**SCRUM Project 2:**

**Question 1: Write Agile Manifesto?**

**Answer:**

**Four Main Values**

* Individuals and interactions over processes and tools
* Working software over comprehensive documentation
* Customer collaboration over contract negotiation
* Responding to change over following a plan

**Twelve Principles of Agile Software**

1. Satisfy the customer through early and continuous delivery of valuable software.
2. Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.
3. Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.
4. Business people and developers must work together daily throughout the project.
5. Build projects around motivated individuals. Give them the environment and support they need and trust them to get the job done.
6. The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.
7. Working software is the primary measure of progress.
8. Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.
9. Continuous attention to technical excellence and good design enhances agility.
10. Simplicity—the art of maximizing the amount of work not 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.

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

**Answer:**

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| USER STORY 1 | Task 1 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO REGISTER TO APPLICATION SO THAT I CAN LOGIN TO THE APPLICATION. | | |
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| BV: 1000 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER SHOULD HAVE VALID EMAIL ID  USER SHOULD HAVE VALID PHONE NUMBER  FIRST NAME, LAST NAME MANDATORY | | |  |
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| USER STORY 2 | Task 1 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO LOGIN TO APPLICATION SO THAT I CAN ORDER FOOD. | | |
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| BV: 1000 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER SHOULD HAVE REGISTERED TO APPLICATION. | | |  |
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| USER STORY 3 | Task 2 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO SEARCH THE RESTAURANTS SO THAT I CAN ORDER FOOD ONLINE. | | |
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| BV: 500 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| RESTUARANTS WHICH ARE WORKING AND RECEIVING ORDERS AT THAT TIME SHOULD BE AVAILABLE.  CUSTOMER SHOULD ABLE TO APPLY FILTERS AND SEE THE FOOD AS PER CHOICE. | | |  |
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| USER STORY 4 | Task 2 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO SEARCH THE RESTURANTS FOR FINE DINE SO THAT I CAN VIEW RESTUARANTS RATINGS AND BOOK VIA APP. | | |
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| BV: 500 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER CAN GET 10% DISCOUNT IF BOOK VIA APP.  USER CAN BOOK TABLE OF CHOICE VIA APP.  RESTUARANTS RATINGS AND AMBIENCE SHOULD BE POPUP FOR FINE DINE.  RESTUARANTS.  RESTUARANTS GIVEN CONSENT TO SHOW PRICES ON ZOMATO. THERE MENU ONLY SHOWED IN APP WITH PRICES OR PRICES SHOULD BE HIDDEN. | | |  |
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| USER STORY 5 | Task 2 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO APPLY FILTER FOR PURE VEGETERIAN RESTUARANTS AND NON VEGETERIAN FOOD RESTUARANTS SO THAT I CAN ORDER FOOD AS PER CHOICE. | | |
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| BV: 500 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| FOR PURE VEGETERIAN FOOD USER SHOULD ABLE TO FILTER RESTURANTS WHERE NONVEG NOT SERVED.  THERE SHOULD BE SEPARATE CART FOR PURE VEGETERIAN FOOD DELIVERY.  THERE SHOULD BE PRICE STARTING FROM 200 MINIMUM FOR DELIVERY AND EXTRA PRICE OF 20 RS FOR DELIVERY. | | |  |
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| USER STORY 6 | Task 3 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO SERACH DISH OF MY CHOICE FROM VARIOUS RESTUARANTS SO THAT I CAN ORDER THAT DISH. | | |
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| BV: 500 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER CAN APPLY FILTER TO SEARCH THE DISH FROM RESTAURANT THAT IS NEAR THEIR HOME. | | |  |
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| USER STORY 7 | Task 3 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I WANT TO ADD INSTRUCTIONS FOR DELIVERING FOOD AT MY DOOR STEP  SO THAT OTHERS SHOULD NOT BE DISTURBED. | | |
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| BV: 500 |  | CV: 2 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER SHOULD HAVE OPTION TO ASK NOT TO CALL AND RING THE BELL. | | |  |
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| USER STORY 8 | Task 3 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I WANT TO PUT ADDRESS INSIDE THE APPLICATION.  SO THAT I CAN GET FOOD DELIVERED AT MY HOME. | | |
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| BV: 500 |  | CV: 10 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER LIVE LOCATION SHOULD BE FETCHED AND BASED ON THAT ADDRESS SHOULD BE MATCHED FROM ADDRESS PROVIDED BY USER.  IF USER WANTS TO DELIVER FOOD ON SOME OTHER ADDRESS COD OPTION SHOULD BE DEACTIVATED.  USER SHOULD HAVE OPTION TO PUT ADDRESS BASED ON FETCHED LOCATION AND USER WITH HELP OF MAP CAN CORRECT THAT. | | |  |
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| USER STORY 9 | Task 3 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I CAN MAKE PAYMENT FOR ONLINE ORDER VIA VARIOUS OPTIONS AVAILABLE  SO THAT I CAN MAKE PAYMENT FOR MY ORDER VIA APPLICATION. | | |
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| BV: 500 |  | CV: 5 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER CAN MAKE PAYMENTS VIA DEBIT CARD, UPI OR CREDIT CARD  USER CAN HAVE WINDOW OF 5 MINUTES TO MAKE PAYMENT.  IF PAYMENT FAILS USER NEED TO START THE PROCESS AGAIN. | | |  |
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| USER STORY 10 | Task 3 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I WANT MY FOOD TO BE DELIVERED IN NON-PLASTIC BOXES ONLY.  SO THAT HOT FOOD SHOULD NOT COME IN CONTACT OF PLASTIC. | | |
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| BV: 500 |  | CV: 5 |  |
| ACCEPTANCE CRITERIA |  | |  |
| IF RESTURENT OWNER ENABLE THE OPTION THEN ONLY CUSTOMER CAN ABLE TO CHOOSE.  POPUP SHOULD BE GENREATED OF EXTRA 20 RS ONCE CUSTOMER ACCEPTED THEN ONLY OPTION ACTIVATED. | | |  |
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| USER STORY 11 | Task 4 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I WANT TO CANCEL THE ORDER.  SO THAT ORDERED FOOD SHOULD NOT DELIVER TO ME. | | |
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| BV: 500 |  | CV: 5 |  |
| ACCEPTANCE CRITERIA |  | |  |
| CANCELLATION TIME IS 1 MINUTE AFTER PLACING ORDER AFTER THAT ORDER CANNOT BE CANCELLED.  IF ORDER CANCELLED REQUEST SHOULD NOT GO TO RESTAURANT, IT WILL GO TO LOG OF CUSTOMER TO CHECK REPITITIONS OF CANCEL ORDERS.  IF NUMBER OF CANCEL ORDERS MORE THAN 3 IN DAY, THEN CUSTOMER SHOULD BE BAN FOR A WEEK FOR ORDERING FOOD ONLINE VIA APP. | | |  |
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| USER STORY 12 | Task 4 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO REORDER THE FOOD THAT I HAVE ORDERED LAST TIME SO THAT I DO NOT HAVE TO PUT ALL THE DETAILS AGAIN. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| REORDER OPTION SHOULD BE THERE IN CUSTOMER ACCOUNT’S PAGE.  FOR REORDER FOOD NO DISCOUNT SHOULD BE VALID FROM SELECTED RESTUARANTS.  FOR REORDER FOOD CUSTOMER SHOULD GET LOYALTY POINTS WHEN REACHES 100 CUSTOMERS SHOULD GET 1 FREE ORDER. | | |  |
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| USER STORY 13 | Task 5 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO CUSTOMISE MY ORDER SO THAT I CAN HAVE TASTE OF MY CHOICE. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER SHOULD HAVE OPTION TO CUSTOMIZE SELECTED DISHES AND CAN CHOOSE FROM OPTIONS AVAILABLE.  USER CAN PUT COMMENTS AND REQUEST RESTUARANTS TO FOLLOW THE INSTRUCTIONS. | | |  |
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| USER STORY 14 | Task 5 | PRIORITY: HIGHEST |
| AS A CUSTOMER I WANT TO TRACK MY ORDER SO THAT I CAN GET ESTIMATION WHEN MY ORDER WILL ARRIVE. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| AFTER ORDERING USER CAN ABLE TO CHECK WHEN DELIVERY BOY GO AND PICKUP FOOD.  USER SHOULD LIVE TRACK DELIVERY BOY FOR FOOD.  USER SHOULD GET NOTIFICATION WHEN DELIVERY BOY ABOUT TO ARRIVE ON DESTINATION. | | |  |
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| USER STORY 15 | Task 5 | PRIORITY: HIGHEST |
| AS A DELIVERY BOY I WANT TO REGISTER INTO THE APPLICATION SO THAT I CAN APPLY FOR JOB AS A DELIVERY BOY. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| DELIVERY BOY BACKGROUND VERIFICATION SHOULD BE DONE BOTH VIA DOCUMENTS AND MANUALLY BY OUR AGENT BEFORE GETTING REGISTRATION CONFIRMATION.  DELIVERY BOY SHOULD HAVE ATLEAST PASS THE 10 EXAM TO APPLY FOR THE JOB. | | |  |
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| User Story No: 16 | Tasks: 4 | Priority: High |
| AS A CUSTOMER  I SHOULD BE ABLE TO VIEW THE ITEMIZED BILL FOR MY ORDER ALONG WITH THE PRICE FOR EACH ITM AND THE TAX APPLIED. | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:   1. Display in billing | |  |

