**QUESTION-1 Write Agile Manifesto?**

Agile is a project management and software development methodology that emphasizes flexibility, collaboration, and customer satisfaction.

Agile is mostly followed by the present IT Industry. The limitations in the other models are addressed in the agile model.

IT Companies adopted agile through Agile Manifesto.

Agile Manifesto has 4 Values and 12 Principles .

**Four Values:**

1. Individuals and interactions over process and tools.
2. Working software over compressive documentation.
3. Customer collaboration over contract negotiation.
4. Responding to change over following a plan.

**Twelve Principles of Agile Software**:

 1. Satisfy the customer through early and continuous delivery of valuable software.

 2. Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.

3. Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.

 4. Business people and developers must work together daily throughout the project.

5. Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done.

6. The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.

7. Working software is the primary measure of progress.

8. Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.

 9. Continuous attention to technical excellence and good design enhances agility.

10. Simplicity the art of maximizing the amount of work not doneis essential.

11.The best architectures, requirements, and designs emerge from self-organizing teams.

12.At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

The main challenges have been addressed in agile who are facing in traditional development methodologies.

1. Delivered time is high
2. Change Request.

**Discuss Agile in layman Language:**

In Traditional Approach we have seen that the client approaches the BA for explain about the project and the BA explain to technical team.

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| CLIENT |

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 | BA |

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 | TECHNICAL TEAM |

In Agile client directly interact with Technical team. 8 Developers forms a Technical Team.

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| CLIENT |

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 | TECHNICAL TEAM |

**How Client shares the Requirements ?**

Client shares the requirements through user stories.

Now they write it on “ **Post it note** “ and the syntax of the user stories are

As a

<user>

I want to

<what is the purpose >

So that

<what you gain by this story>

They put this post it note on the story board .

Once the developer picks the user stories they have to submit with in “2 weeks “ and the based the project it may vary for maximum of 2 months.

In agile we work only with developers. There is no Business Analyst , Project Manager (theoretically ) and there is no documentation .

If there is no documentation then how about functionality . Then these people said

” working software is a proof of Functionality”. No other resources are involved so low cost and with in 2 weeks you will be getting delivered and the change request is also posted as user story, so there is no concept of change request here. Now agile architecture follows the architecture of Smartphone.

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| No middle Man |
| Only with Developers |
| No Documentation |
| Software is proof of functionality |
| low cost |
| Quick Deliverable |
| Change request is posted as user stories |
| agile Architecture - smart phone |
|  |

**Who can work in Agile projects?**

Fresher’s are not recommended strictly. Skilled Experience, Honest, Self Organizing Committed , motivated, quick learners, continuous learning in improvement.

Before writing the user stories we will evaluate BV values and CP values .

**BUSINESS VALUES :**

It is not cost of investment , it is not cost of development, it is not cost of complexity of achieving. BV is how important is the feature for you as a business analysts.

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| **Features**  |
| **Developers**  | Registration | Login | View Orders | Search and View Restaurants | View Restaurant's Menu | Order Food | Payment | Tracking | Cancel Order | Feedback & Rating | Logout | Select and Accept Orders | Order Pickup and Delivery | Status Updates | View Feedback | Raise Issues | View Deliveries Report & Revenue | View Regional Revenue | View Revenue Generated through App | Managing Regional Delivery Boys | Managing Restaurants | Approval/Rejections (Restaurants/Delivery Boys) | Resolve Issues | Managing Regional Admins | Update Payments for Restaurants/Delivery Boys |
| **Scrum Developer 1 (LineshVegad)** | 50 | 20 | 100 | 200 | 50 | 100 | 500 | 200 | 50 | 100 | 10 | 500 | 200 | 50 | 10 | 100 | 200 | 500 | 100 | 50 | 10 | 100 | 200 | 500 | 100 |
| **Scrum Developer 2 (Yogender)** | 20 | 10 | 50 | 500 | 100 | 20 | 200 | 100 | 200 | 50 | 20 | 100 | 50 | 100 | 20 | 50 | 50 | 200 | 50 | 100 | 20 | 50 | 50 | 200 | 50 |
| **Scrum Developer 3 (Gowri)** | 10 | 50 | 200 | 50 | 500 | 50 | 50 | 50 | 500 | 20 | 50 | 200 | 100 | 500 | 50 | 20 | 100 | 50 | 200 | 500 | 50 | 20 | 100 | 50 | 200 |
| **Scrum Developer 4 (A. Lakshmikala)** | 20 | 100 | 500 | 100 | 20 | 200 | 100 | 10 | 10 | 500 | 100 | 50 | 500 | 10 | 500 | 10 | 500 | 100 | 500 | 10 | 500 | 10 | 500 | 100 | 500 |
| **Scrum Developer 5 (Madhuri)** | 50 | 200 | 20 | 10 | 10 | 500 | 20 | 20 | 100 | 10 | 500 | 10 | 10 | 200 | 100 | 500 | 10 | 10 | 10 | 200 | 100 | 500 | 10 | 10 | 10 |
| **Scrum Developer 6 (Varun)** | 100 | 500 | 10 | 20 | 50 | 10 | 10 | 500 | 50 | 200 | 200 | 20 | 20 | 20 | 200 | 200 | 20 | 20 | 20 | 20 | 200 | 200 | 20 | 20 | 20 |
| **Scrum Developer 7 (Rakesh)** | 200 | 50 | 50 | 50 | 200 | 100 | 50 | 100 | 20 | 50 | 100 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 | 50 |
| **Scrum Developer 8 (Rajesh)** | 500 | 20 | 100 | 200 | 100 | 50 | 100 | 50 | 100 | 100 | 50 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

**COMPLEXITY POINTS :**

It means the efforts that are required to build that particular user story they express through complexity points.

To under stand complexity points we use poker cards. Who will be coming up with the estimations scrum developers.

Poker card : “ ? , 1,2,3,5,8,13,20,40,100….200.

The initial series we called it as “ **febonitic series**” . (1+2=3, 3+5=8…).

With minimum number of cards we can express maximum number of values.

