**Nurturing Process - Capstone Project2 –Agile-Scrum V2D2 Aug2024**

***Question 1 – write Agile Manifesto***

***Answer:***

**Agile Manifesto**

The **Agile Manifesto** consists of **4 values** and **12 principles** that serve as the foundation for Agile project management and software development.

**4 Agile Values**

1. **Individuals and interactions over processes and tools**
   * Agile prioritizes collaboration and teamwork over rigid tools and processes.
   * Example: A Scrum team values direct discussions over relying too much on emails or project management software.
2. **Working software over comprehensive documentation**
   * The goal is to deliver functional software rather than getting stuck in excessive paperwork.
   * Example: Instead of spending months documenting requirements, Agile teams quickly develop and release working features.
3. **Customer collaboration over contract negotiation**
   * Agile encourages continuous communication with customers rather than just sticking to pre-defined contract terms.
   * Example: In a food delivery app, gathering real-time feedback from customers can improve app features instead of waiting for contract amendments.
4. **Responding to change over following a plan**
   * Agile is flexible and adapts to changing customer needs rather than strictly following an initial project plan.
   * Example: If users demand a "Live Order Tracking" feature, Agile teams prioritize its development instead of rigidly following an outdated roadmap.

**12 Agile Principles**

1. **Customer satisfaction through early and continuous delivery**
   * Deliver software in smaller increments to meet customer needs quickly.
2. **Welcome changing requirements, even late in development**
   * Agile allows changes anytime to ensure better results.
3. **Deliver working software frequently**
   * Instead of one big release, Agile delivers updates in short cycles (sprints).
4. **Business and developers must work together daily**
   * Continuous collaboration between business stakeholders and developers ensures alignment.
5. **Build projects around motivated individuals**
   * Teams should be empowered, motivated, and trusted to get work done.
6. **Face-to-face communication is the best**
   * Direct interaction helps resolve doubts faster than emails or documents.
7. **Working software is the primary measure of progress**
   * Success is determined by how well the software functions, not just documentation.
8. **Maintain a sustainable development pace**
   * Teams should work at a consistent speed to avoid burnout.
9. **Continuous attention to technical excellence and good design**
   * Clean, scalable, and maintainable code ensures long-term success.
10. **Simplicity – maximize the amount of work not done**

* Avoid unnecessary complexity; keep things simple.

1. **Self-organizing teams create the best results**

* Teams should make decisions rather than waiting for managers to dictate everything.

1. **Regular reflection and adjustment for continuous improvement**

* Sprint Retrospectives help teams analyse mistakes and improve in future sprints.

*Question 2 – User Stories- Acceptance Criteria-BV-CP*

***Answer:*** *Here are 40 User Stories along with their acceptance criteria-BV & CP*

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| User Story No: 1 | Tasks: 2 | Priority: HIGHEST |
| Value Statement: AS A DELIVERY BOY I WANT TO LOGIN TO MY ACCOUNT SO THAT I CAN ACCESS MY DASHBOARD | | |
| BV:500 | | CP: 02 |
| ACCEPTANCE CRITERIA Login Screen Text Boxes for Username and Password Forgot Password option available Click on Login Button Redirect to Dashboard on successful login | | |

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| User Story No: 2 | Tasks: 2 | Priority: HIGHEST |
| Value Statement: AS A CUSTOMER I WANT TO ADD ITEMS TO MY CART SO THAT I CAN ORDER FOOD FROM A RESTAURANT | | |
| BV:500 | | CP:02 |
| ACCEPTANCE CRITERIA Display a list of available restaurants Search bar to filter restaurants by name or cuisine Display ratings and reviews for each restaurant Click on a restaurant to view its menu | | |

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| --- | --- | --- |
| User Story No: 3 | Tasks: 2 | Priority: HIGHEST |
| Value Statement: AS A CUSTOMER I WANT TO ADD ITEMS TO MY CARTSO THAT I CAN ORDER FOOD FROM A RESTAURANT | | |
| BV:500 | | CP:02 |
| ACCEPTANCE CRITERIA Menu items displayed with prices and descriptions Add to Cart button for each item View cart summary with total price Option to increase or decrease quantity | | |

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| --- | --- | --- |
| User Story No: 4 | Tasks: 2 | Priority: HIGHEST |
| AS A CUSTOMER I WANT TO CHECKOUT AND PLACE MY ORDER SO THAT I CAN RECEIVE MY FOOD | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Display order summary before payment Choose delivery address and payment method Confirm order with "Place Order" button Send order confirmation notification | | |

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| --- | --- | --- |
| User Story No: 5 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO VIEW MY ASSIGNED ORDERS SO THAT I CAN DELIVER THEM ON TIME | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Display list of assigned orders Show pickup and delivery location Order details include customer name and contact number Click on an order to view full details | | |

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| User Story No: 6 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNER I WANT TO UPDATE ORDER STATUS SO THAT CUSTOMERS KNOW THEIR ORDER PROGRESS | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Update status options: "Preparing," "Ready for Pickup," "Out for Delivery" Status update reflects in real-time Send notification to customer when status changes Track order status from dashboard | | |

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| User Story No: 7 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMER I WANT TO TRACK MY ORDER LIVE SO THAT I KNOW WHEN TO EXPECT DELIVERY | | |
| BV:500 | | CP:02 |
| ACCEPTANCE CRITERIA Live order tracking page Display real-time delivery status Show estimated delivery time Send notifications for order status updates | | |

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| User Story No: 8 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO MARK AN ORDER AS DELIVERED SO THAT THE SYSTEM RECORDS SUCCESSFUL DELIVERY | | |
| BV:450 | | CP:03 |
| ACCEPTANCE CRITERIA "Mark as Delivered" button available Confirm customer received the order Send successful delivery notification Update order status in the system | | |

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| User Story No: 9 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO RATE AND REVIEW MY ORDER SO THAT I CAN SHARE MY EXPERIENCE WITH OTHERS | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Display rating system (1-5 stars) Text box for customer review Submit button to post review Reviews visible on restaurant’s profile | | |

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| User Story No: 10 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO RESPOND TO CUSTOMER REVIEWS SO THAT I CAN ENGAGE WITH MY CUSTOMERS | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Display list of customer reviews Option to reply to each review Responses are publicly visible Notification sent to customer when restaurant replies | | |

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| User Story No: 11 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO CANCEL MY ORDER SO THAT I CAN AVOID RECEIVING AN ORDER I NO LONGER WANT | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Cancel Order button available before preparation starts Refund policy applies based on order status Send cancellation confirmation notification Update restaurant and delivery personnel | | |

