**COEPD – Traditional Development**

Capstone Project 2 – 100 Marks

**Ques 1:** WriteAgile Manifesto.

**Scrum Project Name: Scrum Foods (Foods Delivery Applications)**

**Ans:** The **Agile Manifesto** defines the **core values** and **principles** of Agile software development, focusing on flexibility, collaboration, customer satisfaction, and continuous improvement. It has 4 core values and 12 Principles.

It also promotes customer satisfaction, flexible changes, frequent delivery, team collaboration, and continuous improvement. It has changed the way of how modern software and product development is approached, ensuring better quality, faster delivery, and greater responsiveness to market needs.

* 4 Core Values of Agile Manifesto are as follows:

1. **Individuals and interactions** over **processes and tools:**

* It is more important to have good communication and collaboration among team members than to rely solely on processes and tools.

1. **Working software** over **comprehensive documentation:**

* The primary measure of success is working software. While documentation is necessary, delivering functional software is more valuable.

1. **Customer collaboration** over **contract negotiation:**

* Agile encourages direct and continuous customer involvement throughout the project, rather than only relying on contracts.

1. **Responding to change** over **following a plan:**

* Agile embraces changes even late in development, unlike traditional models where plans are rigid and hard to change.
* 12 Principles Behind Agile Manifesto:

1. Our highest Priority is to 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 for shorter timescales.
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 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 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 adjusts its behaviour accordingly.

**Ques 2:** Write minimum 40 User stories and their Acceptance Criteria along with their BV and CP

**Ans:** 40 User Stories for you, complete with:

* Acceptance Criteria (AC)
* Business Value (BV) — typically on a scale of 1–10 (10 = highest business impact)
* Complexity Points (CP) — usually effort-based on a Fibonacci scale (1, 2, 3, 5, 8, 13, 21)

**User Story 01:**

**As a** Business Owner**, I want to** view the total platform revenue report, **so that** I can track overall profits.

* **Priority:** High
* **BV:** 500
* **CP:** 05
* **Acceptance Criteria:**

1. View revenue by day/week/month.
2. Filter by region and restaurant.
3. Download report in Excel.

**User Story 02:**

**As a** Business Owner, **I want to** generate commission reports from restaurants, **so that** I can track platform earnings.

* **Priority:** High
* **BV:** 500
* **CP:** 05
* **Acceptance Criteria:**

1. View restaurant-wise commission percentages.
2. Calculate total commission earned.
3. Export report to Excel.

**User Story 03:**

**As a** Business Owner, **I want to** view customer acquisition reports, **so that** I can analyse growth.

* **Priority:** Medium
* **BV:** 300
* **CP:** 04
* **Acceptance Criteria:**

1. New users per day, week, month reports.
2. Downloadable report formats (Excel/PDF).

**User Story 04:**

**As a** Business Owner, **I want to** view the restaurant revenue report, **so that** I can monitor financial performance.

* **Priority:** High
* **BV:** 200
* **CP:** 03
* **Acceptance Criteria:**

1. Select "Reports" menu.
2. Choose "Revenue Reports".
3. Select "From Date" and "To Date".
4. Select Region (optional: "All Regions").
5. Generate Report.
6. Download Report in Excel format.

**User Story 05:**

**As an** Admin, **I want to** approve or reject delivery boy registrations, **so that** only verified people can deliver.

* **Priority:** High
* **BV:** 400
* **CP:** 02
* **Acceptance Criteria:**

1. List of pending delivery boys with details.
2. Approve and Reject buttons.
3. Send notification to delivery boy after action.

**User Story 06:**  
**As an** Admin, **I want to** manage and create promotional banners, **so that** customers see offers.

* **Priority:** High
* **BV:** 500
* **CP:** 04
* **Acceptance Criteria:**

1. Upload banner (image upload).
2. Set active/inactive status.
3. Define banner display date range.

**User Story 07:**

**As an** Admin, **I want to** assign regional administrators, **so that** operations stay organized by location.

* **Priority:** Medium
* **BV:** 300
* **CP:** 03
* **Acceptance Criteria:**

1. Admin panel to assign Regional Admins.
2. Fields: Region Name, Admin Name, Email ID.

**User Story 08:**

**As an** Admin, **I want to** view reports on daily order volumes, **so that** I can analyse business growth.

* **Priority:** Medium
* **BV:** 300
* **CP:** 04
* **Acceptance Criteria:**

1. View day-wise order counts and revenue.
2. Line graph display for trend visualization.
3. Download daily report in Excel or PDF.

**User Story 09:**

**As an** Admin, **I want to** monitor app downtime or technical errors, **so that** issues can be fixed quickly.

* **Priority:** Medium
* **BV:** 300
* **CP:** 05
* **Acceptance Criteria:**

1. Dashboard to view app uptime percentage.
2. Real-time alerts for technical downtime.

**User Story 10:**

**As an** Admin, **I want to** view restaurants, **so that** I can approve or reject their registration.

* **Priority: High**
* **BV:** 500
* **CP:** 02
* **Acceptance Criteria:**

1. List all registered restaurants.
2. View and verify restaurant details.
3. Approve/Reject button.
4. Notification sent to the restaurant after decision.

**User Story 11:**

**As an** Admin, **I want to** view regional revenue reports, **so that** I can assess regional performances.

* **Priority:** Medium
* **BV:** 100
* **CP:** 03
* **Acceptance Criteria:**

1. Select Regional Admin from dropdown.
2. View performance of restaurants under that region in tabular form (restaurant name and revenue).
3. Option to download report in Excel or PDF.

