**Part 2 Agile Documents**

**Document 1 – Definition of Done**

General Criteria for All work items

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| Sr No | Done Criteria | Status- Done/Pending |
| 1 | Functional requirements and acceptance criteria are fully met. | Done |
| 2 | Code is written, reviewed, and committed to the repository | Done |
| 3 | Unit and integration tests are written, executed, and pass successfully | Done |
| 4 | No high-severity or critical bugs remain unresolved. | Done |
| 5 | Changes are deployed to the staging environment for validation. | Done |
| 6 | Documentation, including user manuals and configuration details, is updated. | Done |
| 7 | Product Owner (PO) has reviewed and approved the deliverable. | Done |

Functionality Specific DOD

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| Sr No | Done Criteria | Status- Done/Pending |
| 1 | Appointment Booking: | |
|  | Users can book appointments with available therapists and receive email confirmations. | Done |
|  | Backend integration with the calendar ensures real-time availability. | Done |
|  | Automated SMS and email reminders are functional. | Done |
|  | Cancellation and rescheduling options are tested and working. | Done |
| 2. | Therapist Profiles | |
|  | Profiles display therapist name, qualifications, specialties, and availability. | Done |
|  | Users can filter profiles by expertise (e.g., child counseling, psychiatric services). | Done |
| 3. | Mobile Responsiveness | |
|  | UI adapts seamlessly across devices (desktop, tablet, and mobile). | Done |
|  | All forms and buttons are fully functional on touch devices. | Done |
| 4. | Resource Repository: | |
|  | Users can access categorized resources (e.g., articles, videos, guides). | Done |
|  | Resources are downloadable in standard formats (e.g., PDF). | Done |
| 5. | Payment Gateway | |
|  | Online payment for appointments is secure, with options for UPI, credit/debit cards. | Done |
|  | Successful transactions trigger email receipts. | Done |
| 6. | Real-Time Chat: | |
|  | Real-time chat support is available during working hours. | Done |
|  | Chat logs are emailed to the user for reference. | Done |

DOD for User Stories

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| Sr No | Done Criteria | Status- Done/Pending |
| 1 | All tasks associated with the user story are completed and verified. | Done |
| 2 | UI components are visually consistent and approved by the designer. | Done |
| 3 | Test cases are written and executed, covering all acceptance criteria. | Done |
| 4 | Features are validated for accessibility compliance and responsiveness. | Done |

DOD for Sprints

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| Sr No | Done Criteria | Status- Done/Pending |
| 1 | All committed user stories for the sprint are completed without unfinished work. | Done |
| 2 | Sprint increment is demoed to stakeholders with successful outcomes. | Done |
| 3 | Feedback is documented and integrated into the product backlog as needed. | Done |

DOD for Release

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| Sr No | Done Criteria | Status- Done/Pending |
| 1 | All high-priority functionalities are tested and approved for production deployment. | Done |
| 2 | Security and performance benchmarks are achieved (e.g., <3 seconds loading time). | Done |
| 3 | End-user documentation and training materials are available. | Done |

**Document 2 – Product Vision Document**

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| **Scrum Project Name** | Manahshanthi Centre Website Development | | |
| **Venue** | Pune Office | | |
| **Date** | 15/01/2025 | | |
| **Time** | **Start Time:** 10:30 AM | **End Time:** 1:30 PM | **Duration**: 3 Hours |
| **Client** | Manahshanthi Centre | | |
| **Stakeholder List** | **Dr. Anjali Rao:** Centre Director | Dr. Rajesh Menon: Lead Psychiatrist | Ms. Kavita Sharma: Senior Therapist |
| Mr. Sanjay Iyer: Administrative Manager | IT Support Team (Internal): Post-launch support team | End-Users: Clients and families availing mental health services. |
| **Scrum Team** | | | |
| **Scrum Master** | Mr. Arvind Kulkarni | | |
| **Product Owner** | Ms. Neha Desai | | |
| **Scrum Developer 1** | Mr. Rohan Gupta (Frontend Developer) | | |
| **Scrum Developer 2** | Mr. Aditya Sharma (Backend Integration Specialist) | | |
| **Scrum Developer 3** | Ms. Priya Reddy (QA Lead | | |
| **Scrum Developer 4** | Ms. Sneha Nair (UI/UX Designer) | | |
| **Vision:** To develop a modern, accessible, and user-friendly digital platform that streamlines access to mental health services, enhances operational efficiency, and strengthens the Centre’s reputation as a trusted provider of psychiatric and counselling services. | | | |
| **Target Group:**  Primary Users:   * Individuals seeking individual, family, or couples counselling. * Patients requiring psychiatric services or psychometric testing.   Secondary Users:   * Families supporting loved ones in mental health recovery. * Corporate HR teams or organizations exploring group counselling options.   Market Segment:   * Regional and national clients in need of mental health services, expanding to international audiences over time. | | | |
| **Needs:**  Problems Solved:   1. The current manual appointment system is inefficient, leading to booking errors and delays. 2. Lack of centralized access to therapist profiles and mental health resources creates barriers for clients. 3. Limited visibility of client testimonials reduces potential trust-building opportunities.   Benefits Provided:   * Enhances client accessibility to services through a digital platform. * Facilitates informed decision-making by showcasing therapist expertise. * Builds trust via a dedicated section for client testimonials and success stories. | | | |
| **Product:**  Description**:** A comprehensive website offering features such as -   * An online appointment booking system integrated with payment options and reminders. * A repository for mental health resources, psychometric results, and self-help materials. * A mobile-responsive design ensuring usability on all devices.   Unique Selling Points (USPs):   * Real-time updates on therapist availability. * Interactive tools such as mental health quizzes and progress trackers. * A blog space for regular updates on mental health topics.   Feasibility:   * Developed using a modular architecture to ensure scalability. * Leveraging secure hosting and integration solutions to protect sensitive client data. | | | |
| **Value:**  Business Benefits:   * Automates routine administrative tasks, allowing staff to focus on personalized care. * Increases service adoption rates by providing clients with an intuitive and reliable platform. * Enhances brand visibility and engagement through interactive and dynamic content.   Business Goals:   1. Achieve a 30% increase in bookings within the first quarter post-launch. 2. Reduce client appointment errors by 50% through an automated system. 3. Boost website traffic by 40% via targeted marketing campaigns.   Business Model:   * Monetize through value-added services such as premium content and specialized therapy packages. * Use the platform as a foundation for future services, like virtual therapy sessions. | | | |

