Project Kick-Off Meeting 11/10

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| ATTENDEES |
| * Anuradha * Agnes * Anh * Gael |

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| AGENDA |
| * Administrative task * Discussion on Backlog Item * Scope of Sprint 1 * Resourcing |

# DISCUSSION TOPIC & NOTES

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| Administrative Task:Meeting room booking, Information/ Document Management |
| Backlog Items:Meeting Room, Organizing Information Management, Feedback Management , Capacity Planning, Project Governance, Stakeholder Analysis, Defining Happiness, Define Transparency( Define Mortgage Transparency), Assumptions Pain Points, Scope Review for Sprint1, Mockup for Virtual Assistant, Identifying interviewee, Preparing questionnaire, interview current & potential customers, Analyzing interview results, Mapping stakeholder & Happiness, Translate task in user stories Steps.  Vision Statement : Mortgage transparency for every stakeholders happiness!  Project plan for 3 Sprints  Sprint 1.in 2 weeks (25th Oct) Business Analysis Planning and Monitoring Input/Output diagram Goals: planning, backlog, prioritise the tasks, define the scope of sprint 1. Organisational thing - book the working room, document the project work. Agnes will do the meeting documentation, the minutes. Next steps.  Tasks: We have to discover - what are the stakeholders in a mortgage? Making interviews is also possible. Interviewing current and future mortgage customers. - Questionnaire for finding customers needs. First we need to analyse, who are our stakeholders. Analysing interview results to find the pain points. What does transparency mean? Why is it beneficial and if the market is ready for it. - Finding related reports (FINMA), analysis or other documents. Translating tasks in user stories.  Scope for the 1st Sprint to prepare the questionnaire for the interview  Defining happiness from the mortgage perspective. But it is different from stakeholders to stakeholders.  Mapping was suggested by Anu about the happiness possibilities of the different stakeholders.  Defining transparency, stakeholders - how to make them happy.  What do we want to deliver at the end of the sprint 3? That is survey and analysis of the results, identify the pain points. And a proposal, how we can resolve these pain points. Idea of the prototype can be described at the end of the Sprint. Sprint 3 we can go into the solution - proposing the solution.  Gael explains a lot of examples how the scope can be change.  We continue with ideation.  Assumption pain points Discussion about the governance - who does what, who will talk with which stakeholder. Scrum call will happen regularly. 15 minutes call receive a feedback as well - suggestion from Anu. |
| Resourcing for Backlog Items:  Porker Cards use for capacity planning and prioritize the backlog items.  Let's prioritise the tasks. We will do personal interviews - later point. Preparing questionnaires- 1st outcome of the first sprint. But let's do it later.  Parking lots - take out the FINMA report analysis. But how does it related to our work? Questions asked if this task is relevant or not.  Organisational, PMO tasks - red colour. Defining of the vision - green colour. Questionnaire tasks - blue colour.  For Poker cards Define the measure - 100 = 1hour. How much can we afford per person per week? Also let's define the subtasks for each tasks.  Sprint 1. tasks capacity poker. Agreement of two is the agreed measure in our group. With bigger groups the outliers are usually removed.   1. Room reservation - 0 2. Information management - 0 3. How we would like to get feedback from each other? - 100 4. Capacity planning - 100 5. Project governance - 100 6. Stakeholder analysis - 300 7. Defining happiness - 200 Had a conversation about the works need to be taken on this topic, because Agnes wanted to ask 500, but the discussion went about the task and we agreed 200. 8. Defining transparency - votes are 100, 200, 300, 300. The related transparency and market reports comes here as well as subtasks. So, the whole transparency research counts for 500 hours at the end. 9. Brainstorming about the pain points - 200. Next time we meet, we will spend 2 hours on defining pain points. 10. 10.Preparing the questionnaire - discussion started about the targeted people for the questionnaire. How do we want to ask? Anu suggest to have one questionnaire for every stakeholders. Or if we create open ended questionnaire, it is very hard to reach to the conclusion. Gael added the scope review task to the board. 800. 11. Interviewing stakeholders - 2x2100, 1300, 800. Discussion about the hours need to complete the task. How long would an interview last? We don't know, how the questionnaire would look like. It will depend on the Questionnaire. We agreed on 1000. 12. Analysing the results - 800 13. Mapping stakeholders happiness - 300 14. Translating tasks in users stories - 300.   Now, let's count. Gael counted the hours all together - 4100. If we follow the logic, we should reach until the 12th point now from. But it is not possible, we cannot finish with the interviews in the next 2 weeks.  We added a new task - finding people for interviews - 300. It was added after the questionnaire preparation task. Tasks are not necessary to be followed, we can decide which tasks to do when. Documentation can be done during the tasks. The sprint documentation can be done by copy paste of the different documents? So the plan is to finish the interviews by the end of the 1st sprint. So we spent 2 hours with the planning meeting. |

# ACTION ITEMS

1. Scrum Call every Tuesday 9pm – Anh
2. Room Reservation – Anh
3. Meeting Minutes format – Anu
4. Stakeholder Analysis – Gael
5. Define Governance for Project work – Agnes
6. Define Happiness for Mortgage Customers – Agnes
7. Define Transparency for Mortgage – Anu/Anh

# MEETING FEEDBACK

Agnes – 100% Gael – 80%

Anh- 100% Anu – 70%

# NEXT WEEK’S AGENDA

* Follow-up last week topics
* Pain Point assumptions
* Sprint 1 scope review
* Preparing Questionnaire

Sprint 1 Meeting 18/10

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| AGENDA |
| * Follow-up last week topics * Backlog Items review * Pain Point assumptions * Sprint 1 scope review * Preparing Questionnaire |

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| DISCUSSION NOTES |
| Follow-up last week topics:Revise the vision statement – Mortgage transparency for the customer happiness based on Stakeholder analysis discussion.  * Discussion on delivery of minimum viable product as part of first sprint * Discussing Mortgage Transparency requirement and compare availability of information online. |
| Backlog Items Review:Add more tasks: Mockup Chatbot, Identify interviewees, Sprint 1 documentation |
| Pain Points Assumptions: We agreed on the pain points and create a persona. Based on pain points create a questionnaire |
| Sprint 1 Scope Review: What to deliver for 1st sprint  * First deliverable based on assumption and will be reviewed from the customer * Review moneypark website and created a mockup based on online web applications analysis. |
| Identify the interviewees |
| Minutes Coaching with Maya –   * explained what goals we need to achieve with the first sprint and what are the deliverables., docs and techniques * Make notes what is done during the first sprint. * Semester End: One group and one personal report need at the end of the module. Lesson learnt. Which issues did you face? Write about the project from your point of view. Format of the personal report will be provided |
| Preparing Questionnaire for the Interview:  * Technique – Creating a persona * No. of Interviews – 6 (includes EU and non-EU interviewees) * Interviewees – already have mortgage, potential mortgage customer, aspiring mortgage customers |

# ACTION ITEMS

# Report Submission for the Sprint 1 on 24th October. The report includes:

# Backlog items

# Stakeholder Analysis

# Mortgage Transparency

# Happiness Analysis

# Mapping Mortgage Transparency with Online application analysis

# Mockup for Chatbot

# Questionnaire

# Meeting Minutes

# Meeting Pics

# Documentation- Anh, Angnes, Gael, Anu

# Mockup Chatbot – Anu, Agnes

# Questionaire – Gael

# MEETING FEEDBACK

# Agnes – 100% Gael – 99.999%

Anh- 100% Anu – 80%

# NEXT WEEK’S AGENDA

* Follow-up last week topics
* Interviews outcome
* Sprint 1 feedback
* Preparation for Sprint 2