The OSAM Knowledge Share is a pitch for creating a community-driven knowledge, training, and skill sharing space where staff pursuing mastery are able to create and curate growth content.

OKS aims to fill a gap in the following areas:

- **Move the focus** from traditional HR roles to acquiring skills that are a help to their team and organization.

- **Bridge the gap** between mastering agile frameworks and learning new methods and first practices and skills to place within their selected framework, in a manner that complements coaching and aligns with OSAM.

- **Gamify learning** through traditional OTU and external framework certifications as well as article, video, book, and other learning opportunities and communities of practice by allowing staff to earn badges in their learning.

- **Emphasize leveling-up** in both their core-competency skills as well as other complementary team competencies to encourage skilled swarming.

What this pitch is not:

- An attempt to become a learning management system (LMS)

- A replacement for sources of learning (it is a sharing space with gamification and curation features)

The remaining of the pages display the concepts of the pitch in the form of a mock website which outlines different types of goals and interactions in sharing, curating, and finding formal and information learning opportunities, as well as a few features to facilitate tracking staff personal efforts to learn (but not at the level or intent of an LMS).
Imagine an Agile Development Team Member in transition from a waterfall team to a new agile framework team. In their previous role, their job expectations lined up perfectly with their HR title. In the old world, learning and role maturity intuitively moved along the trajectory of their HR title.

While their traditional HR title may not change, in the new Agile world the expectations shift to match an Agile Development Team (ADT) Member that is able to swarm to work on a more diverse set of tasks in order to help complete whole cross-functional stories in a single iteration.

An analogy that helps explain the new ADT Member expectation is the "T-Shaped Team Member." In this new set of expectations, the ADT Member considers their HR skillset to be their "Core-Competency." In a waterfall world, if they were considered a QA, or a BA, or a Programmer, they are now considered an ADT Member with Programming skills. They explain their skills not by saying "I am a programmer" but rather "My core-competency is programming." That is the deep part of their skillset.

In addition to that, T-Shaped ADT Members are expected to make efforts to grow their ability to swarm by adding team skills outside of their core-competency. Those skills are like the top horizontal bar of the capital-T shape. They do not often go as deep as their core competency.

But how do we motivate team members to grow outside their core-competency?
Their HR profile intuitively motivates core-competency growth. Growing outside their core-competency requires a new point of view. Thankfully, a few elements are in place to support that, but a few are missing as well.

Here are a few key items that are in place:

• Learning material to help people grow

• MAP Goals that help to motivate growth at an annual level (often associated with HR roles and attributes)

But here are a few key items that are missing:

• Ability to find good learning material

• Ability to find a mentor

• More team-oriented view of adding the right skills

• Intuitive motivation to add and track skill investment

This proposal aims to help with the above key items through the creation of a community-managed intranet site to help staff at anywhere (not just the ADT Member) grow their team-relevant swarming skillset.

Think of their skillset as a super hero cape! As they add skills and grow both their core-competency as well as their swarming skills, and the depth of those skills increase, their cape gets longer!

Take a look at the following pages to see how the product proposal could facilitate this.
### LATEST NEWS
Pellentesque tincidunt, dolor eu dignissim mollis, justo sapien iaculis pede, vel tincidunt lacus nisl sit amet metus. Fusce ac est vitae purus varius tristique. Phasellus mattis ornare ligula. Donec id nibh. Vestibulum metus quam, ultrices in,

Mori Pellentesque, mauris interdum porta tincidunt, neque orci molestie mauris, vitae iaculis dolor felis at nunc. Maecenas eu diam a leo porta interdum. In non massa quis odio feugiat sagittis. Quisque ac lorem. Maecenas ut sem sed

### CORE COMPETENCIES
- Quality Assurance
- Business Ownership
- Business Analysis
- Programming
- Product Ownership
- Experience Design
- Systems Design
- Product Management
- Technical Architecture

### SKILLSETS
- Roadmapping
- Continuous Integration
- Feature Story Mapping
- Product Identification
- Information Architecture
- Scrum Retrospective
- Gerkin
- Use-Case Analysis
- E/R-Diagraming

### CURATED COMPETENCIES PATHS
- Business Ownership Path
  - by Insurance Solutions
- Technical Architecture Path
  - by E&I
- Java Programmer Path
  - by M&R
- Product Ownership Path
  - by Insurance Solutions
- Quality Assurance Path
  - by OPTUM Tech
- UX Path
  - by UXDS
- Business Analysis Path
  - by Insurance Solutions
- Product Management Path
  - by Insurance Solutions
- Systems Design Path
  - by Insurance Solutions

...see more
OKS is a site where staff can share learning they recommend with other agile practitioners across UHG. The goal of the site is to help staff move away from Roles (especially roles specific to frameworks) and into adding skills that help them swarm on a team or excel within a role.