**User Story 12:**

**As a** Regional Admin, **I want to** assign delivery orders manually, **so that** urgent orders are not delayed.

* **Priority:** High
* **BV:** 400
* **CP:** 04
* **Acceptance Criteria:**

1. View list of available delivery boys.
2. Assign delivery boy manually to an order.
3. Send assignment notification.

**User Story 13:**

**As a Regional Admin**, **I want to** **process refund requests**, **so that** **customer issues are resolved faster**.

* **Priority:** Medium
* **BV:** 300
* **CP:** 03
* **Acceptance Criteria:**

1. View list of pending refund requests.
2. Approve or reject refunds.
3. Notify customer after processing.

**User Story 14:**

**As a** Regional Admin, **I want to** view the delivery boys' performance report, **so that** I can reward good performers.

* **Priority:** High
* **BV:** 400
* **CP:** 04
* **Acceptance Criteria:**

1. View completed deliveries, punctuality, customer ratings.
2. Download report in Excel.

**User Story 15:**

**As a** Regional Admin, **I want to** manage regional restaurants, **so that** I can track their performance.

* **Priority:** High
* **BV:** 200
* **CP:** 03
* **Acceptance Criteria:**

1. Click "Performance of Restaurants".
2. Select "From Date" to "To Date".
3. Generate report showing restaurant ID, name, and revenue.
4. Download report in Excel format.

**User Story 16:**

**As a** Restaurant Owner, **I want to** update my menu, **so that** customers can see the latest items.

* **Priority:** High
* **BV:** 400
* **CP:** 03
* **Acceptance Criteria:**

1. Add new menu item fields (Name, Price, Description, Photo).
2. Edit/Delete existing menu items.
3. Confirmation message after update.

**User Story 17:**

**As a** Restaurant Owner, **I want to** view customer feedback reports, **so that** I can improve service quality.

* **Priority:** Medium
* **BV:** 300
* **CP:** 03
* **Acceptance Criteria:**

1. Dashboard to show feedback summaries.
2. Download option for detailed feedback.

**User Story 18:**

**As a** Restaurant Owner, **I want to** set holiday or non-operational days, **so that** customers are not misinformed.

* **Priority:** High
* **BV:** 400
* **CP:** 03
* **Acceptance Criteria:**

1. Select dates as non-operational.
2. Display "Closed Today" on the app.

**User Story 19:**

**As a** Restaurant Owner, **I want to** upload new food items with images, **so that** my menu stays updated.

* **Priority:** Medium
* **BV:** 300
* **CP:** 02
* **Acceptance Criteria:**

1. Form to add food item details and photo upload.
2. Business Rule: Image size less than 2MB.

**User Story 20:**

**As a** Restaurant Owner, **I want to** receive notifications for new orders, **so that** I can process orders quickly.

* **Priority:** Medium
* **BV:** 300
* **CP:** 02
* **Acceptance Criteria:**

1. Push notifications and email alerts for new orders.
2. Notification must show order ID and time.

**User Story 21:**

**As a** Restaurant Owner, **I want to** view customer feedback, **so that** I can improve food quality and service.

* **Priority:** High
* **BV:** 400
* **CP:** 02
* **Acceptance Criteria:**

1. View list of feedback by date and order ID.
2. Optional filters for 1-star, 2-star, 5-star reviews.

**User Story 22:**

**As a** Restaurant Owner, **I want to** view orders, **so that** I can process incoming orders.

* **Priority: High**
* **BV:** 500
* **CP:** 02
* **Acceptance Criteria:**

1. View list of orders displayed in a tabular format.

**User Story 23:**

**As a** Restaurant Owner, **I want to** provide opening and closing time slots, **so that** customers know when I am available.

* **Priority:** Medium
* **BV:** 100
* **CP:** 02
* **Acceptance Criteria:**

1. Click on restaurant dashboard.
2. Add "From Time" and "To Time".
3. Click "Submit".
4. Display success message after update.

**User Story 24:**

**As a** Delivery Boy, **I want to** see the payment status for each order, **so that** I can verify if payment is done.

* **Priority:** Medium
* **BV:** 200
* **CP:** 02
* **Acceptance Criteria:** 
  1. Display "Payment Received" or "Cash on Delivery" status.
  2. Show payment amount.

**User Story 25:**

**As a** Delivery Boy, **I want to** update the order status to 'Picked Up', **so that** the customer knows progress.

* **Priority:** Medium
* **BV:** 200
* **CP:** 02
* **Acceptance Criteria:**

1. Pickup button after arriving at restaurant.
2. Status update shown to restaurant and customer.

**User Story 26:**

**As a** Delivery Boy, **I want to** raise an issue if I face any problem during delivery, **so that** it can be solved quickly.

* **Priority:** High
* **BV:** 300
* **CP:** 03
* **Acceptance Criteria:**

1. "Raise Issue" button available during delivery.
2. Textbox for issue description.
3. Auto-assign to Regional Admin.

**User Story 27:**

**As a** Delivery Boy, **I want to** view my delivery history, **so that** I can track my past deliveries.

* **Priority:** Medium
* **BV:** 200
* **CP:** 02
* **Acceptance Criteria:**

1. Show list of completed deliveries.
2. Include order ID, restaurant, customer name, payment received.

**User Story 28:**

**As a** Delivery Boy, **I want to** update my status (Online/Offline), **so that** orders are assigned only when I am available.

