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

**Question 1- Write Agile Manifesto**

**Four Core Values:**

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

**Twelve Principles of Agile:**

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 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 – User Stories- Acceptance Criteria-BV-CP – 40 Marks**

**1.Customer Module**

**Customer Registration-**

|  |  |  |
| --- | --- | --- |
| **User Story No:1** | **Tasks: 3** | **Priority: Highest** |
| AS A CUSTOMER, I WANT TO REGISTER IN SCRUM FOODS, SO THAT I CAN PLACE ORDERS |
| **BV : 500** | **CP: 2** |
| **Acceptance Criteria-**1. Fields for Name, Email, Password, Mobile No, Address, Phone Number. 2. "Register" button to submit the form. 3. Success notification on successful registration. |

**Customer Login-**

|  |  |  |
| --- | --- | --- |
| **User Story No:2** | **Tasks: 2** | **Priority: Highest** |
| AS A CUSTOMER, I WANT TO LOGIN TO SCRUM FOODS, SO THAT I CAN ACCESS MY ACCOUNT |
| **BV :500** | **CP: 2** |
| **Acceptance Criteria-**1. Fields for username and password. 2. Validation for correct credentials. 3. Successful login redirects to dashboard. |

|  |  |  |
| --- | --- | --- |
| **User Story No:3** | **Tasks:** | **Priority: High** |
| AS A CUSTOMER, I WANT TO SEARCH FOR RESTAURANTS BASED ON LOCATION AND CUISINE |
| **BV : 1000** | **CP: 4** |
| **Acceptance Criteria –**1. Search bar with location and cuisine filters. 2. List of restaurants based on search criteria. 3. Display restaurant name, rating, and cuisine. |

|  |  |  |
| --- | --- | --- |
| **User Story No:4** | **Tasks:2** | **Priority: Medium** |
| AS A CUSTOMER I WANT TO VIEW RESTAURANT MENU SO THAT I CAN CHOOSE MY FOOD |
| **BV : 1000** | **CP: 3** |
| **Acceptance Criteria –**1. Add to cart button
2. cart updates in real time
3. view cart total.
 |

|  |  |  |
| --- | --- | --- |
| **User Story No:5** | **Tasks:2** | **Priority: High** |
| AS A CUSTOMER I WANT TO ADD ITEMS TO CART SO THAT I CAN ORDER THEM |
| **BV : 1000** | **CP: 5** |
| **Acceptance Criteria –**1. Display menu items with prices and descriptions. 2. Option to add items to cart. 3. Shows availability status. |

|  |  |  |
| --- | --- | --- |
| **User Story No:6** | **Tasks:4** | **Priority: Highest** |
| AS A CUSTOMER I WANT TO PLACE AN ORDER SO THAT FOOD IS DELIVERED TO ME |
| **BV : 1000** | **CP: 5** |
| **Acceptance Criteria –**1. Checkout button
2. Address confirmation,
3. order success message.
 |

|  |  |  |
| --- | --- | --- |
| **User Story No:7** | **Tasks:4** | **Priority: Highest** |
| AS A CUSTOMER I WANT TO SELECT THE PAYMENT MODE SO THAT I CAN MAKE PAYMENT OF MY CHOICE  |
| **BV : 1000** | **CP: 8** |
| **Acceptance Criteria –**1. Display payment modes
2. Radio buttons to select payment modes
3. Payments button.
4. Business Rule. Can select only one payment mode
 |

|  |  |  |
| --- | --- | --- |
| **User Story No:8** | **Tasks:4** | **Priority: Medium** |
| AS A CUSTOMER I WANT TO TRACK MY ORDER IN REAL TIME SO THAT I KNOW ITS STATUS |
| **BV : 1000** | **CP: 8** |
| **Acceptance Criteria –**1. Real-time tracking with map integration. 2. Delivery status updates (e.g., preparing, dispatched, out for delivery). 3. Estimated delivery time displayed. |

|  |  |  |
| --- | --- | --- |
| **User Story No:9** | **Tasks:2** | **Priority: Low** |
| AS A CUSTOMER I WANT TO CANCEL MY ORDER BEFORE DELIVERY SO THAT I CAN CHANGE MY MIND |
| **BV : 500** | **CP: 5** |
| **Acceptance Criteria –**1. Button to cancel order is available.
2. Confirmation prompt for cancellation.
3. Notification sent on successful cancellation.
4. Refund info displayed
 |

|  |  |  |
| --- | --- | --- |
| **User Story No:10** | **Tasks:3** | **Priority: Low** |
| AS A CUSTOMER I WANT TO RATE AND REVIEW MY ORDER SO THAT I CAN PROVIDE FEEDBACK |
| **BV : 100** | **CP: 3** |
| **Acceptance Criteria –**  **1.** Rating stars and text box for feedback.  2. Submit button for posting the review.  3. Review is visible on the restaurant's page. |

|  |  |  |
| --- | --- | --- |
| **User Story No:11** | **Task:1** | **Priority: Medium** |
| AS A CUSTOMER I WANT TO RATE AND REVIEW MY ORDER SO THAT I CAN PROVIDE FEEDBACK |
| **BV : 20** | **CP: 1** |
| **Acceptance Criteria** – 1. Logout button
2. Session ends
3. Redirect to login page.
 |

