superhero time

Scrum Master

A DAILY CHECKLIST FOR
SCRUM MASTERS

1. Start your day with a plan

- ☐ Review your daily schedule & prioritize task
- ☐ Reach out to team members who might need extra support or guidance

2. Facilitate the Daily Scrum

- ☐ Ensure the meeting is time-boxed to under 15 minutes
- ☐ Make sure everyone understand the purpose of daily Scrum
- ☐ Teach developers to review what's needed most to meet sprint goal

3. Observe and assess the team's Scrum practices

- ☐ Take note of potential issues, communication gaps, or workflow inefficiencies
- ☐ Evaluate the team's adherence to Scrum principles, values, and practices

Support the Product Owner

- ☐ Check in for clarification on priorities and goals
- ☐ Offer help with backlog refinement or stakeholder communication

5. Address external impediments

- ☐ Work on technical issues or external dependencies
- ☐ Communicate with stakeholders to address problematic behavior

6. Nurture a positive team culture

- ☐ Encourage open communication and collaboration
- ☐ Recognize individual contributions and celebrate small wins
- ☐ Promote a blame-free environment for discussing challenges

7. Practice servant leadership

- ☐ Schedule or hold one-on-ones with team members
- ☐ Be accessible, empathetic, and offer guidance as needed
- ☐ Support team members in resolving personal concerns or challenges

8. Reflect and adapt

- ☐ Reflect on your actions and decisions throughout the day
- ☐ Assess yourself on the five Scrum values and choose one to focus on the next day

Scrum Master's Ultimate Cheat Sheet

Scrum Master

Owns the Scrum Process

The Scrum Master is a facilitator, coach, and protector of the Scrum framework. They ensure the team adheres to Agile values and Scrum practices.

- Guides the team in applying Scrum effectively
- Removes impediments to the team's progress
- Shields the team from external distractions
- Fosters a culture of continuous improvement
- Facilitates all Scrum events for alignment and value

Product Backlog

Source of All Future Work

Supports the Product Owner in maintaining and refining the backlog.

- Facilitates backlog refinement sessions
- Helps clarify acceptance criteria and estimates
- Promotes alignment between vision and delivery

Sprint Backlog

Current Sprint Commitments

Represents the team's delivery plan for the Sprint.

- Helps the team forecast work realistically
- Encourages technical excellence and ownership
- Tracks progress and daily goals

Burndown Chart

Visualize Progress

Tracks remaining work and helps detect trends early.

- Promotes transparency
- Facilitates discussion about pace and predictability
- Highlights potential risks early

Team Collaboration

Scrum Masters foster:

- Psychological safety
- Self-organization
- Technical agility
- Cross-functional teamwork

Sprint Planning

Set the Sprint for Success

Facilitates this timeboxed event to help the team align on what they can deliver in the sprint.

- Ensures backlog items are clear and prioritized
- Promotes shared ownership and realistic commitment
- Collaborates with Product Owner & team
- Timebox: 4 hours (for 2-week sprint)

Daily Scrum

Drive Daily Progress

Helps the team stay focused, inspect progress, and adapt plans as needed.

- 15-minute daily sync for transparency
- Helps surface blockers quickly
- Encourages team ownership of the plan
- Fosters cross-functional collaboration

Sprint Review

Celebrate Outcomes, Gather Feedback

Facilitates a working demo and feedback loop with stakeholders.

- Ensures the team showcases only done work
- Encourages feedback from the Product Owner & stakeholders
- Promotes transparency and alignment
- Timebox: 1-2 hours

Sprint Retrospective

Fuel Continuous Improvement

Enables a safe space to reflect, learn, and adapt.

- Identifies successes and improvement opportunities
- Encourages experimentation and team-driven changes
- Promotes psychological safety
- Timebox: 1.5–3 hours

User Story Creation for Scrum Masters

Your cheat sheet to ensure clarity, value, and readiness

User Story Template

As a <user/persona>, I want <goal> so that <value>.

✅ Keep it focused
✅ Make it user-centered
✅ Aim for testable outcomes

Acceptance Criteria (AC)

As a Scrum Master, ensure the team defines:

- What should happen after the user takes action
- What change or outcome makes the story "complete"

ACs = clarity + alignment + testability

Use the 5Ws to Probe Further

When stories feel fuzzy, ask:

- Who is this for?
- What do they want to achieve?
- When is this needed?
- Where will this be used?
- Why does it matter?

Split Stories If Needed

🚩 Too large to estimate?
✏️ Split it—help the team break it down by:

- Logical function
- Acceptance criteria
- Frontend/backend layers

The 3 Cs You Should Facilitate

- **Card** – Every story starts as a placeholder
- **Conversation** – Encourage team discussion to clarify needs
- **Confirmation** – Drive alignment on what done looks like

Coach INVEST Thinking

Guide your team to write stories that are:

- Independent
- Negotiable
- Valuable
- Estimable
- Small
- Testable

Ask in grooming: "Does this story check all six boxes?"