* **Priority:** High
* **BV:** 400
* **CP:** 02
* **Acceptance Criteria:**

1. Toggle button for Online/Offline.
2. System auto-assigns orders only if status is Online.

**User Story 29:**

**As a** Delivery Boy, **I want to** view the map route to customer’s location, **so that** I can deliver faster.

* **Priority:** High
* **BV:** 400
* **CP:** 03
* **Acceptance Criteria:**

1. Link Google Maps with delivery address.
2. Display route options and estimated time.

**User Story 30:**

**As a** Delivery Boy, **I want to** track my pending payments, **so that** I can manage my earnings.

* **Priority:** High
* **BV:** 400
* **CP:** 02
* **Acceptance Criteria:**

1. List of deliveries made.
2. Payment pending/received status with dates.

**User Story 31:**

**As a** Delivery Boy, **I want to** register in Scrum Foods, **so that** I can deliver orders.

* **Priority: High**
* **BV:** 500
* **CP:** 02
* **Acceptance Criteria:**

1. Registration screen with text boxes for:

* User Name, Password, Nation ID, Mobile No., Email, Address, Phone Number.

1. Click on "Register" Button.
2. Successful registration notification to user.

**User Story 32:**

**As a** Customer, **I want to** track my food order in real-time, **so that** I can know the delivery status.

* **Priority:** High
* **BV:** 500
* **CP:** 05
* **Acceptance Criteria:**

1. Show real-time map with delivery boy location.
2. Display estimated delivery time.
3. Update tracking every 30 seconds.

**User Story 33:**

**As a** Customer, **I want to** cancel an order within 5 minutes, **so that** I can avoid charges if needed.

* **Priority:** High
* **BV:** 300
* **CP:** 03
* **Acceptance Criteria:**

1. Cancel button active only for 5 minutes after ordering.
2. Show confirmation popup before cancelling.
3. Show refund policy message.

**User Story 34:**

**As a** Customer, **I want to** filter restaurants by cuisine type, **so that** I can easily find what I want to eat.

* **Priority:** Medium
* **BV:** 200
* **CP:** 02
* **Acceptance Criteria:**

1. List of cuisine options (Indian, Chinese, Italian, etc.).
2. Filter results on selection.

**User Story 35:**

**As a** Customer, **I want to** apply discount coupons during checkout, **so that** I can save money.

* **Priority:** Medium
* **BV:** 300
* **CP:** 03
* **Acceptance Criteria:**

1. Textbox to enter coupon code.
2. Validate coupon and update final price.

**User Story 36:**

**As a** Customer, **I want to** rate and review the restaurant and delivery boy, **so that** others can make informed choices.

* **Priority:** High
* **BV:** 400
* **CP:** 03
* **Acceptance Criteria:**

1. 5-star rating system.
2. Text field for comments.
3. Option to review separately for food and delivery service.

**User Story 37:**

**As a** Customer, **I want to** view restaurant ratings before ordering, **so that** I can choose quality restaurants.

* **Priority:** Low
* **BV:** 100
* **CP:** 02
* **Acceptance Criteria:**

1. Display restaurant ratings in listing.
2. Sort by highest rating.

**User Story 38:**

**As a** Customer, **I want to** save my favourite restaurants, **so that** I can reorder quickly.

* **Priority:** Medium
* **BV:** 300
* **CP:** 02
* **Acceptance Criteria:**

1. "Add to Favourite" option in restaurant listing.
2. View Favourite section separately.

**User Story 39:**

**As a** Customer, **I want to** view estimated delivery time before ordering, **so that** I can plan accordingly.

* **Priority:** Low
* **BV:** 100
* **CP:** 02
* **Acceptance Criteria:**

1. Display estimated delivery time on restaurant menu page.
2. Business Rule: Estimate should be based on restaurant location and traffic.

**User Story 40:**

**As a** Customer, **I want to** reorder from previous orders, **so that** I can save time on my favourite meals.

* **Priority:** Medium
* **BV:** 300
* **CP:** 02
* **Acceptance Criteria:**

1. "Reorder" button next to previous orders.
2. Pre-fill previous order items into new cart.
3. Option to modify before checkout.

**User Story 41:**

**As a** Customer, **I want to** schedule food delivery in advance, **so that** I can plan my meals.

* **Priority:** Low
* **BV:** 200
* **CP:** 03
* **Acceptance Criteria:**

1. Select date and time for delivery.
2. Business Rule: Minimum 2 hours in advance.

**User Story 42:**

**As a** Customer, **I want to** apply coupon codes while checkout, **so that** I can avail discounts.

* **Priority:** High
* **BV:** 500
* **CP:** 03
* **Acceptance Criteria:**

1. Input coupon code at checkout.
2. Validate coupon for active status and rules.
3. Apply discount and show reduced total.

**User Story 43:**

**As a** Customer, **I want to** save multiple delivery addresses, **so that** I can choose quickly when ordering.

* **Priority:** Low
* **BV:** 200
* **CP:** 03
* **Acceptance Criteria:**

1. Add/Edit/Delete addresses.
2. Select address during checkout.

**User Story 44:**

**As a** Customer, **I want to** track my order status in real time, **so that** I can know when my food will arrive.

* **Priority:** High
* **BV:** 500
* **CP:** 03
* **Acceptance Criteria:**

1. Status updates: Order Placed, Preparing, Out for Delivery, Delivered.
2. Live tracking map view.

**User Story 45:**

**As a** Customer, **I want to** view restaurant ratings and reviews, **so that** I can order from the best restaurants.

* **Priority:** Low
* **BV:** 200
* **CP:** 02
* **Acceptance Criteria:**

1. Show average star rating.
2. Display recent customer reviews.

**User Story 46:**

**As a** Customer, **I want to** add my address, **so that** the delivery reaches the correct location.

* **Priority:** High
* **BV:** 500
* **CP:** 02
* **Acceptance Criteria:**

1. Text box to enter address.
2. **Business Rule:** Address must be within a 5 km delivery radius.

**User Story 47:**

**As a** Customer, **I want to** select the payment mode, **so that** I can pay according to my preference.

* **Priority:** High
* **BV:** 500
* **CP:** 03
* **Acceptance Criteria:**

1. Display payment mode options using radio buttons.
2. Only one payment mode can be selected.
3. Payment confirmation button available.