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| **Feature** | **Scrum Developer 1 (LineshVegad)** | **Scrum Developer 2 (Yogender)** | **Scrum Developer 3 (Gowri)** | **Scrum Developer 4 (A. Lakshmikala)** | **Scrum Developer 5 (Madhuri)** | **Scrum Developer 6 (Varun)** | **Scrum Developer 7 (Rakesh)** | **Scrum Developer 8 (Rajesh)** |
| **Registration** | 5 | 3 | 2 | 3 | 5 | 8 | 13 | 20 |
| **Login** | 3 | 2 | 5 | 8 | 13 | 20 | 5 | 3 |
| **View Orders** | 8 | 5 | 13 | 20 | 3 | 2 | 5 | 8 |
| **Search and View Restaurants** | 13 | 20 | 5 | 8 | 2 | 3 | 5 | 13 |
| **View Restaurant's Menu** | 5 | 8 | 20 | 3 | 2 | 5 | 13 | 8 |
| **Order Food** | 8 | 3 | 5 | 13 | 20 | 2 | 8 | 5 |
| **Payment** | 20 | 13 | 5 | 8 | 3 | 2 | 5 | 8 |
| **Tracking** | 13 | 8 | 5 | 2 | 3 | 20 | 8 | 5 |
| **Cancel Order** | 5 | 13 | 20 | 2 | 8 | 5 | 3 | 8 |
| **Feedback & Rating** | 8 | 5 | 3 | 20 | 2 | 13 | 5 | 8 |
| **Logout** | 2 | 3 | 5 | 8 | 20 | 13 | 8 | 5 |
| **Select and Accept Orders** | 20 | 8 | 13 | 5 | 2 | 3 | 5 | 8 |
| **Order Pickup and Delivery** | 13 | 5 | 8 | 20 | 2 | 3 | 5 | 8 |
| **Status Updates** | 5 | 8 | 20 | 2 | 13 | 3 | 5 | 8 |
| **View Feedback** | 2 | 3 | 5 | 20 | 8 | 13 | 5 | 8 |
| **Raise Issues** | 8 | 5 | 3 | 2 | 20 | 13 | 5 | 8 |
| **View Deliveries Report & Revenue** | 13 | 5 | 8 | 20 | 2 | 3 | 5 | 8 |
| **View Regional Revenue** | 20 | 13 | 5 | 8 | 2 | 3 | 5 | 8 |
| **View Revenue Generated through App** | 8 | 5 | 13 | 20 | 2 | 3 | 5 | 8 |
| **Managing Regional Delivery Boys** | 5 | 8 | 20 | 2 | 13 | 3 | 5 | 8 |
| **Managing Restaurants** | 2 | 3 | 5 | 20 | 8 | 13 | 5 | 8 |
| **Approval/Rejections (Restaurants/Delivery Boys)** | 8 | 5 | 3 | 2 | 20 | 13 | 5 | 8 |
| **Resolve Issues** | 13 | 5 | 8 | 20 | 2 | 3 | 5 | 8 |
| **Managing Regional Admins** | 20 | 13 | 5 | 8 | 2 | 3 | 5 | 8 |
| **Update Payments for Restaurants/Delivery Boys** | 8 | 5 | 13 | 20 | 2 | 3 | 5 | 8 |

**Acceptance Criteria** are the conditions that a product must satisfy to be accepted by a user, customer, or stakeholder. They are written for each user story and help ensure that the functionality works as expected

**Question 2 – User Stories- Acceptance Criteria-BV-CP**

**Write minimum 40 User stories and their Acceptance Criteria along with their BV and CP.**

**User Stories for Customer: Registration, Login, Search and View restaurants, View restaurant's menu, Order food, Payment, Tracking, Cancel order, Feedback & Rating and Logout.**

|  |  |  |
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| user story 01 | Tasks:01 | Priority:high |
| **AS A CUSTOMER** |
| **I WANT TO REGISTER** |
| **SO THAT** |
| **I CAN CREATE AN ACCOUNT** |
| BV :100 | CP:5 |
| Acceptance Criteria |
| The customer must enter a valid email ID, mobile number, and password. |
| The system should validate the email and mobile number format. |
| The system should send an OTP for verification. |
| The customer should be able to enter the OTP and complete the registration. |
| The system should store the customer details securely. |
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| user story 02 | Tasks:2 | Priority:high:high |
| **AS A CUSTOMER** |
| **I WANT TO LOGIN** |
| **SO THAT** |
| **I CAN ACCESS MY ACCOUNT** |
| BV :50 | CP:03 |
| Acceptance Criteria |
| Enter Register mail id/phone number and password |
| system should validate password |
| If password is pop up message should be displayed |
| customer should have option to reset their password |
| login succesful, theh customer will be redirected to home page |
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| user story 03 | Tasks:3 | Priority:high:high |
| **AS A CUSTOMER** |
| **I WANT TO SEARCH AND VIEW** |
| **SO THAT** |
| **I CAN EXPLORE OPTIONS** |
| BV:100 | CP:05 |
| Acceptance Criteria |
| customer able to search and view result |
| system should filter results based on customer preference |
| search result should load quickly and accurately |
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| user story 04 | Tasks:4 | Priority:high: high |
| **------------** |
| **I WANT TO VEIW MENU** |
| **SO THAT** |
| **I CAN CHOOSE MY DISHES** |
| BV:50 | CP:03 |
| Acceptance Criteria |
| Customers should be able to access the menu of a selected restaurant  Customers should be able to filter menu items based on category The system should update availability in real time. |
| The menu should display food items with names, images, prices, and descriptions. |
| Customers should be able to filter menu items based on category |
| The system should update availability in real time |
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| user story 05 | Tasks:5 | Priority:high: |
| **AS A CUSTOMER** |
| **I WANT TO ORDER FOOD** |
| **SO THAT** |
| **I CAN GET IT DELIVERED TO MY ADDRESS** |
| BV :200 | CP:8 |
| Acceptance Criteria |
| Customers should be able to add selected food items to the cart. |
| The system should calculate the total amount, including taxes and discounts. |
|  Customers should be able to enter delivery address details. |
| Customers should have multiple payment options (UPI, card, COD, etc.). |
| The system should generate an order confirmation with an estimated delivery time. |
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| user story 06 | Tasks:6 | Priority:high: |
| **AS A CUSTOMER** |
| **I WANT TO MAKE A PAYMENT** |
| **SO THAT** |
| **I CAN COMPLETE MY ORDER** |
| BV :200 | CP :8 |
| Acceptance Criteria |
| Customers should be able to choose a payment method (credit/debit card, UPI, COD, etc.). |
| The system should securely process the payment. |
| If payment fails, the customer should receive an appropriate error message. |
| Upon successful payment, the order should be confirmed, and a receipt should be generated. |
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| user story 07 | Tasks:7 | Priority:high: |
| **AS A CUSTOMER** |
| **I WANT TO TRACK MY ORDER** |
| **SO THAT** |
| **I CAN SEE ITS STATUS** |
| BV :100 | CP :5 |
| Acceptance Criteria |
| Customers should be able to see real time updates on order status (e.g., preparing, out for delivery). |
| The system should provide an estimated delivery time. |
| Customers should be able to view the delivery agent’s details (name, contact, live location). |
| The tracking feature should refresh automatically without requiring manual updates. |
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| user story 08 | Tasks:8 | Priority:high: |
| **AS A CUSTOMER** |
| **I WANT TO CANCEL MY ORDER** |
| **SO THAT** |
| **IF NEEDED BEFORE ITS DELIVERED** |
| BV :100 | CP :5 |
| Acceptance Criteria |
|  Customers should be able to cancel an order only before it is prepared. |
|  The system should display a cancellation confirmation before proceeding. |
|  If canceled, the amount should be refunded (if prepaid) based on the restaurant’s refund policy. |
|  The system should notify the restaurant and delivery agent about the cancellation. |
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| user story 09 | Tasks:9 | Priority:high: |
| **AS A CUSTOMER** |
| **I WANT GIVE FEEDBACK AND RATING** |
| **SO THAT** |
| **I CAN SHARE MY EXPERIENCE** |
| BV 50 | CP:3 |
| Acceptance Criteria |
|  Customers should be able to rate the restaurant and delivery service (e.g., 15 stars). |
|  Customers should have the option to write a review. |
|  Reviews should be moderated to filter inappropriate content. |
|  The system should calculate an average rating based on multiple reviews. |
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| user story 10 | Tasks:10 | Priority:high: |
| **AS A CUSTOMER** |
| **I WANT TO LOG OUT**  |
| **SO THAT** |
| **I CAN SECURITY EXIT MY ACCOUNT** |
| BV :20 | CP :2 |
| Acceptance Criteria |
|  Customers should be able to log out of their account from any page. |
|  The system should clear the customer session and return to the login screen. |
| Customers should be automatically logged out after a period of inactivity for security. |

