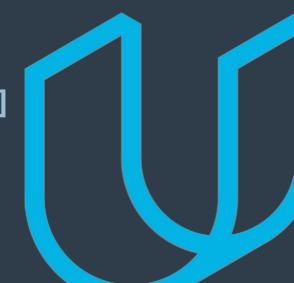# JOBS

Developing the product

Product Owner: [Abdulla Almuharrami]

Getting Started

Create Project Blueprint

A product launch is not just about deploying a beautifully designed,built and thoroughly tested feature. Your company needs to be equally prepared if not more to support every possible customer interaction associated with the product (e.g landing on your company website to learn more about the new feature)

Create a coordination activities map

Purpose *Conveys the scope of various tasks that need to be coordinated to build and launch the product/feature*	What is the task? *Based on the purpose, select the appropriate from the drop-down*	Who is the task owner? *Does the following to finish task:* 1. Schedule and run meetings 2. Gather feedback and share updates 3. Follow-up with stakeholders	Whose involvement is needed to accomplish the task ? *Please select one from the drop-down list of your identified stakeholders*	What is their role? *Select the stakeholder's role from the drop-down. Note: 'Scrum Team' role is applicable to stakeholder 'Scrum Team' only*	By when, does the task need to be completed? *Select milestone keeping in mind nature of the task,downstream effects of delaying task*
Evangelize internally	Setup PRD review meeting to receive feedback	Product Manager	Head of Product	Approver (Has the final say on a specific aspect of the project)	Set a target week
			Legal and Compliance	Contributors (Consulted for their opinions or expertise to help with project decisions)	
	Setup meeting to share MVP scope and walk-through design to gather feedback		Head of Product/Impacted Product Managers/Cross-functional stakeholders	Informed (No authority over the decisions and need to stay updated on the progress since it impacts their own work)	
	Setup meeting to kickoff project with the scrum team		Scrum Team	Scrum Team (Involved directly in product development efforts)	
Involve legal and compliance	Get feedback on previously identified legal areas to update. e.g Terms of Use and Privacy Policy	Product Manager	Legal and Compliance	Approver (Has the final say on a specific aspect of the project)	Set a target week
	Setup meeting to review MVP scope and identify possible legal updates.e.g Terms of Use and Privacy Policy		Cross-functional Stakeholders	Contributors (Consulted for their opinions or expertise to help with project decisions)	Before project's final sprint starts
Incorporate stakeholders feedback	Discuss the prioritized feedback received from stakeholders to update scope and design	Product Manager	Product Designer	Scrum Team (Involved directly in product development efforts)	Before project's sprint 0 starts
Initiate and maintain feedback loop	Create a project-specific communication channel (in Slack etc) to share insights from customer meetings/usability tests/data analysis	Product Manager	All except Legal and Compliance	Informed (No authority over the decisions and need to stay updated on the progress since it impacts their own work)	Ongoing activity
Plan development work	Setup solution feasibility discussions to understand the work involved/identify inter-dependencies and potential risks	Product Manager	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 0 starts
	Identify critical spike and engineering design work to complete prior to product/feature development	Engineering Lead			
Manage product/feature testing	Share and review the project's test strategy	QA	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 1 starts
Setup analytics tracking	Review analytics tracking requirements	QA	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 1 starts

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Plan for Sprint Meeting

As a PM, it is important to stay ahead of your scrum team and be prepared for every upcoming sprint by having a target goal defined with prioritized backlog for team to start costing and breaking down the tasks

Sprint Planning Meeting Preparation

Sprint Goal
Enable graduate student to be able to find jobs matches their skills and education background. In addition, support and feedback will be given on their resume and interview skills.

Sprint Backlog (list the prioritized **user-stories** from the product backlog)

1	As a graduate student, I want to know what jobs available that suits my skills and education level, so I can save time searching
2	As a graduate student, I want to get feedback on my resume so I can make it more professional
3	As a graduate student, I want to get trained on how to do/say during job interview.
4	As app user, I want to if I can filter out recommended job to exclude certain job.
5	As free trail user, I want to know if I can see recommended jobs before subscribing to test app

Sprint Prioritization Logic
To have fully functioning matching algorithm to enhance user experience for find best matched job

User Story 1

User Story	As a graduate student, I want to know what jobs available that suits my skills and education level, so I can save time searching
Design	[Link](#) to prototype
Acceptance Criteria	User to be able to find list of recommended jobs based on his education background and skills. User profile to match job requirement from company. App to send notification when new job is found App to work across IOS, android and web version
Assumptions	User has subscription

User Story 2

User Story	As a graduate student, I want to get feedback on my resume so I can make it more professional
Design	[Link](#) to prototype
Acceptance Criteria	Video call to be made with high quality Ensure end to end encryption
Assumptions	English is official language of interview User should already have added his skills, education background and uploaded his resume