**Delivery Boy Module**

|  |  |  |
| --- | --- | --- |
| **User Story No:12** | **Task:2** | **Priority: Highest** |
| AS A DELIVERY BOY I WANT TO REGISTER IN SCRUM FOODS SO THAT I CAN DELIVER ORDERS |
| **BV : 500** | **CP: 2** |
| **Acceptance Criteria** – • Fields: Name, Phone, Nation ID, etc. • Register button • Confirmation notification |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **User Story No:13** | **Task:2** | **Priority: Highest**

|  |  |  |
| --- | --- | --- |
|  |  |  |

|  |
| --- |
|  |

 |
| AS A DELIVERY BOY I WANT TO LOGIN SO THAT I CAN ACCESS MY DASHBOARD |
| **BV : ₹500** | **CP: 2** |
| **Acceptance Criteria** – • Login screen • Redirect on success • Error message on failure |

|  |  |  |
| --- | --- | --- |
| **User Story No:14** | **Task:3** | **Priority: High** |
| AS A DELIVERY BOY I WANT TO VIEW NEW ORDERS SO THAT I CAN SELECT WHICH TO DELIVER |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – • List of new orders • Order details shown • Accept/reject option |

|  |  |  |
| --- | --- | --- |
| **User Story No:15** | **Task:2** | **Priority: High** |
| AS A DELIVERY BOY I WANT TO ACCEPT AN ORDER SO THAT I CAN START DELIVERY PROCESS |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – • Accept button • Order status updates • Confirmation message |

|  |  |  |
| --- | --- | --- |
| **User Story No:16** | **Task:3** | **Priority: High** |
| AS A DELIVERY BOY I WANT TO UPDATE STATUS SO THAT CUSTOMER CAN TRACK DELIVERY |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – • Status buttons (Picked, On the way) • Updates reflect on customer view • Timestamp recorded |

|  |  |  |
| --- | --- | --- |
| **User Story No:17** | **Task:2** | **Priority: High** |
| AS A DELIVERY BOY I WANT TO GET CUSTOMER LOCATION VIA MAP SO THAT I CAN DELIVER |
| **BV : 500** | **CP: 5** |
| **Acceptance Criteria** – • Map shows customer location • Directions available • ETA calculated |

|  |  |  |
| --- | --- | --- |
| **User Story No:18** | **Task:2** | **Priority: Medium** |
| AS A DELIVERY BOY I WANT TO RECEIVE COD PAYMENTS SO THAT I CAN COMPLETE THE ORDER |
| **BV : 100** | **CP: 3** |
| **Acceptance Criteria** – • Cash amount shown • Confirmation button post-payment • Update order as delivered |

|  |  |  |
| --- | --- | --- |
| **User Story No:19** | **Task:3** | **Priority: High** |
| AS A DELIVERY BOY I WANT TO VIEW AND CONFIRM THE PAYMENT MODE (COD OR ONLINE) FOR EACH ORDER SO THAT I CAN HANDLE PAYMENTS ACCORDINGLY |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – 1. Payment mode is clearly shown for each assigned order.2. If COD, delivery boy collects cash and marks it as 'Collected'.3. If Online, delivery boy sees 'Paid Online' badge and does not collect payment. |

|  |  |  |
| --- | --- | --- |
| **User Story No:20** | **Task:2** | **Priority: Medium** |
| AS A DELIVERY BOY I WANT TO VIEW COMPLETED DELIVERIES SO THAT I CAN TRACK MY WORK |
| **BV : 100** | **CP: 2** |
| **Acceptance Criteria** – • Delivered orders list • Filter by date range • Export to report |

|  |  |  |
| --- | --- | --- |
| **User Story No:21** | **Task:1** | **Priority: Medium** |
| AS A DELIVERY BOY I WANT TO LOGOUT SO THAT I CAN EXIT MY DASHBOARD SECURELY |
| **BV : 50** | **CP: 1** |
| **Acceptance Criteria** – • Logout button • Redirect to login page |

**Restaurant Owner-Module**

|  |  |  |
| --- | --- | --- |
| **User Story No:22** | **Task:2** | **Priority: Highest** |
| AS A RESTAURANT I WANT TO REGISTER SO THAT I CAN RECEIVE ORDERS |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – • Name, Email, Phone, Address, Menu • Register button • Confirmation message |

|  |  |  |
| --- | --- | --- |
| **User Story No: 23** | **Task:2** | **Priority: Highset** |
| AS A RESTAURANT I WANT TO LOGIN SO THAT I CAN ACCESS DASHBOARD |
| **BV : 500** | **CP: 2** |
| **Acceptance Criteria** – • Login form • Dashboard on success • Error handling |

|  |  |  |
| --- | --- | --- |
| **User Story No:24** | **Task:2** | **Priority: High** |
| AS A RESTAURANT I WANT TO VIEW ORDERS SO THAT I CAN ACCEPT/REJECT THE ORDER |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – • List of new/pending orders • Sort by time/customer • Order status shown |

|  |  |  |
| --- | --- | --- |
| **User Story No:25** | **Task:3** | **Priority: High** |
| AS A RESTAURANT I WANT TO ACCEPT THE ORDER SO THAT I CAN START PREPARING THE FOOD |
| **BV : 300** | **CP: 3** |
| **Acceptance Criteria** – 1. Restaurant receives order notification in real-time.2. "Accept" and "Reject" buttons are shown next to new orders.3. On clicking "Accept", status changes to "Accepted" and customer is notified.4. Rejected orders are removed from the queue and customer is informed. |

