**Q1. Write the Agile Manifesto?**

Ans.

The Agile Manifesto is a foundational document for the Agile software development movement. It was created in 2001 by a group of 17 software developers who were seeking better ways to develop software—ways that were more adaptive, collaborative, and responsive to change than traditional methods like Waterfall.

**The Four Values of the Agile Manifesto**:

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

**The Twelve Principles of Agile (summarized):**

1. Satisfy the customer through early and continuous delivery.
2. Welcome changing requirements, even late in development.
3. Deliver working software frequently (weeks rather than months).
4. Close, daily cooperation between business people and developers.
5. Projects built around motivated individuals, given the support they need.
6. Face-to-face conversation is the best form of communication.
7. Working software is the primary measure of progress.
8. Sustainable development, able to maintain a constant pace.
9. Continuous attention to technical excellence and good design.
10. Simplicity—the art of maximizing the amount of work not done—is essential.
11. Self-organizing teams produce the best architectures, requirements, and designs.
12. Regularly reflect and adjust behavior to improve effectiveness.

**Q2. Write minimum 40 User stories and their Acceptance Criteria along with their BV and CP?**

Ans.

A User Story is a short, simple description of a feature or requirement, written from the perspective of the end user. It’s a way to capture what a user wants to achieve and why, usually in this format:

**As a** [type of user],  
**I want** [some goal],  
**so that** [some reason].

Following are 40 User Stories related to Scrum Food Delivery application:

**User Story No: 1**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO CREATE AN ACCOUNT  
SO THAT I CAN START ORDERING FOOD  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Enter name, email, phone number, and password
* Click “Sign Up”
* Receive confirmation email/SMS
* Redirect to login screen after successful sign-up

**User Story No: 2**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO LOG IN  
SO THAT I CAN ACCESS MY PROFILE AND ORDER FOOD  
**BV:** 1000  
**CP:** 2  
**Acceptance Criteria:**

* Enter registered email/phone and password
* Click “Log In”
* Redirect to dashboard if credentials are correct
* Show error message if login fails

**User Story No: 3**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO BROWSE NEARBY RESTAURANTS  
SO THAT I CAN SEE WHAT OPTIONS ARE AVAILABLE  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* Show list of restaurants based on user location
* Filter by cuisine, rating, price
* Restaurants show name, ratings, estimated delivery time

**User Story No: 4**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO ADD ITEMS TO A CART  
SO THAT I CAN ORDER MULTIPLE ITEMS AT ONCE  
**BV:** 1000  
**CP:** 3  
**Acceptance Criteria:**

* Click “Add to Cart” on food items
* Items appear in cart with quantity and price
* Total updates dynamically

**User Story No: 5**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO PAY ONLINE  
SO THAT I CAN PLACE MY ORDER SECURELY  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* Payment via card, UPI, wallet
* Payment gateway integration
* Show confirmation page after successful payment

**User Story No: 6**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO TRACK MY ORDER IN REAL TIME  
SO THAT I KNOW WHEN MY FOOD WILL ARRIVE  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* Show status: confirmed, preparing, out for delivery, delivered
* Live map for delivery tracking
* Update ETA dynamically

**User Story No: 7**  
**Priority:** Medium  
**Description:** AS A CUSTOMER  
I WANT TO SAVE MULTIPLE DELIVERY ADDRESSES  
SO THAT I CAN ORDER TO DIFFERENT LOCATIONS  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Add, edit, delete addresses
* Choose address at checkout
* Save address for future use

**User Story No: 8**  
**Priority:** Medium  
**Description:** AS A CUSTOMER  
I WANT TO SEE MY ORDER HISTORY  
SO THAT I CAN REORDER OR TRACK PAST ORDERS  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Display past orders with date, items, total
* Option to reorder from history

**User Story No: 9**  
**Priority:** Low  
**Description:** AS A CUSTOMER  
I WANT TO RATE MY ORDER  
SO THAT I CAN SHARE MY EXPERIENCE  
**BV:** 500  
**CP:** 2  
**Acceptance Criteria:**

* Rate from 1 to 5 stars
* Optional comment box
* Submit rating after delivery

**User Story No: 10**  
**Priority:** Low  
**Description:** AS A CUSTOMER  
I WANT TO REFER A FRIEND  
SO THAT I CAN EARN REWARDS  
**BV:** 100  
**CP:** 2  
**Acceptance Criteria:**

* Generate unique referral link
* Track successful signups/orders
* Show rewards earned

**User Story No: 11**  
**Priority:** Medium  
**Description:** AS ADMIN  
I WANT TO SEE REGIONAL REVENUE REPORTS  
SO THAT I CAN VIEW THE REGIONAL PERFORMANCE  
**BV:** 100  
**CP:** 3  
**Acceptance Criteria:**

* Select region from dropdown
* View revenue by restaurant
* Download report in Excel or PDF

**User Story No: 12**  
**Priority:** Medium  
**Description:** AS ADMIN  
I WANT TO MANAGE RESTAURANT PROFILES  
SO THAT I CAN APPROVE OR REMOVE THEM  
**BV:** 500  
**CP:** 5  
**Acceptance Criteria:**

