Q1 – Agile Manifesto

Answer :-

Agile means light weight. Agile methodology is implemented where faster delivery is required. There is no documentation in this methodology as working software/application and its codes in itself considered as documentation, hence the retention of customer is more.

Agile manifesto includes four values and twelve principles which are as follows:

**Four main values :-**

1) Individuals and interactions over processes and tools.

2) Working software over comprehensive 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 a shorter timescale.

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

5) Build projects around motivated individuals. Give them 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 measures 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 done – is 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 adjust its behavior accordingly.

Q 2 – USER STORIES – ACCEPTANCE CRITERIA – BV-CP

**Answer** :-

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| User story No: 1 | Task 1 | Priority : Highest |
| AS A CUSTOMERI WANT TO REGISTER IN THE PORTALSO THAT I CAN CREATE MY PROFILE |
| BV: 500 | CP: 02 |
| **ACCEPTANCE CRITERIA** : BASIC FLOW :- After opening application, First user Screen opens.- Two option tabs appear on screen 1. User Login & 2. New Registration.- After click on New Registration, basic information table will open.- I should write My Name, Address with Pin Code, Mobile No., E-mail Id.- I should set my password.- After submitting, a message/E-mail of successful registration should be sent. ALTERNATE FLOW :- If the browser is not updated or already more applications are running in background, I should be suggested to close other operations.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance.  |

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| User story No: 2 | Task 2 | Priority : Highest |
| AS A CUSTOMERI WANT TO LOGIN THE PORTALSO THAT I CAN SEARCH FOOD AND RESTAURANTS |
| BV:500 | CP: 02 |
| **ACCEPTANCE CRITERIA** : BASIC FLOW :- After opening application, First user Screen opens.- Two option tabs appear on screen 1. User Login & 2. New Registration.- After click on User Login, I should ask to enter Login Id & Password.- After click on Login button, a Home Screen will be displayed with various options like Place an Order, Cancel Order, Customer Support etc. ALTERNATE FLOW :- If the Login Id or Password is incorrect, I should display a message of incorrect Login Id or Password.- I should be asked to remember and save my Login Id or Password, so no need to remember every time.EXCEPTIONAL FLOW :- If the Login credentials are incorrect, I won’t be able to login- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance.  |

