Solution

# Scrum3.08 Scrum Master

1. This is not a roadblock that the Scrum Master should work. The Scrum Team needs to provide help to the person creating this software so that the bugs are found and fixed. If identifying this problem for the team creates some team inter-personal problems, the Scrum Master can facilitate the team in addressing the problem. But it is a team problem, not an external roadblock.
2. The Scrum Master should immediately contact the head of Purchasing to get another buyer assigned to complete this Purchase Order.
3. The Scrum Master should quickly check to determine if there are any openings (nights or weekends) at the facility in the other operating location. If so, he or she should schedule their testing for that time. If not, the Scrum Master should locate another facility that can do the testing and contract for the needed time with them.
4. The Scrum Master should work with the organization providing the compliance scheduling and have these two individuals attend with another group after the Sprint has ended. Otherwise, they should be scheduled for a make-up session.
5. The Scrum Master should meet with the CIO to explain the problem. Depending upon the relationship that the Scrum Master has with the CIO, the Scrum Master should include the Product Owner in the meeting. The Product Owner and Scrum Master can then explain that the CIO’s Demo Criteria cannot be met unless the CIO allows them access to the system. The CIO can then decide to allow access or change the criteria.