

ScruMaintain program – short description

After an organization transitioned to Scrum, the benefits and ROI increase with time, as the organization tunes itself more and more, improves its processes by inspecting and adapting and gets into the right rhythm of Scrum.

To ensure these continuous and long term benefits, it is important to make sure that the organization does not retreat back to its comfort zone. Maintaining the process requires discipline, constant inspection and the ability to immediately react and solve problems that might severely handicap Scrum.

The purpose of the ScruMaintain program is to provide the needed long term support for Scrum Masters and organizations that implement Scrum to be able to maintain high level of Scrum while catching and correcting any deviations that might lead to degradation in Scrum, as early as possible.

The program contains the following components:

- **On-going support:** Back-office support for Q&A and ad-hoc problems. In addition to the accumulated experience of its experts, AgileSparks has direct access to the entire ScrumAlliance Trainers' community for deeper consultation and knowledge. Questions are asked by email, and support is provided by e-mail and, if necessary, by phone.
- **Knowledge sharing:** A free seat in the Scrum forum lead by AgileSparks' experts (periodical meetings that allow an opportunity to meet colleagues and share experience).
- **Discounted help for urgent problems:** 20% discount from list prices for AgileSparks' on site consulting services to support urgent, ad-hoc problems.
- **Periodical check up:** One free ScrumScan per year (See attached document).
- **Train new people that joined in:** 1 free seat in an official CSM class per year, on a free space basis (this does not imply any commitment of AgileSparks to open such a course in a given period of time).

ScruMaintain package is purchased **per Scrum Master** (or focal point person) - no limitation on the number of teams the SM works with.