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| USER STORY 17 | Task 5 | PRIORITY: HIGHEST |
| AS A DELIVERY BOY I WANT TO LOGIN TO THE APPLICATION SO THAT I CAN VIEW ORDERS NEEDS TO DELIVERED AND RESTUARANTS PARTNERS | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| DELIVERY BOY SHOULD GET NOTIFICATIONS OF RECEIVING ORDERS.  DELIVERY BOY CAN TAKE MULTIPLE ORDERS FROM ONE RESTUARNT NEEDS TO DELIVER TO CUSTOMERS LIVING IN HALF KILOMETER RADIUS. | | |  |
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| USER STORY 18 | Task 5 | PRIORITY: HIGHEST |
| AS A DELIVERY BOY I WANT TO LOGIN TO THE APPLICATION SO THAT I CAN VIEW ORDERS NEEDS TO DELIVERED AND RESTUARANTS PARTNERS | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| DELIVERY BOY SHOULD GET NOTIFICATIONS OF RECEIVING ORDERS.  DELIVERY BOY CAN TAKE MULTIPLE ORDERS FROM ONE RESTUARNT NEEDS TO DELIVER TO CUSTOMERS LIVING IN HALF KILOMETER RADIUS. | | |  |
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| USER STORY 19 | Task 5 | PRIORITY: HIGHEST |
| AS A DELIVERY BOY  I SHOULD HAVE OPTION TO ACCEPT OR DENY THE ORDER  SO THAT I CAN ACCEPT ORDER BASED ON AVAILBILITY. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| IF DELIVERY BOY CAN DENY THE REQUEST FOR ORDERS THREE TIMES IN A ROW HIS ACCOUNT SHOULD BE SUSPENDED TEMPORARILY.  DELIVERY BOY SHOULD HAS LIST TO SELECT FROM OPTIONS FOR REASON TO CANCEL THE ORDER. | | |  |
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| USER STORY 20 | Task 5 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I SHOULD HAVE OPTION TO GIVE FEEDBACK FOR THE ITEM DELIVERED  SO THAT I CAN RATE THE FOOD DELIVERED TO ME. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| USER ONCE GIVE THE RATINGS OTHER THAN USER NOBODY CAN CHANGE THAT.  IF USER RATING BELOW 3 USERS SHOULD GET THE OPTIONS TO SELECT WHAT WENT WRONG.  MESSAGE SENT TO APPLICATION ADMIN IMMEDIATELY. | | |  |
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| USER STORY 21 | Task 5 | PRIORITY: HIGHEST |
| AS A CUSTOMER  I SHOULD HAVE OPTION TO RAISE ISSUES TO CUSTOMER CARE.  SO THAT I CAN RAISE THE ISSUE AND REPORT IT IMMEDIATELY. | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| ISSUE RAISED RELATED TO PERSONALY SAFETY SHOULD BE ESCALATED.  USER SHOULD HAVE OPTION TO SELECT FROM LISTS OF ISSUES.  BASED ON ISSUE TYPE IT SHOULD DIRECTED TO RESPECTED DEPARTMENT. | | |  |
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| USER STORY 22 | Task 5 | PRIORITY: HIGHEST |
| AS A DELIVERY BOY.  IF CUSTOMER DOESNOT PICK CALL OR NOT REPLYING TO CALL WITHIN 10 MINS. ORDER SHOULD BE CANCELLED.  SO THAT I DELIVERY FOOD TO OTHER CUSTOMERS | | |
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| BV: 500 |  | CV: 3 |  |
| ACCEPTANCE CRITERIA |  | |  |
| DELIVERY BOY LOCATION AND CUSTOMER DELIVERY LOCATION SHOULD MATCH.  DELIVERY BOY ONCE CANCELLED THE ORDER THEN ONLY CAN PICK ANOTHER ORDER IN QUEUE. | | |  |
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| USER STORY 23 | Task 5 | PRIORITY: HIGHEST |
| AS A DELIVERY BOY.  IF CUSTOMER DOESNOT PICK CALL OR NOT REPLYING TO CALL WITHIN 10 MINS. ORDER SHOULD BE CANCELLED.  SO THAT I DELIVERY FOOD TO OTHER CUSTOMERS | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| DELIVERY BOY LOCATION AND CUSTOMER DELIVERY LOCATION SHOULD MATCH.  DELIVERY BOY ONCE CANCELLED THE ORDER THEN ONLY CAN PICK ANOTHER ORDER IN QUEUE. | | |
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| USER STORY 24 | Task 5 | PRIORITY: HIGHEST |
| AS A REGIONAL ADMIN I WANT TO LOGIN TO THE APPLICATION SO THAT I CAN VIEW COMPLAINS BY THE CUSTOMERS, RESTAURANTS AND DELIVERY BOY. | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| REGIONAL ADMIN ONLY HAVE READ ONLY ACCESS IN APPLICATIONS. | | |
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| USER STORY 25 | Task 5 | PRIORITY: HIGHEST |
| AS A REGIONAL ADMIN I WANT TO VIEW REGIONAL REVENUE AND DASHBOARD FOR PROFIT/LOSS IN THAT REGION. | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| PROFIT AND LOSS CAN BE SEEN COMBINED AND PARTICULAR RESTUARENT WISE AS WELL IN LIST FORM. | | |
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| USER STORY 26 | Task 5 | PRIORITY: HIGHEST |
| AS A REGIONAL ADMIN I WANT TO VIEW REGIONAL RESTUARENTS PERFORMANCE AND FEEDBACK FROM CUSTOMERS FOR THAT RESTUARENTS, DELIVERY BOYS. | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| REGIONAL ADMIN CAN VIEW CUSTOMER AND DELIVERY FEEDBACK, NEGATIVE FEEDBACK SHOULD BE HIGHLIGHTED IN RED BASED ON RATINGS. | | |
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| USER STORY 27 | Task 5 | PRIORITY: HIGHEST |
| AS AN ADMIN I WANT REGISTER TO THE APPLICATION SO THAT I CAN VIEW REPORTS FROM REGIONAL ADMINS | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| ADMIN SHOULD HAVE RIGHT FOR READ ACCESS TO CUSTOMER AND DELIVERY BOYS PLATFORM. | | |
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| USER STORY 28 | Task 5 | PRIORITY: HIGHEST |
| AS ADMIN I WANT TO LOGIN TO APPLICATION TO DO DAILY TASK. | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| ADMIN CAN REGISTER TO THE APPLICATION USING MFA AND HAVE ACCESS TO APPLICATION IN SYSTEM ONLY NOT IN APPLICATION. | | |
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| USER STORY 29 | Task 5 | PRIORITY: HIGHEST |
| AS ADMIN I WANT TO LOGIN TO VIEW AND RESOLVE ISSUES OF REGIONAL ADMINS | | |
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| BV: 500 |  | CV: 3 |
| ACCEPTANCE CRITERIA |  | |
| ADMIN CAN LOGIN TO THE APPLICATION USING MFA AND HAVE ACCESS TO APPLICATION IN SYSTEM ONLY NOT IN APPLICATION. | | |
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| User Story No: 30 | Tasks: 3 | Priority: High |
| AS A CUSTOMER  I SHOULD BE ABLE TO PROVIDE FEEDBACK FOR THE SERVICE AND THE FOOD. | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  The order is billed and displayed to the customer.  There is a capability to accept payment from customer and mark the order as paid. | |  |