|  |  |  |
| --- | --- | --- |
| **User Story No:26** | **Task:2** | **Priority: Medium** |
| AS A RESTAURANT I WANT TO VERIFY DELIVERY BOY SO THAT I CAN HANDOVER FOOD |
| **BV : 100** | **CP: 2** |
| **Acceptance Criteria** – • Delivery person details shown • Verification button • Handover confirmation |

|  |  |  |
| --- | --- | --- |
| **User Story No:27** | **Task:2** | **Priority: Medium** |
| AS A RESTAURANT I WANT TO VIEW PAYMENTS SO THAT I CAN TRACK INCOME |
| **BV : 500** | **CP: 3** |
| **Acceptance Criteria** – • Payment report per order/date • Filter and download options • Total shown |

|  |  |  |
| --- | --- | --- |
| **User Story No:28** | **Task:2** | **Priority: Low** |
| AS A RESTAURANT I WANT TO SEE CUSTOMER FEEDBACK SO THAT I CAN IMPROVE |
| **BV : 100** | **CP: 3** |
| **Acceptance Criteria** – • List of feedback • Sort by rating/date • Reply option available |

|  |  |  |
| --- | --- | --- |
| **User Story No:29** | **Task:2** | **Priority: Low** |
|

|  |
| --- |
|  |

|  |
| --- |
| AS A RESTAURANT I WANT TO RAISE ISSUES SO THAT I CAN GET HELP |

 |
| **BV : 100** | **CP: 2** |
| **Acceptance Criteria** – • Support ticket form • Issue type selection • Ticket status tracking |

|  |  |  |
| --- | --- | --- |
| **User Story No:30** | **Task:1** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
| AS A RESTAURANT I WANT TO LOGOUT SO THAT I CAN SECURE MY ACCOUNT |

 |
| **BV : 50** | **CP: 1** |
| **Acceptance Criteria** – • Support ticket form • Issue type selection • Ticket status tracking |

**Regional Admin-**

|  |  |  |
| --- | --- | --- |
| **User Story No:31** | **Task:2** | **Priority: Highest** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |
|  |

|  |
| --- |
| AS A REGIONAL ADMIN I WANT TO LOGIN TO MY REGIONAL DASHBOARD SO THAT I CAN MANAGE LOCAL OPERATIONS |

 |
| **BV : 500** | **CP: 2** |
| **Acceptance Criteria** – 1. Login form with region filter2. Email & password fields3. Redirect to regional dashboard |

|  |  |  |
| --- | --- | --- |
| **User Story No:33** | **Task:3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A REGIONAL ADMIN I WANT TO TRACK ORDER STATUSES IN MY REGION SO THAT I CAN MONITOR DELIVERIES EFFECTIVELY |
| **BV : 400** | **CP: 4** |
| **Acceptance Criteria** – 1. Real-time tracking dashboard2. Filter by pending, accepted, in-transit, delivered3. View delivery location and ETA |

|  |  |  |
| --- | --- | --- |
| **User Story No:34** | **Task:2** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A REGIONAL ADMIN I WANT TO VIEW CUSTOMER FEEDBACK IN MY REGION SO THAT I CAN TAKE CORRECTIVE ACTIONS |
| **BV : 300** | **CP: 3** |
| **Acceptance Criteria** – 1. View list of feedback filtered by region2. Sort by rating, date3. Option to respond or escalate |

|  |  |  |
| --- | --- | --- |
| **User Story No:35** | **Task:3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A REGIONAL ADMIN I WANT TO MANAGE REGIONAL DELIVERY BOYS SO THAT I CAN MAINTAIN PROPER DELIVERY COVERAGE |
| **BV : 400** | **CP: 4** |
| **Acceptance Criteria** – 1. View and update delivery boy status (Active/Inactive)2. Add/Edit delivery boy info3. Assign regions |

|  |  |  |
| --- | --- | --- |
| **User Story No:36** | **Task:3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |
|  |

|  |
| --- |
| AS A REGIONAL ADMIN I WANT TO MANAGE RESTAURANTS IN MY REGION SO THAT I CAN ENSURE QUALITY SERVICE |

 |
| **BV : 400** | **CP: 4** |
| **Acceptance Criteria** – 1. View restaurant list by region2. Approve/edit/update restaurant info3. Flag underperforming restaurants  |

|  |  |  |
| --- | --- | --- |
| **User Story No:37** | **Task:2** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A REGIONAL ADMIN I WANT TO VIEW REVENUE GENERATED IN MY REGION SO THAT I CAN REPORT PERFORMANCE |
| **BV : 350** | **CP: 3** |
| **Acceptance Criteria** – 1. View revenue by day/week/month2. Filter by restaurant or delivery boy3. Export reports |

|  |  |  |
| --- | --- | --- |
| **User Story No:38** | **Task: 3** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A REGIONAL ADMIN I WANT TO VIEW AND HANDLE ISSUES IN MY REGION SO THAT I CAN SUPPORT USERS PROMPTLY |
| **BV : 300** | **CP: 3** |
| **Acceptance Criteria** – 1. View issue list raised by users2. Filter by issue type3. Mark as resolved or escalate |

|  |  |  |
| --- | --- | --- |
| **User Story No:39** | **Task: 3** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A REGIONAL ADMIN I WANT TO MANAGE REFUNDS IN MY REGION SO THAT CUSTOMERS ARE COMPENSATED FAIRLY |
| **BV : 300** | **CP: 4** |
| **Acceptance Criteria** – 1. View refund requests2. Approve or reject based on criteria3. Status update sent to customer |