* List of registered restaurants
* Approve, suspend, or delete profile
* Update restaurant information

**User Story No: 13**  
**Priority:** Medium  
**Description:** AS ADMIN  
I WANT TO SEE DAILY ORDER STATISTICS  
SO THAT I CAN TRACK PLATFORM ACTIVITY  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Dashboard with daily orders, cancellations, active users
* Filter by region, time

**User Story No: 14**  
**Priority:** High  
**Description:** AS ADMIN  
I WANT TO MANAGE CUSTOMER SUPPORT TICKETS  
SO THAT I CAN RESOLVE ISSUES  
**BV:** 1000  
**CP:** 3  
**Acceptance Criteria:**

* View support tickets
* Assign to agents
* Update status: open, in progress, resolved

**User Story No: 15**  
**Priority:** Medium  
**Description:** AS ADMIN  
I WANT TO SEND PROMOTIONAL NOTIFICATIONS  
SO THAT I CAN ENGAGE USERS  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Write and send push/email notifications
* Segment users by behavior/location
* Track open rate

**User Story No: 16**  
**Priority:** High  
**Description:** AS A DELIVERY PARTNER  
I WANT TO SEE NEW DELIVERY REQUESTS  
SO THAT I CAN ACCEPT ORDERS  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* View list of available deliveries
* Accept or decline
* Notification on new request

**User Story No: 17**  
**Priority:** High  
**Description:** AS A DELIVERY PARTNER  
I WANT TO NAVIGATE TO RESTAURANT AND CUSTOMER  
SO THAT I CAN COMPLETE THE DELIVERY  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* Integrated map with step-by-step navigation
* Show pickup and drop-off points
* Real-time GPS tracking

**User Story No: 18**  
**Priority:** Medium  
**Description:** AS A DELIVERY PARTNER  
I WANT TO SEE MY PAST DELIVERIES  
SO THAT I CAN TRACK MY EARNINGS  
**BV:** 500  
**CP:** 2  
**Acceptance Criteria:**

* List of completed orders
* Show time, distance, earnings
* Export report

**User Story No: 19**  
**Priority:** Medium  
**Description:** AS A DELIVERY PARTNER  
I WANT TO TOGGLE AVAILABILITY STATUS  
SO THAT I CAN TAKE BREAKS  
**BV:** 100  
**CP:** 1  
**Acceptance Criteria:**

* Set status to Online/Offline
* Auto-refresh list based on availability

**User Story No: 20**  
**Priority:** Low  
**Description:** AS A DELIVERY PARTNER  
I WANT TO CONTACT CUSTOMER OR RESTAURANT  
SO THAT I CAN CLARIFY DELIVERY DETAILS  
**BV:** 100  
**CP:** 2  
**Acceptance Criteria:**

* Call or message buttons
* Display phone numbers when order is active

**User Story No: 21**  
**Priority:** High  
**Description:** AS A CUSTOMER  
I WANT TO APPLY COUPONS DURING CHECKOUT  
SO THAT I CAN SAVE MONEY ON MY ORDER  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Enter promo code at checkout
* Validate coupon for eligibility
* Apply discount to final price

**User Story No: 22**  
**Priority:** Medium  
**Description:** AS A CUSTOMER  
I WANT TO GET ORDER NOTIFICATIONS  
SO THAT I CAN STAY UPDATED THROUGHOUT THE PROCESS  
**BV:** 100  
**CP:** 2  
**Acceptance Criteria:**

* Notifications for each order stage: confirmed, prepared, dispatched, delivered
* Push or SMS/Email option

**User Story No: 23**  
**Priority:** Medium  
**Description:** AS A CUSTOMER  
I WANT TO FILTER RESTAURANTS BY DIETARY PREFERENCES  
SO THAT I CAN FIND SUITABLE OPTIONS FASTER  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Filters for vegan, vegetarian, gluten-free, etc.
* Results show only matching restaurants or dishes

**User Story No: 24**  
**Priority:** Low  
**Description:** AS A CUSTOMER  
I WANT TO SCHEDULE ORDERS IN ADVANCE  
SO THAT MY FOOD ARRIVES AT A SPECIFIC TIME  
**BV:** 500  
**CP:** 5  
**Acceptance Criteria:**

* Select delivery date and time during checkout
* Restaurant receives pre-order notification

**User Story No: 25**  
**Priority:** Medium  
**Description:** AS A CUSTOMER  
I WANT TO RECEIVE RECOMMENDATIONS BASED ON MY ORDER HISTORY  
SO THAT I CAN DISCOVER NEW DISHES  
**BV:** 100  
**CP:** 3  
**Acceptance Criteria:**

* Personalized recommendations shown on dashboard
* Algorithm based on past orders and cuisine preferences

**User Story No: 26**  
**Priority:** High  
**Description:** AS A RESTAURANT OWNER  
I WANT TO RECEIVE NEW ORDER NOTIFICATIONS  
SO THAT I CAN PREPARE FOOD PROMPTLY  
**BV:** 1000  
**CP:** 2  
**Acceptance Criteria:**

* Audio or visual notification for new orders
* Accept or reject within a time window