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| User Story No: 12 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO SET OPERATING HOURS SO THAT CUSTOMERS CAN ORDER DURING BUSINESS HOURSAS | | |
| BV: 400 | | CP: 03 |
| ACCEPTANCE CRITERIA Settings page to set opening and closing time Orders can only be placed during operating hours Display closed status when restaurant is not available Notification sent when hours change | | |

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| User Story No: 13 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO SAVE MY FAVORITE RESTAURANTS SO THAT I CAN EASILY ORDER FROM THEM AGAIN | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA "Add to Favorites" button on restaurant profile View saved restaurants in a separate tab Option to remove from favorites Quick access to menu of favorite restaurant | | |

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| User Story No: 14 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO VIEW MY ORDER HISTORY SO THAT I CAN REORDER PREVIOUS MEALS | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Display list of past orders with details Option to reorder with one click Show date, restaurant name, and items ordered Allow filtering orders by date range | | |

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| User Story No: 15 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO MANAGE MY MENU ITEMS SO THAT I CAN UPDATE PRICES AND AVAILABILITY | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Add, edit, or remove menu items Set availability status (Available, Out of Stock) Update prices and descriptions Changes reflect instantly on the customer app | | |

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| User Story No: 16 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO APPLY PROMO CODES SO THAT I CAN AVAIL DISCOUNTS ON MY ORDER | | |
| BV:400 | | CP:03 |
| ACCEPTANCE CRITERIA Promo code entry field at checkout Validate promo codes for eligibility Apply discount and update total price Display error message for invalid codes | | |

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| User Story No: 17 | Tasks: 2 | Priority: MEDIUM |
| AS A DELIVERY BOY I WANT TO RECEIVE NAVIGATION ASSISTANCE SO THAT I CAN REACH DELIVERY LOCATIONS EASILY | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Integration with Google Maps for navigation Display pickup and delivery locations Option to start navigation from the app Show estimated travel time | | |

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| User Story No: 18 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO CONTACT THE DELIVERY PERSON SO THAT I CAN COMMUNICATE IN CASE OF ANY ISSUES | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Display delivery person’s contact number "Call Delivery Boy" button available in the app Mask phone numbers for privacy protection Allow chat option for text communication | | |

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| User Story No: 19 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO SEE DAILY SALES REPORTS SO THAT I CAN TRACK MY BUSINESS PERFORMANCE | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Dashboard displaying sales summary View total orders, revenue, and cancellations Filter sales reports by date range Download sales report in PDF format | | |

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| User Story No: 20 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO RECEIVE ORDER CONFIRMATION NOTIFICATIONS SO THAT I AM AWARE THAT MY ORDER IS PLACED SUCCESSFULLY | | |
| BV:450 | | CP:03 |
| ACCEPTANCE CRITERIA Send push notification on successful order placement Send email confirmation with order details Display order summary on the app Include expected delivery time in confirmation | | |

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| User Story No: 21 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO TRACK MY ORDER IN REAL-TIME SO THAT I KNOW THE EXACT STATUS OF MY DELIVERY | | |
| BV:450 | | CP:03 |
| ACCEPTANCE CRITERIA Live order tracking screen Show current location of the delivery boy Display estimated time of arrival (ETA) Update status in real-time (e.g., Out for Delivery, Delivered, etc.) | | |

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| User Story No: 22 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO RATE AND REVIEW MY ORDER SO THAT I CAN SHARE MY EXPERIENCE WITH OTHERS | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Star rating system (1-5 stars) Text box for written review Submit button to publish the review Option to edit or delete the review within 24 hours | | |

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| User Story No: 23 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNER I WANT TO RESPOND TO CUSTOMER REVIEWS SO THAT I CAN ADDRESS FEEDBACK AND IMPROVE SERVICE | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Ability to reply to customer reviews Display restaurant owner’s response below the review Option to mark inappropriate reviews for moderation Notification to customers when their review gets a response | | |

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| User Story No: 24 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO MARK AN ORDER AS DELIVERED SO THAT THE CUSTOMER AND RESTAURANT KNOW IT HAS BEEN COMPLETED | | |
| BV:500 | | CP: 03 |
| ACCEPTANCE CRITERIA "Mark as Delivered" button in the delivery app Send push notification to customer and restaurant Update order status to Delivered Capture customer’s signature or OTP for verification | | |

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| User Story No: 25 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMER I WANT TO RECEIVE PROMOTIONAL OFFERS AND DISCOUNTS SO THAT I CAN SAVE MONEY ON MY ORDERS | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Display personalized offers on the homepage Send push notifications for new deals Apply discounts automatically at checkout when eligible Option to opt in/out of promotional notifications | | |

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| User Story No: 26 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNER I WANT TO CREATE AND MANAGE DISCOUNT OFFERS SO THAT I CAN ATTRACT MORE CUSTOMERS | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Create new offers with discount percentage or fixedamount Set validity period for the offers Option to apply discounts to specific items or full menu Customers can see offers on the restaurant profile | | |

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| User Story No: 27 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMER I WANT TO PAY USING MULTIPLE PAYMENT METHODS SO THAT I HAVE FLEXIBILITY IN COMPLETING MY ORDER | | |
| BV:500 | | CP: 03 |
| ACCEPTANCE CRITERIA Display multiple payment options (Credit/Debit Card, UPI, Net Banking, COD) Allow customers to save preferred payment methods Secure OTP-based authentication for online payments Notify customers of payment success or failure | | |

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| User Story No: 28 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO VIEW MY DAILY EARNINGS SO THAT I CAN TRACK HOW MUCH I HAVE MADE | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Display total earnings for the day Show breakdown of earnings per order Allow filtering by date range Option to withdraw earnings if eligible | | |

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| --- | --- | --- |
| User Story No: 29 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMER I WANT TO RECEIVE A DIGITAL INVOICE FOR MY ORDER SO THAT I CAN KEEP A RECORD OF MY PURCHASE | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Generate digital invoice after successful payment Display invoice with order details and price breakdown Option to download invoice as PDF Send invoice to registered email | | |

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| --- | --- | --- |
| User Story No: 30 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNER I WANT TO MANAGE MULTIPLE BRANCHES FROM ONE ACCOUNT SO THAT I CAN OVERSEE ALL OPERATIONS EFFICIENTLY | | |
| BV:500 | | CP: 03 |
| ACCEPTANCE CRITERIA Add, edit, or remove multiple restaurant locations View performance reports for each branch Assign branch-specific managers Enable branch-specific menu customization | | |

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| --- | --- | --- |
| User Story No: 31 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMER I WANT TO BE ABLE TO TIP THE DELIVERY BOY SO THAT I CAN REWARD GOOD SERVICE | | |
| BV:350 | | CP: 03 |
| ACCEPTANCE CRITERIA Option to add a tip at checkout Suggested tip amounts or custom tip entry Show tip breakdown in order summary Transfer tips directly to the delivery person’s account | | |

