

AGILE DOCUMENTS

Document 1: Definition of Done

Definition of Done (DoD)

As per the Agile Extension to the BABOK® Guide v2, the Definition of Done is a technique where the team agrees on a list of criteria that must be met before a backlog item is considered complete. It ensures a well-defined, unambiguous, measurable, and shared understanding among all team members.

Purpose

The best representation of DoD is a checklist that demonstrates a user story's agreed value and quality. It includes:

- **Acceptance Criteria:** Meeting customer requirements.
- **Quality Criteria:** Ensuring high product quality.

DoD applies to different Agile levels, including **User Story, Sprint, and Release.**

Checklist for DoD:

Produced code for presumed functionalities
Assumptions of User Story met
The project builds without errors
Unit tests are written and passing
The project deployed on a test environment identical to the production
Tests on required devices/browsers passed
Feature approved by UX designer
QA performed & issues resolved
Feature tested against acceptance criteria
Feature approved by Product Owner
Refactoring completed
Any configuration or build changes documented
Documentation updated
Peer Code Review performed

This checklist ensures that all development, testing, and deployment aspects are completed before marking a feature as "Done."

Document 2- Product Vision

Product Vision is a clear, concise statement that defines the long-term mission and purpose of a product. It serves as a guiding light for the development team, stakeholders, and customers, ensuring alignment on what the product aims to achieve.

Scrum Team

Scrum Project name :	Velocity - Payment Orchestration Platform			
Venue	Pune India			
Date	Start Date	30/01/2025	End Date	30/07/2025
Client	PAL, PayPal, CCavenue, UPI			
Stakeholder list	PAL - Ico			
	PayPal - Jasmin			
	CCAvene - Nitesh			
	UPI - Paula			
	Account manger - Filip			
	Merchant team - Fatima			
Scrum Team	Team 1	Team 2	Team 3	
Scrum Master	Akshay	Nishchal	Ashiq	
Product owner:	Rohan Deo	Rohan Deo	Rohan Deo	
Scrum Developer 1:	Sagar	Pavel	Jetha	
Scrum Developer 2:	Rishi	Sandeep	Revathi	
Scrum Developer 3:	Manasi	bharat	Suknya	
Scrum Developer 4:	Pushpak	Atul	Swarada	
Scrum Developer 5:	jayant	Bhushan	Pari	

Vision:

The vision for this project is to create a seamless, secure, and efficient payment gateway for airline transactions, enabling quick and easy booking, payment processing, and customer satisfaction.

The goal is to provide an integrated payment system that supports various payment methods, including credit cards, digital wallets, and local payment solutions while ensuring compliance and safety across the globe. This will provide quicker integration to any airline client. This will generate the revenue for organization on each transaction. Provide seamless reporting to the airline clients. Help in the ticketing process.

On achieving seamless payment, quicker integrations, reporting dashboards and smart routing organization will be known as the unique payment orchestration platform in the world.

Target Group:

This product primarily targets airline customers and manages airline transactions. The primary users will be passengers, with airlines, travel agents, and third-party integrators being the key customers.

Needs:

The product solves the problem of fragmented, inefficient, and slow payment processing for airlines. It streamlines payment transactions by offering a unified, fast, and secure way for customers to pay for their flights with multiple payment options on a single platform, thus improving the booking experience.

It also provides airlines with enhanced payment fraud detection, real-time transaction monitoring, and an easy reconciliation process.

Multiple payment provider's availability will solve the problem of multiple vendors and quick integration for any airline.

Ticketing is a major issue for airline customers as no integration with SABRE or GDAS systems on this platform this issue will get solved.

Product:

The product is a payment gateway integration system designed specifically for airlines. It's desirable because it provides a seamless customer experience, is multi-currency and multi-channel compatible, and offers fraud prevention tools and multiple payment providers on a single platform to resolve the problem of multiple vendors.

Its special features include advanced security features, customizable payment methods, and API-driven integrations with airline booking systems. The product is feasible to develop, with a strong foundation in existing payment technologies and the ability to scale for various airline sizes.

Value:

The product benefits the airline by reducing transaction friction, improving conversion rates, minimizing payment fraud risks, and enhancing customer loyalty through a smooth, consistent payment experience. The business goals are to increase the speed of transactions, reduce operational costs, and drive more bookings through an enhanced user experience. The business model can include transaction fees, subscription services for premium features, or licensing for larger airline networks. This will ease the airline's segregated features and the airline will get all the value add services on a single platform which will reduce the costing of airline clients.