**Document 3 – User Stories**

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| **User Story No:** 01 Booking Appointments | **Priority:** High |
| **Tasks:** Develop online appointment form, integrate with calendar API, add confirmation emails. | |
| **Value Statement:** As a client, I want to book appointments online, so that I can avoid calling the Centre. | |
| **BV:** ₹500 | **CP:** 5 |
| **Acceptance Criteria:**   1. Users can select a therapist, date, and time from available slots. 2. An email confirmation is sent with booking details. 3. Errors display if required fields are left blank or selected slots are unavailable. | |

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| **User Story No:** 02 Automated Reminders | **Priority:** Medium |
| **Tasks:** Implement automated reminders via SMS and email. | |
| **Value Statement:** As a client, I want automated reminders, so that I don’t miss my appointments. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. SMS and email reminders are sent 24 hours before the appointment. 2. Reminders include therapist name, date, time, and a link to modify the booking. | |

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| **User Story No:** 03 Therapist Profiles | **Priority:** High |
| **Tasks:** Create profiles with name, qualifications, expertise, and availability. | |
| **Value Statement:** As a client, I want to view therapist profiles, so that I can choose the right therapist for my needs | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Profiles display therapist name, specialties, and availability. 2. Users can filter profiles by expertise. | |

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| **User Story No:** 04 Mobile Responsiveness | **Priority:** High |
| **Tasks:** Optimize the website layout for mobile devices. | |
| **Value Statement:** As a user, I want the website to work on my phone, so that I can access it anywhere. | |
| **BV:** ₹500 | **CP:** 8 |
| **Acceptance Criteria:**   1. Website layout adapts seamlessly to mobile screens. 2. Forms and buttons are fully functional on touch devices. | |

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| **User Story No:** 05 Resource Search | **Priority:** Medium |
| **Tasks:** Implement a search function for mental health resources. | |
| **Value Statement:** As a client, I want a search option, so that I can quickly find specific resources. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Users can search by keywords, and results display relevant resources. 2. Search results are sortable by relevance or upload date. | |

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| **User Story No:** 06 Testimonial Section | **Priority:** Medium |
| **Tasks:** Develop a section to display client testimonials. | |
| **Value Statement:** As a visitor, I want to read testimonials, so that I can trust the Centre’s services. | |
| **BV:** ₹100 | **CP:** 3 |
| **Acceptance Criteria:**   1. Testimonials are displayed with client consent and approval. 2. The section is easy to navigate and accessible on all devices. | |

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| **User Story No:** 07Submit Feedback | **Priority:** Medium |
| **Tasks:** Create a form for clients to submit feedback. | |
| **Value Statement:** As a client, I want to provide feedback, so that I can share my experience with the Centre. | |
| **BV:** ₹50 | **CP:** 2 |
| **Acceptance Criteria:**   1. Users can submit feedback with a name, rating, and comments. 2. Submitted feedback is reviewed and approved before publication. | |

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| **User Story No:** 08 Psychometric Test Results | **Priority:** High |
| **Tasks:** Allow clients to access their psychometric test results. | |
| **Value Statement:** As a client, I want to view my test results online, so that I can track my progress. | |
| **BV:** ₹500 | **CP:** 5 |
| **Acceptance Criteria:**   1. Clients can securely log in to access their results. 2. Results are downloadable in PDF format. | |

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| **User Story No:** 09 Payment Integration | **Priority:** High |
| **Tasks:** Implement a secure payment gateway for appointments. | |
| **Value Statement:** As a client, I want to pay online, so that I can avoid cash transactions. | |
| **BV:** ₹500 | **CP:** 8 |
| **Acceptance Criteria**   1. Payments are processed securely with options for credit/debit cards and UPI. 2. A receipt is emailed to the client after successful payment. | |