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| --- | --- | --- |
| User Story No: 32 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO RECEIVE CUSTOMER RATINGS SO THAT I CAN IMPROVE MY SERVICE QUALITY | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA Customers can rate the delivery experience (1-5 stars) Feedback visible on delivery boy’s profile Notification sent when a new rating is received Delivery boy can view average rating and past feedbacb | | |

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| --- | --- | --- |
| User Story No: 33 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO SCHEDULE AN ORDER FOR LATER DELIVERY SO THAT I CAN RECEIVE MY FOOD AT A CONVENIENT TIME | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Option to select a future delivery date and time Orders should be placed in the restaurant's queue Reminder notification sent before delivery time Ability to edit or cancel the scheduled order | | |

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| --- | --- | --- |
| User Story No: 34 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO SET A LIMIT ON DAILY ORDERS SO THAT I CAN AVOID OVERLOADING MY KITCHEN | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Option to set a maximum number of orders per day Display "Orders Full" status when the limit is reached Customers receive notification if a restaurant is fully booked Allow adjustments to the order limit as needed | | |

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| User Story No: 35 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO REQUEST A REFUND FOR A CANCELLED ORDER SO THAT I CAN GET MY MONEY BACK IF I DIDN’T RECEIVE MY FOOD | | |
| BV:450 | | CP:03 |
| ACCEPTANCE CRITERIA Request Refund button available in order history Refund eligibility based on cancellation policy Customers receive email confirmation for refund requests Refund status visible in customer’s account | | |

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| --- | --- | --- |
| User Story No: 36 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO REFER FRIENDS TO THE APP SO THAT I CAN EARN REWARDS FOR BRINGING NEW USERS | | |
| BV:450 | | CP:03 |
| ACCEPTANCE CRITERIA Unique referral link for each customer Reward system based on successful sign-ups or first orders Display earned rewards in the customer’s profile Notify both the referrer and referee about successful referrals | | |

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| User Story No: 37 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO TEMPORARILY PAUSE ORDERS SO THAT I CAN MANAGE HIGH DEMAND PERIODS OR MAINTENANCE | | |
| BV:400 | | CP:02 |
| ACCEPTANCE CRITERIA Option to pause orders from the restaurant dashboard Display "Temporarily Unavailable" message to customers Notify customers if a restaurant is not accepting orders Ability to resume order acceptance anytime | | |

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| --- | --- | --- |
| User Story No: 38 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER SUPPORT THROUGH CHAT SO THAT I CAN GET HELP WITH MY ORDER ISSUES QUICKLY | | |
| BV:450 | | CP:03 |
| ACCEPTANCE CRITERIA In-app live chat feature for customer support Auto-response for common queries Option to escalate chat to a human agent Store chat history for future reference | | |

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| User Story No: 39 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO REPORT A DELIVERY ISSUE SO THAT I CAN INFORM THE COMPANY ABOUT DELIVERY PROBLEMS | | |
| BV:450 | | CP:02 |
| ACCEPTANCE CRITERIA "Report Issue" button in the delivery app Select reason: Customer Unavailable, Wrong Address, Traffic Delay, etc. Attach optional photo or message for support Notify admin and restaurant about reported issue | | |

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| User Story No: 40 | Tasks: 2 | Priority: HIGH |
| AS AN ADMIN I WANT TO VIEW BUSINESS PERFORMANCE REPORTS SO THAT I CAN ANALYZE SALES AND GROWTH | | |
| BV:500 | | CP: 03 |
| ACCEPTANCE CRITERIA Display total orders, revenue, and active restaurants Generate reports based on date range and region Download reports in Excel or PDF format Provide insights on customer behavior and sales trends | | |

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

*Answer:*

An **Epic** is a **large user story** that cannot be completed within a single sprint and needs to be broken down into smaller, more manageable **user stories**. Epics represent **high-level business requirements** that are later refined into detailed user stories during backlog grooming.

**Epic 1: Order Management System**

**Description:**

This epic focuses on the entire order management process, from order placement to order tracking and delivery completion.

**Breakdown into User Stories:**

1. **As a customer, I want to add food items to my cart so that I can place an order.**
2. **As a customer, I want to apply discount coupons so that I can avail offers on my order.**
3. **As a customer, I want to select a payment method so that I can complete my order.**
4. **As a customer, I want to track my order in real-time so that I know when my food will arrive.**
5. **As a customer, I want to rate and review my order so that I can share my experience with others.**

| **Epic Name** | **Order Management System** |
| --- | --- |
| **BV:** 1000 | **CP:** 10 |

**Epic 2: Delivery Partner Experience**

**Description:**

This epic focuses on improving the experience of delivery personnel by enabling order assignments, navigation, and issue reporting.

**Breakdown into User Stories:**

1. **As a delivery partner, I want to receive order assignments so that I can start the delivery process.**
2. **As a delivery partner, I want to view customer details and location so that I can complete deliveries efficiently.**
3. **As a delivery partner, I want navigation assistance so that I can reach the destination faster.**
4. **As a delivery partner, I want to mark an order as delivered so that the system updates order status.**
5. **As a delivery partner, I want to report delivery issues so that I can notify the company about problems.**

| **Epic Name** | **Delivery Partner Experience** |
| --- | --- |
| **BV:** 900 | **CP:** 9 |

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

***Answer:***

**Difference Between Business Value (BV) and Complexity Points (CP)**

| **Aspect** | **Business Value (BV)** | **Complexity Points (CP)** |
| --- | --- | --- |
| **Definition** | BV represents the **importance** or **impact** of a user story on the business. | CP represents the **effort** required to develop the user story. |
| **Who Decides?** | Product Owner and Stakeholders | Scrum Team (Developers) |
| **Measurement Unit** | Measured in **monetary value or priority points** (e.g., 1000, 500, 200). | Measured using **Story Points** (e.g., 1, 2, 3, 5, 8, 13). |
| **Purpose** | Helps prioritize **which features should be built first** based on business impact. | Helps estimate **how much work is needed** to complete a user story. |
| **Example** | A **live order tracking feature** may have **BV = 1000** because it increases customer satisfaction. | The same feature may have **CP = 8** because it requires complex real-time updates. |

**Key Takeaway:**

* **BV helps prioritize features based on business needs.**
* **CP helps estimate the effort required for development.**
* A **high BV and low CP** means a feature is **valuable and easy to build** (ideal for early implementation).
* A **high BV and high CP** means a feature is **valuable but complex**, requiring careful planning.

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

***Answer:***

**What is a Sprint?**

A **Sprint** is a fixed-length timebox in Agile Scrum, usually lasting **1 to 4 weeks**, during which the Scrum team works on a set of prioritized user stories to develop a **potentially shippable product increment**.