### Quality Assurance
- Business Ownership Path
- Product Ownership Path
- Technical Architecture Path
- Java Programmer Path

### Business Ownership
- Systems Design

### Business Analysis
- Product Management

### Product Ownership
- Technical Architecture

### Programming
- Feature Story Mapping
- Scrum Retrospective
- E/R-Diagraming

### Curated Paths
- Business Ownership Path
- Business Analysis Path
- Technical Architecture Path
- Java Programmer Path
- Quality Assurance Path
- Product Management Path
- Systems Design Path

**Competencies** is another word for "core role" and a competency encompasses a set of skills. For example, a staff member could have a "programming" core-competency which would relate to one or more skillsets like "object-oriented".

**Skillsets** is another word for "Skill category" and is a way to classify a particular learning. For example, a "programming" core-competency might include an "object-oriented" skillset which gets tagged to learning about Java or C#.

**Curated Paths** is where you can create a list of shared learning items to recommend a path for personal growth within a core-competency. If you are an Agile Developer with a "Programming" core-competency, and you want to learn to swarm on Quality Assurance work, you can find a "QA Curated Path" and start learning different skills associated with skillsets needed in the QA Core-Competency.
### COMPETENCIES

**Select a Competency**
- Quality Assurance
- Programming
- Systems Design
- Business Ownership
- **Product Ownership**
- Product Management
- Business Analysis
- Experience Design

**Filter...**
- Curated Paths
- Skillsets
- Story writing
- Backlog Building
- Relationship Management
- Refinement
- **Sprint Review**
- Completion Approval
- Sprint Planning
- Feature Analysis

**Results**

<table>
<thead>
<tr>
<th>Title</th>
<th>Source</th>
<th>Rating</th>
<th>Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mastering Scrum</td>
<td>Class</td>
<td>★★★★★</td>
<td>(1,285)</td>
</tr>
<tr>
<td>Essential Scrum</td>
<td>Book</td>
<td>★★★★★</td>
<td>(285)</td>
</tr>
<tr>
<td>Getting Sponsor Buy-in</td>
<td>Article</td>
<td>★★★★★</td>
<td>(1,285)</td>
</tr>
<tr>
<td>What's Next</td>
<td>OTED</td>
<td>★★★★★</td>
<td>(1,011)</td>
</tr>
<tr>
<td>Scrum Tips and Tricks</td>
<td>YouTube</td>
<td>★★★★★</td>
<td>(1,005)</td>
</tr>
<tr>
<td>Sprinting</td>
<td>Precipio</td>
<td>★★★★★</td>
<td>(1,285)</td>
</tr>
<tr>
<td>Waterfall to Scrum</td>
<td>Seminar</td>
<td>★★★★★</td>
<td>(305)</td>
</tr>
<tr>
<td>Your Backlog and You</td>
<td>YouTube</td>
<td>★★★★★</td>
<td>(102)</td>
</tr>
<tr>
<td>Managing Your Backlog</td>
<td>OTED</td>
<td>★★★★★</td>
<td>(56)</td>
</tr>
<tr>
<td>Preparing for the Sprint Review</td>
<td>Article</td>
<td>★★★★★</td>
<td>(34)</td>
</tr>
<tr>
<td>My Sprint Review Checklist</td>
<td>Article</td>
<td>★★★★★</td>
<td>(28)</td>
</tr>
<tr>
<td>Build a Sprint Review Agenda</td>
<td>OTED</td>
<td>★★★★★</td>
<td>(300)</td>
</tr>
<tr>
<td>Automating the Sprint Review</td>
<td>YouTube</td>
<td>★★★★★</td>
<td>(1,285)</td>
</tr>
</tbody>
</table>
From the Competency Screen, staff can search for any skill associated with a core-competency, or narrow the skill down and focus on a particular skillset that applies to a core-competency. The results area contains lists of knowledge share learning items that are filtered based on content on the right. They could also be ordered based on staff reviews of the content. Great content would push to the top, while poor content could naturally fall to the bottom. OSAM staff could periodically review top-rated items to ensure they are not only popular for good reasons but as well as meet expectations.