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| User Story No: 31 | Tasks: 3 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO MODIFY THE MENU ITEMS, ADD NEW ITEMS, DELETE ITEMS, AND UPDATE DESCRIPTIONS. | |  |
| BV: 500 CP: 02 | |  |
| Acceptance Criteria:  Menu is editable for the restaurant manager and has capabilities of adding, removing and updating the menu items which appear in the menu displayed to customer. | |  |

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| User Story No: 32 | Tasks: 2 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO UPDATE INFORMATION ABOUT MY RESTAURANT | |  |
| BV: 100 CP: 02 | |  |
| Acceptance Criteria:  The restaurant manager is able to update information about his outlet and the higher management is able to add, edit or delete restaurant information which includes location etc. | |  |

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| User Story No: 33 | Tasks: 3 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO VIEW WEEKLY SALES FOR MY OUTLET | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  The restaurant manager is able to see the restaurant sales on weekly, monthly, quarterly and annual basis. | |  |

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| User Story No: 34 | Tasks: 4 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO VIEW THE CURRENT INVENTORY POSITION OF THE RESTAURANT | |  |
| BV: 10 0 CP: 02 | |  |
| Acceptance Criteria:  The restaurant manager has a system to track inventory, add, delete or update items and see the forecast of the required items in future. | |  |

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| User Story No: 35 | Tasks: 5 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO VIEW THE FORECAST OF ITEMS IN THE INVENTORY TO BE REPLENISHED. | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  The restaurant manager has a system to track inventory, add, delete or update items and see the forecast of the required items in future. | |  |

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| User Story No: 36 | Tasks: 3 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO UPDATE THE INVENTORY ITEMS | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  The restaurant manager has a system to track inventory, add, delete or update items and see the forecast of the required items in future. | |  |

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| User Story No: 37 | Tasks: 3 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO UPDATE THE INVENTORY ITEMS | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  The restaurant manager has a system to track inventory, add, delete or update items and see the forecast of the required items in future. | |  |

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| User Story No: 38 | Tasks: 3 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO VIEW MOST POPULAR ITEMS ORDERED, AVERAGE BILL AND LEAST POPULAR ITEMS FOR FURTHER ACTIONS IN MENU MANAGEMENT | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  Higher management is able to see the restaurant sales on weekly, .onthly, quarterly and annual basis for all the restaurants as well as in the restaurant wise format | |  |

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| User Story No: 38 | Tasks: 3 | Priority: High |
| AS A RESTAURANT MANAGER  I SHOULD BE ABLE TO VIEW THE RESTAURANT WISE WEEKLY SALES | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  Higher management is able to see the restaurant sales on weekly basis for all the restaurants as well as in the restaurant wise format | |  |

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| User Story No: 39 | Tasks: 3 | Priority: High |
| AS A RESTAURANT ADMIN  I SHOULD BE ABLE TO VIEW THE RESTAURANT WISE MONTHLY SALES | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  Higher management is able to see the restaurant sales on Monthly, basis for all the restaurants as well as in the restaurant wise format | |  |

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| User Story No: 40 | Tasks: 4 | Priority: High |
| AS A RESTAURANT ADMIN  I SHOULD BE ABLE TO VIEW THE RESTAURANT WISE QUATERLY SALES | |  |
| BV: 200 CP: 02 | |  |
| Acceptance Criteria:  Higher management is able to see the restaurant sales on quarterly basis for all the restaurants as well as in the restaurant wise format | |  |

**Question 3: What is epic? Write 2 epics?**

**Answer**: An epic is a large body of work that can be broken down into smaller tasks or user stories. In Scrum, an epic represents a high-level objective or a significant feature that aligns with the product vision and provides considerable value to the end-users and stakeholders.

Based on the Scrum Foods project, here are two example epics:

**Epic 1:** User Registration and Account Management

* This epic focuses on enabling customers, delivery boys, and restaurant owners to register and manage their accounts within the Scrum Foods application. It includes functionalities like user registration, login, profile management, and account settings.