|  |  |  |
| --- | --- | --- |
| **User Story No:40** | **Task: 2** | **Priority: Low** |
| AS A REGIONAL ADMIN I WANT TO VIEW PAYMENTS MADE TO REGIONAL RESTAURANTS SO THAT I CAN ENSURE TIMELY PAYOUTS |
| **BV : 250** | **CP: 3** |
|

|  |
| --- |
|  |

|  |
| --- |
| **Acceptance Criteria-**1. List of restaurant payments2. View transaction date, amount, and status3. Exportable logs |

 |

|  |  |  |
| --- | --- | --- |
| **User Story No:41** | **Task: 1** | **Priority: Low** |
|

|  |
| --- |
|  |

|  |
| --- |
| **AS A REGIONAL ADMIN I WANT TO LOGOUT FROM MY ACCOUNT SO THAT MY SESSION REMAINS SECURE** |

 |
| **BV : 100** | **CP: 1** |
| 1. Logout button on the dashboard2. Clears session data3. Redirects to login page |

**Admin Module – User Stories**

|  |  |  |
| --- | --- | --- |
| **User Story No:42** | **Task: 2** | **Priority: Highest**  |
|

|  |
| --- |
|  |

|  |  |  |
| --- | --- | --- |
|

|  |
| --- |
|  |

|  |
| --- |
| **AS AN ADMIN I WANT TO LOGIN TO THE SYSTEM SO THAT I CAN ACCESS ADMIN FEATURES** |

 |

 |
| **BV : 500** | **CP: 2** |
| **Acceptance Criteria**1. Login screen with username and password2. Valid credentials grant access3. Redirects to admin dashboard |

|  |  |  |
| --- | --- | --- |
| **User Story No:43** | **Task: 3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO MANAGE REGIONAL ADMINS SO THAT I CAN OVERSEE REGIONAL OPERATIONS |
| **BV : 400** | **CP: 4** |
| 1. View all regional admins2. Add/edit/deactivate regional admin profiles3. Assign regions |

|  |  |  |
| --- | --- | --- |
| **User Story No:44** | **Task: 3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO VIEW AND RESOLVE PLATFORM- ISSUES SO THAT I CAN MAINTAIN SERVICE QUALITY |
| **BV : 400** | **CP: 4** |
| 1. List of all raised issues2. Filter by role (Customer, Delivery, Restaurant)3. Mark issue as resolved or escalate |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **User Story No:45** | **Task: 2** | **Priority: Medium**

|  |
| --- |
|  |

|  |
| --- |
|  |

 |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO VIEW AND RESPOND TO CUSTOMER FEEDBACK SO THAT I CAN IMPROVE USER EXPERIENCE |
| **BV : 300** | **CP: 3** |
| 1. View feedback by customers2. Filter by restaurant or order3. Reply or forward feedback to concerned parties |

|  |  |  |
| --- | --- | --- |
| **User Story No:46** | **Task: 2** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO APPROVE OR REJECT RESTAURANT REGISTRATION REQUESTS SO THAT ONLY VERIFIED PARTNERS ARE ONBOARDED |
| **BV : 350** | **CP: 3** |
| 1. View pending restaurant requests2. View restaurant details and documents3. Approve or reject with reason |

|  |  |  |
| --- | --- | --- |
| **User Story No:47** | **Task: 1** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO APPROVE OR REJECT DELIVERY BOY REGISTRATION REQUESTS SO THAT WE HIRE GENUINE INDIVIDUALS |
| **BV : 400** | **CP: 1** |
| 1. View list of new delivery boy applications2. Verify documents3. Approve or reject with comments |

|  |  |  |
| --- | --- | --- |
| **User Story No:48** | **Task: 2** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |
|  |

|  |
| --- |
| **AS AN ADMIN I WANT TO APPROVE OR REJECT REGIONAL ADMIN REQUESTS SO THAT SYSTEM SECURITY IS MAINTAINED** |

 |
| **BV : 300** | **CP: 2** |
| 1. View list of regional admin requests2. Check their credentials3. Approve or reject access |

|  |  |  |
| --- | --- | --- |
| **User Story No:48** | **Task: 2** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO MONITOR THE STATUS OF ALL APPROVAL REQUESTS SO THAT I CAN TRACK OPERATIONS |
| **BV : 250** | **CP: 2** |
| 1. Dashboard with approval status (Pending/Approved/Rejected)2. Filter by request type3. Update status if required |

|  |  |  |
| --- | --- | --- |
| **User Story No:49** | **Task: 2** | **Priority: Medium** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS AN ADMIN I WANT TO UPDATE OR REMOVE INAPPROPRIATE CONTENT OR ISSUES REPORTED BY USERS SO THAT THE PLATFORM REMAINS CLEAN |
| **BV : 300** | **CP: 3** |
| 1. Access to flagged content2. Options to edit/remove/restore3. Logs maintained for transparency |

|  |  |  |
| --- | --- | --- |
| **User Story No:50** | **Task: 1** | **Priority: Low** |
|

|  |
| --- |
|  |

|  |
| --- |
| AS AN ADMIN I WANT TO LOGOUT SECURELY SO THAT UNAUTHORIZED ACCESS IS PREVENTED |

 |
| **BV : 100** | **CP: 1** |
| 1. Logout button2. Ends current session3. Redirects to login page |