The list of skills (shared knowledge learning items) could be further filtered by only showing items that have been curated into learning paths.
Getting Sponsor Buy-in
by William Noele

Article posted on UHC Agile Yammer on getting sponsor engagement.

Curated Paths:
- Product Ownership Path
- P.O. Path
- P.O. Growth Path

Mentors:
- Steve McDonald
- Billy Bundet
The Filter by Skillset area contains a list of specific skillsets and their associated learning item shares.

The Filter by Source area contains a list of who has submitted items. If a particular submitter always shares items a staff member appreciates, then this is a quick way to find those items.

The Skill area contains the details for the share. It shows details about who shared it and why. It shows reviews for the share. It shows how many pinned the item for learning and how many completed the item for a supervisor-approved badge (gamification of cross-functional learning). If the item is included in a curated path, it lists the path. If people who added the badge are interested in mentoring people on the skill, their name is listed.
## CURATED PATHS

### Select a Competency
- Quality Assurance
- Programming
- Systems Design
- Business Ownership
- **Product Ownership**
- Product Management
- Business Analysis
- Experience Design

### Results

<table>
<thead>
<tr>
<th>Path</th>
<th>Source</th>
<th>Badge(s)</th>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Ownership Path</td>
<td>OSAM</td>
<td>1</td>
<td>★★★★</td>
<td>(1,250)</td>
</tr>
<tr>
<td>P.O. Path</td>
<td>E&amp;I</td>
<td>12</td>
<td>★★★★</td>
<td>(104)</td>
</tr>
<tr>
<td>Product Ownership Learning Path</td>
<td>Government Programs</td>
<td>23</td>
<td>★★★★</td>
<td>(15)</td>
</tr>
<tr>
<td>P.O. Growth Path</td>
<td>Insurance Solutions</td>
<td>28</td>
<td>★★★★</td>
<td>(10)</td>
</tr>
<tr>
<td>Product Ownership/Management Path</td>
<td>Optum RX</td>
<td>15</td>
<td>★★★★</td>
<td>(120)</td>
</tr>
</tbody>
</table>

### Filter by Source...
- INSURANCE SOLTNS
- E&I
- GOVERMENT PRGM
- OSAM
- OPTUM TECH
- M&R
The **Select a Competency** area contains a list of core-competencies (that often, but not always, aligns with traditional HR roles). Filtering here allows staff to find skills that help them swarm or grow.

The **Filter by Source** area contains a list of people or groups that curate a list of skillset skills that make up a growth path for enhancing the abilities of team members regardless of role or title.

The **Results** area contains a list of curated paths. If a new staff member assigned in E&I needs to learn about the expected skillset for someone doing P.O. work in sprints, they might be encouraged to open up the "P.O. Path" made by E&I and pin the learning items to setup a growth agenda. This could help staff create an agenda for learning in their MAP goals as well.
Insurance Solutions curated the following list of resources targeting the Product Owner Competency. Completion of each skill resource in the list results in adding a badge to the staff member’s profile, upon the approval of their supervisor’s validation.

- **Mastering Scrum**
  - by Optum Tech University
  - Class
  - Rating: ★★★★☆ (1,285)

- **Essential Product Ownership**
  - by Optum Tech University
  - Class
  - Rating: ★★★★☆ (125)

- **Backlog Creation and Maintenance**
  - by Optum Coaching
  - Workshop
  - Rating: ★★★☆☆ (35)

- **Professional Scrum Product Owner**
  - by Scrum.org
  - Certificate
  - Rating: ★★★★☆ (223)

- **Relationship Management**
  - by William McDaniel
  - OTED
  - Rating: ★★★★☆ (25)

- **Feature Story Mapping**
  - by Optum Coaching
  - Workshop
  - Rating: ★★★★☆ (38)
The Select a Competency area contains a list of core-competencies (that often, but not always, aligns with traditional HR roles. Filtering here allows staff to find skills that help them swarm or grow.

Insurance Solutions curated the following list of resources targeting the Product Owner Competency. Completion of each skill resource in the list results in adding a badge to the staff member’s profile, upon the approval of their supervisor’s validation.