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| User story No: 3 | Task 3 | Priority : Medium |
| AS A CUSTOMERI WANT TO SEARCH AND VIEW RESTAURANTSSO THAT I CAN VIEW RESTAURNTS MENU & ITS SPECIALITY. |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After Login, Home Screen will appear.- Click on ‘Search Restaurant’ Menu.- Type name of particular Restaurant in dialogue box.- Click on ‘Search’ button.- List of Restaurants with similar names with location appears on screen.ALTERNATE FLOW :- Restaurants with similar names/credentials should also appears with locations and ratings.- Brief information about Restaurant and its speciality should also appear on screen.- Status of Restaurant ‘Open’ or ‘Close’ should also appear.EXCEPTIONAL FLOW :- If the Restaurant is not registered, then it will not be shown.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 4 | Task 4 | Priority : Medium |
| AS A CUSTOMERI WANT TO VIEW RESTAURNTS MENUSO THAT I CAN PLACE AN ORDER. |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click to select a Restaurant from Search option.- List of Foods that can be served by Restaurant will appear with ingredients.- Option to edit the ingredients (Add or Less) should also appears.- Time to prepare the order and delivery also appears.- Price of food item also visible.- Select the wanted food items.ALTERNATE FLOW :- Alternate food options should also be visible (if Chinese food is not available, then Sandwiches)- Combination of food options should also be suggested (Buy 1 get 1 free etc.)- Availability of particular food item should also be shown.EXCEPTIONAL FLOW :- If particular food item is not available with reputed restaurant, then alternate option of Restaurant to be shown.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 5 | Task 5 | Priority : Medium |
| AS A CUSTOMERI WANT TO ORDER FOODSO THAT I CAN SATISFY MY HUNGER |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After click on the food wanted, it will ask ‘Add to Cart’.- More than one food items can be selected and added to cart.- After adding to cart, Address confirmation window to be open and enter new address or select registered address.- click on ‘Order Now’ option.ALTERNATE FLOW :- Special Discounts, if any, should also be shown.- Time to prepare the food and delivery should also be shown.EXCEPTIONAL FLOW :- If particular food item is unable to deliver by restaurant due to some reasons, then it will be shown.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 6 | Task 6 | Priority : High |
| AS A CUSTOMERI WANT TO MAKE PAYMENTSO THAT I CAN CONFIRM THE ORDER |
| BV: 1000 | CP: 05 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After click on ‘Order Now’, Payment options would be enabled.- Payment by Cash on Delivery, Debit/Credit Card and UPI will be enabled.- If payment by Debit/Credit Card, payment gateway should be connected, after entering Card No., Pin & other details, confirmation by OTP on registered mobile no. should be sent.- If payment by UPI, payment gateway should be connected and confirmation by OTP on registered mobile no. should be sent. - After successful payment, Order Id be generated and confirmation Message/E-mail to be sent on Mobile No. & E-mail Id.ALTERNATE FLOW :- Special Discounts on Cards or schemes if any, should also be shown and utilize for payment.- Reward points, if available, should also be able to utilize for payment.EXCEPTIONAL FLOW :- Incorrect Card details, Pin and OTP will not complete the transaction and Order will not be generated.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 7 | Task 7 | Priority : Medium |
| AS A CUSTOMERI WANT TO TRACK MY ORDERSO THAT I CAN KNOW THE STATUS OF ORDER |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After successful payment, Order Id will be generated.- Click on ‘Track Order’ option.- Enter ‘Order Id’ and click on submit.- The status of order is displayed, as Under Preparation, Pick by Delivery Boy, In Transit and Reach within time etc.ALTERNATE FLOW :- Any delay for delivery, due to any reason should be updated.EXCEPTIONAL FLOW :- Inability to find address by delivery boy, traffic jams may delay the actual delivery.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 8 | Task 8 | Priority : Medium |
| AS A CUSTOMERI WANT TO CANCEL MY ORDERSO THAT I CAN REPORT DISSATISFACTION AND GET MONEY BACK |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- If delivery is delayed for more than expected time, I should be able to Cancel my order.- Click on ‘Cancel Order’ Menu.- Enter ‘Order Id’ and reason for cancellation.- Click on submit button.- A confirmation Message/E-mail to be sent on Registered Mobile No. & E-mail Id.ALTERNATE FLOW :- A Message/E-mail regarding period of refund of amount to be sent.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 9 | Task 9 | Priority : Medium |
| AS A CUSTOMERI WANT TO GIVE FEEDBACK, RATING AND LOGOUTSO THAT I CAN REGISTER MY OPINION |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Feedback’ Menu.- A dialogue box will open and I should be able to write my opinion/suggestions about the experience while using the application.- Click on ‘Submit’ button.- After giving feedback a dialogue box containing five stars should open and I should asked to give rating about my experience by selecting stars.- Click on ‘Logout’ Menu to exit from application.ALTERNATE FLOW :- A feedback & Rating activity can be optional.- A Message/E-mail should be sent as reminder for giving feedback and rating of experience.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 10 | Task 10 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO VIEW ORDERSSO THAT I CAN SELECT/ACCEPT ORDERS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After successful login, Click on ‘View Orders’ Menu.- A list of Orders placed by the customers from the place of pick up and to the place of delivery should be open.ALTERNATE FLOW :- A list of orders should display at bottom the range of Kilometers within which the delivery should be made.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 11 | Task 11 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO SELECT AND ACCEPT ORDERSSO THAT I CAN PICK UP AND DELIVER |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After viewing the list of orders, I should Click on ‘small dialogue box’ in front of item whose location is suitable for quick delivery, which indicates acceptance of order for delivery.- Activate GPS so that customer can track the status of order and movementALTERNATE FLOW :- An option to choose from the list of order placed should be given so that an early pickup and delivery can be made and customer should be served as early as possible. EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 12 | Task 12 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO SELECT AND ACCEPT ORDERSSO THAT I CAN PICK UP AND DELIVER |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After viewing the list of orders, I should Click on ‘small dialogue box’ in front of item whose location is suitable for quick delivery, which indicates acceptance of order for delivery.- Activate GPS so that customer can track the status of order and movementALTERNATE FLOW :- An option to choose from the list of orders placed should be given so that an early pickup and delivery can be made and customer should be served as early as possible. EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 13 | Task 13 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO PICKUP THE ORDER AND DELIVER ITSO THAT CUSTOMER CAN GET HIS FOOD |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After selecting from the list of orders, I should be able to view all the details about order like, Order No., Customer Name, Mobile No., Address of Customer, pick up point and delivery point.- After reaching to pick up point, Restaurant or shop owner asks for Order No. If order is ready he will deliver to me and if not, he will ask to wait for some time.- After pick up I should reach the delivery point as early as possible.- If delivery point location is not traceable, I would be able to call customer and asks more specific location.- After handover the food to customer, he should get OTP and after entering OTP into my application, the delivery completes.ALTERNATE FLOW :- Activate GPS so that customer can track the status of order and movementEXCEPTIONAL FLOW :- If customer refuse to take delivery due to delay or some reason, I should be able to update the status in application.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 14 | Task 14 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO UPDATE THE STATUSSO THAT CUSTOMER CAN KNOW THE MOVEMENT |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Options like Accept Order, At Pick up point, Picked up delivery should be visible on my screen and after click on the small box, automatically the status should be updated to customer. ALTERNATE FLOW :- Activate GPS so that customer can track the status of order and movementEXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 15  | Task 15  | Priority : Highest |
| AS A DELIVERY BOYI WANT TO ACCEPT THE CASH ON DELIVERYSO THAT I CAN COMPLETE THE TRANSACTION |
| BV: 500 | CP: 03 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After delivering the food to the customer, I should be able to accept cash from customer.- Click on ‘Accept Cash’ Menu, enter denominations and click on ‘Submit’ option.- The status should get updated with application.ALTERNATE FLOW :- At the end of day I should submit the cash collected to the office and it should tally physically with application.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 16  | Task 16 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO VIEW FEEDBACK BY CUSTOMERSO THAT I CAN IMPROVE MY WORK QUALITY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘View Feedback’ Menu.- A dialogue box with customer comments open and I can view the feedback given.- Rating given by customer should also be visible.ALTERNATE FLOW :- If customer forgets to give feedback, my work should be judged on the basis of fulfillment of time parameters already given in application and updated by me.- If customer forgets to update feedback and rating, whenever he open the application a dialogue box containing message about ‘Feedback of Last Order & Rating’ as a reminder should pop up on his screen and he should be able to submit it even then. EXCEPTIONAL FLOW :- If customer give negative feedback about food it should be conveyed to concerned restaurant.- If customer give negative feedback about delivery time, behavior of delivery boy, it should be registered with application and after 3 negative feedback an explanation be demanded from me.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 17 | Task 17 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO RAISE ISSUESO THAT I CAN CONVEY THE DIFFICULTY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Raise Issue’ Menu.- A checklist with options like Food Preparation Issue, Delivery Issue, Address Search Issue, Payment Issue, Other Issue should be open.- After click on small box in front of issue a dialogue box should open and I can register my issue within it.- Click on ‘Submit’ option.ALTERNATE FLOW :- If the application is not working, I should be able to communicate the issue to concerned person or to office so that it may get registered.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 18 | Task 18  | Priority : Medium |