**User Story No: 27**  
**Priority:** Medium  
**Description:** AS A RESTAURANT OWNER  
I WANT TO UPDATE MY MENU ITEMS  
SO THAT CUSTOMERS SEE ACCURATE OPTIONS  
**BV:** 100  
**CP:** 3  
**Acceptance Criteria:**

* Add/edit/remove dishes
* Upload photo, description, price
* Changes reflect in real-time

**User Story No: 28**  
**Priority:** High  
**Description:** AS A RESTAURANT OWNER  
I WANT TO SEE DAILY SALES REPORT  
SO THAT I CAN MONITOR BUSINESS PERFORMANCE  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* View number of orders, total revenue, top dishes
* Download as Excel or PDF

**User Story No: 29**  
**Priority:** Medium  
**Description:** AS A RESTAURANT OWNER  
I WANT TO MANAGE ORDER STATUSES  
SO THAT CUSTOMERS ARE INFORMED AT EACH STEP  
**BV:** 100  
**CP:** 2  
**Acceptance Criteria:**

* Mark order as preparing, ready, dispatched
* Update reflects on customer app

**User Story No: 30**  
**Priority:** Low  
**Description:** AS A RESTAURANT OWNER  
I WANT TO RESPOND TO CUSTOMER REVIEWS  
SO THAT I CAN IMPROVE MY SERVICE  
**BV:** 50  
**CP:** 2  
**Acceptance Criteria:**

* See list of reviews
* Post public responses
* Flag inappropriate content

**User Story No: 31**  
**Priority:** Medium  
**Description:** AS AN ADMIN  
I WANT TO MANAGE PROMO CODES  
SO THAT I CAN DRIVE SALES WITH DISCOUNTS  
**BV:** 500  
**CP:** 3  
**Acceptance Criteria:**

* Create, edit, or delete promo codes
* Set validity dates, usage limits

**User Story No: 32**  
**Priority:** Low  
**Description:** AS AN ADMIN  
I WANT TO VIEW DELIVERY PARTNER PERFORMANCE  
SO THAT I CAN REWARD OR PENALIZE ACCORDINGLY  
**BV:** 500  
**CP:** 5  
**Acceptance Criteria:**

* Show delivery times, ratings, number of deliveries
* Generate performance reports

**User Story No: 33**  
**Priority:** Medium  
**Description:** AS AN ADMIN  
I WANT TO SET COMMISSION RATES FOR RESTAURANTS  
SO THAT I CAN CONTROL PLATFORM FEES  
**BV:** 500  
**CP:** 2  
**Acceptance Criteria:**

* Set default and restaurant-specific rates
* Automatically calculate platform revenue

**User Story No: 34**  
**Priority:** High  
**Description:** AS AN ADMIN  
I WANT TO SEE REAL-TIME PLATFORM STATISTICS  
SO THAT I CAN MONITOR ACTIVITY LIVE  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* Live dashboard with active orders, users, delivery status
* Auto-refresh every few seconds

**User Story No: 35**  
**Priority:** Medium  
**Description:** AS AN ADMIN  
I WANT TO MANAGE USER ACCOUNTS  
SO THAT I CAN BLOCK SPAM OR FRAUDULENT USERS  
**BV:** 100  
**CP:** 3  
**Acceptance Criteria:**

* Search and view user profiles
* Temporarily or permanently suspend accounts

**User Story No: 36**  
**Priority:** High  
**Description:** AS A DELIVERY PARTNER  
I WANT TO GET IN-APP ROUTE SUGGESTIONS  
SO THAT I CAN AVOID TRAFFIC  
**BV:** 1000  
**CP:** 5  
**Acceptance Criteria:**

* Google Maps or equivalent integration
* Alternate route suggestions with ETA

**User Story No: 37**  
**Priority:** Medium  
**Description:** AS A DELIVERY PARTNER  
I WANT TO RATE THE RESTAURANT EXPERIENCE  
SO THAT I CAN GIVE FEEDBACK ON PICKUP TIME  
**BV:** 500  
**CP:** 2  
**Acceptance Criteria:**

* Rate 1–5 stars after each pickup
* Optional comments

**User Story No: 38**  
**Priority:** Low  
**Description:** AS A DELIVERY PARTNER  
I WANT TO SEE MY TOTAL WEEKLY EARNINGS  
SO THAT I CAN PLAN MY FINANCES  
**BV:** 100  
**CP:** 2  
**Acceptance Criteria:**

* Weekly breakdown of completed deliveries and income
* Export as PDF

**User Story No: 39**  
**Priority:** Medium  
**Description:** AS A DELIVERY PARTNER  
I WANT TO CONTACT SUPPORT  
SO THAT I CAN GET HELP DURING A DELIVERY  
**BV:** 500  
**CP:** 2  
**Acceptance Criteria:**

* In-app chat or call support
* Ticket created with response time estimate

**User Story No: 40**  
**Priority:** High  
**Description:** AS A DELIVERY PARTNER  
I WANT TO GET NOTIFIED ABOUT HIGH-DEMAND TIMES  
SO THAT I CAN EARN MORE DURING PEAK HOURS  
**BV:** 1000  
**CP:** 3  
**Acceptance Criteria:**

* Notification system for peak times or surge bonuses
* Option to accept shift or schedule delivery slots

**Q3. What is an Epic? Write 2 Epics.**

Ans.