**Business Owner Module – User Stories**

|  |  |  |
| --- | --- | --- |
| **User Story No:51** | **Task: 2** | **Priority: Highest** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A BUSINESS OWNER I WANT TO LOGIN TO THE SYSTEM SO THAT I CAN ACCESS MY DASHBOARD AND MANAGE BUSINESS ACTIVITIES |
| **BV : 500** | **CP: 2** |
| **Acceptance Criteria-**1. Login screen with email & password fields2. Error message on incorrect credentials3. Successful login redirects to business owner dashboard |

|  |  |  |
| --- | --- | --- |
| **User Story No:52** | **Task: 3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A BUSINESS OWNER I WANT TO VIEW AND RESOLVE BUSINESS-LEVEL ISSUES SO THAT I CAN ENSURE SMOOTH OPERATIONS |
| **BV : 300** | **CP: 3** |
| **Acceptance Criteria-**1. List of reported issues from Admins, Delivery Boys, or Restaurants2. View details of each issue3. Mark as resolved or escalate |

|  |  |  |
| --- | --- | --- |
| **User Story No:53** | **Task: 3** | **Priority: High** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |
|  |

|  |
| --- |
| **AS A BUSINESS OWNER I WANT TO VIEW BUSINESS REPORTS SO THAT I CAN ANALYZE PERFORMANCE AND MAKE DECISIONS** |

 |
| **BV : 400** | **CP: 4** |
| **Acceptance Criteria-**1. Access to dashboard with business analytics2. Revenue trends by region, restaurant, and delivery boys3. Export options (CSV, PDF) |

|  |  |  |
| --- | --- | --- |
| **User Story No:54** | **Task: 4** | **Priority: Highest** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A BUSINESS OWNER I WANT TO PROCESS AND UPDATE PAYMENTS FOR RESTAURANTS AND DELIVERY BOYS SO THAT THEY RECEIVE THEIR EARNINGS ON TIME |
| **BV : 500** | **CP: 5** |
| **Acceptance Criteria-**1. Payment list with due amounts2. Approve or schedule payments3. Status update after successful transfer |

|  |  |  |
| --- | --- | --- |
| **User Story No:55** | **Task: 1** | **Priority: Low** |
|

|  |
| --- |
|  |

|  |
| --- |
|  |

AS A BUSINESS OWNER I WANT TO LOGOUT FROM THE SYSTEM SECURELY SO THAT MY ACCOUNT REMAINS SAFE |
| **BV : 100** | **CP: 1** |
| **Acceptance Criteria-**1. Logout button on dashboard2. Session is cleared3. Redirects to login screen |

**Question 3– What is epic? Write 2 epics – 5 Marks**

An Epic is a large user story or a big business requirement that cannot be completed within a single sprint. It typically spans across multiple sprints and needs to be broken down into smaller user stories or features for implementation. Epics are used to group related features or functionalities under a common goal.

**Epic 1**

| **Field** | Details |
| --- | --- |
| **Epic ID** | EPIC-01 |
| **Epic Title** | Customer Login and Authentication |
| **Description** | This epic enables, As a customer, I want to securely log into the application so that I can access my account and place orders. |
| **Acceptance Criteria:** | * **Sign Up:** The customer can create a new account using an email address, password, and basic personal details (name, phone number, address).
* **Login:** The customer can log in using their registered email and password.
* **Forgot Password:** The customer can reset their password by receiving a password reset link via email.
* **Secure Authentication:** The customer’s credentials are securely encrypted and stored.
* **Email Verification:** The customer receives a verification email when they sign up and must verify their email address to complete the registration process.
* **Profile Access:** Upon successful login, the customer can access their profile, including personal information, order history, and saved addresses.
* **Session Management:** The customer remains logged in until they manually log out, with session expiration after a specified duration (e.g., 30 minutes of inactivity).
* **Error Handling:** The system provides appropriate error messages for failed login attempts, incorrect credentials, or incomplete sign-up fields.

 **Validation:** Email addresses must follow the correct format, and passwords must meet security requirements (e.g., minimum length, special characters). |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

| **Field** | Details |
| --- | --- |
| **Epic ID** | EPIC-02 |
| **Epic Title** | Food Tracking and Delivery Status |
| **Description** | As a customer, I want to be able to track the status of my food order so that I know when my food will be delivered |
| **Acceptance Criteria:** | * **Order Tracking:** The customer can view real-time updates on the status of their food order (e.g., order received, food being prepared, food out for delivery).
* **Delivery Time Estimate:** The application displays an estimated delivery time after the order is confirmed.
* **Location Tracking:** The customer can view a map showing the current location of the delivery driver.
* **Notifications:** The customer receives notifications (via push, email, or SMS) for major order status changes (e.g., order confirmed, food out for delivery, order delivered).
* **Order History:** The customer can view a history of past orders with their delivery statuses and the option to reorder.
* **Cancel or Modify Order:** The customer can cancel or modify the order within a specified time window (e.g., before the food is dispatched).
* **Order Completion:** The customer receives a confirmation once the food has been delivered, including an option to rate the delivery service.
* **Error Handling:** If there are delays or issues with tracking, the system provides clear error messages and suggests actions the customer can take (e.g., contact support).
 |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Question 4 –What is the difference between BV and CP – 2 Marks**

| **Aspect** | **Business Value (BV)** | **Complexity Points (CP)** |
| --- | --- | --- |
| **Definition** | Represents how important a feature is to the business. | Represents how difficult or effort-intensive a feature is to develop. |
| **Estimated By** | Stakeholders or Product Owner using currency estimation. | Scrum Developers using Planning Poker technique. |
| **Purpose** | Helps prioritize features that bring maximum value. | Helps plan sprint capacity and estimate development time. |
| **Example Values** | ₹1000, ₹500, ₹100, ₹50, ₹20, ₹10 (Scrum currency notes) | 1, 2, 3, 5, 8, 13, 20, 40, 100, BIG (Story Points) |
| **Techniques Used** | MOScow, Currency notes Technique | Planning Poker |

**Business Value (BV)**

Business Value indicates how important a feature or user story is to the business or customer. It helps prioritize what should be developed first to deliver the most impact.