| AS A DELIVERY BOYI WANT TO VIEW DELIVERY REPORTSO THAT I CAN COUNT MY WORK DONE |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Delivery Report’ Menu.- In dialogue box enter From Date To Date & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the day with details like, Order Accepted On Time, Food Pickup Time and Delivered at Time, Total Kilometers.- Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issued in generating the report, manual Delivery Report Card should be available to fill and uploaded/submitted to concerned person or office. EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 19 | Task 19 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO GENERATE REVENUE REPORTSO THAT I CAN COUNT MY WORK DONE |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Revenue Report’ Menu.- In dialogue box enter From Date To Date & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the day and delivery wise revenue generated report.- Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issued in generating the report, manual Revenue Report Card should be available to fill and uploaded/submitted to concerned person or office. EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 20 | Task 20  | Priority : Medium |
| AS A RESTAURANTI WANT TO VIEW ORDERSSO THAT I CAN SELECT/ACCEPT ORDERS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After successful login, Click on ‘View Orders’ Menu.- A list of Orders placed by the customers with Order No.’s by the time should be open.- The time of delivery expected should also be displayed so that the preparation of food should be given appropriate time and it should be ready for pickup.ALTERNATE FLOW :- A list of orders should display at bottom the delivery boy who is going to pickup within time and range of Kilometers within which the delivery should be made.- If Restaurant yet to open a message should be conveyed to customer regarding open & close time.- If any order is unable to deliver, I should be able to update it within the application.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 21 | Task 21 | Priority : Medium |
| AS A RESTAURANTI WANT TO VERIFFY THE DELIVERY BOYSO THAT I CAN HANDOVER THE FOOD TO HIM |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Verify Delivery Boy’ Menu.- Enter his Code No. and click on ‘Submit’ option.- The details will appear on screen like his Photograph, Name, Address, Mobile No. & E-mail Id etc.- Click on ‘Verify’ option.ALTERNATE FLOW :- After satisfactory verification of delivery boy, I should be able to update at application that the procedure has been followed and due diligence is carried.EXCEPTIONAL FLOW :- If after verification I am not satisfied, I should be able to update at application the reason for being unsatisfied.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 22  | Task 22  | Priority : Medium |
| AS A RESTAURANTI WANT TO REGISTER BANK DETAILSSO THAT I CAN ACCEPT PAYMENTS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Bank Details’ Menu. Click on ‘Add’ option.- A dialogue box containing information about Bank Details should open.- I should insert My Account Name, Account No., IFSC Code of Bank.- Click on ‘Verify’ option.- System should fetch Bank Name & Branch automatically from IFSC details.- Click on ‘Confirm’ option.- OTP should be generated for dual confirmation.- After entering OTP, a message should pop up for successfully addition of Bank Details.ALTERNATE FLOW :- I should be able to add at least 2 Bank Account Details so that if daily limit gets exhausted for one account, the other account should be used.EXCEPTIONAL FLOW :- If Bank details are incorrect/not fetch able a message should be displayed with error message.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 23 | Task 23 | Priority : Medium |
| AS A RESTAURANTI WANT TO ACCEPT THE PAYMENT MADE BY CUSTOMERSO THAT I CAN GENERATE INCOME |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Receive Payments’ Menu.- List of Orders should appear, and click on particular Order No. for which payment to be received.- A dialogue box containing information about Cash Denominations should open if payment by mode ‘Cash on Delivery’.- I should insert Cash Denominations.- Click on ‘Accept’ option.- A message should pop up on screen for successful acceptance of payment.ALTERNATE FLOW :- If payment by mode Debit/Credit Card and UPI, amount to be directly credited to my Bank Account and a confirmation message of receipt of payment should generated on my Mobile No.EXCEPTIONAL FLOW :- If payment not received by me through Online mode, I should be able to raise issue with application.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 24 | Task 24  | Priority : Medium |
| AS A RESTAURANTI WANT TO VIEW FEEDBACK BY CUSTOMERSO THAT I CAN IMPROVE MY FOOD QUALITY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘View Feedback’ Menu.- A dialogue box with customer comments open and I can view the feedback given.- Rating given by customer should also be visible.ALTERNATE FLOW :- If customer forgets to give feedback, my work should be judged on the basis of fulfillment of time parameters already given in application and updated by me.- If customer forgets to update feedback and rating, whenever he open the application a dialogue box containing message about ‘Feedback of Last Order & Rating’ as a reminder should pop up on his screen and he should be able to submit it even then. EXCEPTIONAL FLOW :- If customer give negative feedback about food I should be able to view it.- If customer give negative feedback about more than expected time for preparation, packing quality, other than expected order etc. it should be registered with application and after 3 negative feedback an explanation be demanded from me.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 25 | Task 25 | Priority : Medium |
| AS A RESTAURANTI WANT TO RAISE ISSUESO THAT I CAN CONVEY THE DIFFICULTY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Raise Issue’ Menu.- A checklist with options like Delivery Boy Issue, Order Preparation Issue, Payment Issue, Other Issue should be open.- After click on small box in front of particular issue a dialogue box should open and I can register my issue within it.- Click on ‘Submit’ option.ALTERNATE FLOW :- If the application is not working, I should be able to communicate the issue to concerned person or to office so that it may get registered.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 26 | Task 26  | Priority : Medium |
| AS A RESTAURANTTI WANT TO GENERATE REVENUE REPORTSO THAT I CAN KNOW THE INCOME DETAILS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Revenue Report’ Menu.- In dialogue box enter From Date To Date & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the day and delivery wise revenue generated report.- Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issued in generating the report, manual Revenue Report Card should be available to fill and uploaded/submitted to concerned person or office. - Monthly and Yearly revenue report should also be generated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 27 | Task 27 | Priority : Highest |
| AS A REGIONAL ADMINI WANT TO TRACK THE STATUSSO THAT I CAN MONITOR THE TAT |
| BV: 500 | CP: 03 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Track the Status’ Menu.- A dialogue box containing Region wise Orders placed by customers with Order No. can appear on screen.- Click on a small box in front of Order No.- A detailed record of Order can be viewed on screen like what is the Order Generation Time, Pickup Point, Delivery Point, Delivery Boy Name, Time for Order Preparation, Delivery status etc.ALTERNATE FLOW :- Contact No.s of Restaurant and Delivery Boy should also be displayed, so that in case of any delay in following TAT they can be contacted.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 28 | Task 28  | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO VIEW FEEDBACK BY CUSTOMERSO THAT I CAN IMPROVE CUSTOMER SERVICE QUALITY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘View Feedback’ Menu.- Region wise Orders Completed list with Order No. should be displayed.- Click on a small box in front of Order No.- A dialogue box with customer comments open and I can view the feedback given about the Quality of Food, TAT to follow, Delivery issues and Delivery Boy issues.- Rating given by customer should also be visible.ALTERNATE FLOW :- I should be able to forward the feedback whether Positive or Negative to the concerned person, so that in case of Negative Feedback the explanation should be demanded from them.EXCEPTIONAL FLOW :- If customer give 3 negative feedback about particular Restaurant or Delivery Boy, I should be able to escalate a complaint to Admin.- If customer give negative feedback about working of application, I should also be able to escalate the issue to Admin.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 29 | Task 29 | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO MANAGE RESTAURANT IN REGIONSO THAT I CAN ADD OR REMOVE THEM |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Restaurant Management’ Menu.- City wise Restaurant List with Code No. allotted to them should be displayed.- Click on particular Restaurant and details about it appears on screen like Full Name, Restaurant Owner Name, Address, Establishment year, KYC uploaded and brief history updated by Owner, No. of successful deliveries made.- I should also be able to view Feedback and Ratings given to it by the customer.- If new Restaurant wants to join, I should be able to approve or reject the request and allot code to it after verification of details.ALTERNATE FLOW :- I should be able to forward the Restaurant’s feedback whether Positive or Negative to the Admin, so that the decision can be taken whether to continue it or discontinue it.EXCEPTIONAL FLOW : - If customer give 3 negative feedback about particular Restaurant, I should be able to escalate a complaint to Admin.- If there is a server/network issue I should be displayed with appropriate error message prompting same to retry the action or seek assistance. |