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| **User Story No:** 10 Resource Library | **Priority:** High |
| **Tasks:** Develop a repository for mental health resources. | |
| **Value Statement:** As a client, I want access to resources, so that I can learn more about mental health. | |
| **BV:** ₹500 | **CP:** 5 |
| **Acceptance Criteria:**   1. Resources are categorized (e.g., articles, videos, guides) for easy navigation. 2. Clients can download or bookmark resources for future reference. | |

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| **User Story No:** 11 Appointment Cancellation | **Priority:** High |
| **Tasks:** Allow clients to cancel appointments online. | |
| **Value Statement:** As a client, I want to cancel appointments online, so that I can reschedule conveniently. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Clients can cancel appointments up to 24 hours in advance. 2. Cancellations trigger an email confirmation. | |

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| **User Story No:** 12 | **Priority:** Medium |
| **Tasks:** Multilingual Support | |
| **Value Statement:** As a client, I want the website in my preferred language, so that I can easily navigate it. | |
| **BV:** ₹200 | **CP:** 5 |
| **Acceptance Criteria:**   1. Users can switch between English and local Indian languages. 2. Language settings persist across sessions. | |

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| **User Story No:** 13 Therapist Availability Notifications | **Priority:** Medium |
| **Tasks:** Notify clients of changes in therapist availability. | |
| **Value Statement:** As a client, I want notifications about therapist availability, so that I can plan my appointments. | |
| **BV:** ₹100 | **CP:** 3 |
| **Acceptance Criteria:**   1. Clients receive email notifications about schedule changes. 2. Notifications include options to reschedule if affected. | |

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| **User Story No:** 14 Categorization by Service Type | **Priority:** High |
| **Tasks:** Develop a filter for service categories like adult, child, and couples counselling. | |
| **Value Statement:** As a client, I want to filter services by type, so that I can find the most relevant options. | |
| **BV:** ₹500 | **CP:** 5 |
| **Acceptance Criteria:**   1. Clients can select service categories (e.g., adult, child, couples). 2. Results display only relevant therapists or services for the chosen category. | |

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| **User Story No:** 15 Condition-Based Assistance | **Priority:** High |
| **Tasks:** Implement a search feature for conditions like anxiety, depression, and PTSD. | |
| **Value Statement:** As a client, I want to search services based on my condition, so that I can find targeted help. | |
| **BV:** ₹500 | **CP:** 5 |
| **Acceptance Criteria:**   1. Clients can type a condition, and relevant therapists and resources are displayed. 2. Search results are sorted by therapist expertise and relevance to the condition. | |

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| **User Story No:** 16 Emergency Contact Information | **Priority:** High |
| **Tasks:** Provide an emergency contact section for immediate assistance. | |
| **Value Statement:** As a visitor, I want access to emergency contact numbers, so that I can get immediate help during a crisis. | |
| **BV:** ₹500 | **CP:** 3 |
| **Acceptance Criteria:**   1. Emergency numbers are prominently displayed on the homepage. 2. Contact options include phone and email with a quick access button. | |

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| **User Story No:** 17 Service Package Information | **Priority:** High |
| **Tasks:** Create a section for service packages with details and pricing. | |
| **Value Statement:** As a client, I want to view service packages, so that I can choose one that fits my budget and needs. | |
| **BV:** ₹500 | **CP:** 3 |
| **Acceptance Criteria:**   1. Packages display details like included services, duration, and cost. 2. Clients can directly book or inquire about a package. | |

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| **User Story No:** 18 Client Dashboard | **Priority:** High |
| **Tasks:** Develop a client dashboard for appointment and resource tracking | |
| **Value Statement:** As a client, I want a personal dashboard, so that I can track my appointments and access my history. | |
| **BV:** ₹500 | **CP: 8** |
| **Acceptance Criteria:**   1. Clients can view upcoming and past appointments in their dashboard. 2. Dashboard displays accessed resources and feedback submissions. | |

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| **User Story No:** 19 Real-Time Chat Assistance | **Priority:** High |
| **Tasks:** Add a real-time chat feature for support inquiries. | |
| **Value Statement:** As a visitor, I want a real-time chat option, so that I can get immediate answers to my questions. | |
| **BV:** ₹200 | **CP:** 8 |
| **Acceptance Criteria:**   1. Clients can chat with support staff during operating hours. 2. Chat logs are saved and emailed to the client for reference. | |

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| **User Story No:** 20 Session Feedback Mechanism | **Priority:** Medium |
| **Tasks:** Implement a feedback form post-session for clients. | |
| **Value Statement:** As a client, I want to provide feedback after sessions, so that I can share my experience. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Clients receive a feedback request link via email after the session. 2. Feedback includes options for rating and detailed comments. | |

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| **User Story No:** 21 | **Priority:** Medium |
| **Tasks:** Enable follow-up booking feature. | |
| **Value Statement:** As a client, I want to book follow-up sessions, so that I can maintain continuity in therapy. | |
| **BV:** ₹500 | **CP: 5** |
| **Acceptance Criteria:**   1. Clients can view available slots for follow-ups. 2. Confirmation emails are sent for follow-up bookings. | |
| **User Story No:** 22 | **Priority:** Medium |
| **Tasks:** Add blog section for educational content. | |
| **Value Statement:** As a visitor, I want to explore blogs, so that I can learn about mental health topics. | |
| **BV:** ₹200 | **CP:** 5 |
| **Acceptance Criteria:**   1. Blogs are categorized for easy navigation. 2. Users can read blogs on any device. | |