**Key Aspects of a Sprint:**

1. **Sprint Duration:**
   * Typically **2 weeks** (but can range from 1 to 4 weeks).
   * The duration is fixed and remains consistent throughout the project.
2. **Sprint Planning:**
   * The team selects **user stories** from the **Product Backlog** and moves them into the **Sprint Backlog**.
   * Each user story is broken into **tasks**, and the team commits to completing them within the sprint.
3. **Daily Scrum (Stand-up Meeting):**
   * A **15-minute daily meeting** where the team discusses:
     1. What they worked on yesterday.
     2. What they will work on today.
     3. Any roadblocks or challenges.
4. **Sprint Execution:**
   * The team develops, tests, and integrates features following Agile principles.
   * Developers, testers, and business analysts collaborate to complete user stories.
5. **Sprint Review:**
   * At the end of the sprint, the team presents the **completed work** to stakeholders.
   * Stakeholders provide **feedback**, and changes may be added to the **Product Backlog**.
6. **Sprint Retrospective:**
   * The team reflects on the sprint and discusses:
     1. What went well.
     2. What did not go well.
     3. Areas of improvement for the next sprint.
7. **Sprint Goal:**
   * A well-defined **objective** for the sprint, ensuring the team remains focused on delivering business value.
8. **Sprint Completion:**
   * A **Potentially Shippable Product Increment** is delivered.
   * If any user story is **incomplete**, it is moved back to the **Product Backlog** for re-prioritization.

**Example of a Sprint:**

**Sprint Duration: 2 Weeks**

| **Sprint Day** | **Activity** |
| --- | --- |
| Day 1 | **Sprint Planning** – Select user stories and create tasks |
| Day 2-13 | **Development and Testing** – Daily Stand-ups |
| Day 14 | **Sprint Review and Demo** – Show completed work |
| Day 14 | **Sprint Retrospective** – Identify improvements |

**Why Are Sprints Important?**

* Ensure **continuous delivery** of working software
* Allow **frequent feedback** and quick adaptation to changes
* Promote **team collaboration and transparency**
* Keep work **manageable and focused** within a short timeframe

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

***Answer*:**

**Product Backlog**

The **Product Backlog** is a prioritized list of all features, enhancements, bug fixes, and technical tasks that need to be implemented in the product. It is maintained by the **Product Owner** and continuously refined based on business needs and customer feedback.

**Key Characteristics of a Product Backlog:**

* Contains **all requirements** for the product, including user stories, epics, and technical tasks.
* Items are **prioritized** based on business value and customer needs.
* It is **dynamic** and can be updated frequently based on stakeholder input.
* Items are estimated using **Business Value (BV) and Complexity Points (CP)**.
* The **Product Owner** is responsible for backlog grooming and refinement.

**Example of a Product Backlog:**

| **ID** | **User Story** | **Priority** | **BV** | **CP** |
| --- | --- | --- | --- | --- |
| 1 | As a customer, I want to track my order in real-time | High | 1000 | 5 |
| 2 | As a delivery boy, I want to receive navigation assistance | Medium | 800 | 3 |
| 3 | As a restaurant owner, I want to set operating hours | Medium | 600 | 2 |
| 4 | As a customer, I want to apply promo codes at checkout | Low | 500 | 2 |

**Sprint Backlog**

The **Sprint Backlog** is a subset of the **Product Backlog** that contains the user stories and tasks selected for a **specific sprint**. It is created during the **Sprint Planning Meeting**, and the development team commits to completing these items by the end of the sprint.

**Key Characteristics of a Sprint Backlog:**

* Contains only the **tasks planned for the current sprint**.
* It is **owned and managed by the development team**.
* Tasks are **broken down into smaller units** for development.
* The team tracks progress using **Work in Progress (WIP) limits** and a **Sprint Burndown Chart**.

**Example of a Sprint Backlog:**

| **ID** | **User Story** | **Task** | **Status** |
| --- | --- | --- | --- |
| 1 | As a customer, I want to track my order | Develop tracking module | In Progress |
| 2 | As a delivery boy, I want navigation assistance | Integrate Google Maps API | To Do |
| 3 | As a restaurant owner, I want to set operating hours | Create settings module | Done |

**Difference Between Product Backlog and Sprint Backlog**

| **Feature** | **Product Backlog** | **Sprint Backlog** |
| --- | --- | --- |
| **Definition** | A list of all features, enhancements, and bugs needed for the product | A list of tasks selected from the Product Backlog for a specific sprint |
| **Ownership** | Managed by the **Product Owner** | Managed by the **Scrum Team** |
| **Scope** | Covers the **entire product lifecycle** | Covers only **one sprint (1-4 weeks)** |
| **Updates** | Continuously updated based on business priorities | Updated daily during the sprint |
| **Prioritization** | Items are prioritized based on business value | Items are fixed for the sprint duration |

Both the **Product Backlog** and **Sprint Backlog** play a crucial role in Agile development, ensuring smooth workflow and timely delivery of features.

***Question 7 – What is an Impediments Log? Write 2 Impediments***

***Answer:***

**What is an Impediments Log?**

An **Impediments Log** is a document or tool used in Agile Scrum to track **obstacles** that are blocking or slowing down the team's progress. It is maintained by the **Scrum Master**, who is responsible for resolving or escalating these impediments.

**Key Characteristics of an Impediments Log:**

* Lists all issues affecting the sprint’s progress.
* Helps track **who is responsible** for resolving each impediment.
* Ensures that **blockers are addressed quickly** to maintain sprint momentum.
* Used in **Daily Stand-ups** to report ongoing challenges.

**Example of an Impediments Log**

| **ID** | **Date Logged** | **Impediment** | **Impact** | **Owner** | **Status** |
| --- | --- | --- | --- | --- | --- |
| 1 | 22-Mar-2025 | API integration failure | Blocking payment processing feature | Tech Lead | In Progress |
| 2 | 23-Mar-2025 | Server downtime | Delaying testing and deployment | DevOps Team | Resolved |

**Two Examples of Impediments**

**Impediment 1: API Integration Failure**

**Description:** The payment gateway API is not responding correctly, preventing customers from completing online payments.  
**Impact:** Orders cannot be placed, leading to business loss.  
**Resolution:** The technical team is coordinating with the payment provider to fix the issue.

**Impediment 2: Server Downtime**

**Description:** The staging server crashed, preventing the team from deploying and testing new features.  
**Impact:** Sprint progress is delayed as developers cannot test their code.  
**Resolution:** The DevOps team restarted the server and implemented monitoring to prevent future failures.

Keeping an updated **Impediments Log** helps the team quickly identify and resolve roadblocks, ensuring smooth sprint execution.