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| User story No: 30 | Task 30  | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO MANAGE DELIVERY BOY IN REGIONSO THAT I CAN ADD OR REMOVE THEM |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Delivery Boy Management’ Menu.- City wise List of Delivery Boy with Code No. allotted to them should be displayed.- Click on particular Name and details about him appears on screen like Full Name, Address, Date of Birth, Mobile No., E-Mail Id, KYC uploaded and brief history updated by him, No. of successful deliveries made.- I should also be able to view Feedback and Ratings given to him by the customer.- If new Delivery Boy wants to join, I should be able to accept or Reject the application and allot code to him after verification of details.- I should be able to allocate a delivery to particular Delivery Boy. ALTERNATE FLOW :- I should be able to forward the feedback given to Delivery Boy by customer whether Positive or Negative to the Admin, so that the decision can be taken to continue or discontinue.EXCEPTIONAL FLOW : - If customer give 3 negative feedback about particular Delivery Boy, I should be able to escalate a complaint to Admin.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 31  | Task 31  | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO GENERATE REVENUE REPORTSO THAT I CAN KNOW THE INCOME DETAILS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Revenue Report’ Menu.- In dialogue box enter From Date To Date, select particular City or Area from the list or select option ‘Consolidated Report’ & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the day and delivery wise revenue generated report.- Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issue in generating the report, it should be called from the Restaurant Owner. - Monthly and Yearly revenue report should also be generated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 32  | Task 32  | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO VIEW THE ISSUES RAISED BY RESTAURANT OR DELIVERY BOYSO THAT I CAN SOLVE THE DIFFICULTY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Issues Raised’ Menu.- A dialogue box with options like Delivery Boy Issue, Restaurant Issue or Customer issue, should be open.- After click on small box in front of particular option a list of Issues raised by particular Restaurant, Delivery Boy or Customer can be viewed.- Click on ‘Revert on Issue Raised’- A dialogue box will appear & I should be able to give my reply/solutions or comments to the issue raised.- Click on ‘Submit’ option.ALTERNATE FLOW :- If the application is not working, I should be able to communicate the issue to concerned person or to office so that it may get registered.- If the issue is beyond my solving criteria, I should be able to escalate to my higher authorities.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 33 | Task 33 | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO VIEW REFUND REQUESTSO THAT I CAN APPROVE IT |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Order Cancelled’ Menu.- A region wise Cancelled Order list appears on screen.- Click on small box in front of Order No., a dialogue box with reason from Customer why he is cancelling the order should open.- After click on ‘Approve’ option, automatically instructions to the Bank should be given for refund of payment to the same mode from which it is received.ALTERNATE FLOW :- Approval for refund should be made within 1 day and if approval remain pending for more than 1 day, a pop up Message/E-Mail should be sent on my Mobile No./E-Mail Id.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 34 | Task 34  | Priority : Medium |
| AS A REGIONAL ADMINI WANT TO VIEW PAYMENT MADE TO REGIONAL RESTAURANTSO THAT I CAN KNOW THE PAYMENT DETAILS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Revenue Report’ Menu.- In dialogue box enter From Date To Date, select particular City or Area from the list or select option ‘Consolidated Report’ & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the day and delivery wise revenue generated report.- Payment made to Restaurant and Delivery Boy should also include in the report.- Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issue in generating the report, it should be called from the Restaurant Owner. - Monthly and Yearly revenue report should also be generated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 35 | Task 35 | Priority : Medium |
| AS AN ADMINI WANT TO VIEW THE ISSUES ESCALTED BY REGIONAL ADMINSO THAT I CAN SOLVE THE ISSUE |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Issues Raised’ Menu.- A list of issues escalated by Regional Admin should open.- After click on small box in front of particular issue, a dialogue box should open where I should be able to view the issue from starting and actions taken to solve it.- Click on ‘Revert on Issue Raised’ option.- A dialogue box will appear & I should be able to give my reply/solutions or comments for the Regional Admin for further action.- Click on ‘Submit’ option.ALTERNATE FLOW :- If the application is not working, I should be able to communicate the issue to concerned person or to office so that it may get registered and further action to be taken.- If the issue needs to be consulted with Business Owner, I should be able to escalate it to the business owner.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| --- | --- | --- |
| User story No: 36 | Task 36  | Priority : Medium |
| AS AN ADMINI WANT TO VIEW FEEDBACK BY CUSTOMERSO THAT I CAN IMPROVE CUSTOMER SERVICE QUALITY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘View Feedback’ Menu.- Region wise Orders Completed list with Order No. should be displayed.- Click on a small box in front of Order No.- A dialogue box with customer comments open and I can view the feedback given about the Quality of Food, TAT to follow, Delivery issues, Delivery Boy issues, Application issues etc.- Rating given by customer should also be visible.ALTERNATE FLOW :- I should be able to forward the feedback whether Positive or Negative to the concerned person, so that in case of Negative Feedback the explanation should be demanded from them.EXCEPTIONAL FLOW :- If customer give 3 negative feedback about particular Restaurant or Delivery Boy, I should be able to take decision on it or forward to Business Owner.- If customer give negative feedback about working of application, I should also be able to escalate the issue to Business Owner.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| --- | --- | --- |
| User story No: 37 | Task 37 | Priority : Medium |
| AS AN ADMINI WANT TO APPROVE/REJECT PRIVILEGES ON RESTAURANTSSO THAT I CAN IMPROVE CUSTOMER SERVICE QUALITY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Privileges’ Menu.- Two tabs with name ‘Restaurant’ and ‘Delivery Boy’ should displayed.- Click on ‘Restaurant’ tab.- Region wise List of Restaurants should be displayed.- Click on a small box in front of particular Restaurant.- A tabular format report regarding the details about Restaurant should open which contains the marks obtained based on comparison about whether a Restaurant has followed the TAT or not, Food Quality Review, Service Review, Customer Feedback and Ratings. - If a Restaurant clears the criteria by getting certain marks, I should be able to ‘Approve’ special privileges to that Restaurant with Financial benefits and other.- If a Restaurant does not clear the criteria by getting certain marks, I should be able to ‘Reject’ special privileges to that Restaurant.ALTERNATE FLOW :- I should be able to generate a consolidated report of Restaurants also so that it may get easy to evaluate more Restaurants in less time.- I should be able to send a special Message/E-Mail to that particular Restaurant about the quality of service given by them.- I should be able to send a list of such privileged Restaurants to all the Restaurants registered within application so that they can also know about them and can get motivated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| --- | --- | --- |
| User story No: 38 | Task 38  | Priority : Medium |
| AS AN ADMINI WANT TO APPROVE/REJECT PRIVILEGES ON DELIVERY BOYSO THAT I CAN IMPROVE CUSTOMER SERVICE QUALITY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Privileges’ Menu.- Two tabs with name ‘Restaurant’ and ‘Delivery Boy’ should displayed.- Click on ‘Delivery Boy’ tab.- Region wise List of Delivery Boy should be displayed.- Click on a small box in front of particular Delivery Boy.- A tabular format report regarding the details about Delivery Boy should open which contains the marks obtained based on comparison about whether a Delivery Boy has followed the TAT or not, Service Review, Customer Feedback and Ratings etc.- If a Delivery Boy clears the criteria by getting certain marks, I should be able to ‘Approve’ special privileges to that Delivery Boy with Financial benefits and other.- If a Delivery Boy does not clear the criteria by getting certain marks, I should be able to ‘Reject’ special privileges to that Restaurant.ALTERNATE FLOW :- I should be able to generate a consolidated report also so that it may get easy to evaluate more Delivery Boy’s in less time.- I should be able to send a special Message/E-Mail to that particular Delivery boy about the quality of service given by him.- I should be able to send a list of such privileged Delivery Boy’s to all other Delivery Boys and Restaurants registered within application so that they can also know about them and can get motivated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| --- | --- | --- |
| User story No: 39 | Task 39 | Priority : Medium |
| AS AN ADMINI WANT TO APPROVE/REJECT REQUEST OF RESTAURANTS & REGIONAL ADMINSO THAT I CAN CLEAR THEIR DIFFICULTY |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Request Raised’ Menu.- Two tabs with name ‘Restaurant’ and ‘Regional Admin’ should display.- Click on any one tab and list of requests raised by Restaurant or Regional Admin should displayed on screen.- Click on small dialogue box in front of particular request, a detailed request can be viewed.- Click on ‘Approve’ or ‘Reject’ or ‘Hold’ option.- A small dialogue box beneath the above option should be there to enter comments/suggestions.- Click on ‘Submit’ option. - Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issue in generating the report, it should be called from the Restaurant Owner or Regional Admin. - I should be able to escalate some request to Business Owner to take decision on it.- Daily, Monthly and Yearly report should also be generated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 40 | Task 40  | Priority : Medium |
| AS A BUSINESS OWNERI WANT TO VIEW THE ISSUES ESCALTED BY ADMINSO THAT I CAN SOLVE THE ISSUE |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Issues Raised’ Menu.- A list of issues escalated by Admin should open.- After click on small box in front of particular issue, a dialogue box should open where I should be able to view the issue from starting and actions taken to solve it.- Click on ‘Revert on Issue Raised’ option.- A dialogue box will appear & I should be able to give my reply/solutions or comments for the Admin for further action.- Click on ‘Submit’ option.ALTERNATE FLOW :- If the application is not working, I should be able to communicate the issue to concerned person or to office so that it may get registered and further action to be taken.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| User story No: 41 | Task 41 | Priority : Medium |
| AS A BUSINESS OWNERI WANT TO GENERATE REVENUE REPORTSO THAT I CAN KNOW THE INCOME DETAILS |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Revenue Report’ Menu.- In dialogue box enter From Date To Date, select particular City or Region from the list or select option ‘Consolidated Report’ & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the period and consolidated report should be generated.- Report can be saved or mailed.ALTERNATE FLOW :- If there may be some issue in generating the report, it should be called from the Regional Admin or Admin. - Daily, Monthly and Yearly revenue report should also be generated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