An **Epic** is a large body of work that can be broken down into multiple user stories. It usually represents a high-level objective or feature that delivers significant value to the user or business.

Examples of Epics are as follows:

## **Epic 1: Real-Time Order Tracking System**

* **Business Value:** 1200 Scrum Notes
* **Complexity Points:** 21
* **Description:**  
  As a customer, I want to track my food order in real-time so I can stay informed about its status and estimated delivery time.

### 🔹 ****User Story 1.1****

**Priority:** High  
**BV:** 500  
**CP:** 5  
**Description:** As a customer, I want to see the live status of my order so I know when it is being prepared or delivered.  
**Acceptance Criteria:**

* Order status updates in real time (Confirmed, Preparing, Out for Delivery, Delivered)
* Status is visible in order summary page

### 🔹 ****User Story 1.2****

**Priority:** High  
**BV:** 100  
**CP:** 5  
**Description:** As a customer, I want to view a live map of the delivery person’s location so I can track my order in real-time.  
**Acceptance Criteria:**

* Map interface shows driver location once food is out for delivery
* Updates every 10 seconds or less

### 🔹 ****User Story 1.3****

**Priority:** Medium  
**BV:** 100  
**CP:** 3  
**Description:** As a customer, I want to receive push notifications during key stages of my order so I don't need to check the app manually.  
**Acceptance Criteria:**

* Notifications for: Order Confirmed, Preparing, Picked up, Delivered
* Notification settings are customizable in app settings

### 🔹 ****User Story 1.4****

**Priority:** Medium  
**BV:** 500  
**CP:** 5  
**Description:** As a delivery partner, I want to update the status of the order at each stage so that the customer can track it properly.  
**Acceptance Criteria:**

* Driver can mark as "Picked Up", "Delivered"
* App updates customer status immediately

## **Epic 2: Multi-Payment Integration System**

* **Business Value:** 1700 Scrum Notes
* **Complexity Points:** 16
* **Description:**  
  As a customer, I want to pay using different methods like cards, UPI, or wallet, so that I can complete my order using the most convenient option.

### 🔹 ****User Story 2.1****

**Priority:** High  
**BV:** 500  
**CP:** 3  
**Description:** As a customer, I want to pay using a credit or debit card so I can complete payment securely.  
**Acceptance Criteria:**

* Enter card details or use saved card
* Use secure payment gateway (e.g., Stripe, Razorpay)
* Confirmation screen after successful payment

### 🔹 ****User Story 2.2****

**Priority:** High  
**BV:** 1000  
**CP:** 3  
**Description:** As a customer, I want to pay using UPI so I can complete payment quickly using my mobile apps.  
**Acceptance Criteria:**

* Enter UPI ID or scan QR
* Handle success/failure response from UPI app
* Show confirmation message

### 🔹 ****User Story 2.3****

**Priority:** Medium  
**BV:** 100  
**CP:** 3  
**Description:** As a customer, I want to pay using wallet credits so that I can redeem previously earned rewards or balance.  
**Acceptance Criteria:**

* Display available wallet balance
* Apply wallet credits to total amount
* Show remaining amount if wallet does not cover full order

### 🔹 ****User Story 2.4****

**Priority:** Medium  
**BV:** 100  
**CP:** 3  
**Description:** As a customer, I want the app to show an error if my payment fails so that I can try again.  
**Acceptance Criteria:**

* Clear error message on failure
* Retry payment option
* Log failure details (not visible to user) for support tracking

**Q4. What is the Difference between BV and CP?**

Ans.

**Business Value:**

Business Value represents the **impact or benefit** a feature or user story brings to the **business or customer**. It helps the **Product Owner** decide what should be built **first**.

Usually assigned by the **Product Owner**, with input from stakeholders or customers.

It is often measured in **Scrum Currency Notes** or a simple number scale (e.g., 100–1000). Higher = more valuable.

### Complexity Points:

Complexity Points (also called **Story Points**) represent the **effort, difficulty,** and **uncertainty** of implementing a feature or user story. It helps the **development team** estimate the work.

Estimated by the **development team** using relative sizing (e.g., Planning Poker).

Often uses a **Fibonacci sequence** (1, 2, 3, 5, 8, 13...) to show increasing effort and uncertainty.

| **Aspect** | **Business Value (BV)** | **Complexity Points (CP)** |
| --- | --- | --- |
| **Purpose** | Prioritization by value | Estimation of effort |
| **Assigned by** | Product Owner | Development Team |
| **Focus** | Customer/business benefit | Technical effort & risk |
| **Scale Example** | 100–1000 (Scrum Notes) | 1, 2, 3, 5, 8, 13 (Fibonacci) |
| **High Value Means** | High ROI or user impact | Easier to prioritize |
| **High CP Means** | More complex or time-consuming | May need breaking down or delay |

**Q5. Explain about Sprint?**

Ans.

A **Sprint** is a **time-boxed iteration** where a cross-functional team (including business analysts, developers, testers, and product owners) works collaboratively to achieve a **specific goal** or **set of deliverables**. Business Analysts play a critical role during the Sprint to ensure that the **business needs and requirements** are clearly understood, documented, and met.