Decoding API Documentation

As a PM, you will collaborate with the engineering team and provide guidance that heavily influences their development approach. When a product requires an API integration, sometimes PM need to be "technical enough" to understand the following to refine the solution with designer and development team

- what information is available via the API
- how is it available
- possible pricing impact

LinkedIn Project

Based on the API documentation how would you update your solution and design?	• Using API, we will be able to use company details to match student profile with job posted. • Users will be able to go to company detail webpage through the lookup API in which data are already provided
Based on your high-level understanding of the API documentation, are there any details that you want to discuss with engineering to refine solution and/or determine feasibility	• Can this API and algorithm cover wider range of user ? i.e. Different countries • How can we improve our search engine (algorithm) to accurately match user's profile with job. Perhaps can we check user interest in certain group of company and make recommendation based on that ?

Re-prioritize Sprint Backlog

As a PM, unexpected issues and new feature requests will require you to triage them efficiently and re-prioritize the sprint backlog without impacting the roadmap deliverables significantly

Issue 1: Landing Page loading too slow

Determine impact and criticality to prioritize issue	• Landing page is taking 38% more time to load, which is seriously affecting app response time. • Negative user feedback has reported in Appstore and play store • Issue will be reported as critical since it will affect maintain/attract user interest
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	• *Classifiy reported issue with high importance (critical)* • *Cascde message to all concerned stakeholder through already setup communication loop* • *Ensure issue is properly investigated and solved during next meeting and launch app update to solve it*
Would you take additional steps ?	• Ensure tests and multiple usage of app are conducted before launching new update. • Communicate with customer support team to periodically get users feedback on app

Issue 2: Misaligned fields in Profile Settings

Determine impact and criticality to prioritize issue	• The app is still functioning despite the misalignment that most user wont notice. • User rating in app store still not affected by misalignment. • Issue will be classified as low since its not affecting user experience
Next Steps use ticketing tool (JIRA), and communication channel (Slack)	• Update issue as low • Cascade message to all involved stakeholder for further investigation • Ensure issue is resolved once new update is released

Respond to Customer Service Manager's Email

Determine impact and criticality to prioritize the issue (1 - Critical; 2 - High; 3 - Normal; 4 - Low)	• Disscuss with QA team on reported issue and gather more details • Since issue is affecting considerable portion of users, it will be reported as high • Serve to be checked and come up with solution to find resone of delay
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	• Update issue as high • Cascade message to all concerned team to investigate issue • Ensure customer support team to communicate with users and informing them that issue is being addressed with high priority
Sample Email Response	Dear team Below issue to be investigated and solved with high priority. Kindly ensure support/marketing team to convey message to our customer that issue is under investigation and will be solved shortly Sincerely

Handle Potentially Difficult Situations

As a PM, you will be faced with many unexpected situations where you have to make a decision or push back while managing competing priorities from stakeholders and tackling issues that could potentially affect your product launch

Respond to CEO or GM's request via email

Assessment and result	• Call for meeting with concerned team to discuss request • Check and confirm readiness of product to be tested • Confirm that all completed features are tested and running smoothly
Sample Email Response	Dear Sir, Thank you for showing up intrest in product. We definitely want to make user experience lovely. However, the app is still 65% complete and on track. Our team is working hard as some feature are under testing to ensure everything is running smoothly. At this stage, not all features will be functioning so We recommend to test the app after completed all pre-tests. However, we will share with you demo version of the app with only completed features so far. Hope you will enjoy it. Appreciate your understanding Sincerely

Step-in and guide the scrum team at stand up

Video Response	Share the link to your video here <insert link>

Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	• set up a meeting with other PMs from other project to discuss risks associated and see potential of reprioritization. • Confirm that replacement QA had proper handover from previous engineer and is up to the tasks, it not then we can give support from other member to this task
Since the QA team member is shared across multiple projects, how would you coordinate with other PMs to de-risk your project and raise appropriate visibility ?	• Discuss with other PMs possibility of asking for more resources • Set together and evaluate each project current progress, and evaluate priority. • Deploy QA member to project with highest risk and in meantime we can test features ourselves. • Get scrum team involved to redistribute certain tasks
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	QA team, involved PMs, Scrum team
	Incase fruitful and successful negotiation was done, QA member will be deployed to continue his tasks while getting support from other team as well. However, if we couldn't find way to share QA member, then we will call for urgent meeting with scrum team and assign QA tasks to someone else to work on while still getting support from team

How would you handle stakeholder feedback?

Feedback Assessment	• Is the daily notification to users something we really need ? User can always scilent the notifications • What kind of notification we talk about ? Is it by email, text...etc • What is other stakeholders feedback on this ?
Video Response	Share the link to your video here (insert link)