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| --- | --- | --- |
| User story No: 42 | Task 42  | Priority : Medium |
| AS A BUSINESS OWNERI WANT TO UPDATE PAYMENTS FOR RESTAURANTS & DELIVERY BOYSO THAT I CAN PAY THEM AS PER CONTRACT |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Other Report’ Menu.- In dialogue box enter From Date To Date, select particular City or Region from the list or select option ‘Consolidated Report’ & Click on ‘Submit’ option.- A tabular format report generated contains total deliveries made during the period and consolidated report should be generated for both Restaurant & Delivery Boy’s.- Based on Contract, a report should be generated regarding the monthly payment to be made to Restaurant and Delivery Boy.- Report can be saved and mailed to Bank for release of payment.ALTERNATE FLOW :- If there may be some issue in generating the report, it should be called from the Regional Admin or Admin. - Monthly and Yearly report should also be generated.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

Q3.- What is Epic ? Write 2 Epic.

Answer :-

* Basically an epic is set of user stories. It is like “really big user story ’’.
* The Epic is a large body of work that can be broken down into specific tasks and user stories.
* It is a collection of related user stories that represents a significant feature or functionality.
* These are based on the needs and requests of the customers or the end users.
* Epic are split into multiple user stories that help development teams to organize and prioritize work in product backlog.
* In simple term, Epic in agile methodology is a big chunk of work, which can be divided into smaller user stories.
* An Epic can be spread across sprints and even across agile teams

**EPIC 1 : Make Payment through various channels**

* As a user, I want to order food by making payment from mode ‘ Cash on delivery ’so that I can confirm my order.
* As a user, I want to order food by making payment from mode ‘ Debit/Credit Card ’ so that I can confirm my order.
* As a user ,I want to order food by making payment from mode ‘UPI’ so that I can confirm my order.
* As a user, I want confirmation of successful payment made and order confirm by generating ‘order no ’ and ‘transaction reference no’.

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| User story No:  | Task  | Priority : High |
| AS A CUSTOMERI WANT TO MAKE PAYMENTSO THAT I CAN CONFIRM THE ORDER |
| BV: 1000 | CP: 05 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- After click on ‘Order Now’, Payment options would be enabled.- Payment by Cash on Delivery, Debit/Credit Card and UPI will be enabled.- If payment by Debit/Credit Card, payment gateway should be connected, after entering Card No., Pin & other details, confirmation by OTP on registered mobile no. should be sent.- If payment by UPI, payment gateway should be connected and confirmation by OTP on registered mobile no. should be sent. - After successful payment, Order Id be generated and confirmation Message/E-mail to be sent on Mobile No. & E-mail Id.ALTERNATE FLOW :- Special Discounts on Cards or schemes if any, should also be shown and utilize for payment.- Reward points, if available, should also be able to utilize for payment.EXCEPTIONAL FLOW :- Incorrect Card details, Pin and OTP will not complete the transaction and Order will not be generated.- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

**EPIC 2 : Restaurant Rating & Reviews**

* As a user, I want to view ratings & reviews of various Restaurants and the items delivered by them, so that I can decide from where to order the food and what item to order.
* As a user , I want to give rating and review to particular Restaurant about the service or food so that I can share my experience with other people.