**User Story 48:**

**As a** Customer, **I want to** view the price of food items, **so that** I can order accordingly.

* **Priority:** Low
* **BV:** 50
* **CP:** 01
* **Acceptance Criteria:**

1. Display price next to each menu item.

**User Story 49:**

**As a** Customer, **I want to** view the delivery boy's contact number, **so that** I can contact him for order status.

* **Priority:** Low
* **BV:** 50
* **CP:** 01
* **Acceptance Criteria:**

1. Display delivery boy's mobile number.
2. Display delivery boy's name.
3. Display delivery boy's profile picture.

**User Story 50:**

**As a** Customer, **I want to** chat with the Regional Admin, **so that** I can request a refund easily.

* **Priority:** High
* **BV:** 200
* **CP:** 02
* **Acceptance Criteria:**

1. All fields are mandatory.
2. Text box to enter description.
3. Order ID should be auto-displayed.
4. Submit button available.
5. Issue ID generated after submission.
6. Success message displayed after submitting the issue.

**Ques 3:** What is epic? Write 2 epics (Business Value and Complexity Points)

**Ans:** An EPIC is a large body of work that can be broken down into a number of smaller tasks called User Stories.

* It represents big features or high-level requirements that are too big to complete in a single sprint.
* EPICs help in organizing the product backlog.
* Once the EPIC is identified, it is usually split into multiple user stories that are small enough to fit into individual sprints.

**EPIC 1: CUSTOMER ORDER MANAGEMENT**

**Description:**  
Allow customers to seamlessly search restaurants, view menus, place orders, and track their orders through the Scrum Foods app.

**Business Value (BV):** 1200  
**Complexity Points (CP):** 21

**This EPIC will later be divided into multiple user stories like:**

* User Registration & Login
* Search and View Restaurants
* View Menu
* Place Order
* Make Payment
* Track Order
* Cancel Order

**EPIC 2: DELIVERY BOY OPERATIONS**

**Description:**  
Enable delivery boys to manage their tasks efficiently, including registration, accepting orders, updating statuses, collecting payments, and generating delivery reports.

**Business Value (BV):** 1000  
**Complexity Points (CP):** 18

**This EPIC will later be divided into multiple user stories like:**

* Delivery Boy Registration & Login
* View New Orders
* Accept and Pickup Orders
* Update Order Delivery Status
* Manage Cash on Delivery (COD) Payments
* View Feedback and Raise Issues
* Generate Daily Revenue Report

**Ques 4:** What is the difference between BV and CP?

**Ans:** Difference between BV and CP is that Business Value (BV) is **How Valuable** the feature is to the business **whereas** Complexity Points (CP) is **How Hard** it is for the developers to build that feature.

Following are some more difference between BV and CP:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Business Value (BV)** | **Complexity Points (CP)** |
| Means | BV measures **how important** a feature or user story is **for the business**. | CP measures **how difficult** or **time-consuming** it is **to develop** the feature. |
| Who estimates | **Stakeholders** (like client, product owner, business owner) estimate BV. | **Scrum Developers** (technical team) estimate CP. |
| Focus on | Focus is on the **business benefit** and **customer impact**. | Focus is on the **technical effort**, **risk**, and **complexity** of development. |
| Units | Measured in **currency values** (e.g., ₹1000, ₹500, ₹100, etc.). | Measured in **story points** (e.g., 1, 2, 3, 5, 8, 13, 20, etc.). |
| Purpose | Helps in **prioritizing** the backlog based on **business needs**. | Helps in **sprint planning** to **estimate workload and team capacity**. |
| Example | "Placing an order" is critical, so BV = ₹1000. | Coding a secure payment gateway might have CP = 8 points due to technical difficulty. |

**Ques 5:** Explain about Sprint.

**Ans:** A sprint is a short, time-boxed period of work (typically 1-4 weeks) during which a team focuses on delivering a specific set of features or functionalities. It's a core concept in Agile methodologies, where work is broken down into smaller, manageable iterations. Sprints help teams stay focused, maintain momentum, and provide regular feedback loops for continuous improvement.

Sprints are used to achieve specific goals within a defined timeframe, allowing teams to deliver value incrementally. Each sprint has a fixed duration, ensuring that work is completed within the allocated time.

Teams select a specific set of features or functionalities to work on during a sprint, focusing on completing them effectively.

Sprints are iterative, meaning that a new sprint starts immediately after the previous one concludes, allowing for continuous development and refinement of the product.

At the end of each sprint, the team presents their work to stakeholders, gathers feedback, and makes adjustments for the next iteration.

Sprints are a key component of Agile frameworks like Scrum, where they are used to manage and deliver software and other products.

**Benefits of using Sprints:**

* **Improved Product Quality:**

By focusing on specific features and gathering feedback regularly, teams can ensure that the final product meets the needs of users.

* **Increased Productivity:**

Sprints help teams stay organized, focused, and accountable, leading to increased productivity.

* **Reduced Risk:**

By delivering value incrementally, teams can identify and address potential issues early in the development process, reducing overall project risk.

* **Faster Time to Market:**

Sprints allow for faster delivery of new features and functionalities, accelerating time to market.