**User Stories for Delivery Boy: Registration, Login, View orders, Select and accept orders, Order pickup and delivery, Status updates, Payment (COD), View Feedback, Raise Issues, View Deliveries report and revenue generated, Logout.**

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| user story 11 | Tasks:11 | Priority: high |
| **AS A DELIVERY BOY** |
| **I WANT TO REGISTER** |
| **SO THAT** |
| **I CAN CREATE AN ACCOUNT** |
| BV :100 | CP:5 |
| **Acceptance Criteria** |
| delivery boy must enter valid id proof and contact information |
| an admin approval required post registration |
| system should store registration data securely |
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| user story 12 | Tasks:12 | Priority:high |
| **AS A DELIVERY BOY** |
| **I WANT TO LOGIN** |
| **SO THAT** |
| **I CAN LOGIN TO DASHBOARD** |
| BV :50 | CP:03 |
| **Acceptance Criteria** |
| login must work with correct username and password |
| session must be securly maintained |
| errors should be handled clearly for incorrect credenitals |
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| user story 13 | Tasks13 | Priority:high |
| **AS A DELIVERY BOY**  |
| **I WANT TO VIEW AVAILABLE ORDERS** |
| **SO THAT** |
| **I CAN DECIDE WHICH TO ACCEPT** |
| BV:100 | CP: 08 |
| **Acceptance Criteria** |
| system should list all pending delivery orders |
| each order should show restaurant, address and time |
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| user story 14 | Tasks:14 | Priority:high |
| **AS A DELIVERY BOY** |
| **I WANT TO ACCEPT AN ORDER** |
| **SO THAT** |
| **I CAN START THE DELIVERY PROCESS** |
| BV:50 | CP:03 |
| **Acceptance Criteria** |
| Availble orders can be accepted only once |
| system confirms order assignment |
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| user story 15 | Tasks15 | Priority: high |
| **AS A DELIVERY BOY** |
| **I WANT TO ORDER PICKUP AND DELIVERY** |
| **SO THAT** |
| **I CAN KEEP CUSTOMERS UPDATED** |
| BV :200 | CP:8 |
| **Acceptance Criteria** |
| Pickup details and maps should be provided in the application |
| Delivery boy marks pickup  |
| after completion of delivery marks should be updated as delivered |
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| user story 16 | Tasks:16 | Priority: high |
| **AS A DELIVERY BOY** |
| **I WANT TO STATUS UPDATED** |
| **SO THAT** |
| **THE CUSTOMER CAN TRACK THE PROGRESS** |
| BV :200 | CP :8 |
| **Acceptance Criteria** |
| status options should include: Assigned, pickedup, on the way, delivered.  |
| each updated should log a timestamp |
| customers should get real time updated |
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| user story 17 | Tasks17 | Priority:high |
| **AS A DELIVERY BOY** |
| **I WANT TO MARK PAYMENT AS COLLECTED** |
| **SO THAT** |
| **THE SYSTEM CAN TRACK COD PAYMENTS** |
| BV :100 | CP :5 |
| **Acceptance Criteria** |
| Cash payments should be marked in the system |
| confirmation message should appear after marking as collected |
| collected payments should reflect in the revenue report |
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| user story 18 | Tasks:18 | Priority:high |
| **AS A DELIVERY BOY** |
| **I WANT TO VIEW FEEDBACK FROM CUSTOMERS** |
| **SO THAT** |
| **I CAN IMPROVE MY PERFORMANCE** |
| BV :100 | CP :5 |
| **Acceptance Criteria** |
| Feedback should be visible with customer name and rating |
| rating should be sorted chonologically or by rating |
| system should allow viewing average rating over time .  |
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| user story 19 | Tasks:19 | Priority:high |
| **AS A DELIVERY BOY** |
| **I WANT TO RAISE ISSUES RELATED TO ORDERS OR PAYMENT** |
| **SO THAT** |
| **I CAN GET SUPPORT WHEN NEEDED** |
| BV 50 | CP:3 |
| **Acceptance Criteria** |
| Issue categories should include payment , order , app. |
| Delivery boy should describe the issue and attach photos |
| admins should be notified for resoltuion |
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| user story 20 | Tasks:20 | Priority:high |
| **AS A DELIVERY BOY** |
| **I WANT TO LOG OUT**  |
| **SO THAT** |
| **I CAN SECURITY EXIT MY ACCOUNT** |
| BV :200 | CP :8 |
| **Acceptance Criteria** |
| Delivery boys should be able to logout of their account |
| the system should clear the session and return to login screen |
| automatic logout should occur after inactivity for security. |