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| User story No: 9 | Task 9 | Priority : Medium |
| AS A CUSTOMERI WANT TO GIVE FEEDBACK, RATING AND LOGOUTSO THAT I CAN REGISTER MY OPINION |
| BV: 100 | CP: 02 |
| **ACCEPTANCE CRITERIA** :  BASIC FLOW :- Click on ‘Feedback’ Menu.- A dialogue box will open and I should be able to write my opinion/suggestions about the experience while using the application.- Click on ‘Submit’ button.- After giving feedback a dialogue box containing five stars should open and I should asked to give rating about my experience by selecting stars.- Click on ‘Logout’ Menu to exit from application.ALTERNATE FLOW :- A feedback & Rating activity can be optional.- A Message/E-mail should be sent as reminder for giving feedback and rating of experience.EXCEPTIONAL FLOW :- If there is a server/network issue I should be displayed with appropriate error message prompting me to retry the action or seek assistance. |

Q 4 – What is the difference between BV and CP

Answer :-

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| --- | --- |
| BUSINESS VALUE | COMPLEXITY POINTS |
| It represents the overall value that a user story or feature brings to the business or organization. | It represent the importance and urgency of a user story or feature from the perspective of customer or end user. |
| Understand the need and importance as per the expectations of business or organization. | Understand the needs and expectation of the end users of the application. |
| Consider the alignment of user story with the strategic objectives and long term vision of the application. | Consider the user feedback and market demand to guage the importance of user story from customers point of view. |
| Asses the potential impact on revenue generation, cost savings or other measurable business metrics. | Assess the potential impact on enhancing the user experience, improving convenience or addressing critical user needs. |
| Assign a relative value or weight to each user story based on its potential business impact. | Assign a relative priority or weight to each user story based on its significance to the customer. |
| It is basically the value/importance of the user story(a task) | It is basically the priority of the user story(a task ) and efforts required to implement it. |
| Techniques used are Moscow and currency notes. | Techniques used are planning Poker. |

Q 5 – Explain about Sprint .

Answer :-

* **What is Sprint :-**
* In Agile methodology a Sprint is a set period of time during which specific work or task need to be completed and reviewed which is called Scrum, a subunit of Sprint.
* Normally the Sprint period is 2 weeks but may be extended to 4 weeks.
* Project resources are grouped as a Scrum Team with an average size of 7-8 members in a team.
* Scrum Team comprises of scrum Master, BA, Developers and Testers.
* During the sprint the product owner, scrum master, and scrum team try to complete a specific user stories or task.
* A new sprint starts immediately after the current sprint ends.
* Each sprint begins with a planning meeting. During the meeting, the product owner and development team agree upon what task needs to be accomplished during the sprint.
* During the sprint the team holds daily stand up meetings to discuss progress and brainstorm to find solutions to challenges.
* The team members will raise their issues to Scrum Master and he will look for answers. Normally BA’s plays the role.
* At the end of the sprint the team presents its completed work to the project owner and the project owner sees that the work has been done according to his expectations or not.
* **Sprint Goal :-**
* A sprint goal is a particular task or user story which the product owner and team decides to complete in a particular set of time usually 2 weeks but can be extended upto 4 weeks.
* Example as below :

‘’ AS A USER

I WANT TO LOGIN THE ONLINE FOOD APPLICATION

SO THAT I CAN

ORDER THE FOOD.’’

* In above example the goal of scrum team is to develop the program so that user can be able to Login the application.
* So the development team has to develop the program and testing team has to test it and review has been taken to get assurance from the product owner that the login activity has been successfully completed.
* **Meetings that happen in Sprint :-**
* Sprint Planning Meeting :-

This happens at the beginning of each sprint and the team decides on what they will be delivering in the sprint.

* Daily Scrum Meeting :-

This happens at each day where the team members will be asked 3 questions and they have to answer it :

- What did you do today ?

- What will you do tomorrow ?

- Are there any impediments that is slowing or stopping you ?

* Sprint Review Meeting :-

This happens at the end of the sprint where team will demo the completed work or stories to product owner and gets it cleared.

* Sprint Retrospective Meeting :-

This happens at the end of the sprint where the team will answer 3 questions :

- What went well in the sprint ?

- What did not go well ?

- What are the required areas of improvements in next sprint ?

* **Stakeholders Involved** :-
* Product Owner
* Scrum Master
* Business Analyst
* Developers
* Testers
* **Sprint Backlog** :-

|  |  |  |  |
| --- | --- | --- | --- |
| **PBI (Product Backlog Item)** | **Task** | **WIP (Work In Progress)** | **Done** |
| Login Activity | A user can be able to Login the application | 1. A user be able to enter 'User Id' 2. A user be able to enter 'Password' which consists of 3 Alphabets, 3 Numbers and 1 Special character. 3. Click on 'Submit' option. 4. If the above details are not correct, a user wont be able to login. | A user is able to Login by entering correct Login Id and Password. |

Q. 6 – Explain Product Backlog and Sprint Backlog

**Answer** :-

**Product Backlog :-**

* Product backlog is anything that is needed to accomplish the project vision in broader sense.
* It is owned by the product owner.
* It is a set of all user stories.
* It contains all the requirements, defects and tasks.
* Everyone involved, who is a part of project can contributes to product backlog.
* Changes can be done frequently by the product owner during product backlog.
* Release Burndown metric is used in product backlog.
* Estimation is done at User story level.
* Product Backlog cannot be discussed at Daily meetings.

**Sprint Backlog :-**

* Sprint Backlog is anything that is needed to fulfill the sprint goal.
* It is owned by the development team.
* It is a set of limited user stories.
* It is subset of Product Backlog Items.
* Only the development team have contribution in sprint backlog.
* Development team cannot make changes during sprint backlog once it has started.
* Sprint Burndown metric is used in sprint backlog.
* Estimation is done at activity or task level.
* Sprint Backlog can be discussed at Daily meetings.

Q.7 – What is impediments log ? Write 2 impediments

Answer :-

 An Impediments Log is basically a document where the scrum team members enters all the issues or obstacles they faces during the development of software or an application to think over it and to work on it so that the project work does not get hampered and project completes in estimated time.

 An impediments Log is also a tool used to track and manage the obstacle, difficulties, problems, bottlenecks or any other issues that disturb or delay the project or working of a team.

 Every team member is expected to discuss about impediment or obstacle which faces during working and discuss it so that it gets solved and project should not get hampered.

**Impediment Log Example 1** :-

|  |  |
| --- | --- |
| Impediment Log Id | 1 |
| Description | Customer is not able to make payment through Debit/Credit Card |
| Impact | Most of the customers cancel the order which results into revenue loss and customer dissatisfaction |
| Priority | High (Due to its impact on revenue & customer service) |
| Assigned to | Technical Team, Network Team and Admin Team |
| Status | Open |
| Action Taken | Technical Team is actively working on it to find the point where error occur and Network team is also rigorously working to establish error free network connection between gateway & Bank. |
| Resolution | Technical team observes that after entering Debit/Credit Card No. and other details the payment gateway is not connected which is communicated to Network team and Network team is actively trying to establish a secure and error free connection between Payment Gateway and Bank Server for receiving payment from customer. Admin Team is also trying to provide necessary support to Network team. Regular discussion and updates are being provided in team meetings. |

**Impediment Log Example 2 :-**

|  |  |
| --- | --- |
| Impediment Log Id | 1 |
| Description | Shortage of Delivery Boys in specific region |
| Impact | Order delivery gets delayed and customer is dissatisfied about service |
| Priority | High (Due to its impact on customer service) |
| Assigned to | Operation Team and HR Team |
| Status | Open |
| Action Taken | Operation team is actively searching and recruiting the delivery boys in the particular region and HR team also trying to fast-track the onboarding process. |
| Resolution | Delivery boys recruitment efforts are ongoing, and HR team is streamlining the onboarding process to expedite new hires. Regular discussions and updates are being provided in team meetings. |

Q. 8 – Explain Velocity of the Team .

Answer :-

Velocity means the measure of the amount of work a development team can complete during a sprint. It is basically how many hours a development team can give to the particular sprint. The average amount of work a team can complete in one sprint is called as velocity of the team.

