

Sprint 1 (04/10/2019 to 25/10/2019)

1. Backlog items

Backlogs items were generated on the first and second meeting. These items are labeled with different colors depending on their purpose (the colors match with the label on Trello). They were first generated by brainstorming technique and then recorded using Trello. The link to our board is [here](#). The board is updated with the status of individual backlog items.

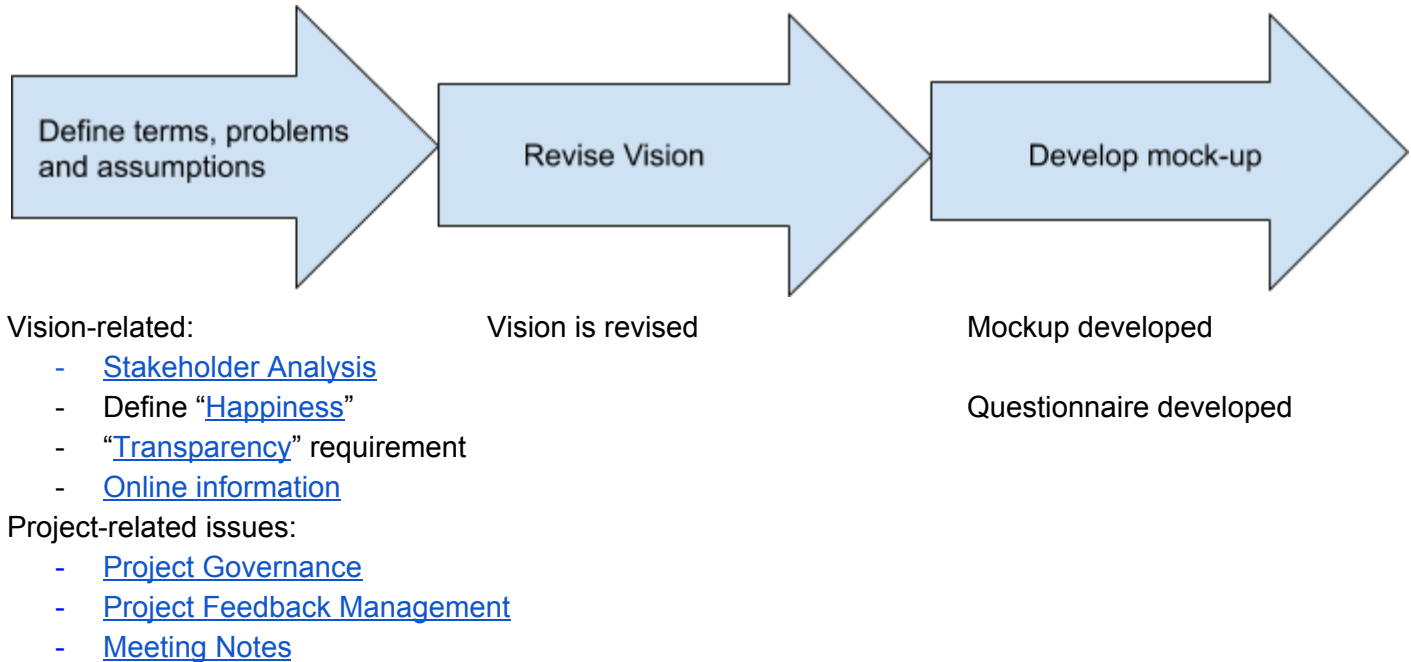
The table below shows all backlog items in the table below with their label.

	PMO Enabling (red)	Defining Vision (green)	Questionnaire (blue)	Relevant for grading (orange)	Prototype (yellow)
	Organizing Meeting Room	Stakeholder Analysis	Preparing questionnaire	Prepare Sprint 1 report	Mock-up Chatbot
	Organizing Information Management	Sprint 1 scope review	Interview current & potential customers		Virtual Assistant Structure
	Capacity Planning	Defining Happiness	Analyzing interview results		
	Feedback Management	Define Transparency (Define Mortgage Transparency)	Find Interviewees		
	Project Governance	Assumptions Pain Points			
	Document Meeting Minute	Mapping stakeholder & Happiness			
	Scrum Meeting (Tuesday night at 9.00)	Translate task in user stories			

After finishing the Sprint, the remaining backlogs are marked in red.

2. Analysis results

The figure below shows the group's path in the first sprint. Deliverables of each step are written below. For the sake of repetition avoidance, results of our analysis will not be repeated in the summary but links to respective documents will be inserted.



After the relevant documents are gathered, the vision is revised into

"Mortgage Transparency for customer's happiness"

(the original vision was "*Mortgage transparency for every stakeholder's happiness*"). The reason why the project's vision was changed is: after the stakeholder and mortgage transparency were analyzed, the group realized that even though they play an initial role in the market, the end customers are the only ones who do not have full information and overall background about it, although, they should be able to get all the necessary information in a short period of time without any human interaction. We also assume that the information search phase is one of the biggest pain points of customers during the mortgage application process.

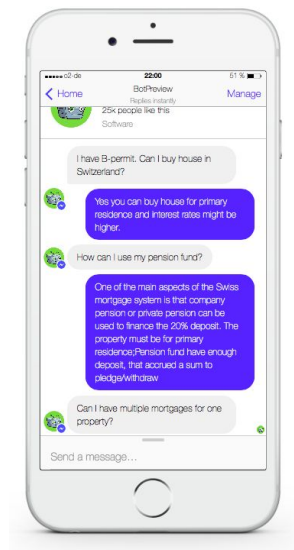
Other parties (banks, brokers, agencies, etc.) have connections to one another and are able to attain the necessary information. They would not be interested in more transparency and easy information access for the clients, because it would make the competition more tense and their benefits can not be seen clearly. The only stakeholder, who would benefit the most of this transparency is the customer. But the Swiss financial service providers do not make extra efforts to ensure this transparency for a "greater-good".

3. Techniques adapted to accomplish backlog items

1. Poker cards for capacity planning
2. Kanban board (Trello) for collaboration
3. Meeting minutes for tracking task and documentation [Link](#)
4. Personas for the interviewee
5. Brainstorming (Backlog items, mockup chatbot)
6. Taking pictures during the meetings for documentation purpose. Please see them under [this link](#).

4. Questionnaire and Mock-up

At the end of Sprint 1, we developed the questionnaire and the mock-up of the chatbot. Click [here](#) for a working chatbot.



Mock-up chatbot image

The questionnaire can be found [here](#).

5. Plan for Sprint 2

Sprint 2 will start with the interviews. Each group member will interview 1 or 2 people who are either current mortgage owner or have intention to take on one. The results will be gathered and analyzed on the first meeting of the 2nd Sprint. During the interview session, the mock-up chatbot will be shown to the interviewees for their reviews and if this is what they look for. Deliverable of Sprint 2 will be improved version of Chatbot determined based on the results of the interviews. As an agile way, it might be an improvement of our MVP, or develop something else that would be more beneficial for the customers.

6. Improvements and feedbacks

Feedbacks for Sprint 1 will be discussed in the next meeting and will be adapted for improvements.