Document 3: User stories

1. User Story: Payment Gateway Integration

Value Statement: As an airline system admin, I want to integrate a reliable payment gateway into our system, so that I can securely process payments for customers.

- **Acceptance Criteria:**
 - The payment gateway is successfully integrated into the airline system.
 - All supported payment methods are functioning properly.
 - Payments are processed without errors.
 - Transaction data is logged correctly for audit purposes.
- **Business Value:** Ensures smooth payment processing, reducing transaction friction.
- **Complexity Points:** 5
- **Priority:** High

2. User Story: Multi-Currency Support

Value Statement: As a customer, I want to pay for my ticket in my local currency so that I can avoid confusion with exchange rates.

- **Acceptance Criteria:**
 - The system supports payments in multiple currencies.
 - The conversion rates are up-to-date.
 - Payment confirmation shows the correct currency.
- **Business Value:** Increases customer satisfaction and enables international reach.
- **Complexity Points:** 4
- **Priority:** High

3. User Story: Payment Method Options

Value Statement: As a customer, I want to have multiple payment options (credit card, digital wallets) so that I can choose the most convenient payment method for me.

- **Acceptance Criteria:**
 - The payment page offers payment options of choice.
 - Payment is processed successfully for each option.
- **Business Value:** Increases conversion rate by providing flexibility.
- **Complexity Points:** 4
- **Priority:** High

4. User Story: Payment Confirmation Notification

Value Statement: As a customer, I want to receive an instant notification confirming my payment so that I am assured my transaction was successful.

- **Acceptance Criteria:**
 - Payment confirmation email/SMS is sent immediately after a successful transaction.
 - Confirmation contains booking details and payment amount.
- **Business Value:** Enhances user experience and trust in the system.
- **Complexity Points:** 3
- **Priority:** Medium

5. User Story: Fraud Prevention System

Value Statement: As an airline payment system, I want to implement fraud detection mechanisms so that I can reduce fraudulent transactions and ensure secure payments.

- **Acceptance Criteria:**
 - The system flags suspicious transactions for review.
 - Fraud detection tools are integrated into the payment workflow.
- **Business Value:** Protects the company from fraud, reducing losses and chargebacks.
- **Complexity Points:** 5
- **Priority:** High

6. User Story: Refund Processing

Value Statement: As a customer, I want to easily request a refund if I cancel my flight so that I can get my money back without hassle.

- **Acceptance Criteria:**
 - Refund requests can be initiated from the booking system.
 - Refunds are processed within a specified time frame.
- **Business Value:** Improves customer trust and loyalty.
- **Complexity Points:** 4
- **Priority:** Medium

7. User Story: Payment History Access

Value Statement: As a customer, I want to view my payment history so that I can track all the payments I have made for my bookings.

- **Acceptance Criteria:**
 - Payment history is accessible through the customer portal.
 - Displays payment date, amount, and transaction status.
- **Business Value:** Improves user experience and customer satisfaction.
- **Complexity Points:** 3
- **Priority:** Medium

8. User Story: Easy Payment Reconciliation

Value Statement: As an airline finance manager, I want to automate payment reconciliation so that I can quickly match payments with bookings and reduce manual errors.

- **Acceptance Criteria:**
 - Payment records are automatically linked to booking records.
 - The system provides daily reconciliation reports.
- **Business Value:** Saves time and reduces errors in financial processes.
- **Complexity Points:** 6
- **Priority:** High

9. User Story: Payment Integration Scalability

Value Statement: As a technical lead, I want the payment system to scale as the airline grows so that it can handle increasing transactions without performance issues.

- **Acceptance Criteria:**
 - System performance remains stable during peak booking periods.
 - Payment system scales to handle increased transaction volume.
- **Business Value:** Ensures the system can handle growth without interruptions.
- **Complexity Points:** 7
- **Priority:** High

10. User Story: PCI-DSS Compliance

Value Statement: As a compliance officer, I want the payment system to meet PCI-DSS standards so that the airline remains compliant and secures sensitive customer data.