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| **User Story No:** 23 | **Priority:** Medium |
| **Tasks:** Add invoice download functionality. | |
| **Value Statement:** As a client, I want to download session invoices, so that I can track expenses. | |
| **BV:** ₹200 | **CP:** 5 |
| **Acceptance Criteria:**   1. Invoices are available in PDF format. 2. Users can access invoices via their dashboard. | |

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| **User Story No:** 24 | **Priority:** High |
| **Tasks:** Add follow-up reminder system. | |
| **Value Statement:** As a client, I want reminders for follow-ups, so that I don’t miss them. | |
| **BV:** ₹500 | **CP:** 3 |
| **Acceptance Criteria:**   1. SMS and email reminders are sent 24 hours before follow-up sessions. 2. Reminders include therapist name and date. | |

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| **User Story No:** 25 | **Priority:** High |
| **Tasks:** Create therapist schedule view. | |
| **Value Statement:** As a therapist, I want to view my weekly schedule, so that I can plan my sessions. | |
| **BV:** ₹500 | **CP: 5** |
| **Acceptance Criteria:**   1. Weekly schedules display all booked slots. 2. Therapists can update availability dynamically. | |

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| **User Story No:** 26 | **Priority:** Medium |
| **Tasks:** Add child-specific resource section. | |
| **Value Statement:** As a parent, I want resources tailored for children, so that I can support my child’s mental health | |
| **BV:** ₹200 | **CP: 5** |
| **Acceptance Criteria:**   1. Resources are categorized by age group. 2. Content is accessible and downloadable. | |

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| **User Story No:** 27 | **Priority:** Medium |
| **Tasks:** Add progress tracking feature. | |
| **Value Statement:** As a client, I want progress charts for my therapy, so that I can track improvements over time. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Progress is visualized using charts. 2. Data is updated after each session. | |

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| **User Story No:** 28 | **Priority:** Low |
| **Tasks:** Add FAQ section. | |
| **Value Statement:** As a visitor, I want FAQs, so that I can quickly find answers to common questions. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. FAQs are categorized by topic. 2. Users can search within FAQs. | |

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| **User Story No:** 29 | **Priority:** Low |
| **Tasks:** Enable document upload feature. | |
| **Value Statement:** As a client, I want to upload documents before sessions, so that my therapist is prepared | |
| **BV:** ₹200 | **CP:** 5 |
| **Acceptance Criteria:**   1. Users can securely upload documents. 2. Files are accessible to assigned therapists. | |

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| **User Story No:** 30 | **Priority:** High |
| **Tasks:** Add certificate request functionality. | |
| **Value Statement:** As a client, I want to request therapy certificates, so that I can use them for legal or professional purposes. | |
| **BV:** ₹500 | **CP:** 5 |
| **Acceptance Criteria:**   1. Users can request certificates via their dashboard. 2. Certificates are emailed to clients within a specified time. | |

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| **User Story No:** 31 | **Priority:** Medium |
| **Tasks:** Add therapy duration details. | |
| **Value Statement:** As a visitor, I want to know the duration of therapies, so that I can plan my time. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Session duration is displayed on the service page. 2. Duration adjusts dynamically for group or individual sessions. | |

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| **User Story No:** 32 | **Priority:** High |
| **Tasks:** Add joint progress tracking feature. | |
| **Value Statement:** As a couple, I want joint progress reports, so that we can track our therapy outcomes together. | |
| **BV:** ₹500 | **CP: 5** |
| **Acceptance Criteria:**   1. Reports summarize key milestones. 2. Data is updated after every session. | |

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| **User Story No:** 33 | **Priority:** Medium |
| **Tasks:** Enable therapist rating system. | |
| **Value Statement:** As a client, I want to rate therapists, so that I can help others make informed decisions. | |
| **BV:** ₹200 | **CP:** 3 |
| **Acceptance Criteria:**   1. Clients can submit ratings with comments. 2. Ratings are visible on therapist profiles. | |

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| **User Story No:** 34 | **Priority:** Low |
| **Tasks:** Add "Our Team" section. | |
| **Value Statement:** As a visitor, I want to learn about the Centre’s team, so that I can feel confident in their expertise. | |
| **BV:** ₹100 | **CP:** 3 |
| **Acceptance Criteria:**   1. Team member bios are displayed with qualifications. 2. Users can search by department or role. | |

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| **User Story No:** 35 | **Priority:** high |
| **Tasks:** Add goal-setting feature. | |
| **Value Statement:** As a client, I want to set therapy goals, so that I can track progress toward achieving them. | |
| **BV:** ₹200 | **CP: 5** |
| **Acceptance Criteria:**   1. Users can define and modify therapy goals. 2. Goals are linked to progress tracking metrics. | |

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| **User Story No:** 36 | **Priority:** High |
| **Tasks:** Highlight next session in the dashboard. | |
| **Value Statement:** As a client, I want quick access to my upcoming session, so that I can manage it easily. | |
| **BV:** ₹500 | **CP:** 3 |
| **Acceptance Criteria:**   1. Upcoming session is displayed prominently. 2. Users can cancel or reschedule directly from the dashboard. | |