Definition of Done (DoD)

"Done" means done-done — not just dev-complete.

As Scrum Master, protect the DoD standard:

- Code complete
- Reviewed
- Tested
- Ready to ship

17 KPIs Every Scrum Master Should Track

1. Sprint Goal Success Rate

% of sprints where the defined sprint goal was achieved.
Formula: (Successful Sprints / Total Sprints) × 100

2. Team Velocity

Measures how much work (story points) a team delivers in a sprint.
Formula: Total Story Points Completed per Sprint

3. Burndown Accuracy

Tracks how closely the team follows the sprint plan.
Formula: Actual Burndown vs. Ideal Burndown Over Time

4. Escaped Defects

Defects found after delivery—indicates quality gaps.
Formula: (# of Post-Release Defects / Total Defects)

5. Cycle Time

Time taken to complete a user story from start to finish
Formula: Story Completion Date - Start Date

6. Lead Time

Time between backlog item creation and delivery.
Formula: Delivery Date - Backlog Entry Date

7. Sprint Predictability

How accurately the team delivers what it committed to.
Formula: Committed Story Points / Completed Story Points

8. Blocked Time per Story

Cumulative time user stories stay blocked.
Formula: Total Blocked Hours / Total Stories

9. Team Utilization

How effectively the team is allocated toward planned work.
Formula: Planned Work Time / Total Available Time

10. Story Carryover Rate

Stories that move from one sprint to the next.
Formula: (# of Stories Not Completed / Total Stories in Sprint) × 100

11. Work in Progress (WIP)

Current number of stories being actively worked on.
Tool: Use Kanban WIP Limits for visibility

12. Daily Scrum Attendance Rate

% of team members attending stand-ups consistently.
Formula: (Total Attendees / Expected Attendees) × 100

13. Retrospective Action Item Completion

% of retrospective action items completed by next sprint.
Formula: Completed Actions / Total Action Items

14. Team Happiness Index

Average team sentiment per sprint (via anonymous feedback).
Tool: Regular pulse surveys

15. Cross-Functionality Index

% of team members contributing beyond their core skills.
Formula: (Cross-Functional Tasks Done / Total Tasks) × 100

16. Definition of Done Adherence

How often stories meet the agreed "DoD".
Formula: (# of Stories Meeting DoD / Total Stories) × 100

17. Technical Debt Ratio

Effort spent addressing tech debt vs. new features.
Formula: Tech Debt Hours / Total Sprint Hours

30 AI TOOLS FOR SCRUM MASTERS

Automate. Analyze. Accelerate.

◆ Planning & Prioritization
1. **Automated Task Allocation** – Match work with the right devs
2. **Predictive Analytics** – Know what's likely to miss sprint
3. **Agile Estimation** – Smarter story points
4. **Intelligent Prioritization** – Let AI triage your backlog
5. **Automated Reporting** – Instant sprint dashboards

◆ Stakeholder Reporting
1. **Automated Documentation** – Never forget decisions
2. **Resource Optimization** – Spot burnout early
3. **AI Metrics Analysis** – Burn down, throughput, velocity
4. **Knowledge Management** – Confluence just got smarter
5. **AI Scrum Assistant** – Standups, retros, ceremonies—automated

◆ Sprint Execution
1. **Real-Time Collaboration** – AI bots to surface blockers fast
2. **Workflow Analysis** – See what's slowing the team
3. **Continuous Feedback Loops** – Auto-retros & check-ins
4. **Time Blocking Optimization** – Auto-schedule ceremonies
5. **Smart Scheduling** – Reduce meeting fatigue

◆ Retros & Team Growth
1. **Agile Retrospectives** – AI reads your patterns
2. **Sentiment Analysis** – Know how the team really feels
3. **Decision Support** – Combine metrics with mood
4. **Improvement Insights** – Make retros actionable
5. **User Story Analyzer** – Spot vague stories before sprint starts

◆ Developer Enablement
1. **Automated Code Review** – Flag issues before PRs
2. **CICD Automation** – Jenkins + AI = Faster fixes
3. **Progress Tracking** – Realtime view of who's stuck
4. **Test Suggestion Bots** – Help QA do more, faster
5. **AI Pair Programming** – Instant advice as devs code

◆ Motivation & Team Culture
1. **Agile Gamification** – Recognize contributions publicly
2. **AI Coaching Tools** – Real-time mentoring prompts
3. **Skill Gap Detection** – Recommend upskilling per dev
4. **Bias Detection** – Keep planning inclusive
5. **AI Sprint Review Generator** – Summarize what really happened