- **Acceptance Criteria:**
 - Payment system passes PCI-DSS compliance tests.
 - All sensitive customer data is encrypted and stored securely.
- **Business Value:** Protects the company from legal and reputational risks.
- **Complexity Points:** 6
- **Priority:** High

Agile Product Owner Experience

The Product Owner has a vision of the product, keeping in mind domain/industry experience and market needs.

Responsibilities of a Product Owner in a Project:

- **Market Analysis**
 - Analyzing market needs and demand
 - Assessing the availability of similar products in the market
- **Enterprise Analysis**
 - Conducting due diligence on market opportunities
- **Product Vision and Roadmap**
 - Defining product vision based on need analysis
 - Creating a product roadmap with high-level features and a timeline
- **Managing Product Features**
 - Managing stakeholder expectations and prioritizing needs
 - Prioritizing epics, stories, and features based on criticality and ROI
- **Managing Product Backlog**
 - Prioritizing user stories
 - Reprioritizing based on stakeholders' needs
 - Planning epics
- **Managing Overall Iteration Progress**

- Reviewing sprint progress
- Reprioritizing sprints and epics if needed
- Conducting sprint retrospectives with Business Analysts

Sprint Meetings Managed:

- Sprint Planning Meeting
- Daily Scrum Meeting
- Sprint Review Meeting
- Sprint Retrospective Meeting
- Backlog Refinement Meeting

User Stories Creation Includes:

- Story Number
- Tasks
- Priority
- Acceptance Criteria
- Business Value (BV) & Complexity Points (CP)

Role of a Product Owner in Scrum:

- Acts as the liaison between multiple areas of an organization
- Communicates with business stakeholders and collaborates closely with Scrum teams
- Keeps all areas of the business informed on project development
- Develops a vision of the product's function and operation
- Defines product features and breaks them into product backlog items

Document 5: Product and sprint backlog and product and sprint burndown charts

User Story ID	User Story	Tasks	Priority	BV	CP	Sprint
US001	As an airline, I want to integrate multiple payment providers, so that I can offer diverse payment options to customers.	Research providers, API integration, Authentication setup, Testing	High	10	5	Sprint 1
US002	As a user, I want secure payment processing, so that my transactions are safe.	Implement encryption, PCI DSS compliance check, Security testing	High	9	4	Sprint 1

US003	As an airline, I want real-time transaction reporting, so that I can track revenue and payments.	Develop reporting dashboard, Backend API for data retrieval, UI implementation	High	10	6	Sprint 2
US004	As a finance manager, I want reconciliation features, so that I can match payments with invoices.	Implement reconciliation logic, Integrate with accounting system, Validation testing	Medium	8	6	Sprint 2
US005	As a user, I want to receive refunds seamlessly, so that I can get my money back without delays.	Create refund workflow, API integration with payment providers, Testing & validation	High	9	5	Sprint 3
US006	As an admin, I want to configure payment routing rules, so that I can optimize payment processing costs.	Develop rule engine, UI for configuration, Testing	Medium	7	5	Sprint 3
US007	As an airline, I want batch settlement processing, so that I can handle large volume transactions efficiently.	Design batch processing architecture, Implement job scheduler, Validation testing	Medium	8	6	Sprint 4
US008	As a compliance officer, I want audit logs for all transactions, so that I can ensure regulatory compliance.	Implement logging mechanism, Secure storage, Reporting UI	Low	6	3	Sprint 4

Sprint backlog:

User Story ID	User Story	Tasks	Owner	Status	Estimated Effort
US001	As an airline, I want to integrate multiple payment providers, so that I can offer diverse payment options to customers.	Research providers, API integration, Authentication setup, Testing	Dev Team	In Progress	8
US002	As a user, I want secure payment processing, so that my transactions are safe.	Implement encryption, PCI DSS compliance check, Security testing	Security Team	To Do	5
US003	As an airline, I want real-time transaction reporting, so that I can track revenue and payments.	Develop reporting dashboard, Backend API for data retrieval, UI implementation	Dev Team	To Do	6
US005	As a user, I want to receive refunds seamlessly, so that I can get my money back without delays.	Create refund workflow, API integration with payment providers, Testing & validation	QA Team	In Progress	7
US006	As an admin, I want to configure payment routing rules, so that I can optimize payment processing costs.	Develop rule engine, UI for configuration, Testing	Dev Team	To Do	6

Product burndown

A Product Burndown Chart tracks the remaining work in the product backlog over time, helping teams visualize progress toward completing the project.