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| **User Story No:** 37 | **Priority:** Medium |
| **Tasks:** Categorize testimonials by service. | |
| **Value Statement:** As a visitor, I want access to testimonials categorized by service, so that I can find relevant feedback. | |
| **BV:** ₹100 | **CP:** 3 |
| **Acceptance Criteria:**   1. Testimonials are filtered by service type (e.g., counseling, therapy). 2. Users can browse feedback by category. | |

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| **User Story No:** 38 | **Priority:** Medium |
| **Tasks:** Add calendar view for therapist schedules. | |
| **Value Statement:** As a client, I want to access therapist availability calendars, so that I can plan my bookings. | |
| **BV:** ₹200 | **CP: 5** |
| **Acceptance Criteria:**   1. Calendar view shows real-time availability. 2. Users can book directly from the calendar. | |

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| **User Story No:** 39 | **Priority:** High |
| **Tasks:** Translate resources into local languages. | |
| **Value Statement:** As a client, I want language-specific resources, so that I can access content in my preferred language. | |
| **BV:** ₹500 | **CP: 5** |
| **Acceptance Criteria:**   1. Users can switch languages for all resources. 2. Translations are accurate and contextually appropriate. | |

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| **User Story No:** 40 | **Priority:** High |
| **Tasks:** Implement live session reminders. | |
| **Value Statement:** As a client, I want live session reminders, so that I am notified just before my session starts. | |
| **BV:** ₹500 | **CP: 5** |
| **Acceptance Criteria:**   1. Notifications are sent 15 minutes before the session. 2. Reminders include session details and links if applicable. | |

**Document 4 – Agile PO Experience**

**Answer.** During the development of the Manahshanthi Centre website, I served as the Product Owner (PO), managing various aspects of the Agile process to ensure the project's success. Below is an account of my responsibilities and experience throughout the project:

**Market Analysis**

* I conducted an in-depth analysis of the market to understand the demand for digital mental health services.
* I identified the lack of accessible online platforms offering features like therapist profiles, appointment booking, and resource repositories, which validated the need for the project.
* I evaluated similar platforms to benchmark key functionalities and identify unique features that would give the Manahshanthi Centre a competitive edge.

**Enterprise Analysis**

* I performed due diligence to explore the Centre’s opportunities in expanding its reach through a digital presence.
* I collaborated with stakeholders to align the website's objectives with the Centre’s strategic goals of increasing client accessibility and enhancing operational efficiency.

**Product Vision and Roadmap**

* I developed the product vision, ensuring it aligned with market demand and stakeholder expectations. The vision was to create a user-friendly, scalable platform to provide comprehensive mental health services.
* I created a product roadmap outlining high-level features such as online appointment booking, therapist profiles, and resource access. The roadmap included defined timelines for each feature delivery.

**Managing Product Features**

* I worked closely with stakeholders to gather, document, and prioritize requirements.
* I balanced stakeholder expectations by categorizing features into epics and user stories, ensuring critical functionalities were delivered first.
* I prioritized features based on business value (BV) and return on investment (ROI) to maximize the impact of development efforts.

**Managing the Product Backlog**

* I created and maintained the product backlog, ensuring all user stories were clear, prioritized, and up to date.
* I collaborated with the Scrum team during backlog refinement sessions to reprioritize user stories based on feedback from sprint reviews and stakeholder input.

**Product Grooming**

* As part of the Manahshanthi Centre project, I facilitated regular product grooming sessions to ensure the backlog was clear, prioritized, and aligned with the project’s goals. I worked closely with stakeholders and the Scrum team to refine user stories, prioritize them based on business value, and estimate effort using story points.

**Managing Overall Iteration Progress**

* I monitored the progress of each sprint by actively participating in daily stand-up meetings and sprint reviews.
* I worked closely with the Scrum Master and team members to address blockers and reprioritize tasks when necessary.
* After each sprint, I participated in retrospectives to evaluate the team's performance and identify opportunities for improvement.

**Sprint Meetings**

I actively participated in all sprint ceremonies, including:

* 1. Sprint Planning Meetings: Collaborated with the team to define sprint goals and select user stories from the backlog.
  2. Daily Scrum Meetings: Tracked progress, discussed blockers, and ensured alignment with sprint goals.
  3. Sprint Review Meetings: Presented completed features to stakeholders and gathered their feedback for subsequent iterations.
  4. Sprint Retrospectives: Discussed successes and areas for improvement with the Scrum team to enhance the development process.

**User Story Creation and Management**

* I created detailed user stories, including user story numbers, tasks, priorities, business value (BV).
* Each user story included well-defined acceptance criteria to ensure clarity and alignment with stakeholder expectations.

**Learning Outcomes**

This project provided me with a comprehensive understanding of Agile practices, particularly in the role of a Product Owner. I gained valuable experience in stakeholder collaboration, backlog management, and ensuring the successful delivery of high-value features through iterative development.