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

**Answer:**

**What is Velocity in Agile?**

Velocity is a **key performance metric** in Agile that measures the amount of work a team completes during a sprint. It is calculated based on the number of **Story Points (CP - Complexity Points)** delivered in previous sprints.

Velocity helps teams:

* Predict how much work they can complete in future sprints.
* Plan sprint capacity and workload distribution.
* Identify productivity trends and bottlenecks.

**How to Calculate Velocity?**

Velocity is calculated by summing the **Story Points** of all completed user stories at the end of each sprint.

**Example of Velocity Calculation:**

| **Sprint** | **Story Points Completed** |
| --- | --- |
| Sprint 1 | 20 CP |
| Sprint 2 | 25 CP |
| Sprint 3 | 22 CP |

**Velocity = (20 + 25 + 22) / 3 = 22.3 CP per Sprint**

This means the team can plan to complete **approximately 22 Story Points in the next sprint**.

**Key Considerations for Velocity**

* Velocity is **team-specific** and should not be compared across teams.
* It may vary due to factors like team experience, technical challenges, or scope changes.
* **Consistent velocity** over multiple sprints indicates a well-functioning Agile team.

Tracking velocity helps teams **set realistic sprint goals** and improve efficiency over time.

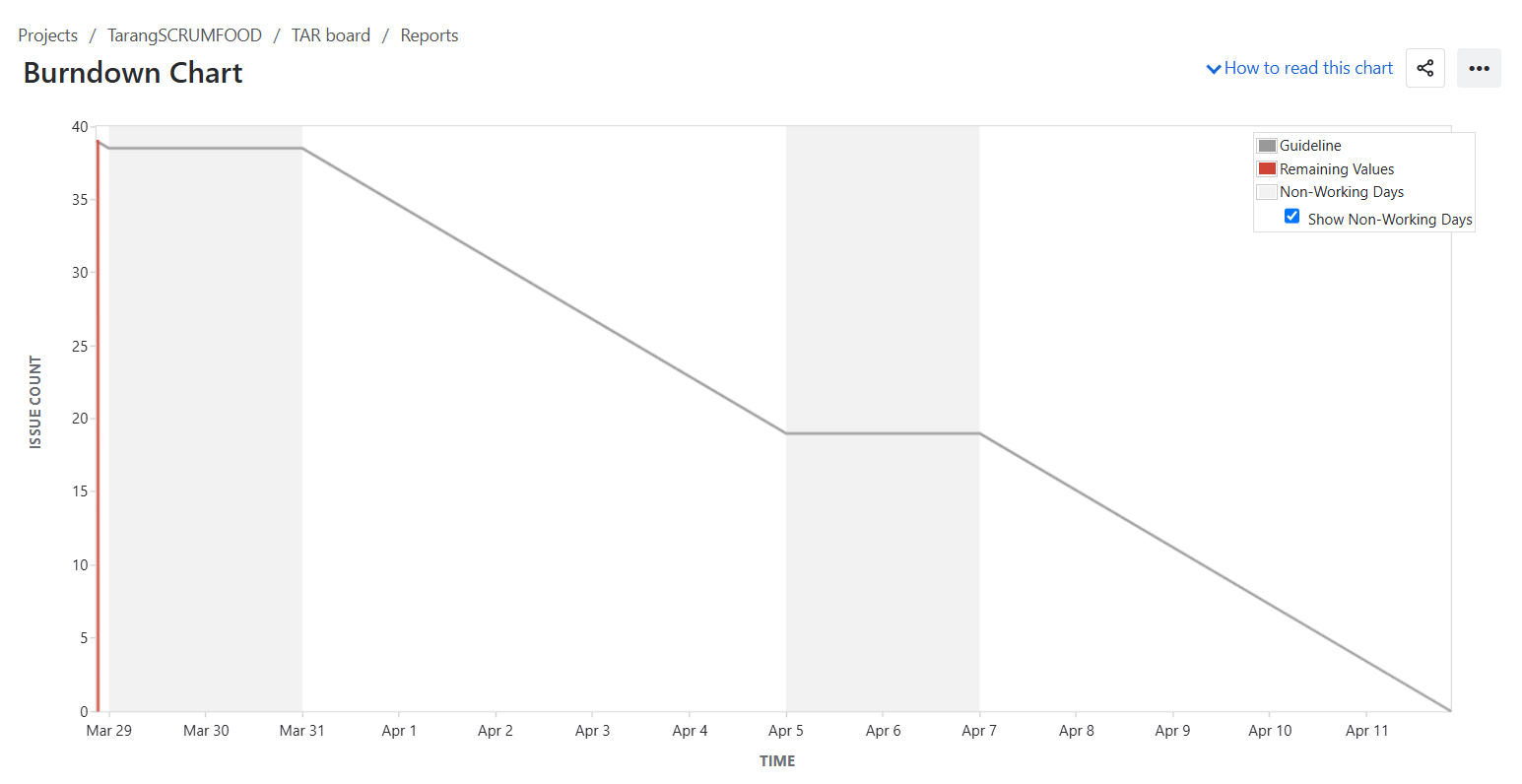
***Question 9 – Draw Sprint Burn Charts n Product Burn Down Charts***

***Answer:***

**Sprint Burndown Chart**

A **Sprint Burndown Chart** is a visual representation of the work remaining in a sprint. It helps teams track progress and identify whether they are on track to complete all sprint tasks within the sprint duration.

**Key Features of a Sprint Burndown Chart:**

* X-Axis: **Sprint Duration (Days)**
* Y-Axis: **Remaining Story Points (CP) or Tasks**
* The chart starts with the total **Story Points** at the beginning of the sprint and 
* decreases as tasks are completed.