* **Enhanced Customer Satisfaction:**

By involving stakeholders and gathering feedback regularly, teams can ensure that the final product meets customer expectations and increases overall satisfaction.

What is sprint Duration: 2 Weeks –

* Your Sprint Value:
* Helps in regular inspection, adaption, and delivery of value to the customer.
* Divides large project work into manageable chunks.

What is scrum Duration: 1 day –

* Your Scrum Value:
* Quick updates on what was done yesterday, what is planned today, and any blockers faced.

**Ques 6:** Explain Product backlog and sprint back log.

**Ans:**

**Product Backlog:**

* The Product Backlog is a master list of everything needed to make the product better.
* It contains all features, functions, enhancements, bug fixes, technical work, and any improvements required.
* The Product Backlog is created and maintained by the Product Owner.
* Items are continuously added, updated, removed, and prioritized.
* Each item in the Product Backlog is called a PBI (Product Backlog Item), like a User Story, Bug, Enhancement, etc.

**Example:**

* "As a Customer, I want to search nearby restaurants so that I can order food quickly."
* "Fix the login error when password is incorrect."

**Sprint Backlog:**

* The **Sprint Backlog** is a **smaller list of PBIs** that the Scrum Team **commits to complete** in a Sprint.
* It is **created during the Sprint Planning Meeting**, where Scrum Developers decide:
* How many user stories they can complete within the Sprint (2 weeks).
* Tasks required to complete those user stories.
* **Sprint Backlog includes:**
* Selected PBIs (User Stories).
* Divided tasks for each PBI.
* Status of Tasks (WIP, Done).

**Example:**

* Selected PBIs like registration page development, payment gateway setup.
* Tasks like "Create API for registration", "Design registration UI", "Test payment gateway".

In short:

**Product Backlog** = Big shopping list (everything we want).  
**Sprint Backlog** = Selected shopping items (what we will buy this week).

**Ques 7:** What is impediments log? write 2 impediments.

**Ans:** An Impediment Log is a formal record maintained by the Scrum Master to track all blockers, issues, and delays that affect the Scrum Team’s progress.

* It helps the team remain transparent about current problems and ensures that every impediment is addressed, resolved, or escalated.
* The Scrum Master is responsible for maintaining and resolving items in the Impediment Log.
* Impediments are usually raised during the Daily Scrum (Stand-up) Meeting.
* The log typically includes:
* Impediment description
* Date reported
* Impact level (High, Medium, Low)
* Owner/responsible person
* Resolution plan
* Status (Open/Closed)

Importance:

* It ensures continuous flow of work during the sprint.
* It promotes accountability and timely resolution.
* Helps avoid delay in delivering Sprint Goals.

**Impediment 1:** Payment Gateway Credentials Delay

**Description:** The developer cannot integrate the Razorpay payment gateway because the credentials have not been received from the third-party service provider.

**Impact:** High (Delays the entire payment functionality, which is a critical user story for the sprint).

**Raised by:** Yogender (Scrum Developer)

**Reported on:** 28th April 2025

**Resolution Plan:** Product Owner to follow up with the third-party and get credentials within 2 working days.

**Status:** Open

**Impediment 2:** System Crash During Database Migration

**Description:** While performing database changes for the restaurant menu module, the system crashed, and the team lost 4 hours of development time.

**Impact:** Medium

**Raised by:** Gowri (Scrum Developer)

**Reported on:** 26th April 2025

**Resolution Plan:** Scrum Master to escalate to DevOps team. Temporary rollback applied.

**Status:** Closed

**Ques 8:** Explain Velocity of the Team

**Ans:** Velocity is the measure of the amount of work a Scrum team can complete during a single Sprint. It is calculated by adding up the Complexity Points (CP) or Story Points of all the user stories that are fully completed (DONE) in a sprint.

**Key Points:**

* Measured in **Story Points (CP)** – not in hours or days.
* It reflects the **team’s capacity and efficiency** over time.
* Helps in **predicting future sprint capacity** and **release planning**.
* Velocity is unique to each team and **improves with time** as the team becomes more experienced and stable.

**Benefits of Using Velocity:**

* Encourages **realistic sprint planning**.
* Increases **predictability** of delivery.
* Supports **continuous improvement** by tracking trends.

**Ques 9:** Draw Sprint Burn-Down Charts and Product Burn Down Charts

**Ans:** Following are the Product Burn-Down and Sprint Burn-Down Charts:

1. **Product Burn-Down Chart:**

**Product Burn-Down Chart** tracks the overall project progress across multiple sprints, showing how many story points remain until project completion.

**Purpose**: Tracks the total work remaining in the entire product backlog across all sprints.

|  |  |  |
| --- | --- | --- |
| **Day** | **Ideal Remaining** | **Actual Remaining** |
| 1 | 500 | 490 |
| 2 | 450 | 460 |
| 3 | 400 | 420 |
| 4 | 350 | 380 |
| 5 | 300 | 340 |
| 6 | 250 | 290 |
| 7 | 200 | 230 |
| 8 | 150 | 170 |
| 9 | 100 | 90 |
| 10 | 50 | 0 |

1. **Sprint Burn-Down Chart:**

**Sprint Burn-Down Chart** shows the progress of a single sprint over 10 days, comparing the ideal vs actual story points completed daily.

**Purpose:** Tracks the work remaining in a single sprint on a daily basis.

|  |  |  |
| --- | --- | --- |
| **Day** | **Ideal Remaining** | **Actual Remaining** |
| 1 | 27 | 28 |
| 2 | 24 | 26 |
| 3 | 21 | 24 |
| 4 | 18 | 20 |
| 5 | 15 | 17 |
| 6 | 12 | 13 |
| 7 | 9 | 10 |
| 8 | 6 | 7 |
| 9 | 3 | 4 |
| 10 | 0 | 0 |

**Ques 10:** Explain about Product Grooming

**Ans:** Product Grooming, also known as Backlog Refinement, is a collaborative meeting where the Product Owner, along with the Scrum Team, reviews and revises the items in the Product Backlog to ensure they are clearly understood, well-prioritized, and ready for upcoming Sprints.