### 1. ****Sprint Planning (Before the Sprint)****

* + The team agrees on which requirements (user stories) will be delivered during the Sprint.
  + Everyone understands the goals and tasks at hand.

### 2. ****Sprint Execution (During the Sprint)****

* + Continuous work on user stories and features as per the Sprint goal.
  + The team is actively delivering value in small, manageable increments.

### 3. ****Sprint Review (End of the Sprint)****

* + Business Analysts confirm whether the **Sprint Goal** has been met.
  + Stakeholders provide feedback, which may lead to changes in the next Sprint.

### 4. ****Sprint Retrospective (After the Sprint)****

* + The team identifies **process improvements** for the next Sprint, fostering continuous improvement.

**Q6. Explain Product Backlog and Sprint Backlog?**

Ans.

### ****1. Product Backlog****

The **Product Backlog** is a **dynamic, prioritized list** of features, enhancements, bug fixes, and other deliverables required to improve or build the product. It is the **single source of work** for the entire Scrum team, maintained by the **Product Owner**. The backlog represents everything that could be delivered in the product.

* **Contains all product-related work**: This can include features, user stories, technical tasks, technical debt, and bug fixes.
* **Prioritized**: The items are ordered based on **business value, urgency**, and **priority**. The most important items are at the top.
* **Evolving**: The Product Backlog is continuously refined and updated to reflect changes in business needs, feedback, or new insights from stakeholders.
* **Detailed as necessary**: Items at the top of the backlog are often broken down into more detailed user stories or tasks, while items lower down may remain higher-level or vague until they are ready to be worked on.

The **Product Owner** is primarily responsible for maintaining and prioritizing the Product Backlog. However, the **Scrum Team** and other stakeholders may provide input on new items or changes.

### ****2. Sprint Backlog****

The **Sprint Backlog** is a **subset of the Product Backlog** that the **Scrum Team** commits to completing during the current Sprint. It consists of user stories, tasks, and other work that the team will focus on in a **time-boxed Sprint** (typically 1–4 weeks).

* **Short-Term Focus**: The Sprint Backlog contains only the items the team intends to work on in the **current Sprint**.
* **Specific and actionable**: The work in the Sprint Backlog is broken down into smaller tasks that can be **completed within the Sprint**.
* **Owned by the Development Team**: While the Product Owner provides input on priorities, the **Development Team** owns the Sprint Backlog. The team is responsible for breaking down the backlog items into smaller, actionable tasks and estimating the work.
* **Dynamic**: It can be updated or changed during the Sprint (but only in the case of **new information** or issues that arise), especially during daily stand-ups or sprint planning.

**Q7. What is an Impediment Log? Write 2 impediments.**

Ans.

An Impediment Log is a record that helps teams track and manage any obstacles or issues that impede progress during a Sprint or project. These impediments are anything that prevents the team from completing their work efficiently. The log allows teams to prioritize, resolve, and eliminate these blockers so that they can continue delivering value without delays.

Components of an Impediment Log:

1. **Impediment Description**: A clear explanation of the issue or obstacle.
2. **Date Raised**: When the impediment was identified.
3. **Priority**: The urgency of resolving the issue (e.g., high, medium, low).
4. **Owner**: Who is responsible for resolving the impediment.
5. **Status**: The current state of the impediment (e.g., resolved, in progress, pending).
6. **Resolution**: How the impediment was or will be resolved.
7. **Date Resolved**: When the issue was resolved.

**Impediments for a Food Delivery Application:**

**Impediment 1: Payment Gateway Integration Failure**

* **Description**: The integration with the third-party payment gateway (e.g., Stripe, PayPal) is failing, preventing customers from completing their orders through credit/debit cards or digital wallets.
* **Date Raised**: 2025-04-15
* **Priority**: **High**
* **Owner**: Payment Integration Team / Developer Lead
* **Status**: **In Progress**
* **Resolution**: The issue has been traced to an API configuration error between the payment gateway and the application. The development team is working with the payment provider to resolve the API mismatch and test the payment process again.
* **Date Resolved**: TBD (To Be Determined)

**Impediment 2: Restaurant Menu Not Updating in Real-Time**

* **Description**: The menu updates made by restaurant owners (e.g., new dishes, price changes, availability) are not reflecting in real-time on the app, leading to customers ordering unavailable or outdated menu items.
* **Date Raised**: 2025-04-14
* **Priority**: **Medium**
* **Owner**: Backend Development Team
* **Status**: **Pending**
* **Resolution**: The team is investigating an issue with the caching mechanism for restaurant data. The solution may involve improving the backend synchronization for real-time menu updates.
* **Date Resolved**: TBD

**Q8. Explain Velocity of Team in Business Analysis?**

Ans.

In Agile methodologies, **Velocity** is a metric that measures the **amount of work** a team can accomplish during a Sprint. Although velocity is typically used in the context of **Development Teams**, it can also be applied to **Business Analysis** tasks in Agile environments.