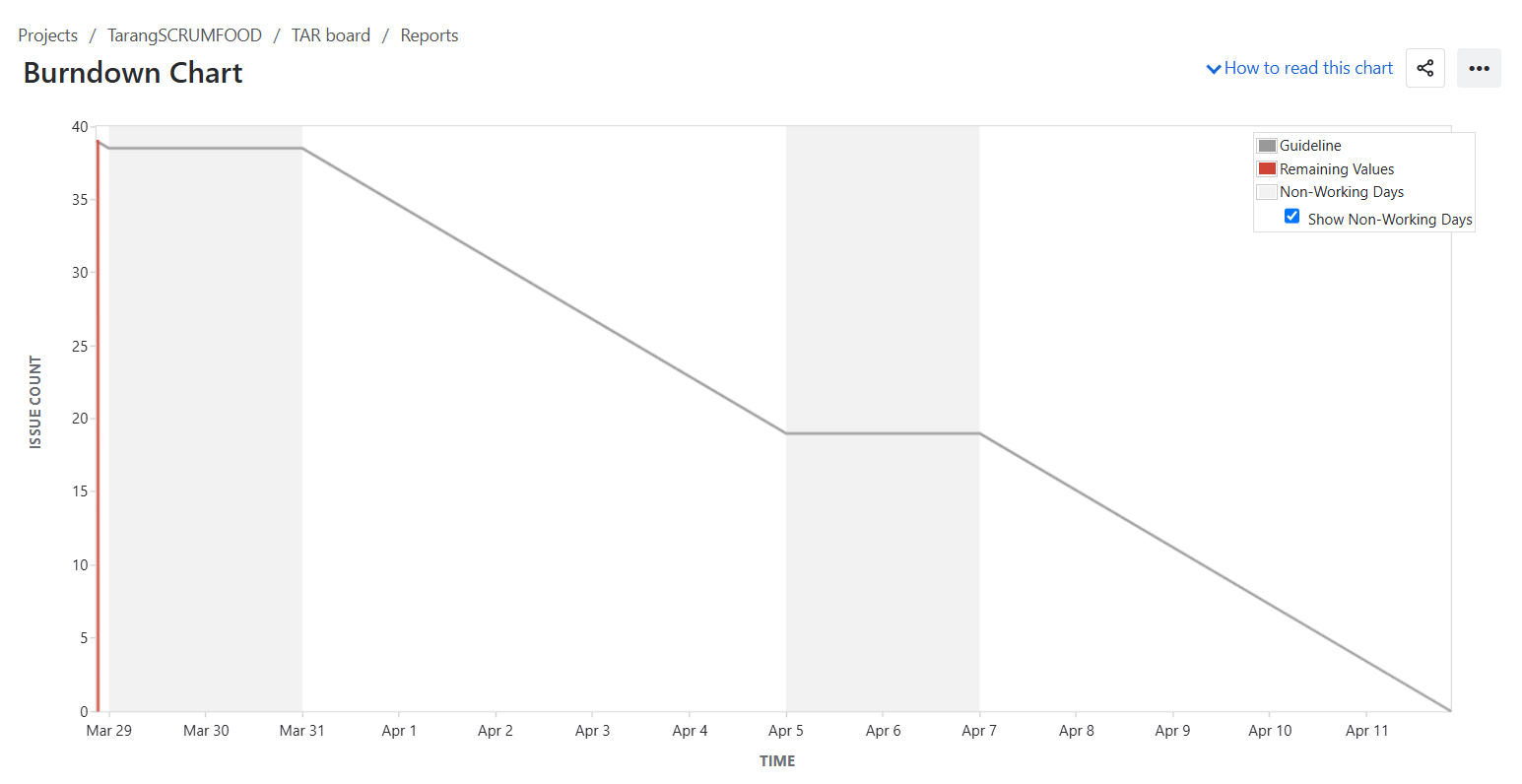
**Product Burndown Chart**

A **Product Burndown Chart** is similar to a Sprint Burndown Chart but tracks the progress of the entire product backlog across multiple sprints. It helps stakeholders see how much work remains before project completion.

**Key Features of a Product Burndown Chart:**

* X-Axis: **Sprint Numbers**
* Y-Axis: **Remaining Product Backlog Items (Story Points)**
* The chart shows the total backlog reducing over multiple sprints.

**Example Product Burndown Chart**

****

Both **Sprint Burndown** and **Product Burndown Charts** help teams track progress, manage expectations, and ensure on-time delivery.

***Question 10 – Explain About Product Grooming***

***Answer:***

**What is Product Grooming?**

Product Grooming, also known as **Backlog Refinement**, is a continuous process where the **Product Owner and Scrum Team** review, update, and prioritize the Product Backlog to ensure that upcoming sprints are well-prepared.

**Key Activities in Product Grooming**

1. **Prioritizing User Stories:**
   * Ensuring high-priority items are at the top of the backlog.
   * Aligning with business goals and stakeholder needs.
2. **Breaking Down Epics into User Stories:**
   * Large features (epics) are split into smaller, manageable user stories.
   * Stories are detailed enough for development in a single sprint.
3. **Estimating Story Points (CP):**
   * Assigning complexity points to backlog items using techniques like **Planning Poker**.
4. **Clarifying Requirements:**
   * Adding acceptance criteria to user stories.
   * Resolving ambiguities before the sprint starts.
5. **Removing Outdated or Irrelevant Stories:**
   * Eliminating features that are no longer needed.
   * Keeping the backlog **clean and manageable**.

**Benefits of Product Grooming**

* Ensures the **Product Backlog is always up-to-date**.
* Helps the Scrum Team **better understand upcoming work**.
* Reduces the time spent in **Sprint Planning meetings**.
* Improves **team collaboration** and requirement clarity.

Product Grooming is typically done **once per sprint**, but it can be conducted more frequently depending on the project needs.

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

***Answer:***

**Scrum Master**

The **Scrum Master** is responsible for ensuring that the Scrum framework is followed and that the team works efficiently without obstacles. They act as a **servant leader** and coach for the team.

**Key Responsibilities of a Scrum Master:**

1. **Facilitating Scrum Events:**
   * Organizing Sprint Planning, Daily Stand-ups, Sprint Review, and Sprint Retrospective meetings.
2. **Removing Impediments:**
   * Identifying and resolving blockers that slow down the team's progress.
3. **Coaching the Team:**
   * Helping the team understand and apply Agile principles effectively.
4. **Ensuring Process Adherence:**
   * Making sure the team follows Scrum guidelines and best practices.
5. **Protecting the Team:**
   * Shielding the team from unnecessary distractions and external pressures.

**Product Owner**

The **Product Owner** is responsible for **defining the product vision** and ensuring that the team delivers value to the business. They act as a **bridge between stakeholders and the development team**.

**Key Responsibilities of a Product Owner:**

1. **Managing the Product Backlog:**
   * Creating, prioritizing, and refining user stories based on business needs.
2. **Defining Product Vision:**
   * Ensuring that the development team understands the long-term goals of the product.
3. **Stakeholder Communication:**
   * Gathering requirements and feedback from customers, business teams, and management.
4. **Ensuring Business Value:**
   * Prioritizing backlog items based on Business Value (BV) to maximize ROI.
5. **Accepting or Rejecting Work:**
   * Reviewing completed features and ensuring they meet the **Acceptance Criteria**.

**Comparison of Scrum Master vs. Product Owner**

| **Aspect** | **Scrum Master** | **Product Owner** |
| --- | --- | --- |
| **Focus** | Team efficiency and process adherence | Product vision and business value |
| **Main Role** | Facilitates Scrum and removes blockers | Manages backlog and prioritizes work |
| **Key Responsibility** | Coaching and supporting the team | Defining and delivering business value |
| **Interaction** | Works with the Scrum Team | Works with stakeholders and customers |
| **Decision-Making** | Guides the team but does not decide product features | Decides what features to build and prioritize |

Both roles are **essential for a successful Agile project**, ensuring **efficient team collaboration** and **business-driven product development**.