**Purpose:**

* To ensure high-priority **User Stories** are detailed, well-estimated, and *“Ready”* for development.
* To break down **Epics** into smaller, manageable **User Stories**.
* To adjust **priority**, add/remove backlog items based on business needs.
* To clarify doubts or requirements with the team before Sprint Planning.

**Benefits of Product Grooming:**

* Ensures **Sprint Planning** is smoother and more effective.
* Reduces last-minute requirement confusion.
* Enhances **team collaboration** and shared understanding.
* Leads to more **accurate estimations** and planning.

**Ques 11:** Explain the roles of Scrum Master and Product Owner

**Ans:** Following are the roles of Scrum Master and Product Owner:

**Scrum Master**

* Facilitator of the Scrum process: Ensures the team follows Scrum practices properly.
* Removes impediments: Acts as a shield for the team from distractions or blockers.
* Coach and mentor: Guides the team and stakeholders on Agile principles.
* Organizes Scrum events: Sprint Planning, Daily Scrum, Sprint Review, and Retrospective.
* Protects team focus: Ensures the team can work without interruptions.

**Product Owner**

* Owns the product vision: Represents the customer and business needs.
* Manages the Product Backlog: Prioritizes features, bugs, and enhancements.
* Defines user stories and acceptance criteria.
* Liaison between stakeholders and the team: Ensures business requirements are understood.
* Makes business decisions: Approves/rejects work based on acceptance criteria.

**Team Experience with Sprint 1:**

**Scrum Master (e.g., Satya Rathnakar)**

* Effectively organized Sprint Planning and Daily Stand-ups.
* Helped the team overcome early technical blockers.
* Ensured the team followed Scrum ceremonies and timeboxed discussions.
* Encouraged open communication during the Retrospective.

**Product Owner *(You acted as the PO)*:**

* You gathered and prioritized requirements from stakeholders.
* Created detailed user stories with BV and CP.
* Actively participated in Sprint Planning and clarified doubts during Scrum meetings.
* Validated the deliverables at the end of the sprint.
* Communicated effectively with both the development team and the business owner.
* Helped the team stay aligned with the product vision and delivery goals.

**Ques 12:** Explain all Meetings Conducted in Scrum Project.

**Ans:** Meetings conducted in Scrum Project are:

1. Sprint Planning Meeting
2. Daily Scrum (Stand-Up Meeting)
3. Sprint Review Meeting
4. Sprint Retrospective Meeting
5. Backlog Refinement (Grooming) – Optional but Recommended
6. **Sprint Planning Meeting:**

* **Purpose**: To plan the work to be delivered in the upcoming sprint.
* **Duration**: 4–8 hours (for a 2-week sprint).
* **Who Attends**: Scrum Master, Product Owner, Scrum Developers.
* **Key Activities**:
* Product Owner presents the prioritized Product Backlog.
* Scrum Team discusses capacity and complexity.
* Developers select user stories they can commit to.
* Tasks are broken down and added to the **Sprint Backlog**.
* **Outcome**: A committed sprint goal and backlog ready for development.

1. **Daily Scrum (Stand-Up Meeting):**

* **Purpose**: To synchronize team efforts and plan the next 24 hours.
* **Duration**: 15 minutes (fixed time daily).
* **Who Attends**: Scrum Developers (Product Owner and Scrum Master may join but don't direct).
* **Each member answers**:
* What did I do yesterday?
* What will I do today?
* Any impediments or blockers?
* **Outcome**: Team alignment and early detection of issues.

1. **Sprint Review Meeting:**

* **Purpose**: To demonstrate the work done during the sprint and get feedback.
* **Duration**: 2–4 hours (for a 2-week sprint).
* **Who Attends**: Scrum Team, Stakeholders, Product Owner.
* **Key Activities**:
* Developers present completed work.
* Product Owner confirms acceptance criteria.
* Stakeholders give feedback for future planning.
* **Outcome**: Transparent review of sprint outcome and updated Product Backlog.

1. **Sprint Retrospective Meeting:**

* **Purpose**: To inspect the past sprint and plan improvements.
* **Duration**: 1–2 hours (after Sprint Review).
* **Who Attends**: Scrum Master, Product Owner, Developers.
* **Discussion Areas**:
* What went well?
* What didn’t go well?
* What improvements can be made?
* **Outcome**: Actionable improvements for the next sprint (continuous improvement).

1. **Backlog Refinement (Grooming):**

* **Purpose**: To prepare the Product Backlog for future sprints.
* **Duration**: 5–10% of the sprint time.
* **Who Attends**: Product Owner, Scrum Developers, optionally Scrum Master.
* **Activities**:
* Clarify and split user stories.
* Estimate complexity (CP).
* Update business value (BV) if needed.
* **Outcome**: A well-prepared backlog for efficient Sprint Planning.

**Ques 13:** Explain Sprint Size and Scrum Size.

**Ans: Sprint Size:**

* **Definition:** Sprint size refers to the duration of a Sprint in Scrum methodology.
* **Standard Sprint Duration:** Usually, 1 to 4 weeks. The most common Sprint size is 2 weeks.
* **Why it Matters:** Sprint size defines how frequently deliverables are reviewed and released. A consistent size helps measure team velocity and plan deliverables more accurately.