**Epic 2:** Order and Delivery Management

* This epic aims to facilitate the process of placing, managing, and delivering orders within the Scrum Foods platform. It includes features like order placement, real-time tracking, status updates, order cancellation, and delivery confirmation.

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

**Answer:**

**Business Value (BV):** Imagine you're running a food delivery app, and you have a list of new features to add. Business Value is like asking, "How much will this feature benefit our customers and business?" It's about prioritizing the work that offers the most impact or value. For instance, adding real-time delivery tracking might be highly valuable because it enhances the customer experience and could lead to more orders.

**Complexity Points (CP):** On the other hand, Complexity Points are like saying, "How hard is it to build this feature?" It considers the effort, time, and potential challenges involved. For example, integrating a new payment gateway might be complex because it requires ensuring security, meeting compliance standards, and testing thoroughly.

In Scrum Agile, these two metrics help in planning and prioritizing work:

* **Business Value** helps decide which features to focus on first, ensuring that the team delivers the most beneficial outcomes quickly.
* **Complexity Points** help the team estimate how much work they can realistically complete in a given sprint, based on the difficulty and effort required for each task.

In summary, BV is about the importance and benefits of a task, while CP is about the effort and challenges involved in completing it. Together, they ensure that the team works on the most valuable and manageable tasks, maximizing both impact and efficiency.

**Question 5**: Explain about Sprint– 5 Marks Sprint Understanding What is sprint Duration: 2 Weeks - Your sprint Value Scrum is a subunit of Sprint. What is scrum Duration: 1 day – Your scrum Value ? PBI: Product Backlog Item Task: Unit of Work done by 1 Developer in 1 Scrum WIP: Work In Progress Sprint Backlog?

**Answer:**

**What is a Sprint?** A Sprint is like a mini-project that lasts for a set period, usually 2 weeks. During this time, a team works together to complete specific tasks and deliver a part of the project that can be reviewed and used.

**Duration of a Sprint:** For you, the Sprint lasts 2 weeks. This timeframe helps the team focus on achievable goals and deliver value quickly, allowing for regular improvements and adjustments.

**Value of a Sprint:** The main value of a Sprint is to produce something useful and functional in a short time. By breaking the work into smaller pieces, the team can adapt to changes, get feedback, and make necessary improvements continuously.

**What is Scrum?** Scrum is a way to manage and organize the work within a Sprint. It includes daily meetings, roles, and processes to ensure everyone is on the same page and working efficiently.

**Duration of Scrum:** In your context, Scrum events, like the daily stand-up meetings, last for about 15 minutes each day. These quick meetings help the team stay aligned and address any issues promptly.

**Value of Scrum:** The daily Scrum meetings keep the team focused, identify obstacles early, and ensure that everyone knows what they need to do to achieve the Sprint goals.

**Key Terms in Scrum:**

* **PBI (Product Backlog Item):** This is a task or feature that adds value to the project. It's part of a larger list of items that need to be done.
* **Task:** A small piece of work that one team member can complete in a day. Tasks break down the PBIs into manageable steps.
* **WIP (Work in Progress):** This refers to the tasks that the team is currently working on but haven't finished yet.
* **Sprint Backlog:** This is the list of PBIs and tasks that the team plans to complete during the Sprint.
* **Done:** When a task or PBI is completed and meets the agreed-upon criteria, it's considered "done" and ready for use.

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

**Answer:**

|  |  |  |
| --- | --- | --- |
| **Sr. No** | **Product Backlog** | **Sprint Backlog** |
| 1 | Anything that is needed to accomplish the product vision | Anything that is needed to fulfil the sprint goal |
| 2 | Lists all the work of the product (features, bugs, technical debt etc) | Contains work selected for specific sprint |
| 3 | Document owned by Product Owner | Document own by Development Team |
| 4 | Contains requirements, defects, tasks | A subset of product backlog items defined as a priority by product owner |
| 5 | Everyone contributes to the product backlog | Only development team contributes to sprint backlog |
| 6 | Product backlog refinement meeting is to refine the Product backlog | Sprint planning meeting is to refine the sprint backlog items |
| 7 | Product backlog evolves and changes will be done by the product owner through the product life cycle | No changes are allowed to the sprint backlog items once the sprint has started |
| 8 | Release burndown metric is used | Sprint burndown metric is used |
| 9 | Estimation is done at user story level | Estimation is done at activity or task level |
| 10 | Daily standup meetings do not discuss product backlog items | Daily standup meetings discuss sprint backlog in accordance with sprint goals |
| 11 | Examples: Features, user stories, bugs, enhancements, technical tasks. | Examples: User stories/tasks selected for the Sprint, broken into smaller tasks. |

**Question 7 – What is impediments log? write 2 impediments – 5 Marks**

**Answer:** An Impediments Log is a documented list of all issues, obstacles, or blockers that prevent the Agile team from progressing smoothly during a sprint. These can be technical, operational, or organizational challenges that hinder the completion of tasks. The Scrum Master is primarily responsible for identifying, tracking, and helping resolve these impediments to maintain sprint progress

### **Two Example Impediments:**

#### **1. Technical Impediment: API Failure**

* **Description:** The external payment gateway API is down, preventing the development team from testing the payment feature.
* **Impact:** Development of the payment module is delayed.
* **Solution:** Scrum Master coordinates with the third-party API provider to resolve the issue and explores alternatives (e.g., using a mock API).

#### **2. Resource Impediment: Team Member Unavailability**

* **Description:** A key developer is on sudden leave, impacting the delivery of a critical feature in the sprint.
* **Impact:** Delay in feature completion and potential sprint goal failure.
* **Solution:** Reassign tasks or bring in another developer to share the workload, if possible

Maintaining an **impediments log** ensures transparency and accountability, helping teams proactively address blockers. With the Scrum Master’s help, the team can focus on resolving these issues efficiently to maintain progress toward sprint goals.

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

**Answer:** Velocity is a key metric in Agile that measures the amount of work a team completes during a sprint. It helps predict the team's capacity to deliver in future sprints by evaluating past performance. Velocity is typically expressed in story points (or any other unit of effort) and provides insight into how much work a team can realistically commit to in upcoming sprints.

### How is Velocity Calculated

* Formula:  
  Points Completed in a Sprint (Velocity)=Sum of Story Points Completed in a Sprint
* Example:  
  If the team completes 5 user stories with the following points: 3, 5, 8, 2, and 5  
  Velocity = 3 + 5 + 8 + 2 + 5 = 23 story points

Note: Only fully completed stories count towards velocity. Incomplete stories are carried over to the next sprint.

### Uses of Velocity

1. Sprint Planning:

* Teams use historical velocity to decide how many story points to take on in the next sprint.
* Example: If the average velocity is 25 points per sprint, the team will plan tasks accordingly.

1. Predictability:

* Helps predict how many sprints are needed to complete the entire product backlog.
* Example: If 100 points remain in the backlog, and the team’s velocity is 25 points per sprint, it will take 4 sprints to complete the backlog.