***Question 12 – Explain All Meetings Conducted in a Scrum Project***

***Answer:***

Scrum follows a structured set of meetings, known as **Scrum Ceremonies**, to ensure transparency, collaboration, and continuous improvement. These meetings help the team stay aligned and deliver value efficiently.

**1. Sprint Planning Meeting**

**Purpose:** To define what work will be completed in the upcoming sprint.  
**Participants:** Scrum Master, Product Owner, Development Team  
**Timebox:** 2 to 4 hours for a two-week sprint

**Key Activities:**

* The **Product Owner** presents the highest-priority backlog items.
* The team selects items for the **Sprint Backlog**.
* User stories are **broken down into tasks**.
* The team estimates effort using **Complexity Points (CP)**.
* A **Sprint Goal** is defined.

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

**Purpose:** To provide a quick status update on progress and challenges.  
**Participants:** Scrum Team (Scrum Master, Developers, Product Owner may join)  
**Timebox:** 15 minutes

**Each team member answers three questions:**

1. What did I work on yesterday?
2. What will I work on today?
3. Are there any blockers or impediments?

**Benefits:**

* Increases transparency and accountability.
* Helps identify impediments early.
* Keeps the team aligned toward sprint goals.

**3. Sprint Review**

**Purpose:** To showcase completed work to stakeholders and get feedback.  
**Participants:** Scrum Team, Stakeholders, Product Owner  
**Timebox:** 1 to 2 hours

**Key Activities:**

* The team presents completed **user stories**.
* The **Product Owner validates** if the work meets acceptance criteria.
* Stakeholders provide feedback for future improvements.
* Unfinished work is moved back to the **Product Backlog**.

**4. Sprint Retrospective**

**Purpose:** To reflect on the sprint and improve team processes.  
**Participants:** Scrum Team (Scrum Master, Developers, Product Owner)  
**Timebox:** 1 hour

**Key Discussion Points:**

* What went well in the sprint?
* What could be improved?
* What actions can we take to improve future sprints?

**Outcome:**

* The team agrees on action points for process improvement.

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

**Purpose:** To keep the backlog updated, prioritized, and ready for future sprints.  
**Participants:** Product Owner, Scrum Master, Development Team  
**Timebox:** Ongoing process (1 to 2 hours per sprint)

**Key Activities:**

* Adding, removing, or reprioritizing backlog items.
* Breaking down large epics into user stories.
* Ensuring stories are well-defined with acceptance criteria.

**Summary Table**

| **Meeting** | **Purpose** | **Timebox** | **Participants** |
| --- | --- | --- | --- |
| Sprint Planning | Define sprint goals and backlog | 2 to 4 hours | Scrum Team |
| Daily Scrum | Quick status update | 15 minutes | Developers, Scrum Master |
| Sprint Review | Demonstrate completed work | 1 to 2 hours | Scrum Team, Stakeholders |
| Sprint Retrospective | Discuss improvements | 1 hour | Scrum Team |
| Backlog Grooming | Refine and prioritize backlog | 1 to 2 hours | Product Owner, Scrum Master, Developers |

Each Scrum meeting plays a crucial role in ensuring efficient workflow, continuous improvement, and high-quality product delivery.

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

***Answer:***

**Sprint Size**

Sprint Size refers to the total amount of work planned for a **single sprint**. It is measured in **Story Points (CP - Complexity Points)** or the number of **user stories** the team commits to completing within the sprint duration.

**Key Factors Affecting Sprint Size:**

1. **Team Capacity:** The number of developers and their availability.
2. **Historical Velocity:** The team’s past performance in completing Story Points.
3. **Sprint Duration:** A sprint typically lasts **1 to 4 weeks**, impacting the workload.
4. **Task Complexity:** Some tasks may require more effort, reducing the overall sprint size.

**Example:**

* If a team completes **50 Story Points per sprint**, then the **Sprint Size = 50 CP** for the next sprint.

**Scrum Size**

Scrum Size refers to the **number of tasks or work items completed within a single daily Scrum cycle**. It helps the team track daily progress within a sprint.

**Key Factors Affecting Scrum Size:**

1. **Number of Developers Working on a Task** – More team members may increase work completion per Scrum.
2. **Task Dependencies** – Some tasks require others to be completed first.
3. **Work Complexity** – Large or complex tasks take more Scrum cycles to complete.

**Example:**

* If a user story has **5 development tasks**, and the team completes **2 tasks per day**, the **Scrum Size = 2 tasks per Scrum**.

**Comparison of Sprint Size and Scrum Size**

| **Aspect** | **Sprint Size** | **Scrum Size** |
| --- | --- | --- |
| **Definition** | Total work planned for an entire sprint | Work completed within a single daily Scrum cycle |
| **Measurement Unit** | Story Points (CP) or Number of User Stories | Number of tasks completed per day |
| **Timeframe** | Covers the **entire sprint duration** (1-4 weeks) | Covers a **single day’s work** |
| **Used For** | Sprint Planning and backlog selection | Tracking daily progress within the sprint |

A well-balanced **Sprint Size** ensures that the workload is realistic, while monitoring **Scrum Size** helps in tracking daily execution and maintaining team efficiency.

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

***Definition of Ready (DOR)***

**Definition of Ready (DOR)** ensures that a user story or backlog item is **fully prepared** before the development team starts working on it. It acts as a **checklist** to confirm that the story is clear, well-defined, and has all necessary details.

**Key Criteria for DOR:**

* The user story has **clear acceptance criteria**.
* The story is **small enough** to be completed in one sprint.
* Dependencies are **resolved**, and no blockers exist.
* The story is **prioritized** in the backlog.
* The team **understands the requirement**.

**Example:**

* A story **"As a customer, I want to add food items to my cart"** must have:
  + A detailed description
  + Acceptance criteria
  + Design/mockups
  + API availability (if required)

If a story meets all these conditions, it is considered **Ready** for development.

**Definition of Done (DOD)**

**Definition of Done (DOD)** ensures that a user story is **fully completed** and meets the required quality standards before being marked as "done." It acts as a **quality checklist** for development and testing.

**Key Criteria for DOD:**

* Code is **developed and committed**.
* The feature is **tested** (unit tests, integration tests, UI tests).
* The functionality is **reviewed and approved** by the Product Owner.
* The feature is **deployed to staging** or production.
* Documentation is updated (if required).

**Example:**

* The same story **"As a customer, I want to add food items to my cart"** is considered **Done** only if:
  + The cart functionality is implemented.
  + All test cases pass.
  + The feature works in staging.
  + The Product Owner approves it.