In the context of **Business Analysis**, velocity can be understood as the **capacity** of the Business Analyst (BA) or the BA team to **deliver analysis-related work** over the course of a Sprint. This includes activities like refining requirements, creating user stories, facilitating stakeholder communication, conducting workshops, and more.

* **Measurement:**  
  Velocity in Business Analysis can be measured by the **number of backlog items** (like user stories or requirements) the Business Analyst team completes in a Sprint. This could be in terms of the **number of user stories** or the **amount of work in story points** completed for analysis.
* **Unit of Measure:**  
  Instead of measuring code or product features, **Business Analysts’ velocity** can be measured by the **number of user stories, epics** refined, **requirements delivered**, or **workshops facilitated**. The metric can be expressed in **story points** or **tasks completed**.
* **Scope:**  
  The focus is on tasks such as **defining requirements, gathering information, creating user stories**, and ensuring that the development team has the necessary information to proceed with their work.

**Q9. Draw Sprint and Product Burndown charts?**

Ans.

**Sprint Burndown chart:**

A **Sprint Burndown Chart** shows the amount of **work remaining** in a **Sprint** on a **daily basis**.

It tracks whether the **development team** is on track to **complete all committed work by the end of the Sprint** (usually 1–4 weeks long).

| **Element** | **Description** |
| --- | --- |
| **X-axis** | Days of the Sprint (e.g., Day 1 to Day 10 for a 2-week sprint) |
| **Y-axis** | Remaining work (in story points, hours, or number of tasks) |
| **Ideal line** | Diagonal line from total work at the start to zero at the end (the perfect path) |
| **Actual line** | Real progress plotted daily by updating completed vs remaining work |

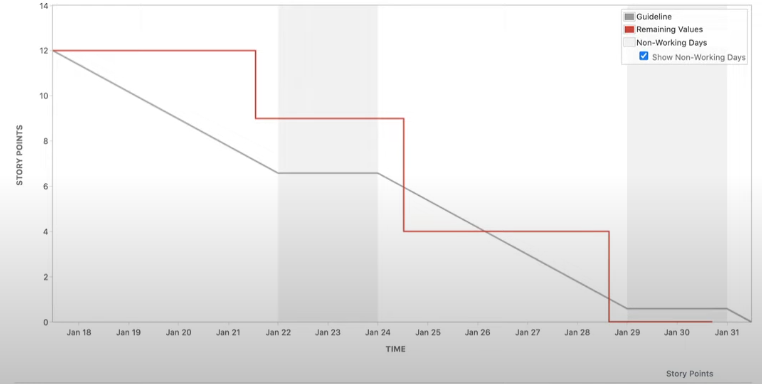
**Product Burndown Chart:**

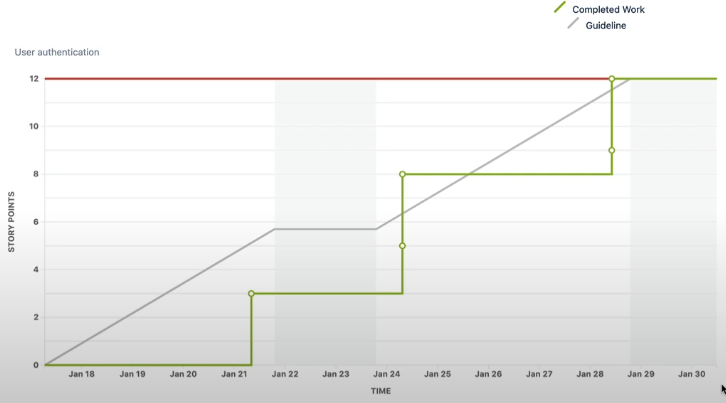
A **Product Burndown Chart** shows the total amount of **work remaining** in the **Product Backlog** over the entire project or product release cycle.

It provides a **high-level, long-term view** of how close the team is to **completing the entire product.**

| **Element** | **Description** |
| --- | --- |
| **X-axis** | Sprint numbers (Sprint 1 to Sprint N) |
| **Y-axis** | Total work remaining (in story points or features) |
| **Ideal line** | Straight path from initial backlog size to zero by the release date |
| **Actual line** | Actual progress of the team in each sprint (burndown of backlog items) |

**Given Below are the Examples of a Sprint Burndown Chart and a Sprint Burnup Chart:**





**Q10. Explain about Product Grooming?**

Ans.

**Product Grooming** is the **ongoing process** of reviewing, updating, and prioritizing the **Product Backlog** to ensure that it is:

* Clearly defined
* Well-prioritized
* Ready for the development team to work on in upcoming sprints

For Business Analysts, **product grooming** is the stage where they **refine and detail user stories, requirements, and acceptance criteria**, making sure the backlog items are **ready for Sprint Planning**.

The **Business Analyst (BA)** plays a crucial role in grooming sessions by:

1. **Clarifying business needs and goals**
2. **Refining user stories or features**
3. **Breaking down epics into smaller user stories**
4. **Defining or refining acceptance criteria**
5. **Ensuring user stories are INVEST-compliant** (Independent, Negotiable, Valuable, Estimable, Small, Testable)
6. **Working closely with the Product Owner** to prioritize backlog items based on **business value**
7. **Answering team questions** about the stories during refinement sessions

**Q11. Explain the roles of Scrum Master and Product Owner?**

Ans.