1. Performance Tracking:

* Velocity trends reveal if the team is improving, stable, or facing challenges over time.

Velocity is a powerful metric for predicting team performance and planning future sprints. However, it’s not a measure of efficiency.

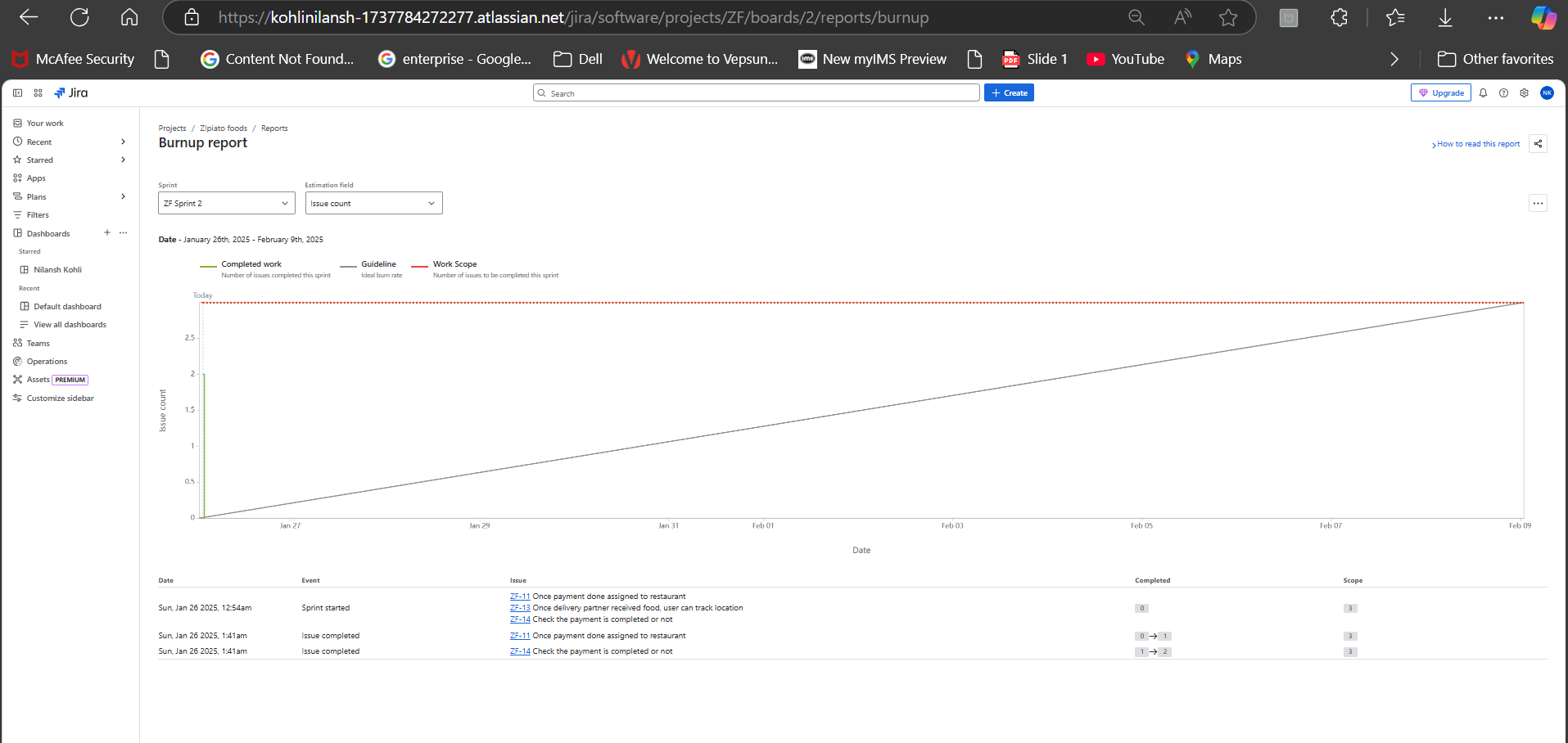
**Question 9: Draw Sprint Burn Charts and Product Burn Down Charts– 3 Marks**

