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Enhancing product management in the ATLAS Management Glance team

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CERN has a very dynamic environment and faces challenges such as information centralization, communication between the experiments'working groups, and the continuity of workflows. The solution found for those challenges is automation and, therefore, the Glance project, an essential management software tool for all four large LHC experiments. Its main purpose is to develop and maintain web-based automated solutions that are easy to learn and use and allow collaboration members to perform their tasks quickly.

The ATLAS Management Glance team is a subset of the Glance team focused on attending to the software requests of the ATLAS Spokesperson and deputies. The team maintains 11 systems that allow the management of ATLAS members, appointments, analyses, speaker nomination, and selection, among other tasks. Historically, each Glance developer would be an expert in the requirements of one or more systems, but their product management was inefficient, lacking the mapping of the product vision, goals, business rules, personas, and metrics. Also, the team's roadmap lacked predictability since it had no planned timeline.

In September 2023, the ATLAS Management Glance team adopted the Product Owner role concentrated in one single person recommended (or possibly "required") by the Scrum Guide. This presentation dives into the challenges faced by the Glance Team Product Owner in establishing a strategy for effective product management and roadmap planning and key takeaways from that process.

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