**Document 5 - Product and sprint backlog and product and sprint burndown charts**

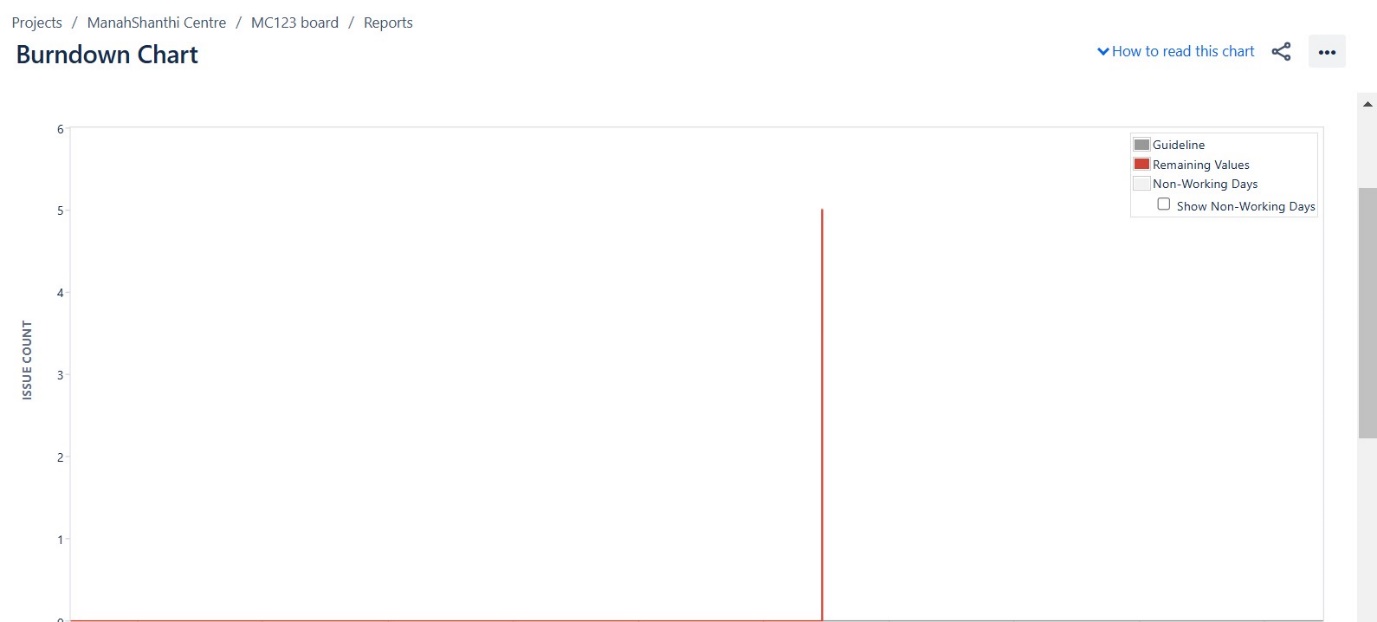
**Product Backlog**

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| **User Story ID** | **Value Statement** | **Tasks** | **Priority** | **BV (₹)** | **CP** | **Sprint** |
| US-01 | As a client, I want to book appointments online, so that I can avoid calling the Centre. | Develop online appointment form. | High | ₹ 500 | 5 | Sprint 1 |
| US-02 | As a client, I want automated reminders, so that I don’t miss my appointments. | Implement reminder notifications. | Medium | ₹ 200 | 3 | Sprint 1 |
| US-03 | As a client, I want to view therapist profiles, so that I can choose the right therapist for my needs. | Create dynamic therapist profiles. | High | ₹ 200 | 3 | Sprint 1 |
| US-04 | As a user, I want the website to work on my phone, so that I can access it anywhere. | Optimize for mobile responsiveness. | High | ₹ 500 | 8 | Sprint 2 |
| US-05 | As a client, I want a search option, so that I can quickly find specific resources. | Implement a search function. | Medium | ₹ 200 | 3 | Sprint 2 |
| US-06 | As a visitor, I want to read testimonials, so that I can trust the Centre’s services. | Develop a section to display testimonials. | Medium | ₹ 100 | 3 | Sprint 2 |
| US-07 | As a client, I want to provide feedback, so that I can share my experience with the Centre. | Create a feedback form. | Medium | ₹ 50 | 2 | Sprint 2 |
| US-08 | As a client, I want to view my test results online, so that I can track my progress. | Allow access to psychometric test results. | High | ₹ 500 | 5 | Sprint 3 |
| US-09 | As a client, I want to pay online, so that I can avoid cash transactions. | Implement a secure payment gateway. | High | ₹ 500 | 8 | Sprint 3 |
| US-10 | As a client, I want access to resources, so that I can learn more about mental health. | Develop a repository for resources. | High | ₹ 500 | 5 | Sprint 3 |
| US-11 | As a client, I want to cancel appointments online, so that I can reschedule conveniently. | Add a cancellation feature. | High | ₹ 200 | 3 | Sprint 4 |
| US-12 | As a client, I want the website in my preferred language, so that I can easily navigate it. | Add multilingual support. | Medium | ₹ 200 | 5 | Sprint 4 |
| US-13 | As a client, I want notifications about therapist availability, so that I can plan my appointments. | Notify clients of schedule changes. | Medium | ₹ 100 | 3 | Sprint 4 |
| US-14 | As a client, I want to filter services by type, so that I can find the most relevant options. | Add filters for service categories. | High | ₹ 500 | 5 | Sprint 5 |
| US-15 | As a client, I want to search services based on my condition, so that I can find targeted help. | Add condition-based assistance. | High | ₹ 500 | 5 | Sprint 5 |
| US-16 | As a visitor, I want access to emergency contact numbers, so that I can get immediate help. | Provide emergency contact section. | High | ₹ 500 | 3 | Sprint 5 |
| US-17 | As a client, I want to view service packages, so that I can choose one that fits my budget and needs. | Add service package information. | High | ₹ 500 | 3 | Sprint 5 |
| US-18 | As a client, I want a dashboard, so that I can track my appointments and access my history. | Develop a client dashboard. | High | ₹ 500 | 8 | Sprint 6 |
| US-19 | As a visitor, I want a real-time chat option, so that I can get immediate answers to my questions. | Add real-time chat support. | High | ₹ 200 | 8 | Sprint 6 |
| US-20 | As a client, I want to provide feedback after sessions, so that I can share my experience. | Create a session feedback mechanism. | Medium | ₹ 200 | 3 | Sprint 6 |
| US-21 | As a client, I want to book follow-up sessions, so that I can maintain continuity in therapy. | Enable follow-up booking feature. | High | ₹ 500 | 5 | Sprint 6 |
| US-22 | As a visitor, I want to explore blogs, so that I can learn about mental health topics. | Add blog section for educational content. | Medium | ₹ 200 | 5 | Sprint 6 |