**Comparison of DOR vs. DOD**

| **Aspect** | **Definition of Ready (DOR)** | **Definition of Done (DOD)** |
| --- | --- | --- |
| **Purpose** | Ensures a backlog item is **ready to start** | Ensures a backlog item is **fully completed** |
| **Focus** | Clarity of requirements | Quality of execution |
| **Owner** | Product Owner and Business Analyst | Development Team and QA |
| **Key Question** | "Can we start working on this?" | "Is this fully completed and ready for release?" |

By following **DOR and DOD**, Agile teams ensure **better planning, smoother execution, and high-quality product delivery**.

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

***Answer:***

**Prioritization Techniques**

Prioritization techniques help Product Owners and teams decide which user stories or features should be developed first based on business value, customer needs, and effort required.

**1. MoSCoW Method**

* **Must-Have:** Critical features without which the product cannot function.
* **Should-Have:** Important but not essential; can be implemented later.
* **Could-Have:** Nice-to-have features that enhance the user experience.
* **Won’t-Have:** Features that are not planned for the current release.

**2. Value vs. Effort Matrix**

* Features are evaluated based on **Business Value (BV)** and **Complexity Points (CP)**.
* High-value, low-effort items are prioritized first.

**3. Kano Model**

* **Basic Needs:** Features customers expect (e.g., payment gateway in a food delivery app).
* **Performance Needs:** Features that improve user experience (e.g., order tracking).
* **Excitement Needs:** Features that delight users (e.g., AI-based food recommendations).

**4. WSJF (Weighted Shortest Job First)**

* Uses a formula: **WSJF = Business Value / Job Size**
* Features with the highest score are implemented first.

**What is MVP (Minimum Viable Product)?**

An **MVP (Minimum Viable Product)** is the **simplest version of a product** that provides enough features to satisfy early adopters while allowing for feedback-based improvements.

**Key Characteristics of an MVP:**

* Focuses only on **core functionalities**.
* Helps **validate business ideas** before full-scale development.
* Reduces **time-to-market** and minimizes risks.

**Example of an MVP for a Food Delivery App:**

* **MVP Features:**
  + User registration
  + Restaurant listing
  + Order placement
  + Payment processing
* **Non-MVP Features (Future Enhancements):**
  + Loyalty points
  + AI-based recommendations
  + Social media login

MVP development ensures **faster delivery, better user feedback, and cost-effective product scaling**.

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***Question 16 – Difference Between Business Analyst and Product Owner***

***Answer:***

***Business Analyst (BA)***

A **Business Analyst** focuses on **gathering, analyzing, and documenting requirements** to ensure that the development team builds a product that meets business needs.

**Key Responsibilities of a Business Analyst:**

* Conducts **requirement gathering sessions** with stakeholders.
* Documents **business requirements, user stories, and workflows**.
* Ensures alignment between **business goals and technical solutions**.
* Works closely with **both business stakeholders and the development team**.
* Analyzes data to support **decision-making**.

**Product Owner (PO)**

A **Product Owner** is responsible for **defining product vision, managing the Product Backlog, and prioritizing features** to maximize business value.

**Key Responsibilities of a Product Owner:**

* Owns and manages the **Product Backlog**.
* Prioritizes user stories based on **business value**.
* Works closely with **stakeholders and customers** to refine product vision.
* Collaborates with the development team to ensure **proper execution**.
* Accepts or rejects completed user stories based on **acceptance criteria**.

**Comparison Between Business Analyst and Product Owner**

| **Aspect** | **Business Analyst (BA)** | **Product Owner (PO)** |
| --- | --- | --- |
| **Primary Focus** | Requirement gathering and analysis | Defining and prioritizing product features |
| **Decision-Making Power** | Suggests features but does not prioritize | Has authority over backlog prioritization |
| **Key Deliverables** | Requirement documents, use cases, workflows | Product Backlog, sprint priorities |
| **Stakeholder Interaction** | Works with business users, developers, and QA | Works with stakeholders, customers, and Scrum teams |
| **Sprint Involvement** | Supports development by clarifying requirements | Actively participates in sprint planning and reviews |

Both roles are essential in Agile projects, but while a **Business Analyst ensures clear requirements**, the **Product Owner decides what features to build and when**.

**Question 17 – Prepare a Sample Resume of a 3-Year Experienced Product Owner**

**Sample Resume – Product Owner (3 Years Experience)**

**Andaz Apna Apna**

[**Andaz@**Email.com] | [9005133365] | [LinkedIn Profile] | [India]

**Professional Summary**

Results-driven **Product Owner** with **3 years of experience** in Agile environments, specializing in **Product Backlog management, Sprint Planning, and Stakeholder Collaboration**. Proven ability to **define product vision, prioritize features, and work closely with cross-functional teams** to deliver high-value solutions.

**Key Skills**

* **Agile & Scrum Methodologies**
* **Product Backlog Management**
* **User Story Writing & Prioritization**
* **Sprint Planning & Execution**
* **Stakeholder Communication**
* **Requirement Gathering & Analysis**
* **Data-Driven Decision Making**
* **JIRA, Confluence, Trello**

**Work Experience**

**Product Owner | [Facebook] | 25 April 2019 – Present**

* Defined and managed the **Product Backlog**, ensuring high-priority features were delivered on time.
* Worked closely with **stakeholders, business analysts, and developers** to refine user stories.
* Led **Sprint Planning, Reviews, and Retrospectives**, ensuring continuous improvement.
* Used **MoSCoW and WSJF prioritization techniques** to maximize business value.
* Collaborated with UX/UI teams to enhance product usability and customer experience.
* Monitored and analyzed key **KPIs and product performance metrics** for data-driven decisions.

**Business Analyst | [Flipkart] | 12 March 2016 – 20 April 2018**

* Gathered and documented business requirements, translating them into **user stories**.
* Assisted in **backlog grooming and sprint planning**.
* Conducted stakeholder interviews and workshops to align product goals.
* Supported the development team in understanding requirements and resolving blockers.

**Education**

**MBA / B.Tech / Relevant Degree** – [University Name], [Year of Graduation]

**Certifications**

* **Certified Scrum Product Owner (CSPO)** – [Issuing Organization]
* **Agile Business Analysis Certification** – [Issuing Organization]

**Projects**

**Food Delivery App (Scrum Foods)**

* Developed and launched an MVP, managing end-to-end backlog refinement and sprint execution.
* Implemented **real-time order tracking and payment gateway integration**.

**E-commerce Platform Enhancement**

* Led product enhancements, improving checkout process and customer retention by **20%**.

**Personal Attributes**

* Strong problem-solving skills with a strategic mindset.
* Excellent communication and leadership abilities.
* Passionate about delivering customer-centric solutions.

This resume highlights **experience, skills, and Agile expertise**, making it suitable for a **Product Owner role with 3 years of experience**.

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