Velocity is calculated by the Scrum Master and the development team itself as they are responsible for estimating the efforts required to complete each story or backlog item.

Velocity can also be measured on the basis of how many CP( Complexity Points) are covered in a sprint.

Example :-

If 5 team members or developers have promised to give 5 hours a day total to complete 15 user stories ,

So, the average time to finish work is : 15 / 5 = 3 days

Therefore the Sprint duration will be 3 – 4 days.

Q .9 – Draw Sprint Burn Charts n Product Burn Charts

Answer :-





Sprint Burndown Charts :-

* It shows how much work remains in specific iteration or sprint.
* The Sprint Burndown chart is a visual measurement tool that shows the completed work per day against the projected rate of completed for the current sprint.
* It helps the user to understand how quickly your team has completed tasks, and predict when your team will achieve the goal or goals of the sprint.
* In the above graphical representation the X axis represents the number of days in a sprint whereas the Y axis represents the capacity with the total number of hours.

**Product Burndown Charts :-**

* It shows how much work remains for entire project.
* In the product burndown chart story points for all users are plotted on the Y axis and the sprint number on the X axis .
* It provides the product backlog visualization of completed requirements over time.
* The charts displays story points for each completed sprint so it depicts the completion of requirements over time.

Q .10 – Explain about Product Grooming

Answer :-

Product Grooming is nothing but refinement of product backlog. When the product owner identifies the requirements or features ,they are automatically collected in Product Backlog in haphazard manner and not prioritised. So in Product Grooming the product backlog gets cleaned up by sorting, arranging and prioritizing and putting them into working condition.

The goal of product Grooming is to make sure the product backlog is well prepared, organised and ready for implementation.

It is not a onetime process but a continuous or ongoing activity. Product grooming will take place when the sprint starts, Product grooming takes place when there is a change request from Product owner, Product Grooming takes place whenever there is enhancement request or whenever the team feels that the user stories are not well defined there is product Grooming.

Therefore it requires collaborative efforts of Product owner, Development Team and Other relevant Stakeholders.

The Product Grooming activity involves following tasks :

* Continuous review of Product Backlog.
* Sorting the Features according to context.
* Refinement of features.
* Prioritizing the features
* Dependency Analysis
* Acceptance Criteria
* Backlog Grooming Meeting

Q .11 – Explain the roles of Scrum Master & Product Owner

Answer :-

**Role of Scrum Master :-**

* Scrum Master is the mentor of the team and plays a very important role in maintaining the quality of the product.
* Scrum Master facilitates the scrum.
* Scrum Master is responsible for ensuring that the scrum framework is followed for developing a quality product.
* Scrum Master acts as an intermediary between Product owner and the development team.
* Scrum Master is accountable for the quality of the entire project and for providing updates regarding the progress of the project and efficiency of the team to the management.
* Scrum Master reports to the top management of the organization.
* Scrum Master must possess the qualities like thorough knowledge of the scrum theory and practices and leadership.
* Scrum Master conducts daily scrum meeting to review the work and clear the impediments.

 **Role of Product Owner :-**

* Product Owner consult with all the stakeholders and collects all the ideas and features so that the vision of product can be built.
* Product owner sees that project gets completed on time.
* Product owner acts as an intermediary between End user and Development team.
* Product owner is accountable for product backlog, timely completion of project and providing updates to the stakeholders and clients.
* Product owner reports to the management and client.
* Product owner must posses the qualities like good communication skills and leadership, creativity, critical thinking and sharp mind.
* Product owner must continuously look after the needs of customer and the direction of the project.

Q.12 – Explain all the meeting conducted in Scrum Project

Answer :-

Following meeting are conducted on regular basis in Sprint Methodology :

1) Sprint Planning Meeting

2) Daily Scrum Meeting

3) Sprint Review Meeting

4) Sprint Retrospective Meeting

There are some Optional or As needed Meetings also which are as follows :

1) Backlog Grooming (Refinement) Meeting

2) Release Planning Meeting

3) Adhoc Meeting

1. Sprint Planning Meeting :-

* This meeting takes place at the beginning of each sprint and involves the entire scrum team.
* In this meeting the team members decides the items they will work on during the sprint which was shared and prioritized from product backlog by the product owner.
* In this meeting the team defines the sprint goal and creates a sprint backlog.
* In this meeting the team decides the specific task required to complete the product backlog.

 2. Daily Scrum Meeting :-

* It takes place on daily basis as the name suggest at the beginning of the day.
* The nature of the meeting is very short mostly 15-20 minutes.
* In this meeting all the team members have to answer 3 question,

 1. What are you going to do today ?

 2. What will you do tomorrow ?

 3. Are there any impediments that are slowing or stopping you ?

* All the team members shares their progress, impediments or challenges they are facing and communicates their plan for the day.
* The focus of the meeting is on transparency, co- ordination and identifying potential roadblocks.

 3. **Sprint Review Meeting** :-

* This meeting takes place at the end of each sprint.
* In this meeting the team members present the work done by them before the product owner and client to get it approved.
* In this meeting the team give demonstration of the functionality of the product and tries together feedback.
* In this meeting the Product owner , Scrum Master, Development team, clients and stakeholders all are gather to assess the progress of the work.

 **4. Sprint Retrospective Meeting** :-

* This meeting takes place immediately after Sprint review Meeting.
* This meeting is to introspect the work as a team.
* In this meeting the development team discuss about their success points, areas where they need to improve and what challenges they faced.
* Sprint Retrospective Meetings helps in learnings, adaptation and enhancing team effectiveness.
* In this meeting the team plan for the next sprint.

 Optional or As – Needed Meetings

 1) **Backlog Grooming (Refining) meeting :-**

* In this meeting the product owner and development team focuses on reviewing, refining and estimating backlog item for upcoming sprints.
* This meeting focuses on well prepared product backlog for enhancing the effectiveness level.

 2) **Release Planning meeting :-**

* This meeting takes place at the very beginning of the project or before any important change or enhancement to work out for.
* Product Owner, Development team and stakeholders are involved in this meeting.
* The purpose of this meeting is to set the goal, scope, timelines and other things of the project.

 3) **Adhoc Meeting :-**

* This meeting may be scheduled as per the need to address specific issue such as trying to solve any impediment any technical challenge or conducting additional planning or collaboration sessions.
* It’s an unplanned meeting.