**User Stories for Restaurants: Registration, Login, View Orders, Delivery Boy Verification, Payment, View Feedback, Raise Issues, View revenue generated through Scrum Food app, Logout.**

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| User story 21 | Tasks :21 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO REGISTER** |
| **SO THAT** |
| **I CAN ACCESS SCRUM FOOD SERVICES** |
| BV :100 | CP:5 |
| **Acceptance Criteria** |
| The restaurant must enter legal name, FSSAI number, and owner contact details. |
| The system should verify the provided documents.  |
| Confirmation should sent after succesful registration |
| data must be stored securely |
|  |  |   |  |  |  |
| user story 22 | Tasks:22 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO LOGIN** |
| **SO THAT** |
| **I CAN LOGIN TO DASHBOARD** |
| BV :50 | CP:03 |
| **Acceptance Criteria** |
| Login screen should support email, mobile number and password |
| incorrect credentials should pop up |
| successful login redirects to dashboard |
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| user story 23 | Tasks23 | Priority: high |
| **AS A RESTAURANT**  |
| **I WANT TO VIEW ORDERS** |
| **SO THAT** |
| **I CAN FULFILL CUSTOMER REQUESTS** |
| BV:200 | CP: 13 |
| **Acceptance Criteria** |
| system should list all pending delivery orders |
| each order should show restaurant, address and time |
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| user story 24 | Tasks:24 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO ACCEPT AN ORDER** |
| **SO THAT** |
| **I CAN START THE DELIVERY PROCESS** |
| BV:100 | CP:5 |
| **Acceptance Criteria** |
| Availble orders can be accepted only once |
| Verification via unique code or app should be allowed |
|   |   |   |   |   |   |
|  |  |   |  |  |  |
| user story 25 | Tasks25 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TP RECEIVE PAYMENTS** |
| **SO THAT** |
| **I CAN TRACK EARNINGS** |
| BV :200 | CP:8 |
| **Acceptance Criteria** |
| Alll completed orders should reflect revenue |
| payment should show pending and received deails |
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| user story 26 | Tasks:26 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO VIEW FEEDBACK**  |
| **SO THAT** |
| **I CAN IMPROVE SERIVCE QUALITY** |
| BV :50 | CP :3 |
| **Acceptance Criteria** |
| All customer feedback should be listed as per order |
| filter feedback by date range or rating |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| user story 27 | Tasks27 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO RAISE ISSUES** |
| **SO THAT** |
| **I CAN REPORT DELIVERY OR SYSTEM PROBLEMS** |
| BV :100 | CP :2 |
| **Acceptance Criteria** |
| Restaurant should be able to raise issues via a form |
| status tracking of issue resolution must be available |
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| user story 28 | Tasks:28 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO VIEW REVENUE GENERATED THROUGH THE APP** |
| **SO THAT** |
| **I CAN ANALYZE PERFORMANCE** |
| BV :200 | CP :13 |
| **Acceptance Criteria** |
| Revenue report should include daily, weekly and monthly filters |
| data should be exported in excel |
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| user story 29 | Tasks:29 | Priority:high |
| **AS A RESTAURANT** |
| **I WANT TO LOG OUT**  |
| **SO THAT** |
| **I CAN SECURITY EXIT MY ACCOUNT** |
| BV :50 | CP :2 |
| **Acceptance Criteria** |
| Logout should be available from all screens |
| auto logout should happen after inactivity |
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**User stories for Regional Admin: Admin Login, Tracking/status, Customer feedback, Managing Regional delivery boys and restaurant, View regional revenue, Issues, Refunds, View payment made to regional restaurant and Logout.**

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| user story : 01 | Tasks:2 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO LOGIN** |
| **SO THAT** |
| **I CAN ACCESS MY DASHBOARD** |
| BV : 100 | CP:2 |
| **Acceptance Criteria** |
| User should enter credentials and login |
| Redirect to regional admin dashboard |
| Credentials are worng then pop up should occur for error |
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| user story : 02 | Tasks: 02 | Priority:high |
| **AS A REGIONAL ADMIN** |
|  **I WANT TO TRACK ORDER STATUS** |
| **SO THAT** |
| **I CAN MONITOR ALL REGIONAL DELIVERIES** |
| BV : 500 | CP: 3 |
| **Acceptance Criteria** |
| User able to view order status updates |
| Real time racking on the dashboard |
| filter by delivery boy or restaurant |
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| user story 03 | Tasks: 03 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO VIEW CUSTOMER FEEDBACK** |
| **SO THAT** |
| **I CAN ADDRESS REGIONAL SERVICE ISSUES** |
| BV : 100 | CP: 2 |
| **Acceptance Criteria** |
| Display feedback list with ratings |
| Filter by date or customer |
|   |
|  |  |  |  |  |  |  |
| user story 04 | Tasks: 03 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO MANAGE DELIVERY BOYS** |
| **SO THAT** |
| **I CAN ASSIGN AND MONITOR THEM REGIONALLY** |
| BV : 200 | CP:3 |
| **Acceptance Criteria** |
| View, edit, add or disable delivery boy profiles |
| assign restaurants |
| track performance reports |
|  |  |  |  |  |  |  |
| user story 05 | Tasks: 03 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO MANAGE RESTAURANTS** |
| **SO THAT** |
| **I CAN CONTROL REGIONAL OPERATIONS** |
| BV : 200 | CP: 3 |
| **Acceptance Criteria** |
| view, edit, add features for restaurant profiles |
| Activate and deactive access  |
| User should monitor ratings |
|  |  |  |  |  |  |  |
| user story 06 | Tasks: 03 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO VIEW REGIONAL REVENUE** |
| **SO THAT** |
| **I CAN ANALYZE INCOME REPORTS** |
| BV : 100 | CP: 2 |
| **Acceptance Criteria** |
| User should have access to see revenue in table and charts |
| Filter by date, time, restaurant |
|   |
|  |  |  |  |  |  |  |
| user story 07 | Tasks:2 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO HANDLE ISSUES** |
| **SO THAT** |
| **I CAN RESOLVE COMPLAINTS** |
| BV : 100 | CP: 2 |
| **Acceptance Criteria** |
| User should able to see the list of issues |
| user can assing and update the status |
| user can see pending status |
|  |  |  |  |  |  |  |
| user story 08 | Tasks:2 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO MANAGE REFUND** |
| **SO THAT** |
| **I CAN PROCESS CUSTOMER CLAIMS** |
| BV : 200 | CP:2 |
| **Acceptance Criteria** |
| User able to see refund requests |
| Approve or Reject with reasons |
|   |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| user story 09 | Tasks:2 | Priority:high |
| **AS A REGIONAL ADMIN** |
| **I WANT TO LOGOUT** |
| **SO THAT** |
| **I CAN END MY SESSION SECURELY** |
| BV : 10 | CP:1 |
| **Acceptance Criteria** |
| User should securely logout |
| Redirect to login page |
|   |

