Project Kick-Off Meeting 11/09

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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 |

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| Notes |
| Administrative Task : Meeting room booking, Information/ Document Management |
| Discussion on Backlog Items : Organizing 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 , Preparing questionnaire, interview current & potential customers, Analyzing interview results, Mapping stakeholder & Happiness, Translate task in user stories Minutes Coaching with Maya - she explained what goals we need to achieve with the first sprint and what are the deliverables.  Understand and discuss about the Business Analysis Planning and Monitoring Input/Output Diagram and how to proceed. Make the whole plan – organize the task around 5 different topics – there are subtasks You have to fill out – backlog For the first sprint, we have to define, what we need to do for the first sprint. Start with the backlogs – what is needed to do For every task you have to define the steps  **Start the meeting** Time: 14:20 Gael is writing on the white board. What is our vision? Mortgage transparency for every stakeholders happiness!  Project plan 3 Sprints  Sprint 1. at 2 weeks 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.  What do we have to do? Everything that goes on the backlog has to deal with the vision.  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.  Meeting room organisation  Make assumptions for possible pain points that we can later prove with the interviews.  Scope for the 1st Sprint.  Organising meeting room - can be done later Organising the tasks  Governance tasks - what does it mean in our case? Information management - How we are going to communicate. How we are going to improve our performance - At the end of every meeting we include a feedback session. Retrospective.  Agnes summarizes, what and why we need to document these steps to reflect where we are, what we do now.  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.  We defining transparency, stakeholders - how to make them happy.  Gael organise and prioritise the tasks. Anu says all these tasks are too much. Gael suggest to play the priority poker card game to understand the team members' motivation.  Define the deadlines for the different sprints. Let's see how far we can go in the first sprint. First sprint is in 2 weeks, we have 14 days.  We have to also decide what we will do, deliver in the different sprints. Gael explains how the card game works How we measure the capacity of the tasks. How many units is needed. How much is reasonable. How do we decide how much we are going to deliver? It means that we have prepare the questionnaire  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.  Agile is the methodology, but we might follow is the Scrum method. We can follow it, we will decide it later, if it fits into our daily schedule. |
| Resourcing for 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.  Discussion about which task comes first, what is the order. Defining happiness.  Parking lots - take out the FINMA report analysis. But how does it related to our work? Anu questioning if this task is relevant or not. Agnes suggested to change the name of the task to finding available reports about mortgage transparency. So Finma task was removed, new task added to the third line.  Anh is missing the flow, Gael explains Anh how we do the prioritisation. We organised all the tasks around the backlog table.  If a new task comes up, next time we will add to it. Gael marks the tasks with different colours.  Organisational, PMO tasks - red colour. Defining of the vision - green colour. Questionnaire tasks - blue colour.  Gael writes the different fields on the board.  Gael suggest to play the capacity poker cards now. Tasks or user stories have to be done in one sprint. We play the game related tasks in the first sprint. Define the measure - 100 = 1hour. How much can we afford per person per week? 5 hours/person/week. 10 hours/sprint/person. 40 hours/sprint/group. We have 4000 points for the sprint 1. Also let's define the subtasks for each tasks.  Anh assigned the room reservation tasks for herself. There are not too much subtasks for these organisational tasks. How tickest should be solved? Let's do the capacity planning first and see what tasks left. Let's see the first task. Gael explains the poker game.  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.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. To see where we are and change the scope it is Let's see, if we create one questionnaire, we go 500 units. But later on, if one questionnaire is not enough and we need to create separate questionnaires for every stakeholders. And it takes more time. Anh changed her cards from 1300 to 800. 10. 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. 11. Analysing the results - everybody agreed immediately on 800 12. Mapping stakeholders happiness - 300 13. Translating tasks in users stories - 200. Anu disagreed. Because the documentation could last longer. Everyone has a common understanding on the tasks. Decisions can take a lot of time as well. We agreed to 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 can not 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 18/09

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| DISCUSSION NOTES |
| Follow-up last week topics: Agnes started the meeting. We should deliver something, some minimum viable product at the end of the first sprint. Not just finishing at the questionnaire, but based on our assumptions create a product, and show that to the stakeholder already during the survey.  Anu explains the offers excel sheet and the mortgage transparency document.  This is the analysis of the product that we will develop.  Let’s see what MoneyPark has, because it looks they don’t provide any information  We are trying out the website, what information can be taken from MoneyPark.  Anh: If you go to MoneyPark, you have to fill out the Questionnaire to receive any information.  We try out all the tags, but no actual information and no comparison.  Client gives all the data, but get no prompt information from MonayPark.  What is the deliverable for the first print?  We try to figure out the product that we will provide. It might be a chatbot.  How should we validate our question?  Decision: we will create a chatbot that will provide some information to the customer.  Stakeholder analysis: only the customer is the most motivated and happy to have a transparent mortgage process.  Because we want to reach more transparency, regarding information on mortgagees, we noticed that it is only needed for the customer. Therefore we need to cahnge our vision from stakeholder for the customer. All partners, banks, call centers, all the other stakeholders are neutral or not interested.  So the new vision: Mortgage transparency for the customers’ happiness.  Let’s see what we have from last week and what where we are.  We have finished 7 tasks last week.  We need to consult Maya, what we have to deliver by next Thursday.  For sure, we would like to share the Transparency summary document. Probably we will deliver it via a presentation with a hyperlink.  How many hours did you work on your task last week?  Gael around 3 hours  Anu 5 hours  Agnes 3 hours  Happiness result – if the frustration can be solved, happiness can be increased. Fear is also one of the hindering fact. So if we provide a product that takes away the frustration and can lighten the fear, the customers will be happier.  New backlog item:  Sprint 1 Scope review  Virtual assistance structure  Maya arrived:  Make notes what is done during the first sprint.  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.  Just create a document what we did during the 2 weeks. Which and Why did you use those techniques?  Write down the group work, whet we did during the first sprint. Summarise.  Everybody should also start writing the personal report at the end of each sprint.  Your note about the learnings. Just write down your comments, techniques.  We are going to provide a first mockup, first version of the chatbot.  People to contact – decide about it.  Questionnaire  Make the documentation  Make a mock-up chatbot  One document: backlog items, list of documents. |
| Backlog Items Review: |
| Pain Points Assumptions: |
| Sprint 1 Scope Review: |
| Preparing Questionnaire for the Interview: |

# ACTION ITEMS

1. We need to deliver a MVP for next week - Chatbot

# MEETING FEEDBACK

Agnes – 100% Gael – 80%

Anh- 100% Anu – 70%

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