Q.13 – Explain Sprint size & Scrum size.

Answer :-

 Sprint Size :-

* It refers to the length or duration of sprint in scrum.
* A sprint is a time boxed period during which the product owner sprint master and the development team identifies a task, work on it ,review it and tries to deliver it.
* Normally the sprint size ranges from 1 to 2 weeks, but it can vary and can be extended up to 4 weeks as per complexity and project needs.

 Scrum size :-

* It refers to the number of individuals who are involved in scrum tries to deliver particular product.
* Scrum team consists of Product owner, Scrum Master and Development team.
* The average size of scrum team 5 – 9 peoples.
* It may vary depending on the requirement of the project.

Q.14 – Explain DOR and DOD

Answer :-

**Definition of Ready (DOR) :-**

* It defines the criteria that a user story must meet before it is considered ready to be included in sprint.
* It is a checklist of what needs to be done to a product backlog item before the team can start implementing it in the next sprint.
* It ensures that the team has sufficient information and clarity about the user story so that the task or work should not get delayed during the sprint.
* The user story should have clear and concise description, including the expected behavior or functionality.
* The acceptance criteria for the user story should be well defined and agreed upon by the product owner and development team.
* The user story should be appropriately sized or estimated in story points or other relevant units.
* Any dependencies or external resources needed for the user story should be identified and accessible.
* DOR comprises of multiple things, hence it is a bit long.
* DOR is a functional thing because we need to check the list make a product.

**Definition of Done (DOD) :-**

* It defines the criteria that a user story must meet before it is considered to be complete and ready to implement or release.
* It ensures that all the necessary aspects such as quality, testing and documentation are addressed.
* DOD is nothing but a user story that has been completed and is ready to deploy or implement without further change.
* In this the user story is thoroughly checked, tested and validated against the defined acceptance criteria.
* The user story which has been reviewed and accepted by the product owner after meeting the expected criteria comes under DOD.
* DOD is short in nature.
* DOD is more technical in nature.

Q.15 – Explain Prioritization Techniques and MVP

Answer :-

Prioritization means sorting and queuing the requirements or features for the development process. It is basically arranging the requirements as per their importance from the point of view of the Product Owner.

 The factors which are considered during prioritizing are importance, risk, cost, benefit, time and strategy. There are three main actors involved in prioritization are Business owners, Developers and Customers. Following are the Prioritization techniques :-

1. **MOSCOW :-**

* This Technique is used in business analysis and software development to understand the stakeholders point of view on the basis of importance they have given to the features or requirements.
* Moscow stands for
* Must – Must have this requirement to meet the business needs.
* Should – Should have this requirement if possible but success does not depend on it.
* Could – Could have this requirement if it does not affect anything else in the project.
* Would – Would like to have this requirement later. But it won’t be delivered this time.

2. **100 Dollars Test** :-

* In this technique each individual member of a group literally puts their virtual money where their moth is, placing bids in virtual dollars to indicate relative importance to them for each item in the list.
* It’s a weighted prioritization method.
* Members puts numerical assignments based on mandatory, very important or important , Not important and doesn’t Matter.

 3. MVP :-

* MVP stands for ‘Minimum Viable Product’.
* MVP is a development technique in which a new product is introduced in the market with basic features, but enough to get the attention of the consumers.
* The final product is released in the market only after getting sufficient feedback from the product's initial users.
* MVP (Minimum Viable Product) is the Core of the Agile Methodology.
* An MVP is a concept from agile scrum that refers to a product that has just enough features to satisfy the needs of early customers and, more importantly, give them something to provide feedback on to shape the future of the product.
* MVP product development means that customers should get a functional, reliable, usable, and attractive solution.
* That said, every advanced function should be excluded from an MVP. Only the functions that are necessary to fulfil the actual purpose of the product are included.
* This saves a lot of time, work, energy and money.

Q. 16 – Difference between Business Analyst and Product Owner

**Answer** :-

**Business Analyst :-**

* Business analyst is a person who is responsible for understanding & defining the stakeholders needs.
* Business analyst focuses on Requirements strategy.
* Business analyst do the analysis of needs.
* Business analyst needs to work on Non-functional requirements.
* Business analyst focuses on completion of user story.
* Business analyst look after the modeling.
* Business analyst approach is project focused.
* Business analyst have to resolve conflicts.
* The main function of business analyst is to prioritize the requirements in product backlog.
* Business analyst is solution focused.

**Product Owner :-**

* Product owner is a single point of contact to get alignment.
* Product owner focuses on Market strategy / Product Strategy.
* Product owner do the analysis of an enterprise.
* Product owner needs to concentrate on product vision.
* Product owner focuses on market strategy.
* Product owner look after the product roadmap.
* Product owner approach is customer focused.
* Product owner has to do competitive analysis.
* The main function of product owner is to identify the task or functionalities which gets automatically into product backlog.
* Product owner is market focused.

Q. 17 – Prepare a sample resume of 3 years’ experience Product Owner

**Answer** :-

**Resume**

Mahesh Bhusari

Mob-9881820885

Pune, Maharashtra

(Agile Product Owner) since 2020

**Key skills**

* Acted as liaison between business, sales and IT teams to refine the product and incorporate features based on market demands.
* Partnered with IT and product leadership to drive and manage the solution development process and ensure the product team understands the direction and vision.
* Collaborated with teams to discover and deliver the best solution to the market presented by the product team lead and the business.
* Created and maintained the solution vision, roadmap, and backlog of work through the project's life cycle.
* Translated features into user stories within the team’s backlog while managing, ranking, and prioritizing this backlog to reflect stakeholder’s requirements.
* Collaborated with stakeholders to understand business problem statements and convert them into user stories.
* Managed backlog of user stories for 2 products simultaneously.

**Key achievement:**

* Excellent Scrum Product Owner award in Infosys, Mysore 2020
* Effectively achieved sprint goals with the team, which resulted in slashing delivery time by 20% in a single quarter.

**Education**

|  |  |  |
| --- | --- | --- |
| **Course name** | **Year** | **University/School** |
| M.B.A | 2010 | RTM Nagpur University |
| B.Sc | 2003 | RTM Nagpur University |
| HSC | 2000 | Maharashtra State Board |
| SSC | 1998 | Maharashtra State Board |

**Other Skills**

* Conceptual skills
* User-centred design processes
* Design quality standards
* Service and product design methodologies
* Agile and Scrum
* Conducting design sprints
* User validation
* Analytical skills
* Collaboration and teamwork
* Excellent Communication skills

**Languages**

|  |  |
| --- | --- |
|   |   |
| **LINGUISTIC KNOWLEDGE** |
| Written | Spoken |
| English | Yes | Yes |
| Hindi | Yes | Yes |
| Marathi | Yes | Yes |

**Hobbies**

* Reading books
* Playing Cricket

Declaration: I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.