**User stories for Admin: Login, Managing Regional Admin, Issues, Customer Feedback, Approval/Rejections privileges on restaurants, Delivery boy, Restaurants and Regional Admin requests, Resolve Issues and Logout.**

|  |  |  |
| --- | --- | --- |
| user story 10 | Tasks:2 | Priority:high |
| **AS A ADMIN** |
| **I WANT TO LOGin** |
| **SO THAT** |
| **I CAN ACCESS THE ADMIN PANEL** |
| BV : 100 | CP:3 |
| **Acceptance Criteria** |
| Enter login id and credentials |
| Navigate to admin dashboard |
|   |
|  |  |  |  |  |  |  |
| user story 11 | Tasks:3 | Priority:high |
| **AS A ADMIN** |
| **I WANT TO MANAGE REGIONAL ADMINS** |
| **SO THAT** |
| **I CAN CONTROL REGIONAL OPERATIONS** |
| BV : 200 | CP:3 |
| **Acceptance Criteria** |
| Add, edit, remove the regionals admins |
| view active and inactive status |
|   |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| user story 12 | Tasks:2 | Priority:high |
| **AS A ADMIN** |
| **I WANT TO MANAGE CUSTOMER ISSUES** |
| **SO THAT** |
| **I CAN IMPROVE CUSTOMER SATISFACTION** |
| BV : 100 | CP:2 |
| **Acceptance Criteria** |
| View issues and update staus |
| Assign issues to support staff |
|   |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| user story 13 | Tasks:2 | Priority:high |
| **AS A ADMIN** |
| **I WANT TO VIEW CUSTOMER FEEDBACK** |
| **SO THAT** |
| **I CAN MONITOR SERVICE QUALITY** |
| BV : 50 | CP:2 |
| **Acceptance Criteria** |
| User able to see feedback display |
| Filtering and tagging options |
|   |

**User Stories for Business Owner: Login, Issues, Reports, Update payments for restaurants and delivery boys and Logout .**

|  |  |  |
| --- | --- | --- |
| user story 1 | Tasks:1 | Priority:high |
| **AS A BUSINESS OWNER** |
| **I WANT TO LOGIN** |
| **SO THAT** |
| **I CAN ACCESS THE BUSSINESS OWNER DASHBOARD** |
| BV : 50 | CP:2 |
| **Acceptance Criteria** |
| User able to login the page with input filed like username and password |
| System should validate creidentials and show error message |
| On succesful login the system should navigate user to owner dashboard |
|  |  |  |  |  |  |  |
| user story 2 | Tasks:2 | Priority:high |
| **AS A BUSINESS OWNER** |
| **I WAN TO VIEW ISSUES** |
| **SO THAT** |
| **I CAN MONITOR AND TRACK ISSUES RAISED BY ADMINS** |
| BV : 100 | CP:2 |
| **Acceptance Criteria** |
| Sperate issues module should be available in the dashboard |
| system should show all reported issues with filters |
| On succesful login the system should navigate user to owner dashboard |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| user story 3 | Tasks:2 | Priority:high |
| **AS A BUSINESS OWNER** |
| **I WANT TO VIEW REPORTS** |
| **SO THAT** |
| **I CAN ANALYZE PLATFORM PERFORMANCE** |
| BV : 100 | CP:2 |
| **Acceptance Criteria** |
| Reports should be filter by time , date , region |
| visual representation of bar charts, graphs must be included |
| reports must be exportable in PDF and excel formats |
|  |  |  |  |  |  |  |
| user story 4 | Tasks:3 | Priority:high |
| **AS A BUSINESS OWNER** |
| **I WANT TO UPDATE PAYMENTS TO RESTAURANTS** |
| **SO THAT** |
| **I CAN ENSURE TIMELY PAYOUTS** |
| BV : 500 | CP:3 |
| **Acceptance Criteria** |
| Display a list of pending payouts with restautants name, region and amount and payouts |
| system should allow bulk payment release |
| a confirmation message should be displayed before processing |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| user story 5 | Tasks:3 | Priority:high |
| **AS A BUSINESS OWNER** |
| **I WANT TO UPDATED PAYMENTS TO DELIVERY BOYS** |
| **SO THAT** |
| **I CAN ENSURE DELIVERY STAFF IS PAID** |
| BV : 500 | CP:3 |
| **Acceptance Criteria** |
| Dashboard should list delivery boys with completed delivers and earnings |
| Filters should include time period, region, and payment status |
| payment should be editable before final submission |
|   |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| user story 6 | Tasks:1 | Priority:high |
| **AS A BUSINESS OWNER** |
| **I WANT TO LOGOUT** |
| **SO THAT** |
| **I CAN SECURELY EXIST THE DASHBOARD** |
| BV : 100 | CP:3 |
| **Acceptance Criteria** |
| logout button should be clearly visible on every screen |
| upon clicking logout the system should immediately terminate the session |
| redirect user to login screen |
|   |

**Question 3– What is epic?**

Write 2 epics Business Value and Complexity Points.

An Epic is a large body of work that can be broken down into multiple smaller tasks called **user stories**. It represents a significant feature or functionality that delivers value to users or stakeholders.

Examples epics with Business Values and Complexity Points

**Epic-1:** Customer Food Ordering and payment

Enable customer to select food, place orders, add delivery address, and make payment through scrum foods app.

Business Values : 100

Complexity points : 18

**Epic-2:**Admin – Manage Regional Admins

Allowing admin to add, edit , activate, deactivate Regional admins to control operations in various regions.

 Business Values : 50

Complexity points : 15

**Question 4 –What is the difference between BV and CP?**

|  |  |  |
| --- | --- | --- |
| **S.NO** | **BUSINESS VALUES** | **COMPLEXITY POINTS** |
| 1. | Measures the value delivered to the business owner | Measures the complexity, effort and time needed to build |
| 2. | Assigned by product owner | Assigned by scrum developer |
| 3. | Prioritize user stories  | Helps to estimate plan team capacity |
| 4. | Focuses on business outcomes | Focuses on technical difficulty and implementation challenges |
| 5. | High BV means more value to customer or stakeholder | High CP means more effort required by developers |
| 6. | Scale can be numeric (1-10,1-100) | Uses planning poker values (1,2,3,5,8,13,20…. 100) |
| 7. | Guides what to build first | Guides how much we can build in a sprint |

**Question 5 –Explain about Sprint?**

Sprint is time boxed to deliver a specific set of user stories and produce working features within a set time period.