**Estimated By**: Stakeholders
**Measured Using**: Scrum Currency (₹1000, ₹500, ₹100, ₹50, ₹20, ₹10)
**Purpose**: To deliver maximum value early in the project.

*--------------------------------------------------------------------------------------------------------------------*

**Complexity Points**

 Represent the effort required by developers to complete a user story. It includes time, complexity, and technical challenges.

**Estimated By**: Scrum Developers
**Measured Using**: Scrum Poker Cards (1, 2, 3, 5, 8, 13, 20, 40, 100, BIG, ?)
**Purpose**: To plan sprint workload and estimate development effort.

**Question 5 –Explain about Sprint– 5 Marks**

* A Sprint is a time-boxed development cycle in Scrum where the team works to deliver a usable and potentially releasable product increment.
* Sprint Duration: 2 Weeks –Sprint Value: Enables frequent delivery, feedback, and continuous improvement in product development.

| **Term** | **Duration** | **Your Value** |
| --- | --- | --- |
| **Sprint** | 2 Weeks | Helps deliver working features quickly, supports early feedback and adaptation |
| **Scrum (Daily)** | 1 Day | Keeps team aligned daily, helps identify blockers and improve communication |

**Sprint Backlog Table**

| **Product Backlog Item** | **Tasks** | **Work In Progress** | **Work Done** |
| --- | --- | --- | --- |
| **User Login** | UI Design, DB Connection, Validation | UI Design | DB Connection, Validation |
| **Restaurant Registration** | Form Fields, Data Validation, API Setup | API Setup | Form Fields, Validation |
| **Track Order** | GPS Integration, Map UI, ETA Calculation | Map UI | GPS, ETA Calculation |
| **Payment Gateway Integration** | UI, Payment API, Success/Fail Handling | Payment API | UI, Handling Logic |

**Question 6 – Explain Product backlog and sprint back log– 5 Marks**

**1. Product Backlog**

* The Product Backlog is a master list of everything that might be needed in the product.
* It is maintained and prioritized by the Product Owner.
* Items in the backlog are known as PBIs (Product Backlog Items) – usually in the form of User Stories.
* It is a living document, constantly updated based on feedback, market changes, or stakeholder input.

**Example from Scrum Foods:**

* **“AS A CUSTOMER, I WANT TO LOGIN SO THAT I CAN PLACE ORDERS”**
* **“AS A DELIVERY BOY, I WANT TO VIEW ORDERS SO THAT I CAN PICK THEM UP”**

**2. Sprint Backlog**

* The Sprint Backlog is a subset of the Product Backlog.
* It contains only those items selected for the current Sprint.
* Scrum Team breaks these PBIs into Tasks that can be completed during the Sprint.
* It also tracks the status of each task (To Do → WIP → Done).

 **Example from Scrum Foods:**

* From Product Backlog: "Customer Login" selected for Sprint
* Sprint Backlog Tasks:
	+ Design Login UI
	+ Backend Authentication
	+ Error Message Handling

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

* An Impediments Log is a formal tracker or document used in Agile projects to record all challenges, blockers, or issues faced by the Scrum Team during the development process.
* All challenges faced by the team will be logged in this impediments log

|  |  |
| --- | --- |
| **Log ID:** | IMP-001 |
| **Description** | Restaurant owner unable to upload menu images due to file size restrictions not visible on UI. |
| **Impact** | Delay in onboarding restaurants, leading to fewer options for customers. |
| **Priority** | High |
| **Assigned To** | Scrum Developer |
| **Status** | Open |
| **Action Taken** | Product Owner updated acceptance criteria to include image guidelines. Developer is fixing upload logic and compressing images. |
| **Resolution** | Fix to be released in current sprint. QA to verify different image sizes and formats. |

|  |  |
| --- | --- |
| **Log ID:** | IMP-002 |
| **Description** | Customers facing payment failures during checkout via UPI, especially on weekends. |
| **Impact** | Loss of revenue, increased order cancellations, negative feedback on payment experience. |
| **Priority** | High |
| **Assigned To** | Scrum Developer & Payment Gateway Support Team |
| **Status** | In - progress |
| **Action Taken** | Integrated fallback payment gateway, enabled retry option, added error logging for payment module. |
| **Resolution** | Monitor gateway performance during weekends and confirm stability |

**Question 8 – Explain Velocity of the Team – 1 Marks**

* Velocity refers to the amount of work a Scrum team completes during a single Sprint. It is measured in complexity points (CP) and is used to estimate how much work the team can handle in future Sprints.
* Velocity – How many CP is covered in the sprint
* Velocity is calculated by adding up the total CP or story points of all the user stories that are completed during the Sprint. A completed user story is one that meets all the acceptance criteria and is considered done. Velocity=Total CP of Completed User Stories

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

**Sprint Burn Chart** and **Product Burn Down Chart** are two essential tools used in Scrum to track the progress of work during a Sprint and across the entire product development.