**P.O. Growth Path**

**By:** Insurance Solutions  
**Updated:** 12-DEC-2020  
**Maintained:** Steve McDonald  
**Reviewed:** Brian Agosto

<table>
<thead>
<tr>
<th>ORDER:</th>
<th>BADGES: 28</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNORDERED</td>
<td>BADGES: 28</td>
</tr>
</tbody>
</table>

**DESCRIPTION:**
Insurance Solutions curated the following list of resources targeting the Product Owner Competency. Completion of each skill resource in the list results in adding a badge to the staff member’s profile, upon the approval of their supervisor’s validation.

- **Mastering Scrum**  
  by Optum Tech University  
  Class  
  Rating: ★★★★☆ (1,285)

- **Essential Product Ownership**  
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  OTED  
  Rating: ★★★★★ (25)

- **Feature Story Mapping**  
  by Optum Coaching  
  Workshop  
  Rating: ★★★☆☆ (38)
STEVE MCDONALD

Manager: Meredith Sabia
Updated: 12-DEC-2020

My Growth Path

Mastering Scrum  
by Optum Tech University  
Class  
Rating: ★★★☆☆ (1,285)  
Completed/Submitted

Essential Product Ownership  
by Optum Tech University  
Class  
Rating: ★★★☆☆ (125)  
Approved/Badge earned

Backlog Creation and Maintenance  
by Optum Coaching  
Workshop  
Rating: ★★★☆☆ (35)  
Approved/Badge earned

Professional Scrum Product Owner  
by Scrum.org  
Certificate  
Rating: ★★★★☆ (223)  
Approved/Badge earned

Feature Story Mapping  
by Optum Coaching  
Workshop  
Rating: ★★★☆☆ (38)  
Approved/Badge earned

My Knowledge Shares

Mastering Scrum  
by Optum Tech University  
Class  
Rating: ★★★☆☆ (1,285)

Relationship Management  
by William McDaniel  
OTED  
Rating: ★★★☆☆ (25)

Feature Story Mapping  
by Optum Coaching  
Workshop  
Rating: ★★★☆☆ (38)

My Curation Shares

P.O. Growth Path  
by Insurance Solutions  
28 Badge(s)  
Rating: ★★★☆☆ (10)

My Reviews

Mastering Scrum  
by Optum Tech University  
Class  
Rating: ★★★☆☆ (1,285)
**OSAM Knowledge Share**

**HOME · COMPETENCIES · SKILLSETS · CURATION SHARES**

**MY PROFILE**

**STEVEMCDONALD**

Manager: Meredith Sabia

Updated: 12-DEC-2020

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**The Mentoring area** contains a list of skills they have completed with approved badges where the staff member agrees to mentor others.

---

**My Growth Path**

<table>
<thead>
<tr>
<th>Course</th>
<th>Type</th>
<th>Rating</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mastering Scrum</td>
<td>Class</td>
<td>★★★★☆</td>
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<td>Feature Story Mapping</td>
<td>Workshop</td>
<td>★★★★☆</td>
<td>(38)</td>
</tr>
</tbody>
</table>

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**The My Growth Path area** contains a list of skills they have completed, with badges, and that they are continuing to learn.

---

**My Knowledge Shares**

<table>
<thead>
<tr>
<th>Course</th>
<th>Type</th>
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<th>Completion</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Feature Story Mapping</td>
<td>Workshop</td>
<td>★★★★☆</td>
<td>(38)</td>
</tr>
</tbody>
</table>

---

**The My Knowledge Shares area** contains a list of Knowledge Share learning items the staff member shared with the community.

---

**My Curation Shares**

<table>
<thead>
<tr>
<th>Course</th>
<th>Type</th>
<th>Rating</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.O. Growth Path</td>
<td>Class</td>
<td>★★★★☆</td>
<td>(10)</td>
</tr>
</tbody>
</table>

---

**The My Curation Shares area** contains a list of curated paths the staff member shared with the community or on behalf of their department.

---

**My Reviews**

<table>
<thead>
<tr>
<th>Course</th>
<th>Type</th>
<th>Rating</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mastering Scrum</td>
<td>Class</td>
<td>★★★★☆</td>
<td>(1,285)</td>
</tr>
</tbody>
</table>

---

**The My Reviews area** contains a list of reviews they have made on skills shared in the community.

---

**My Badges**

- **Mastering Scrum**
  - DEC-2020

- **Essential P.O.**
  - FEB-2021

- **Backlog Maint.**
  - DEC-2020

---

**The My Badges area** contains a list badges awarded to the staff member. These are not certifications, but badges awarded to them by their supervisor to gamify learning/swarming.