Sprint is typically 2 weeks duration. Sprint will have a sub unit know as scum day.

In our Scrum project, the **Sprint Duration is 2 Weeks.**

Each Sprint contains multiple **Scrums** (also called Daily Scrums). A **Scrum** is a **daily 15-minute meeting** where developers inspect progress and plan the next 24 hours of work.

**Sprint – 2 weeks**

**Scrum – 1 day**

Now these 8 Scrum Developers will prepare as many user stories within 2 weeks of time , that many user stories they bring from **product backlog to sprint backlog** . They bring through **sprint planning meeting.**

**Sprint Backlog:** Sprint Backlog is subset of product backlog. It includes Product backlog Items, tasks, work in progress and done status.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PBI** | **Description** | **CP** | **Tasks** | **Status** |
| US001 | Customer Registration | 3 | 3 | Done |
| US002 | Customer Login | 2 | 2 | Done |
| US003 | View Restaurants and Menu | 5 | 3 | Done |
| US004 | Order Food & Payment | 8 | 3 | Done |
| US005 | Order Tracking & Cancel | 5 | 2 | Not Done |
| US006 | Feedback & Logout | 3 | 3 | Done |
| US007 | Delivery Boy - View & Accept Orders | 8 | 2 | Done |
| US008 | Delivery - Pickup, Status Updates, COD | 8 | 4 | Not Done |
| US009 | Restaurant - View Orders & Verify Delivery Boys | 5 | 3 | Done |
| US010 | Admin - Approve/Reject Restaurant Requests | 5 | 3 | Done |

**Question 6 – Explain Product backlog and sprint back log?**

**Product Backlog:** The product backlog is a prioritized list of features needed for the product. It is maintained by product owner.

The items in the product backlog are know as **product backlog items** and are written as user stories.

In product backlog here the user stories are prioritize by using prioritizing techniques like MOSCOW , 100 dolor tests etc.

**Sprint Backlog :** The sprint backlog is a subset of the product backlog selected by the scrum team during the sprint review meeting.

It includes Product backlog Items, tasks, work in progress and done status.

|  |  |  |  |
| --- | --- | --- | --- |
| **PBI** | **TASKS** | **WIP** | **STATUS** |
|  |  |  |  |

**Question 7 – What is impediments log? write 2 impediments ?**

Impediments log is tool or document used by scrum teams ( especially scrum master) to track and manage . impediments that block the scrum team from making progress during a sprint.

It is maintained by scrum master, Who works to remove these impediments .

**Impediments Log**

|  |
| --- |
| Delay in API integration with restaurant systems |
| Device unavailable for Delivery Boy app testing |
| Feedback module issue in Regional Admin |
| Missing payment gateway test credentials |
| Change in report filter requirement |

**Sample Impediments :**

1. **Impediment** : API response from the restaurant system is too slow.

**Action** : Scrum master co ordinate with the restaurant tech team to optimize the API.

1. **Impediment:** Delivery boy module is not opening on mobile devices.

**Action :** Developer assigned to fix mobile responsiveness issue within the same Sprint.

|  |
| --- |
| **Sprint 1** | **Start Time:** 11:00 AM | **End Time:** 13:00 | **Duration:** 2 hrs | |
| **Sprint Planning Meeting** |
|

| **Participants** | Scrum Master, Product Owner, Scrum Developers (Linesh Vegad, Yogender, Gowri, A. Lakshmikala, Madhuri, Varun, Rakesh, Rajesh) |
| --- | --- |

 |
|

| **Discussion Points** | Discussed on the Sprint Velocity and the BV with the user stories. Discussed with the associates on resources provided to them and also communicated to the team on sprint duration as well as expectations from the client**.** |
| --- | --- |

 |
|

| **User Stories Selected:** | **10 (MVP)** |
| --- | --- |

 |
| **Sprint Backlog** |
|

| **PBI** | **Tasks** | **WIP** | **Done** |
| --- | --- | --- | --- |
| 10 | 20 | 0 | 10 |

 |
| **Prepare Tasks from PBI** |
| Each user story is broken down into 2 tasks (on average), totaling **20 tasks**. |
| **How many Scrums will we have in this sprint?** |
| Since the **Sprint Duration = 2 weeks (10 working days)**, and **Scrum = Daily**, We will have **10 Scrums (Daily Scrum meetings)** in this sprint. |
| **Allocate Tasks to Developers** |
|

| **Developer** | **Tasks Allocated** |
| --- | --- |
| Linesh Vegad | 2 |
| Yogender | 2 |
| Gowri | 3 |
| A. Lakshmikala | 3 |
| Madhuri | 3 |
| Varun | 2 |
| Rakesh | 2 |
| Rajesh | 3 |
| **Total Tasks** | **20** |

 |

|  |
| --- |
| **Sprint 2** | **Start Time:** 11:00 AM | **End Time:** 13:00 | **Duration:** 2 hrs | |
| **Sprint Planning Meeting** |
|

| **Participants** | Scrum Master, Product Owner, Scrum Developers |
| --- | --- |

 |
|

| **Discussion Points** | Discussed technical feasibility of Admin and Regional Admin features. Team estimated complexity points and split stories into tasks. Discussed dependencies and updated Product Backlog accordingly. |
| --- | --- |

| **User Stories Selected:** | **8** (Admin and Regional Admin functionalities) | |
|  |
| **Sprint Backlog** |
|

| **PBI** | **Tasks** | **WIP** | **Done** |
| --- | --- | --- | --- |
| 8 | 16 | 0 | 8 |

 |
| **Prepare Tasks from PBI** |
| Each user story has 2 tasks. |
| **How many Scrums will we have in this sprint?** |
| **10 Scrums** (1 per working day over 2 weeks) |
| **Allocate Tasks to Developers** |
|

| **Developer** | **Tasks Allocated** |
| --- | --- |
| Linesh Vegad | 2 |
| Yogender | 2 |
| Gowri | 2 |
| A. Lakshmikala | 2 |
| Madhuri | 2 |
| Varun | 2 |
| Rakesh | 2 |
| Rajesh | 2 |
| **Total Tasks** | **16** |

 |

|  |
| --- |
| **Sprint 3** | **Start Time:** 11:00 AM | **End Time:** 13:00 | **Duration:** 2 hrs | |
| **Sprint Planning Meeting** |
|

| **Participants** | Scrum Master, Product Owner, Scrum Developers |
| --- | --- |