**Sprint Burn Chart**

| **Day** | **Remaining Work (in Story Points)** |
| --- | --- |
| 1 | 40 |
| 2 | 35 |
| 3 | 30 |
| 4 | 25 |
| 5 | 15 |
| 6 | 10 |
| 7 | 5 |
| 8 | 0 |



**Product Burn Down Chart**:

| **Sprint** | **Remaining Work (in Story Points)** |
| --- | --- |
| Sprint 1 | 100 |
| Sprint 2 | 90 |
| Sprint 3 | 70 |
| Sprint 4 | 50 |
| Sprint 5 | 30 |
| Sprint 6 | 10 |
| Sprint 7 | 0 |



**Question 10 – Explain about Product Grooming – 2 Marks**

**Product Grooming**, also known as **Backlog Refinement**, is an ongoing process in Agile where the **Product Owner** and the **Scrum Team** review and update the **Product Backlog** to ensure that it is clear, prioritized, and ready for future sprints.

**Key Points:**

* Done **regularly** (often once per sprint).
* User stories are **clarified, estimated, and prioritized**.
* Helps prepare high-priority items for upcoming **Sprint Planning**.
* Involves **splitting large stories (epics)** into smaller, manageable tasks.

--------------------------------------------------------------------------------------------------------------------------

**Question 11 – Explain the roles of Scrum Master and Product Owner – 3 Marks**

**Roles of Scrum Master**

| **Responsibilities** | **Explanation** |
| --- | --- |
| Facilitator of Scrum Process | Ensures the team follows Agile principles and Scrum practices. |
| Removes Impediments | Helps the team identify and resolve blockers that affect progress. |
| Shields the Team | Protects the team from external interruptions and distractions. |
| Conducts Scrum Events | Facilitates meetings like Daily Scrum, Sprint Planning, Review, and Retro. |
| Promotes Continuous Improvement | Encourages the team to improve through retrospectives and feedback. |

**Product Owner – Role-**

| **Responsibilities** | **Explanation** |
| --- | --- |
| Owns the Product Backlog | Creates, maintains, and prioritizes the product backlog. |
| Represents the Stakeholders | Acts as a bridge between customers, business, and the development team. |
| Defines User Stories & Acceptance Criteria | Clearly explains what needs to be built and why. |
| Maximizes Product Value | Ensures that the team builds features that deliver maximum business value. |
| Accepts or Rejects Work | Reviews completed work and ensures it meets the requirements. |

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

End of every Scrum, Scrum Developers will participate in Scrum meeting. Here they must answer 3 Questions.

*a. What task did you work in this scrum?*

*b. What task will you work on next scrum?*

*c. Any Challenges/impediments? When you will complete the user story?*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Meeting Name** | **When Conducted** | **Duration** | **Purpose** | **Who Attends** |
| 1. Sprint Planning | At the beginning of sprint | 2-4 Hrs | To plan and decide which Product Backlog Items (PBIs) will be developed | Product Owner, Scrum Master, Scrum Team |
| 2. Daily Scrum-Standup | Every day during sprint | 15 minutes daily | Team shares progress, blockers, and next tasks | Scrum Master, Scrum Developers |
| 3. Sprint Review | At the end of sprint | 1–2 hours | To demonstrate the completed work to stakeholders and get feedback | Scrum Team, Product Owner, Stakeholders |
| 4. Sprint Retrospective | After Sprint Review | 1–1.5 hours | To reflect on what went well, what didn’t, and plan improvements | Scrum Team, Scrum Master |

**Optional or As–needed meetings**

**1. Backlog Refinement (Grooming)**

* **Description:** This is not a formal Scrum event, but it's an ongoing activity where the Product Owner and the Development Team review and refine the product backlog to ensure the items are well-defined, prioritized, and ready for future sprints.
* **Purpose:** To clarify user stories, break down large items, and prioritize them.

**2. Ad-Hoc Stakeholder Meetings**

* **Description:** These are informal meetings between the Scrum Team and external stakeholders (like clients, management, or other departments) to gather feedback, discuss requirements, or address concerns outside the regular Sprint Review.
* **Purpose:** To align on important updates, gather feedback, or discuss challenges that may impact the project or sprint.

**3. Release Planning Meetings**

* **Description:** While Scrum emphasizes short, iterative sprints, teams may hold release planning sessions to align on a larger release cycle that spans multiple sprints.
* **Purpose:** To define the goals, features, and timeline for the upcoming release.

**Question 13 – Explain Sprint Size and Scrum Size– 2 Marks**

1. **Sprint Size:**
* Sprint size refers to the duration or length of a Scrum sprint, which typically ranges from **1 to 4 weeks**.
* The most common sprint length is **2 weeks**, as it allows teams to deliver a potentially shippable product increment frequently while maintaining focus on quality and avoiding burnout.
* The sprint size is chosen based on the team’s preference, project needs, and the type of work being done.
* **Shorter sprints (1 week)** allow for quick feedback but may not provide enough time for significant work.
* **Longer sprints (3-4 weeks)** allow for more substantial work but may delay feedback and adjustments.

**-----------------------------------------------------------------------------------------------------------------**

1. **Scrum Size:**

Scrum size generally refers to the **size of the Scrum Team**, which consists of three key roles:

1. **Product Owner** – Represents the stakeholders and is responsible for the product backlog.
2. **Scrum Master** – Facilitates the Scrum process and removes impediments.
3. **Development Team** – A self-organizing group that builds the product increment.

For optimal productivity, the Scrum Guide suggests a Development Team size of **3-9 members**. A team that is too small may lack the required skills or capacity, while a team that is too large can become difficult to manage and lead to communication challenges.