Product Burndown Chart for Payment Orchestration Platform

- X-Axis: Sprints (e.g., Sprint 1, Sprint 2, Sprint 3, etc.)
- Y-Axis: Remaining Story Points or Tasks
- Initial Scope: Total estimated story points at the start
- Ideal Burndown Line: A straight line showing expected progress
- Actual Burndown Line: Shows the real progress per sprint

Sprint burndown

A Sprint Burndown Chart visually represents work completed versus work remaining in a sprint. It helps Agile teams track progress and predict whether they'll complete all planned tasks before the sprint ends.

Key Elements of a Sprint Burndown Chart:

1. X-Axis (Time): Represents the sprint duration (e.g., days in a 2-week sprint).
2. Y-Axis (Work Remaining): Measures the amount of work left (story points, hours, or task count).
3. Ideal Burndown Line: A straight line showing the perfect work completion pace.
4. Actual Burndown Line: A fluctuating line representing real progress.

Document 6: Sprint meetings

Meeting Type 1: Sprint Planning meeting

Date	31/01/2025
Time	14:00
Location	Pune Idia Office
Prepared By	Nishchal scrum master
Attendees	Scrum team

Agenda Topics

Topic	Presenter	Time Allotted
Overview of Sprint Goals	Scrum Master	15 mins
Review of Product Backlog Items	Product Owner	20 mins
Task Breakdown & Assignments	Dev Team	30 mins
Risk & Dependency Discussion	All	15 mins
Q&A & Closing Remarks	Scrum Master	10 mins

Other Information:

The team will discuss dependencies, potential roadblocks, and any backlog refinement needed for future sprints.

Observers	Stakeholders from finance, compliance, and operations teams.
Resources	ira backlog, Confluence documentation, CI/CD pipeline reports, and payment provider API documentation.
Special Notes	Ensure alignment with business objectives and regulatory requirements before finalizing sprint commitments.

Meeting Type 2: Sprint review meeting

Date	31/01/2025
Time	14:00
Location	Pune Idia Office
Prepared By	Nishchal scrum master
Attendees	Scrum team

Sprint Status	Overview of completed and pending tasks.
Things to Demo	Showcase completed features and functionalities (Paypal and reporting module)
Quick Updates	Discuss challenges faced, feedback from stakeholders, and resolved issues (Infra needs to be ready, get test data from providers and API documentation)
What's Next	Outline action items for the next sprint, backlog refinement, and potential improvement

Meeting Type 3: Sprint retrospective meeting

Date	31/01/2025
Time	14:00
Location	Pune Idia Office
Prepared By	Nishchal scrum master
Attendees	Scrum team

Sprint Retrospective Agenda

What Went Well:	Discuss successful aspects of the sprint. (team collaboration, clear and on-time user stories,)
What Didn't Go Well	Identify areas for improvement and obstacles encountered. (No timely response from providers)
Questions	Address team concerns, process improvements, and collaboration challenges. (Triage call to be scheduled in every week)

Reference	Review sprint metrics, velocity charts, and feedback documentation.
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Meeting Type 4: Daily Stand-up meeting

Question	Name/Role	Week "X" (from dd-mm-yyyy to dd-mm-yyyy)				
		Monday	Tuesday	Wednesday	Thursday	Friday
What did you do yesterday?	Developer 1	call with stakeholders	Work on Paypal	Work on paypal api	create the db	verified the db scema with architecture
	Developer 2	create ui mockups	Work on UI	work on payment ui	walkthrough with ba	will have call with stakeholders for ui approval
	Developer 3	understand requirement for paypal	Work on AID	document the api	created status codes	documented status code

What will you do today?	Developer 1	Work on Paypal	Work on paypal api	create the db	verified the db scema with architectre	write unit cases
	Developer 2	Work on UI	work on payment ui	walthorough with ba	will have call with stakeholders for ui approval	api documentatio n
	Developer 3	Work on AID	document the api	created status codes	documented status code	Validated status codes
What (if any) is blocking your progress?	Developer 1	no response from paypal	Infra team has to provide access	mockus are not clear	No	postman not working
	Developer 2	db scema is not ready	system not ready	status codes approval not received	No	No
	Developer 3	licence required for software	No	No	Jira access required	No