### Scrum Master:

The **Scrum Master** is responsible for ensuring that the **Scrum framework is followed**. Think of them as a **facilitator, coach, and servant leader** for the team — not a project manager or boss.

| **Responsibility** | **Description** |
| --- | --- |
| **Coach the team** | Guides the Scrum Team and the organization on how to use Agile/Scrum practices effectively. |
| **Facilitate Scrum events** | Ensures that Scrum ceremonies (Sprint Planning, Daily Stand-ups, Sprint Review, Retrospective) happen and are productive. |
| **Remove impediments** | Helps identify and eliminate blockers that prevent the team from progressing. |
| **Protect the team** | Shields the team from outside distractions and unnecessary scope changes during a Sprint. |
| **Promote continuous improvement** | Encourages retrospectives and helps implement changes based on team feedback. |
| **Support Product Owner** | Assists the PO in effective backlog management and stakeholder collaboration. |

### Product Owner:

The **Product Owner (PO)** is responsible for **maximizing the value** of the product that the Scrum Team delivers. They are the **bridge between stakeholders and the development team** and the ultimate decision-maker for the **Product Backlog**.

| **Responsibility** | **Description** |
| --- | --- |
| **Own the Product Backlog** | Creates, maintains, and prioritizes the Product Backlog to align with customer needs and business goals. |
| **Define user stories** | Writes clear, valuable, and testable user stories with proper acceptance criteria. |
| **Set priorities** | Decides the order of backlog items based on business value, urgency, or dependencies. |
| **Engage stakeholders** | Constantly communicates with customers, users, and stakeholders to understand their needs. |
| **Clarify requirements** | Available to the development team to answer questions and provide clarity during development. |
| **Accept or reject work** | Reviews completed work at the end of the Sprint and accepts it if it meets the definition of done. |

**Q12. Explain all the Meetings conducted in a Scrum Project?**

Ans.

The Different Meetings Conducted in a Scrum Project are as follows:

**Sprint Planning:**

* **When**: At the **beginning of the Sprint**.
* **Duration**: Up to **8 hours** for a 1-month Sprint (scaled accordingly).
* **Attendees**: Scrum Master, Product Owner, Development Team.

To define **what** will be delivered in the upcoming Sprint and **how** the team plans to do it.

### Daily Scrum or Stand Up:

* **When**: Every **working day** of the Sprint.
* **Duration**: **15 minutes**, time-boxed.
* **Attendees**: Development Team (Scrum Master & PO may attend but don’t lead).

To **inspect progress** toward the Sprint Goal and **adapt the plan** for the next 24 hours.

### ****Questions Each Team Member Answers****:

1. What did I do yesterday?
2. What will I do today?
3. Are there any impediments blocking me?

Team stays aligned, issues surface early.

**Sprint review:**

* **When**: At the **end of the Sprint**.
* **Duration**: Up to **4 hours** for a 1-month Sprint.
* **Attendees**: Scrum Team + Stakeholders

To **inspect the increment**, gather feedback, and determine **what to do next**.

A **revised Product Backlog** that reflects feedback and future direction.

**Sprint Retrospective:**

* **When**: Immediately **after the Sprint Review**.
* **Duration**: Up to **3 hours** for a 1-month Sprint.
* **Attendees**: Scrum Team (Product Owner, Scrum Master, Developers)

To **inspect the team’s process** and create a plan for **continuous improvement**.

A **list of actionable improvements** for the next Sprint.

**Q13. Explain Sprint Size and Scrum Size?**

Ans.

### Sprint Size:

**Sprint size** refers to the **length or duration** of a Sprint — the time-boxed period during which the Scrum Team completes a set of tasks or user stories to deliver a **potentially shippable product increment**.

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

* Team experience level
* Product complexity
* Feedback cycle speed needed
* Stakeholder availability
* Time required for meaningful deliverables

**Scrum Size:**

**Scrum size** refers to the **ideal number of people** involved in a **Scrum Team**, including all the roles: **Product Owner, Scrum Master, and Developers**.

### ****Scrum Team Size****:

* **Optimal size**: **5 to 11** people
  + **Product Owner**: 1
  + **Scrum Master**: 1
  + **Developers**: 3 to 9 people

### ****Why This Size?****

* Small enough to remain **agile, communicative, and focused**
* Large enough to complete meaningful work
* Keeps collaboration overhead low and avoids team fragmentation

**Q14. Explain DOR and DOD?**

Ans.

**Definition Of Ready:**

The **Definition of Ready** is a **checklist of conditions** that a **user story or backlog item** must meet **before** the development team commits to working on it in a Sprint.

### Uses:

* Reduces ambiguity and rework
* Prevents half-baked or vague stories from entering the Sprint
* Ensures developers have **everything they need to begin**

**Definition Of Done:**

The **Definition of Done** is a **formal agreement** on **what “done” means** for a user story, feature, or product increment.

### Uses:

* Sets a clear **quality bar** for delivery
* Avoids misunderstandings between PO, devs, and testers
* Ensures **consistency** in what gets accepted in Sprint Review
* Drives **shippable increments**

Q15. Explain Prioritization Techniques and MVP?