 **Discussion Points**| Focused on Delivery Boy features like View Orders, Accept Order, Update Delivery Status, Revenue Reports. Highlighted the need for mobile UI and real-time update logic.  |
| **User Stories Selected:** **7** (Delivery Boy functionalities)  |
|  |
| **Sprint Backlog** |
|

| **PBI** | **Tasks** | **WIP** | **Done** |
| --- | --- | --- | --- |
| 7 | 14 | 0 | 7 |

 |
| **Prepare Tasks from PBI** |
| Each user story has 2 tasks. |
| **How many Scrums will we have in this sprint?** |
| **10 Scrums** |
| **Allocate Tasks to Developers** |
|

| **Developer** | **Tasks Allocated** |
| --- | --- |
| Linesh Vegad | 2 |
| Yogender | 2 |
| Gowri | 2 |
| A. Lakshmikala | 2 |
| Madhuri | 2 |
| Varun | 1 |
| Rakesh | 1 |
| Rajesh | 2 |
| **Total Tasks** | **14** |

 |

|  |
| --- |
| **Sprint 4** | **Start Time:** 11:00 AM | **End Time:** 13:00 | **Duration:** 2 hrs | |
|  |
| **Sprint Planning Meeting** |
|

| **Participants** | Scrum Master, Product Owner, Scrum Developers |
| --- | --- |

**Discussion Points** Planned for Restaurant functionalities: Accept Orders, Menu Update, Revenue Viewing, Feedback Response. Clarified integration with Delivery Boy modules.  |
| | **User Stories Selected:** **6** (Restaurant functionalities)  |
|  |
| **Sprint Backlog** |
|

| **PBI** | **Tasks** | **WIP** | **Done** |
| --- | --- | --- | --- |
| 6 | 12 | 0 | 6 |

 |
| **Prepare Tasks from PBI** |
| Each story = 2 tasks |
| **How many Scrums will we have in this sprint?** |
| **10 Scrums** |
| **Allocate Tasks to Developers** |
|

| **Developer** | **Tasks Allocated** |
| --- | --- |
| Linesh Vegad | 2 |
| Yogender | 2 |
| Gowri | 2 |
| A. Lakshmikala | 2 |
| Madhuri | 2 |
| Varun | 1 |
| Rajesh | 1 |
| **Total Tasks** | **12** |

 |

|  |
| --- |
| **Sprint 5** | **Start Time:** 11:00 AM | **End Time:** 13:00 | **Duration:** 2 hrs | |
|  |
| **Sprint Planning Meeting** |
|

| **Participants** | Scrum Master, Product Owner, Scrum Developers |
| --- | --- |

 **Discussion Points** Final sprint focused on Business Owner reports, Payment Module, and Bug Fixes. Prioritized client review and product deployment preparation.  |
| | **User Stories Selected:** **5** (Reports, Payments, Final Touches) | |
|  |
| **Sprint Backlog** |
|

| **PBI** | **Tasks** | **WIP** | **Done** |
| --- | --- | --- | --- |
| 5 | 10 | 0 | 5 |

 |
| **Prepare Tasks from PBI** |
| Each story = 2 tasks |
| **How many Scrums will we have in this sprint?** |
| **10 Scrums** |
| **Allocate Tasks to Developers** |
|

| **Developer** | **Tasks Allocated** |
| --- | --- |
| Linesh Vegad | 2 |
| Yogender | 1 |
| Gowri | 1 |
| A. Lakshmikala | 2 |
| Madhuri | 1 |
| Rakesh | 1 |
| Rajesh | 2 |
| **Total Tasks** | **10** |

 |

**Question 8 – Explain Velocity of the Team ?**

Velocity – How many CP is covered in this sprint

Velocity is a key metric in scrum that tells us how many complexity points (CP) the scrum team has successfully completed in a sprint.

Velocity = Total CP ( done ) by the scrum team in one sprint.

Calculation of velocity of team

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **DESCRIPTION** |  | **STATUS** |
| 1. | Customer Registration | 3 | Done |
| 2. | Customer login | 2 | Done |
| 3. | View restaurants and menu | 5 | Not done |
| 4. | Order food and payment | 8 | Done |
| 5. | Order tracking and cancel | 5 | Not done |
| 6. | Feedback and rating | 3 | Done |
| 7. | Logout | 3 | Done |

**Velocity of team = 3+2+8+3+3 = 19CP** for this sprint.

**Question 9 – Draw Sprint Burn Charts n Product Burn Down Charts ?**

**Sprint Burn chart:** In sprint burn chart if we take the sprint for 2 weeks and cp = 50 then it should complete within 2 weeks. in chart the curve comes down.







**Product Burn Down :** Product burn down means graphical representation that shows the total remaining work across all sprints in project.

Suppose the scrum food project has complexity points of 200 and sprint time in weeks . In product burn down we will measure how much work is pending. It helps in access **overall project progress** and whether the team is on track to meet the release goal

**Question 10 – Explain about Product Grooming ?**

**Product Grooming:** Product Grooming is also known as **Backlog Refinement,** is the process of reviewing, updating and prioritizing the product backlog items.

**Who will participate in product grooming meeting?** Product Owner, Scrum Master, Development Team .

**Product insights used for product grooming:**

1. Sprint Review Feedback
2. Retrospective Feedback
3. Stakeholder input
4. Bug reports
5. Usage analysis
6. Customer feedback and reviews

**Question 11 – Explain the roles of Scrum Master and Product Owner ?**

Business Analysis will play the role of Product owner.

Project Manager will play the role of Scrum Master.

**Scrum Master:** Scrum Master is responsible for facilitating the scrum process and ensure that the team follows the scrum rules.

They help the team to work together smoothly and remove any problems that slow down the work.

**Product owner:** Product owner decides what the team should build. They create and manage the product backlog , write user stories , set priorities based on business goals and customer needs.

They focus on the scrum team is building the right product in the right order.

**Question 12 – Explain all Meetings Conducted in Scrum Project ?**

The Meetings conducted in scrum project are

1. **Daily standup Meeting or Daily scrum Meeting** : This happens each day where team will just answer 3 questions:
* What did u do today?
* What will you do tomorrow?
* Are there any impediments that is slowing or stopping you?

**Who will Participate in Daily Scrum Meeting ?** Development Team, Scrum master and Product Owner

1. **Sprint Planning Meeting** This happens at the beginning of each sprint and team decides on what they will be delivering in the sprint.