**Example:**  
If a team chooses a Sprint Size of 2 weeks, it means they will plan, develop, and deliver work every 2 weeks.

**Scrum Size:**

* **Definition**: Scrum size refers to the **duration of one Scrum cycle**, also known as a **Daily Scrum** or **Stand-up Meeting**.
* **Standard Scrum Duration**: Exactly **15 minutes per day**.
* **Why it Matters**: It helps the team stay aligned daily, identify blockers early, and keep everyone updated on work progress in a short, focused session.

**Example**:  
The Scrum meeting is held every day at 9:00 AM and lasts only 15 minutes, ensuring discipline and regular team sync.

**Ques 14:** Explain DOR and DOD

**Ans:** DOR means Definition of Ready and DOD means Definition of Done

**DOR:**  
The *Definition of Ready* is a checklist that ensures a User Story or Product Backlog Item (PBI) is fully prepared and detailed enough to be taken into a Sprint for development.

**Purpose:**  
To confirm that the team clearly understands the scope, requirements, and dependencies of the story before they commit to working on it.

**Typical Criteria in DOR:**

* User Story is clearly written (using INVEST criteria).
* Acceptance Criteria are well defined.
* Dependencies are resolved.
* The story is estimated and prioritized.
* The Product Owner has reviewed and approved it.

**Example:**

A user story like “As a customer, I want to make payment online” is *Ready* only if it has clear payment methods, rules, test data, and acceptance criteria written.

**DOD:**  
The *Definition of Done* is a checklist that defines when a User Story or task is considered complete by the development team.

**Purpose:**  
To ensure quality, consistency, and completeness of deliverables by setting a standard of what “done” truly means.

**Typical Criteria in DOD:**

* Code is written and peer-reviewed.
* Functionality is tested (unit + integration).
* Bugs are fixed.
* Deployed to the test environment.
* Documentation is updated.
* Product Owner has accepted it.

**Example:**

A feature is “Done” only when it passes testing, meets all acceptance criteria, is demoed successfully, and is deployable.

**Ques 15:** Explain Prioritization Techniques and MVP.

**Ans:**

* **Prioritization Techniques:**

Prioritization techniques help Product Owners decide which features or User Stories should be developed first to maximize business value, reduce risk and meet customer needs efficiently.

1. **MoSCoW Method:**

This stands for:

* M – Must Have: Essential requirements.
* S – Should Have: Important but not vital.
* C – Could Have: Nice to have, low-impact.
* W – Won’t Have (this time): Out of current scope.

***Example:*** “Must Have” – Payment Gateway Integration

“Could Have” – Customer Avatar Display

1. **Kano Model:**

Classifies features based on customer satisfaction:

* Basic Needs: Expected features (e.g., login).
* Performance Needs: More = better (e.g., delivery speed).

1. **Value vs Effort Matrix:**

* Plot items in a 2\*2 matrix:
* High Value, Low Effort = DO FIRST
* Low Value, High Effort = DO LATER

1. **WSJF (Weighted Shortest Job First):**

* Used in SAFe Agile.
* Formula:
* WSJF = Cost of Delay / Job Duration
* High WSJF = High Priority
* Used for economic-based decision making.
* **MVP – Minimum Viable Product**

MVP is the simplest version of the product that delivers enough value to early users and allows the team to collect feedback for future development.

“Build – Measure – Learn” Cycle from Lean Startup methodology.

**Purpose:**

* To test assumptions early.
* To reduce time-to-market.
* To minimize waste by focusing only on must-have features.
* To get real user feedback quickly.

**Characteristics of MVP:**

* Limited but core features only.
* Stable enough to use.
* Ready for early adopters.

***Example:*** In a food delivery app, an MVP may include:  
Login, Restaurant Menu, Order Placement, and Payment – but no Ratings or Chat Support.

**Benefits of MVP:**

* Faster release.
* Early validation of product-market fit.
* Saves money, time, and resources.

**Ques 16:** Difference between Business Analyst n Product Owner

**Ans:** The roles of a Business Analyst (BA) and a Product Owner (PO) often overlap in Agile environments, but they differ in responsibilities, decision-making authority, and focus.

A **Business Analyst** primarily acts as a bridge between stakeholders and the development team, focusing on eliciting, analysing, and documenting requirements. The BA ensures that the business needs are well understood and translated into functional specifications or user stories. Their key role is to support the team in understanding what the business wants and assist in refining the requirements over the course of the project.

On the other hand, a **Product Owner** is responsible for maximizing the value of the product and is the voice of the customer within the Scrum Team. The PO owns the product backlog, defines and prioritizes user stories, sets the product vision, and makes key decisions about what to build and in what order. They interact directly with stakeholders and customers to gather feedback and ensure the development aligns with business goals. Unlike a BA, a PO has the final say on backlog priorities and accepts or rejects work results based on acceptance criteria.

In essence, while the Business Analyst is more analysis-focused and supports decision-making through documentation and stakeholder engagement, the Product Owner is decision-focused, actively managing the product roadmap and backlog. In Agile projects, especially Scrum, these roles may coexist, or one person might play both roles depending on team size and project complexity.

**Ques 17:** Prepare a sample Resume of 3yrs exp Product Owner.

**Ans:**

Name: Shailey Burad  
Phone: +91-9284963193

Email: shailey0995@gmail.com  
LinkedIn: [**www.linkedin.com/in/shailey-burad**](https://www.linkedin.com/in/shailey-burad)  
Location: Mumbai, Maharashtra, India

**Professional Summary:**

Results-oriented Business Analyst with 3 years of progressive experience in Business Analysis and Software Quality Assurance. Skilled in requirement elicitation, stakeholder communication, functional documentation (BRD, FSD, User Stories), and UAT coordination. Proven ability to bridge the gap between business and technical teams using Agile and Waterfall methodologies. Proficient in tools like JIRA, MS Visio, and Postman, with hands-on experience in process modelling, workflow optimization, and business process reengineering. Adept at delivering value-driven solutions across government, retail, and digital domains.

