

5Ws

FOR UNPLANNED WORK



WHY?

- What's the business impact of this new work?
- Who are the people affected by this request?

WORKAROUND?

- Is there a quick temporary solution we can use for now?
- If so, what is the impact of the workaround?

WAIT?

- Can this unplanned work wait until next Sprint?
- Is there any hard deadline or desired date to consider?

WHERE?

- What's the priority in relation to other items in the Product Backlog?
- Are all parts of this unplanned work the same priority or can it be split?

WHAT DROPS?

- If we add this work to the Sprint, would something planned go undone?
- How can we ensure we still meet the Sprint Goal we committed to?