Ans.

**Prioritization** is the process of deciding **which features, user stories, or tasks** should be worked on **first** based on factors like **business value, urgency, risk, and customer need**.

This is super important when your backlog is full and you can't build everything at once (which is almost always the case ).

**Uses:**

* Focus on what delivers the **most value**.
* Use limited resources **wisely**.
* Help stakeholders make **informed trade-offs**.
* Get a usable product to market **faster**.

### Common Prioritization Techniques:

1. **Moscow Method**

| **Category** | **Meaning** |
| --- | --- |
| **Must Have** | Essential to the product’s success |
| **Should Have** | Important but not critical |
| **Could Have** | Nice to have but optional |
| **Won’t Have (now)** | Out of scope for this release |

1. **Kano Method**

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| **Feature Type** | **Description** |
| --- | --- |
| **Basic Needs** | Must be present (if missing, users are unhappy) |
| **Performance Needs** | More = better (e.g., speed, accuracy) |
| **Delighters** | Unexpected features that wow users |

**Q16. Difference between Business Analyst and Product Owner?**

Ans. Following are the differences between a Business Analyst and Product Owner:

| **Aspect** | **Business Analyst (BA)** | **Product Owner (PO)** |
| --- | --- | --- |
| **Main Focus** | Understanding and analyzing business needs | Maximizing product value |
| **Primary Role** | Acts as a **bridge between stakeholders and development** | Acts as the **voice of the customer** |
| **Responsible For** | Requirements gathering, analysis, documentation | Managing and prioritizing the Product Backlog |
| **Decision-Making** | Recommends solutions, but usually not the final decision | Makes final decisions on **what gets built and when** |
| **Reports To** | Often reports to a Project Manager or Product Owner | Owns the product vision, works with stakeholders and teams |
| **User Stories** | Helps write and refine user stories | Reviews, prioritizes, and approves stories for development |
| **Product Vision** | Supports in defining, but doesn’t own it | Owns and communicates the product vision |

**Q17. Prepare a sample resume of 3yrs Product Owner?**

Ans.

**Name**: Amandeep Singh  
 **Location**: Bangalore, India  
 **Phone**: +91-9502802909  
 **Email**: amanzoraawar@email.com

### ****Professional Summary****

Certified Product Owner with **3 years of experience** delivering high-impact digital solutions in Agile environments. Skilled in **backlog management**, **user story creation**, and **stakeholder collaboration**. Proven track record of transforming business needs into customer-centric products that enhance user experience and drive measurable value.

### ****Core Skills****

* Agile/Scrum Methodologies
* Product Backlog Management
* Stakeholder Management
* User Story Mapping
* Sprint Planning & Review
* Prioritization Techniques (MoSCoW, WSJF)
* MVP Development
* Acceptance Criteria & DoR/DoD
* JIRA, Confluence, Trello, Azure DevOps
* Wireframing (Figma, Balsamiq – basic)
* Basic Data Analysis (Excel, SQL)

### ****Professional Experience****

**TechNova Solutions, Hyderabad**  
**Jan 2022 – Present**

**Domain**: Food Delivery Platform (Web & Mobile)  
**Team Size**: 8 developers, 2 testers, 1 Scrum Master

**Key Responsibilities**:

* Collaborated with stakeholders to define and maintain the **product roadmap** and **vision**.
* Owned and prioritized the **product backlog** for a food delivery app with 1M+ users.
* Wrote **clear and testable user stories** with acceptance criteria based on business needs.
* Facilitated **Sprint Planning, Reviews, and Backlog Grooming** sessions.
* Defined MVP scope and coordinated **go-to-market** launches.
* Worked closely with UX designers and developers to ensure seamless feature delivery.
* Used data insights to prioritize enhancements and reduce cart abandonment by 18%.

**Key Achievements**:

* Launched real-time delivery tracking module within 2 sprints.
* Reduced customer complaints by 25% by improving the order flow and restaurant search.
* Improved sprint velocity by 20% through better backlog grooming and estimation sessions.

**iDigitals Pvt Ltd, Hyderabad**  
**Aug 2020 – Dec 2021**

**Domain**: E-commerce

**Key Responsibilities**:

* Assisted the Product Owner in managing backlog and writing user stories.
* Conducted market research and competitor analysis to support product decisions.
* Participated in daily stand-ups and coordinated with cross-functional teams.
* Created mockups and wireframes for stakeholder review using Balsamiq.

**Key Achievements**:

* Contributed to a successful rollout of “Quick Checkout” feature, increasing conversions by 12%.
* Helped reduce story spillovers by 30% through better DoR practices and sprint planning input.

### ****Certifications****

**Certified Scrum Product Owner (CSPO)** – Scrum Alliance (2022)

**Agile Business Analyst** – Simplilearn (2021)

**JIRA Fundamentals** – Atlassian University (2021)

### ****Education****

**Bachelor of Business Administration (BBA)**  
Osmania University, Hyderabad  
Graduated: 2020

### ****Additional Highlights****

* Strong communication & stakeholder management skills
* Ability to manage competing priorities in fast-paced environments
* Passionate about building customer-focused, data-driven solutions