**Technical Skills:**

* Tools: JIRA, MS Office (Excel, Word, PowerPoint), MS Visio, Balsamiq, Axure
* Methodologies: Agile (Scrum), Waterfall
* Documentation: BRD, FSD, User Stories, Use Cases, Business Process Flows
* Testing: Manual Testing, UAT, API Testing
* Process Modeling: Business Process Modeling (BPM)
* Collaboration: Stakeholder Management, Sprint Ceremonies, Cross-Functional Coordination

**Professional Experience:**

**Business Analyst**  
***S2 Infotech International Pvt Ltd (Contractual):*  
*Aug 2024 – Jan 2025***

* Interacted with government stakeholders to gather and document business and functional requirements for finance management systems.
* Created BRDs, FSDs, and detailed User Stories mapped to project scope and compliance standards.
* Led process mapping sessions using BPMN techniques and proposed workflow improvements.
* Supported UAT activities and ensured the delivery met all functional and regulatory requirements.
* Recommended enhancements to streamline financial transaction workflows and compliance validation.

**Software Engineer – QA & Business Analyst Support**  
***Wipro Technologies*  
*Oct 2019 – Oct 2023***

* Conducted manual and API testing for chatbot, web, and mobile applications.
* Supported Business Analysis activities by documenting user stories and managing JIRA boards.
* Participated in Agile sprint planning, reviews, and retrospectives to support cross-functional delivery.
* Executed UAT and coordinated closely with stakeholders to validate end-user requirements.
* Contributed to early gap analysis by validating requirements through test cases, reducing rework.

**Key Projects:**

1. **Online Agriculture Products Store (CSR Initiative):**

* Built a B2C platform for farmers to list and sell organic products.
* Coordinated with regional admins, delivery partners, and end customers.
* Delivered 4 successful sprint releases within 6 months.

1. **Scrum Foods – Online Food Delivery App:**

* Defined product vision and user stories for 6 key roles (Customer, Restaurant, Delivery Boy, etc.).
* Managed 60+ backlog items, prioritized based on business value (BV) and complexity points (CP).
* Successfully delivered features like real-time delivery tracking, COD, restaurant dashboards, and revenue reports.

1. **Government Payroll & Finance Management System:** *(Project for Maharashtra Government)***:**

* Gathered and documented requirements from finance department officials through structured interviews and workshops.
* Created BRDs, FSDs, and flowcharts to describe payroll processing, approvals, and audit reporting.
* Used MS Visio to model workflows and identify inefficiencies in existing manual processes.
* Coordinated with developers and testers to ensure system compliance with government financial regulations.
* Supported UAT by validating reports, reconciliation logic, and ensuring audit trail implementation.

1. **E-Commerce Web Application –** *(Vodafone - Telecom Domain)***:**

* Collaborated with Vodafone stakeholders to manage changes in **mobile recharge plans, postpaid/prepaid offers, and data packs**.
* Documented functional and non-functional requirements for plan updates, pricing logic, and validation rules.
* Coordinated with UI/UX teams to reflect tariff updates accurately across the customer portal.
* Supported regression testing for frequent plan and pricing updates, ensuring telecom compliance.
* Maintained version control and change request logs in JIRA to track recurring promotional updates.

1. **Chatbot Project** *(Retail – Apple Product Sales via Social Media)***:**

* Defined and validated conversational flows for a multilingual chatbot enabling users to purchase Apple products via WhatsApp, Facebook, Instagram, Twitter.
* Collaborated with developers to support Android and iOS platforms, ensuring consistent performance across devices.
* Created user stories for social media integration, payment workflows, and product selection filters.
* Performed functional and exploratory testing for all supported languages and platforms.
* Monitored chatbot usability and recommended improvements to streamline user experience and reduce drop-offs.

1. **Customer Billing & Service Portal –** *(Utilities -* *Thames Water)***:**

* Supported the **Business Analyst team** in gathering and documenting requirements for features related to customer billing, payment gateway, and service requests.
* Assisted in preparing **User Stories**, **Acceptance Criteria**, and updating task boards in **JIRA** for sprint tracking.
* Created **test scenarios and manual test cases** to validate modules such as bill generation, account updates, and complaint logging.
* Executed **manual testing** for both web and mobile portals, focusing on functional, regression, and UI validation.
* Logged and tracked defects in JIRA and coordinated with the development team for resolution.
* Participated in daily stand-ups and sprint reviews to support issue analysis and test coverage discussions.
* Ensured accurate testing of critical billing workflows, which helped reduce invoice generation issues by 30%.
* Identified key UI/UX gaps during UAT testing that led to improvements in customer experience.
* Supported the BA team in **mapping AS-IS vs TO-BE processes** using MS Visio for service automation.
* Helped improve customer satisfaction metrics by ensuring seamless experience across billing, service, and complaint modules.

**Education:**

Bachelor of Engineering in Computer Science & Engineering  
Gondwana University – 2019

**Certifications:**

* Agile Business Analyst – COEPD
* Business Analyst - Agile Enterprise Coach

**Achievements:**

* Increased delivery success rate by 25% by optimizing user stories and sprint planning.
* Received “Best Product Owner – Q4 2023” award at APT IT Solutions.