| US-23 | As a client, I want to download session invoices, so that I can track expenses. | Add invoice download functionality. | High | ₹ 500 | 5 | Sprint 7 |
| US-24 | As a client, I want reminders for follow-ups, so that I don’t miss them. | Add follow-up reminder system. | High | ₹ 500 | 3 | Sprint 7 |
| US-25 | As a therapist, I want to view my weekly schedule, so that I can plan my sessions. | Create therapist schedule view. | High | ₹ 500 | 5 | Sprint 7 |
| US-26 | As a parent, I want resources tailored for children, so that I can support my child’s mental health. | Add child-specific resource section. | Medium | ₹ 200 | 5 | Sprint 7 |
| US-27 | As a client, I want progress charts for my therapy, so that I can track improvements over time. | Add progress tracking feature. | High | ₹ 500 | 5 | Sprint 7 |
| US-28 | As a visitor, I want FAQs, so that I can quickly find answers to common questions. | Add FAQ section. | Low | ₹ 200 | 3 | Sprint 8 |
| US-29 | As a client, I want to upload documents before sessions, so that my therapist is prepared. | Enable document upload feature. | High | ₹ 500 | 5 | Sprint 8 |
| US-30 | As a client, I want to request therapy certificates, so that I can use them for legal purposes. | Add certificate request functionality. | High | ₹ 500 | 5 | Sprint 8 |
| US-31 | As a visitor, I want to know the duration of therapies, so that I can plan my time. | Add therapy duration details. | Medium | ₹ 200 | 3 | Sprint 8 |
| US-32 | As a couple, I want joint progress reports, so that we can track our therapy outcomes together. | Add joint progress tracking feature. | High | ₹ 500 | 5 | Sprint 9 |
| US-33 | As a client, I want to rate therapists, so that I can help others make informed decisions. | Enable therapist rating system. | Medium | ₹ 200 | 3 | Sprint 9 |
| US-34 | As a visitor, I want to learn about the Centre’s team, so that I can feel confident in their expertise. | Add "Our Team" section. | Low | ₹ 100 | 2 | Sprint 9 |
| US-35 | As a client, I want to set therapy goals, so that I can track progress toward achieving them. | Add goal-setting feature. | High | ₹ 500 | 5 | Sprint 9 |
| US-36 | As a client, I want quick access to my upcoming session, so that I can manage it easily. | Highlight next session in the dashboard. | High | ₹ 500 | 3 | Sprint 9 |
| US-37 | As a visitor, I want access to testimonials categorized by service, so that I can find relevant feedback. | Categorize testimonials by service. | Medium | ₹ 100 | 3 | Sprint 10 |
| US-38 | As a client, I want to access therapist availability calendars, so that I can plan my bookings. | Add calendar view for therapist schedules. | Medium | ₹ 200 | 5 | Sprint 10 |
| US-39 | As a client, I want language-specific resources, so that I can access content in my preferred language. | Translate resources into local languages. | High | ₹ 500 | 5 | Sprint 10 |
| US-40 | As a client, I want live session reminders, so that I am notified just before my session starts. | Implement live session reminders. | High | ₹ 500 | 3 | Sprint 10 |

**Sprint Backlog**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **User Story ID** | **Value Statement** | **Tasks** | **Owner** | **Status** | **(CP)** |
| US-01 | As a client, I want to book appointments online, so that I can avoid calling the Centre. | Develop online appointment form. | Rohan Gupta | Complete | 5 |
| Integrate backend with calendar API. | Aditya Sharma | Complete | 3 |
| Test appointment form functionality. | Priya Reddy | Complete | 2 |
| US-02 | As a client, I want automated reminders, so that I don’t miss my appointments. | Implement reminder notifications. | Aditya Sharma | Complete | 3 |
| Test SMS and email reminders. | Priya Reddy | Complete | 2 |
| US-03 | As a client, I want to view therapist profiles, so that I can choose the right therapist for my needs. | Create dynamic therapist profiles. | Rohan Gupta | Complete | 3 |
| Add filtering by specialties. | Sneha Nair | Complete | 3 |
| Validate filtering functionality. | Priya Reddy | Complete | 2 |