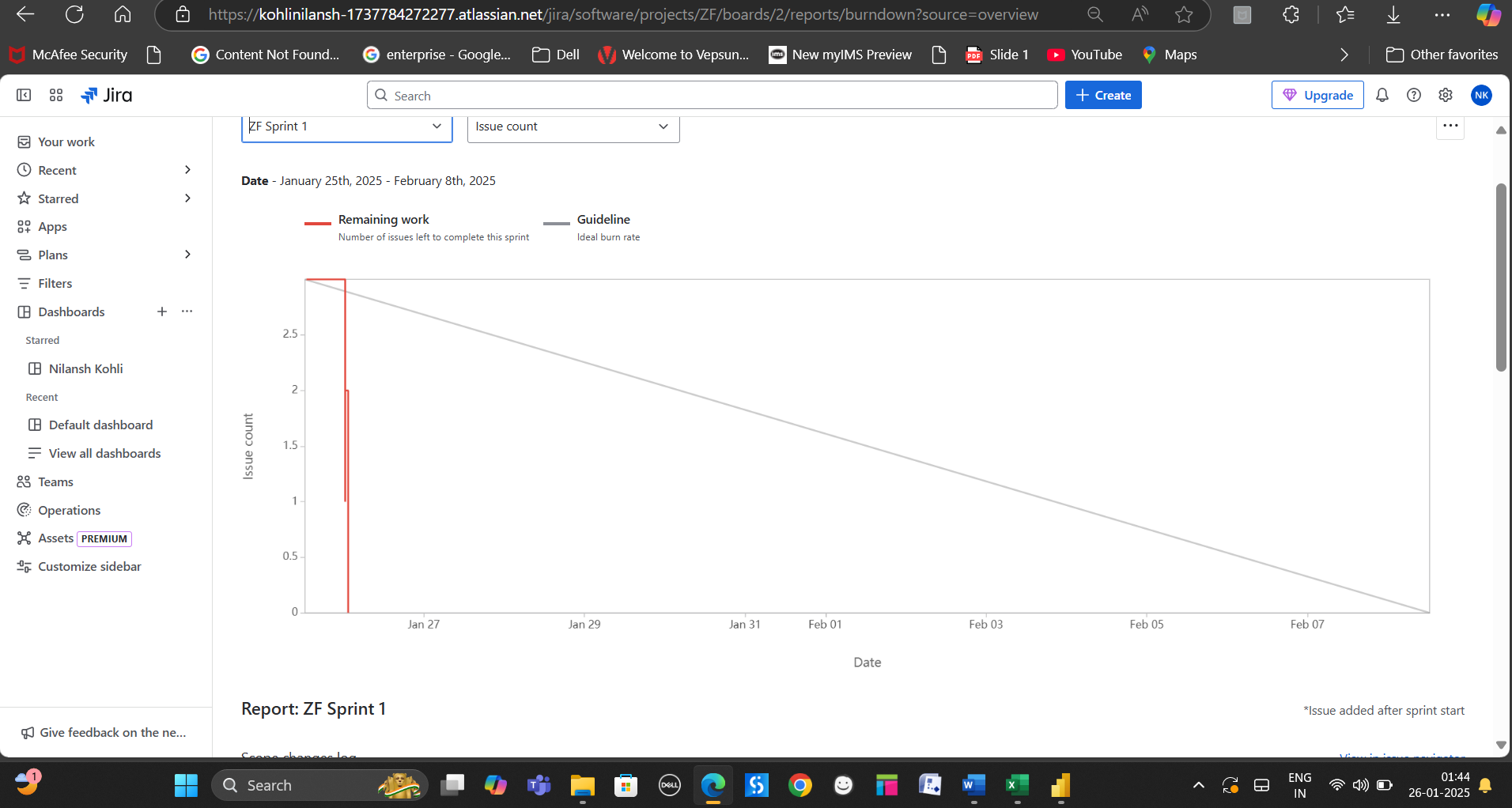
**Answer: Sprint Burn-down Chart:**

* **Tracks progress within a sprint**, showing how much work remains daily.
* The **ideal burn-down line** represents the perfect pace to complete the work by the end of the sprint.
* The **actual burn-down line** reflects the team’s real progress, helping identify if they are on track or need adjustments.

**Product Burn-down Chart:**

* **Tracks the overall product backlog** across multiple sprints.
* The **ideal line** shows the expected progress if each sprint reduces the backlog perfectly.
* The **actual line** captures how much of the product backlog remains after each sprint, helping predict how long it will take to complete the product.



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

**Answer:** Product Grooming (also known as Backlog Refinement) is a collaborative process in Agile development where the product backlog is regularly reviewed and updated. The goal is to ensure that the backlog is organized, clear, and prioritized, making it easier for the development team to plan and execute upcoming sprints.

### **Key Activities in Product Grooming**

1. **Reviewing Product Backlog Items (PBIs):**
   * The team goes through backlog items to understand their requirements, dependencies, and alignment with business goals.
2. **Prioritization:**
   * PBIs are ranked based on business value, urgency, and customer feedback. This helps focus on delivering the most valuable features first.
3. **Breaking Down Large Items (Epics into Stories):**
   * Large PBIs (often called epics) are broken down into smaller, actionable user stories that can be completed within a sprint.
4. **Clarifying Requirements:**
   * Product owners and stakeholders clarify any ambiguities in the user stories. This ensures the development team fully understands the scope and expectations.
5. **Estimating Effort:**
   * The team estimates story points or effort for each PBI, helping plan how much work can be taken into the next sprint.
6. **Identifying Dependencies and Risks:**
   * Grooming helps uncover any technical or business dependencies that could affect the delivery of a feature. Risks are discussed and mitigated where possible.

Product Grooming is essential for maintaining a healthy product backlog, ensuring that backlog items are ready for development with clear requirements, accurate estimates, and proper prioritization. This process helps teams maintain focus and deliver high-quality work in each sprint.

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

**Answer 11**

The Scrum Master is accountable to help do Scrum right, and that Scrum benefits the team. The Product Owner is solely responsible for maintaining the Product Backlog. They are also responsible for completing the project in time and also have to inform the client about the projects from time to time.

The roles of a Scrum Master and a Product Owner are distinct, with the Scrum Master focusing on the process and the Product Owner focusing on the product.

* **Scrum Master**
* Focuses on the process and ensures the Scrum team follows Scrum principles:
  + Responsibilities: Facilitates the Scrum process, ensures the team adheres to Scrum principles, removes obstacles, and promotes collaboration
  + Activities: Plans and leads meetings, hosts daily stand-ups, sprint planning meetings, and sprint reviews
  + **Key Responsibilities of Scrum Master**:
* **Facilitating Scrum Events:**
  + Organizes and ensures smooth daily stand-ups, sprint planning, sprint reviews, and retrospectives.
* **Removing Impediments:**
  + Identifies and resolves blockers or obstacles that hinder the team’s progress.
* **Coaching the Team:**
  + Guides the team in applying Agile principles effectively and promotes self-organization.
* **Shielding the Team:**
  + Protects the development team from external distractions to ensure they stay focused on sprint goals.
* **Tracking Progress:**
  + Monitors the sprint burn-down chart, velocity, and other metrics to ensure the team stays on track.
* **Facilitating Communication**:
  + Improves communication between the Product Owner, development team, and other stakeholders.
* **Promoting Continuous Improvement:**
  + Encourages reflection during retrospectives and ensures the team implements improvements.

**Product Owner**

* Focuses on the product and ensures the Scrum team aligns with overall product goals.The Product Owner is responsible for managing the product backlog and maximizing the value of the product. Their role focuses on defining the "what" to build and ensuring that the product aligns with the business objectives.

### **Key Responsibilities of Product Owner:**

1. **Managing the Product Backlog:**

* Creates, prioritizes, and refines the product backlog to reflect business goals and customer needs.

1. **Defining the Product Vision:**

* Establishes the product’s vision and strategy to ensure it aligns with the company’s goals.

1. **Prioritizing Features:**

* Prioritizes backlog items based on business value, urgency, and stakeholder input.

1. **Clarifying Requirements:**

* Provides clear and detailed user stories and acceptance criteria to the development team.

1. **Stakeholder Management:**

* Collaborates with customers, business stakeholders, and other departments to gather requirements and feedback.

1. **Maximizing Business Value:**

* Ensures that every sprint delivers valuable, customer-centric features.

1. **Making Decisions:**

* Has the authority to approve or reject work delivered by the team during sprint reviews.

**Question 12: Explain all Meetings Conducted in Scrum Project – 8 Marks**

**Answer:** Scrum relies on time-boxed meetings (or Scrum ceremonies) to ensure effective collaboration, transparency, and continuous improvement. These meetings help the team stay aligned and deliver value incrementally. Here are the key meetings conducted in a Scrum project

**1. Sprint Planning Meeting**

**Purpose:**  
To plan the work for the upcoming sprint and define the sprint goal.

* Participants: Product Owner, Scrum Master, Development Team
* Agenda:
  + Select Product Backlog Items (PBIs) for the sprint.
  + Define the Sprint Goal (what will be achieved).
  + Create the Sprint Backlog with tasks for each PBI.
  + Estimate effort and capacity for the sprint.

## **2. Daily Stand-up (Daily Scrum)**

**Purpose:**  
To provide daily updates and align the team.

1. Participants: Scrum Master, Development Team (Product Owner optional)
2. Agenda:  
   Each team member answers:

* What did I do yesterday?
* What will I do today?
* Are there any blockers or impediments?

## **3. Sprint Review Meeting**

**Purpose:**  
To showcase the work completed during the sprint to stakeholders and gather feedback.

* Participants: Product Owner, Scrum Master, Development Team, Stakeholders
* Agenda:
  + Demonstrate the completed increment.
  + Collect feedback from stakeholders.
  + Discuss any unfinished work and adjustments to the product backlog.