**Who will Participate in Sprint Planning Meeting ?** Product Owner, Scrum Master, Development Team.

1. **Sprint Review Meeting** This happens at the end of the sprint where team will demo the completed stories to product owner and get it cleared.

**Who will Participate in Sprint Review meeting ?** Developers, scrum master, product owner, stakeholders, client, third party reviews, smes , etc.

In Sprint Review meeting they will discuss about user stories, work-in progress and how many are pending. At this context they will draw sprint burn down charts and product burn down charts

.

1. **Sprint Retrospective Meeting:** This Happens at the end of the sprint . Where team will answer all these 3 questions.
* What went well in the sprint ?
* What did not go well?
* What are the required areas of improvements in next sprint ?

**Who will Participate in sprint retrospective meeting?** Only Developers will participate in this meeting.

1. **Product Grooming Meeting:** Product Grooming Meeting is an ongoing activity where Product backlog is reviewed and updated to ensure that its ready for upcoming sprints.

**Who will participate in product grooming meeting ?** Product Owner, Scrum Master, Development Team , Stakeholders or UX designers.

**Question 13 – Explain Sprint Size and Scrum Size?**

**Sprint Size: 2 weeks**

It Means the duration of one sprint in the scrum project. Common size usually 1 to 4 weeks most of the teams use 2 weeks .During this time scrum team completes set of selected product backlog items.

**Scrum size:**

Scrum Size indicates the size of the scrum team (i.e Scrum Master, product owner and scrum Developers )

It means the frequency of daily scrum meetings. Meeting will be conducted once every day and each meeting is 15 minutes long. The team discusses about

* What they did yesterday
* What they will do today
* Any impediments are facing

**Question 14 – Explain DOR and DOD ?**

**DOR (Definition of Ready) :** A user story or Product backlog item is consider Ready when it has enough information for the development team to start working it in a sprint then it is called DOR.

**DOD(Definition of Done):** A User Story or feature is considered Done when it meets all criteria for completeness and quality and is ready for release.

**Question 15 – Explain Prioritization Techniques and MVP?**

Prioritization Technique used in business analysis and software development to reach a common understanding with stakeholders . These are methods used to decide **which features or user stories to implement first** based on value, urgency, feasibility, or other factors.

**MOSCOW Method :**

 M – Must Have: Essential for the product to function.

 S – Should Have: Important, but not critical for launch.

 C – Could Have: Nice to have if time/resources allow.

 W – Won’t Have: Not planned for this release.

#### ****100-Dollar Test****

#### Stakeholders are given 100 “virtual dollars” to spend on features. Helps understand which features matter most.

**MVP (Minimum Viable Product)**

MVP is the smallest possible version of a product that can be released with just enough features to satisfy early adopters and gather feedback.

#### Purpose of MVP:

* **Launch quickly** to market
* **Validate assumptions** with real users
* **Save resources** by avoiding building features no one uses
* **Iterate based on feedback**

**Question 16 – Difference between Business Analyst n Product Owner?**

|  |  |
| --- | --- |
| **Business Analyst (BA)** | **Product Owner (PO)** |
| Gathers, analyzes, and documents business requirements | Maximizes product value and manages the Product Backlog |
| Focuses on understanding business processes and stakeholder needs | Focuses on product vision and delivery of customer value |
| Does not own the product; provides input to improve clarity | Owns the product and backlog; responsible for defining priorities |
| Produces documents like BRD, functional specs, use cases | Writes user stories and maintains the Product Backlog |
| Suggests requirements but doesn't make final decisions | Has authority to make final decisions regarding backlog items |
| Acts as a bridge between business users and technical team | Directly interacts with stakeholders and developers |
| Optional role in Scrum (but common in hybrid models) | Mandatory role in Scrum |

**Question 17 – Prepare a sample Resume of 3yrs exp Product Owner**

**Name:**Merugu Bhavana
**Mobile:** +91-7093747384
**Email:** merugubhavana14@gmail.com
**LinkedIn:** linkedin.com/in/merugubhavana
**Location:** Hyderabad, India

### ****Professional Summary****

Certified and result-oriented **Product Owner** with 3 years of experience in Agile-Scrum environments. Proven track record of translating customer needs into user stories, managing product backlogs, and delivering value-driven solutions. Expertise in stakeholder management, backlog grooming, sprint planning, and prioritizing features that align with business goals. Strong collaboration with Scrum Masters and Developers to deliver high-quality software on time.

### ****Key Skills****

* Product Backlog Management
* User Story Writing (INVEST model)
* Agile/Scrum Methodology
* Sprint Planning & Reviews
* Stakeholder Communication
* MVP & Prioritization Techniques (MoSCoW, Kano)
* Jira / Trello / Azure DevOps
* Functional Documentation & Wireframing
* Strong knowledge of SDLC & Agile metrics

### ****Certifications****

* Certified Scrum Product Owner– Scrum Alliance
* Agile Business Analyst – COEPD

### ****Professional Experience****

#### ****Product Owner | COEPD IT Solutions, Hyderabad****

**Duration:** Mar 2022 – Present (3 Years)
**Project:** Scrum Foods – Online Food Delivery Platform

**Responsibilities:**

* Defined and communicated **Product Vision** for Scrum Foods, targeting 24/7 lightning-fast food delivery.
* Created and managed Product Backlog with over 50 user stories covering roles like Customer, Delivery Boy, Restaurant, Admin, and Business Owner.
* Conducted **Sprint Planning**, **Daily Scrum meetings**, **Sprint Reviews**, and **Retrospectives**.
* Prioritized features using MoSCoW and MVP frameworks, ensuring timely delivery and customer satisfaction.
* Collaborated closely with **Scrum Master**, 8 Developers, and multiple stakeholders (Admin, Regional Admin, Delivery Boy, Customer).
* Created and refined **user stories**, acceptance criteria (DOR/DOD), and coordinated sprint burn-down and product burn-down tracking.

**Tools Used:** Jia, MS Excel, Miro, Figma (for mockups), MS Teams

### ****Education****

**Bachelor of Technology (B.Tech) – Electrical and Electronics Engineering**
Jawaharlal Nehru Technological University, Hyderabad
Graduation Year: 2016

### ****Personal Projects****

* **Scrum Foods (Capstone Project):** Led product development using Agile-Scrum; focused on delivering real-time tracking, payment modules, and stakeholder-specific features. Used Agile metrics and charts to monitor sprint progress.

### ****Declaration****

I hereby declare that the above information is true to the best of my knowledge.