**Question 14 – Explain DOR and DOD – 2 Marks**

**Definition of Ready (DoR):**

The Definition of Ready (DoR) is a set of criteria that a product backlog item (PBI) must meet before it can be taken into a sprint. It ensures that the team has enough information and understanding to begin working on the item.

**Key points of DoR:**

* Ensures that backlog items are well-defined, understood, and ready for implementation.
* Provides clarity on what is needed to start work, avoiding ambiguity.
* Typically includes clear requirements, acceptance criteria, design considerations, and any necessary documentation.

**Example DoR Criteria:**

* The user story is clearly written with specific details.
* Acceptance criteria are defined.
* The story has an agreed-upon estimate.
* Dependencies are identified and addressed.

**Definition of Done (DoD):**

The Definition of Done (DoD) is a shared understanding within the Scrum team of what it means for a product backlog item or increment to be considered complete. It ensures that the team meets the required quality standards and that work is done to a level where it is potentially shippable.

**Key points of DoD:**

* Ensures that work is completed to a consistent, agreed-upon level of quality.
* The item is considered done when it meets all the criteria outlined in the DoD.
* It can include code review, testing, documentation, and deployment.

**Example DoD Criteria:**

* Code is written, tested, and reviewed.
* All acceptance criteria are met.
* The code is integrated into the main branch.
* Automated tests have passed.
* Documentation (if necessary) is updated.

**Question 15 – Explain Prioritization Techniques and MVP – 3 Marks**

**Prioritization Techniques in Scrum:**

Prioritization techniques help the Product Owner and the team determine the most important features or backlog items to work on next. Here are some commonly used prioritization techniques:

1. **Moscow Method**:
	* **M**: Must-have – Items that are essential and critical for the success of the product.
	* **S**: Should-have – Important features that are not critical but add significant value.
	* **C**: Could-have – Nice-to-have items that are desirable but not urgent.
	* **W**: Won't-have – Features that are agreed upon not to be included in the current iteration.
	* This technique helps categorize and prioritize features based on urgency and importance.
2. **Kano Model**:

The Kano Model is a product development and customer satisfaction tool that helps teams prioritize features based on how they impact customer satisfaction**.**

**Minimum Viable Product (MVP):**

The **Minimum Viable Product (MVP)** refers to the smallest version of a product that delivers enough value to satisfy early adopters while requiring the least amount of effort to build. The concept of MVP is crucial for delivering early value, testing assumptions, and learning from real user feedback.

**MVP Example**: If developing a food delivery app, the MVP could include:

* Ability to browse restaurants.
* Basic order placement and checkout process.
* Delivery tracking.
* Additional features like reviews, advanced payment options, or loyalty programs would be added after gathering initial user feedback.

**Question 16 – Difference between Business Analyst n Product Owner – 3 Marks**

| **Aspect** | **Business Analyst (BA)** | **Product Owner (PO)** |
| --- | --- | --- |
| **Role Focus** | Gathers, analyses, and documents requirements | Owns the product vision and prioritizes the product backlog |
| **Main Responsibility** | Acts as a bridge between stakeholders and technical teams | Represents the customer/stakeholders and makes product decisions |
| **Decision Authority** | Provides insights but usually does not make final product decisions | Has the authority to make decisions about product features and priority |
| **Interaction** | Works closely with stakeholders, developers, and testers | Interacts with customers, Scrum Team, and stakeholders |
| **Artifacts Created** | Business Requirement Documents (BRD), Use Cases, Process Flows | Product Backlog, User Stories, Acceptance Criteria |
| **Agile Role** | Not an official Scrum role, but commonly part of Agile teams | A defined role in the Scrum framework |

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

PRIYA SHARMA

📞 +91-9876543210 | 📧 priyasharma.po@gmail.com | 📍 Bangalore, India

🔗 linkedin.com/in/priyasharmaPO

# **PROFESSIONAL SUMMARY**

Certified Product Owner with 3 years of experience delivering digital products in Agile environments. Expert in managing product backlogs, defining MVPs, writing user stories, and working with cross-functional teams. Passionate about building user-centric solutions that deliver measurable value.

# **CORE SKILLS**

Agile & Scrum Practices, Product Road mapping & MVP Planning, Backlog Management (Jira, Trello), User Story Writing & Prioritization, Sprint Planning & Reviews, Cross-Functional Team Collaboration, Wireframing (Figma, Balsamiq), Stakeholder Engagement

# **PROFESSIONAL EXPERIENCE**

## **Product Owner**

 ABC Tech Solutions Pvt. Ltd., Bangalore (Apr 2022 – Present)

- Defined product vision and roadmap for a SaaS-based platform with 10K+ users.
- Maintained a backlog of 100+ items and led refinement sessions.
- Collaborated with developers, QA, and UI/UX teams to deliver sprint goals.
- Delivered MVP within 3 months; achieved 25% user adoption in the first release.
- Conducted sprint reviews, retrospectives, and stakeholder demos.

## **Associate Product Owner**

XYZ Solutions Pvt. Ltd., Hyderabad (Jan 2021 – Mar 2022)

- Assisted in backlog grooming, writing clear user stories, and acceptance criteria.
- Coordinated across teams to ensure sprint deliveries and remove blockers.
- Helped define KPIs and used analytics for iterative product improvements.

# **EDUCATION**

B.E. – Computer Science
Visvesvaraya Technological University, 2019

# **CERTIFICATIONS**

- Certified Scrum Product Owner (CSPO) – Scrum Alliance
- Agile Business Analyst – Simplilearn