## **4. Sprint Retrospective Meeting**

**Purpose:**To reflect on the sprint process and identify areas for improvement.

* **Participants:** Scrum Master, Development Team (Product Owner optional)
* **Agenda:**
  + What went **well** during the sprint?
  + What could have been **better**?
  + **Action items** to improve in the next sprint.

## **5. Backlog Refinement Meeting (Product Grooming)**

**Purpose:**To review, prioritize, and refine the product backlog.

* **Participants:** Product Owner, Scrum Master, Development Team
* **Agenda:**
  + Break large PBIs into smaller, manageable user stories.
  + Add **estimates** to new backlog items.
  + Prioritize backlog items based on business value.

These Scrum ceremonies provide structure and rhythm to the Agile process, ensuring **collaboration, transparency, and continuous improvement**. Together, they help the team stay aligned with sprint goals, adapt quickly to changes, and consistently deliver value.

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

**Answer: Sprint Size**

Sprint size refers to the total amount of work or effort that a team plans to complete within a sprint.It is usually measured in story points, hours, or the number of user stories selected for the sprint.

### **Factors Influencing Sprint Size:**

1. **Team Capacity:**
   * Availability of team members during the sprint (holidays, leaves, etc.).
2. **Historical Velocity:**
   * How much the team has successfully completed in previous sprints.
3. **Complexity of Tasks:**
   * Simple tasks allow more items to fit into a sprint, while complex tasks reduce the size.
4. **Sprint Duration:**
   * A longer sprint (e.g., 4 weeks) will have a larger sprint size compared to a shorter one (e.g., 2 weeks).

### **Example:**

* In a 2-week sprint, a team may commit to completing **5 user stories** with a total of **40 story points**.
* Sprint Size: **40 story points**

## **Scrum Size**

## **Scrum size** refers to the **team size** participating in the Scrum framework. It includes the **Scrum Master, Product Owner, and the Development Team**.The **development team size** in Scrum is ideally between **3 to 9 members** to maintain effectiveness and avoid coordination overhead.

### **Factors Influencing Scrum Size:**

## **Project Complexity:**

## Complex projects may require larger teams with cross-functional expertise.

## **Team Roles and Skills:**

## The right balance of skills ensures efficient delivery without needing too many members.

## **Scope and Duration of the Project:**

## Larger or longer projects may need more people to meet deadlines.

### **Recommended Scrum Size:**

## **3 to 9** development members + **Scrum Master** + **Product Owner**

## This ensures a good mix of collaboration and productivity without becoming unmanageable.

## Sprint size deals with workload and effort during a sprint, ensuring the team doesn’t overcommit. Scrum size focuses on the number of team members, ensuring the team has the right mix of skills without becoming too large. Both are crucial for the efficient delivery of value in Agile projects.

**Question 14 – Explain DOR and DOD**

**Answer 14**

Both DoR (Definition of Ready) and DoD (Definition of Done) are essential in Agile to ensure quality work and smooth delivery. They serve as checklists or criteria for managing work across different stages of a project.

## **Definition of Ready (DoR)**

The DoR ensures that a Product Backlog Item (PBI) or user story is fully prepared and ready to be taken up by the development team during a sprint.If a task doesn't meet the DoR, it means it isn’t mature enough to start working on, and further clarification or refinement is needed.

### **Criteria for DoR:**

1. Clear Requirements:
   * The user story or task must have clear, unambiguous requirements.

Acceptance Criteria Defined:

* + The expected outcomes or conditions for completion are documented.

Dependencies Resolved:

* + Any external dependencies (e.g., APIs, approvals) are managed or resolved.

Estimated Effort:

* + The task is estimated with story points or hours.

Prioritized by Product Owner:

* + The item is ranked in the product backlog according to business value.

### Why DoR is Important?

* Ensures that the team doesn't waste time working on incomplete or unclear items.
* Improves sprint planning and reduces rework.

## **Definition of Done (DoD)**

The DoD specifies the conditions that must be met for a task, user story, or product increment to be considered complete.If a PBI meets the DoD, it is ready for release or integration.

### **Criteria for DoD:**

1. Code Developed and Reviewed:
   * The code is written, peer-reviewed, and follows coding standards.
2. Tested:
   * Unit tests and functional tests are completed, with no major defects.
3. Integrated and Deployed:
   * The feature is integrated with other components and deployed to the appropriate environment.
4. Documentation Updated:
   * Relevant documentation (e.g., API documentation) is updated.
5. Accepted by Product Owner:
   * The product owner verifies that the task meets the acceptance criteria.

### Why DoD is Important?

* Ensures the delivery of high-quality, shippable increments.
* Avoids misunderstandings about what "done" means for each task.

The **Definition of Ready** ensures that the team only takes up well-prepared items, minimizing delays. The **Definition of Done** ensures that what is delivered meets quality standards and can be shipped or released confidently. Together, these definitions play a critical role in delivering consistent value in Agile projects.

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

**Answer 15**

Agile projects require structured prioritization to ensure that the most valuable and essential work is done first. Below are some commonly used prioritization techniques

**1. MoSCoW Method**

This technique helps categorize tasks based on their importance and urgency.

Must Have: Essential to the project’s success (e.g., core features without which the product cannot function).

Should Have: Important but not critical (can be delayed if necessary).

Could Have: Nice to have but not essential.

Won’t Have (this time): Out of scope for the current phase but may be considered in future phases.

Use Case: Useful during project planning to focus on essential deliverables.

**2. Eisenhower Matrix (Urgency vs. Importance)**

This method evaluates tasks based on their urgency and importance.

Important and Urgent: Do it now (top priority).

Important but Not Urgent: Schedule it (plan for later).

Urgent but Not Important: Delegate it.

Not Urgent and Not Important: Eliminate or ignore.

Use Case: Effective for personal productivity or prioritizing day-to-day tasks within a project.

**3. Value vs. Effort Matrix**

Tasks are prioritized based on the value they bring versus the effort required to complete them.

Quick Wins: High value, low effort (high priority).

Major Projects: High value, high effort (plan carefully).

Fill-ins: Low value, low effort (do when time permits).

Time Sinks: Low value, high effort (avoid or rethink).

Use Case: Helps in task prioritization by balancing effort and impact.

**4.Kano Model**

This model categorizes features based on customer satisfaction and expectations.

Basic Needs: Must be present for users to consider the product functional (e.g., login functionality).

Performance Needs: Increase satisfaction proportionally to how well they are implemented (e.g., faster loading times).

Excitement Needs: Delightful features that users don’t expect but appreciate (e.g., **personalized recommendations).**

**Use Case: Useful for feature prioritization to balance essential and delightful elements.**

**5. Pareto Principle (80/20 Rule)**

This rule suggests that 80% of outcomes come from 20% of the tasks. The focus is on identifying the key tasks that will have the greatest impact.