**Burn Down Chart**

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**Document 6 – Sprint Meetings**

**Meeting Type 1: Sprint Planning meeting**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Location** | **Prepared By** |
| 25th January 2025 | 10:00 AM IST | Virtual (Zoom) | Neha Desai (Product Owner) |
| **Attendees** | **Role** | | |
| Arvind Kulkarni | Scrum Master | | |
| Neha Desai | Product Owner | | |
| Rohan Gupta | Frontend Developer | | |
| Aditya Sharma | Backend Developer | | |
| Priya Reddy | QA Lead | | |
| Sneha Nair | UI/UX Designer | | |

**Agenda Topics**

|  |  |  |
| --- | --- | --- |
| **Topic** | **Presenter** | **Time Allotted** |
| Overview of Sprint Goals | Neha Desai | 10 minutes |
| Review of Product Backlog Items | Arvind Kulkarni | 15 minutes |
| Task Allocation and Dependencies | Scrum Developers | 30 minutes |
| Finalizing Sprint Plan | Neha Desai | 10 minutes |
| **Other Information** |  | |
| Observers | Dr. Anjali Rao | |
| Resources | Product backlog, sprint goal documentation | |
| Special Notes | Ensure alignment on high-priority user stories for Sprint 1 | |

**Meeting Type 2: Sprint Review Meeting**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Location** | **Prepared By** |
| 8th February 2025 | 4:00 PM IST | Virtual (Zoom) | Arvind Kulkarni (Scrum Master) |
| **Attendees** | **Role** | | |
| Arvind Kulkarni | Scrum Master | | |
| Neha Desai | Product Owner | | |
| Rohan Gupta | Frontend Developer | | |
| Aditya Sharma | Backend Developer | | |
| Priya Reddy | QA Lead | | |
| Sneha Nair | UI/UX Designer | | |
| Dr. Anjali Rao | Stakeholder | | |
| Sanjay Iyer | Stakeholder | | |
| **Sprint Status** | **Completed features: Online appointment booking, therapist profiles** | | |
| Demo | Appointment system functionality and responsive therapist profiles | | |
| Quick Updates | Minor bugs identified during QA testing | | |
| What’s Next | Focus on resource repository and payment gateway integration | | |

**Meeting Type 3: Sprint Retrospective Meeting**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Location** | **Prepared By** |
| 10th February 2025 | 3:00 PM IST | Virtual (Zoom) | Priya Reddy (QA Lead) |
| **Attendees** | **Role** | | |
| Arvind Kulkarni | Scrum Master | | |
| Neha Desai | Product Owner | | |
| Rohan Gupta | Frontend Developer | | |
| Aditya Sharma | Backend Developer | | |
| Sneha Nair | UI/UX Designer | | |
| **Agenda** | **Discussion** | | |
| What went well | Clear communication and successful demo of features. | | |
| What didn’t go well | Minor delays due to third-party API issues. | | |
| Questions | How to manage external dependencies more effectively? | | |

**Meeting Type 4: Daily Stand-up meeting**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Day**  **Week 3**  13/01/2025- 17/01/2025 | **Name/Role** | **What did you do yesterday?** | **What will you do today?** | **What is blocking your progress?** |
| Monday | Rohan Gupta | Completed frontend layout for therapist profiles. | Start integrating backend for profile data. | None |
| Aditya Sharma | Finalized database schema for appointments. | Begin backend API development. | None |
| Priya Reddy | Tested frontend components for responsiveness. | Prepare QA plan for appointment booking. | None |
| Tuesday | Rohan Gupta | Started backend integration for therapist profiles. | Test API integration for profile data. | Awaiting backend readiness. |
| Aditya Sharma | Developed initial API for booking system. | Test API endpoints for frontend integration. | None |
| Priya Reddy | Created QA plan for booking functionality. | Begin QA for frontend booking module. | None |
| Wednesday | Rohan Gupta | Tested API integration for profiles. | Refine profile filtering functionality. | UX feedback pending. |
| Aditya Sharma | Completed testing of API endpoints. | Optimize database queries for performance. | None |
| Priya Reddy | QA for booking module completed. | Validate performance of booking system. | None |
| Thursday | Rohan Gupta | Refined profile filtering feature. | Work on UI adjustments based on feedback. | UX feedback delay. |
| Aditya Sharma | Optimized database queries. | Deploy booking API to staging environment. | Deployment access pending. |
| Priya Reddy | Validated booking system performance. | Prepare final QA report for the sprint. | None |
| Friday | Rohan Gupta | Completed UI adjustments. | Test overall frontend flow for Sprint 1. | None |
| Aditya Sharma | Deployed booking API to staging. | Assist frontend team with API testing. | None |
| Priya Reddy | Submitted QA report for booking functionality. | Participate in sprint review preparation. | None |