Use Case: Helps managers identify and prioritize high-impact tasks that deliver the most value.

**MVP (Minimum Viable Product)**

**MVP** stands for **Minimum Viable Product**, which is the **smallest, functional version of a product** that can be released to users to gather feedback and validate the idea.A minimum viable product (MVP) is a basic version of a product that has just enough features to be used by early customers. The goal of an MVP is to validate a product's idea and gather feedback from users early in the development process. This helps teams avoid building something that might not be desirable, and can save time and effort

### **Characteristics of MVP:**

1. **Core Features Only:** Contains just enough features to solve a key problem or meet the core need.
2. **User Feedback:** Collects insights from real users to improve the product iteratively.
3. **Fast Delivery:** Released quickly to market to test assumptions and reduce risks.
4. **Cost-Effective:** Avoids unnecessary features to minimize development costs.

### **Example of an MVP:**

* A **food delivery app** MVP might only have **restaurant search, menu view, and order placement** without advanced features like payment tracking or in-app ratings.

**Prioritization techniques** ensure the team focuses on the most valuable features first, preventing waste and ensuring efficient delivery.**MVP** helps teams validate product ideas with minimal investment and learn from user feedback to build the right product over time. These tools are essential for Agile teams to remain customer-focused and adaptive.

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

**Answer 16**

**Business Analyst**

Business Analystsare the change-makers, problem solvers, questioners, facilitators, the bridge between the users/stakeholders and the Agile team. They question assumptions and requirements, assess the needs, find gaps, and work closely with the stakeholders/SMEs to detail the requirements, features, user stories, and understand/elicit the requirements. They work closely with the Product Owners to manage the user stories and epics.

* Requirements modelling and elicitation
* Data flow diagrams
* Business rules
* Dependency mapping
* Smooth execution of the sprints
* Requirements clarification to the team
* Maintaining the dependency map and the traceability matrix.
* Facilitation support for users in UAT

The [Business Analyst](https://www.iiba.org/professional-development/career-centre/what-is-business-analysis/) role supports the Product Owner in delivering detailed artifacts. Often the Business Analyst is considered a Proxy Product Owner.

##### **Critical Responsibilities for Business Analysts**

* **Managing User Stories**
  + Prioritizing the user stories
  + Clearing the impediments if any
* **Detailing the Requirements as per the Stakeholders’ Needs and Expectations**
  + Requirements elicitation
  + Business rules
  + Modeling
  + Requirements walkthroughs
  + Requirements workshops
  + Acceptance criteria
* **Clarifying the details of requirements with stakeholders**
  + Coordinating with the development team to get the stories developed
  + Day to day support in requirements clarifications and business rules
  + SPOC for the agile team for all requirements related queries
* **Impact Analysis for Changes**
  + Maintaining the traceability matrix and dependencies.
  + Components mapping
  + Impact analysis for changes

#### **Product Owner**

The [Product Owner](https://www.iiba.org/career-resources/business-analysis-specialization/product-ownership-analysis/) has a vision of the product keeping the domain/industry experience and the market need. Their job is to ensure that the product meets the market and stakeholder needs; they conduct market analysis followed by an enterprise SWOT analysis to come up with the product vision.

The PO also works on the go-to-market strategy for the product. The PO tries to leverage their experience in the domain, need of the market, the industry or the domain, the organization's market position, and the customer expectation of the product.

##### 

##### **Critical Responsibilities for Product Owner**

1. **Market Analysis**
   * Analysis of market need/demand
   * Availability of similar products in the market
   * Underserved customer needs
   * Potential trends in synergy with current offerings

* **Enterprise Analysis**
  + SWOT analysis
  + Due diligence on the market opportunity
  + Product offering decision based on the due diligence report
* **Product Vision and Roadmap**
  + Product vision keeping the need analysis in mind
  + Product roadmap with high-level features and timeline
* **Go to Market Strategy**
  + Go to market strategy
  + Marketing messaging/communications
  + Channels of marketing
  + Modes of advertising
* **Managing Product Features**
  + Managing stakeholder expectations and prioritizing needs
  + Prioritization of the epics, stories, and features based on criticality and ROI involved

The PO works closely with the stakeholders and the Business Analyst in giving more details about the product.

To summarize, the Product Owner manages the “big picture” of the market expectations and the product. The Business Analyst manages the close monitoring and executions of the sprint, thereby delivering great products and building winning teams.

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

**Answer 17**

Nilansh Kohli

Product Owner

[kohlinilansh@gmaol.com](mailto:kohlinilansh@gmaol.com)

8770633086

### 

### **Professional Summary**

Results-driven Product Owner with over 3 years of experience in managing product life cycles from concept to launch. Proven track record in prioritizing product features based on business value and user feedback, resulting in improved customer satisfaction and increased revenue. Adept at collaborating with cross-functional teams to ensure alignment with product vision and Agile principles.

### **Core Competencies**

* Agile & Scrum Methodologies
* Product Backlog Management
* Stakeholder Engagement
* User Story Development
* Market Research & Analysis
* Data-Driven Decision Making
* Cross-Functional Team Collaboration
* Product Road mapping

### **Professional Experience**

**Product Owner**CGI, INDIA  
Dec, 2024 – Present

* Lead the product development process for a suite of applications, successfully launching three major features that increased user engagement by 25%.
* Collaborated with UX/UI designers to create user stories and wireframes, enhancing the user experience based on feedback and usability testing.
* Prioritized product backlog items and defined clear acceptance criteria, resulting in a 15% reduction in development cycle time.
* Conducted regular stakeholder meetings to gather requirements and provide updates on product progress, ensuring alignment with business objectives.

**Associate Product Owner**CGI, INDIA  
Dec, 2021- Dec, 2024

* Assisted the Product Owner in managing product backlog and prioritizing features based on customer needs and business goals.
* Analysed market trends and competitor offerings to identify opportunities for product enhancements and new features.
* Developed user stories and collaborated with development teams to ensure successful implementation of product features.
* Participated in sprint planning and reviews, contributing to improved team performance and product quality.

### **Education**

**Bachelors of Technology**DIT University

### **Technical Skills**

* Tools: Jira, Confluence, Salesforce,Trello, Microsoft Office Suite
* Languages: SQL, Python (basic)

### **Certifications**

* Completed course on Udemy in Business Analysis Fundamentals - ECBA, CCBA, CBAP endorsed.
* AMCAT Certified Business Analyst
* AMCAT Certified Data Processing Specialist
* Completed Business Analyst training equivalent to ECBA from COEPD institute.
* Microsoft Certified: Azure Fundamentals certification - AZ-900
* AWS SAA CO2 certification from Vepsun institute of technology.
* Completed ITIL Foundation Certification.

### **Projects**

**Retail Card Business:**

* Implement the Process to optimize the on-premise applications used in retail card business to complete the work within SLA.

**Automation of Manual Tool**

* Automate the tool which increase the efficiency by 30% and reduce the human error by 95% in applications

### **References**

Available upon request.