Breeze Healthy App

Developing the product

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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	Informed (No authority over the decisions and need to stay updated on the progress since it impacts their own work)	Set a target week
			Cross-functional Stakeholders	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		Impacted Product Managers	Contributors (Consulted for their opinions or expertise to help with project decisions)	
	Setup meeting to kickoff project with the scrum team		Scrum Team	Scrum Team (Involved directly in product development efforts)	
Involve legal and compliance	Setup meeting to review MVP scope and identify possible legal updates.e.g Terms of Use and Privacy Policy	Product Manager	Legal and Compliance	Contributors (Consulted for their opinions or expertise to help with project decisions)	Set a target week
	Get feedback on previously identified legal areas to update. e.g Terms of Use and Privacy Policy		Legal and Compliance	Contributors (Consulted for their opinions or expertise to help with project decisions)	Before project's sprint 0 starts
Incorporate stakeholders feedback	Setup meeting to share MVP scope and walk-through design to gather feedback	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	Head of Product/Impacted Product Managers/Cross-functional stakeholders	Contributors (Consulted for their opinions or expertise to help with project decisions)	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			

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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	Create a project-specific communication channel (in Slack etc) to share insights from customer meetings/usability tests/data analysis	Data Analyst	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 1 starts
Prepare for every sprint	Review analytics tracking requirements	Data Analyst	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 1 starts
	Create tickets for each sprint based on the analytics tracking requirements	Data Analyst			
	Finalize user-stories and design to add for each sprint	Product Manager			
Coordinate product/feature launch	Identify the support material that needs to be prepared and targeted timelines to align with development cycle	Customer Service	Product Manager	Contributors (Consulted for their opinions or expertise to help with project decisions	Before each sprint ends
	Discuss launch plan and targeted timelines to align with development cycle	Product Marketing	Product Manager	Contributors (Consulted for their opinions or expertise to help with project decisions	Before each sprint ends
Communicate project progress	Share project's progress and highlight any risks (setup recurring meeting/send email/ share via team's channel e.g Slack)	Product Manager	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)	Before project's last sprint ends
Receive product/feature sign-off	Setup meeting to demo the feature and conduct end-to-end feature testing to identify bugs and receive feedback	Product Manager	Head of Product	Approver (Has the final say on a specific aspect of the project)	Before project's final sprint starts
			Impacted Product Managers	Approver (Has the final say on a specific aspect of the project)	
			Cross-functional Stakeholders	Contributors (Consulted for their opinions or expertise to help with project decisions	

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
KP patients/members can log in to the application successfully, then view the medical reports to make it simple for the KP patient to set up a fitness plan.

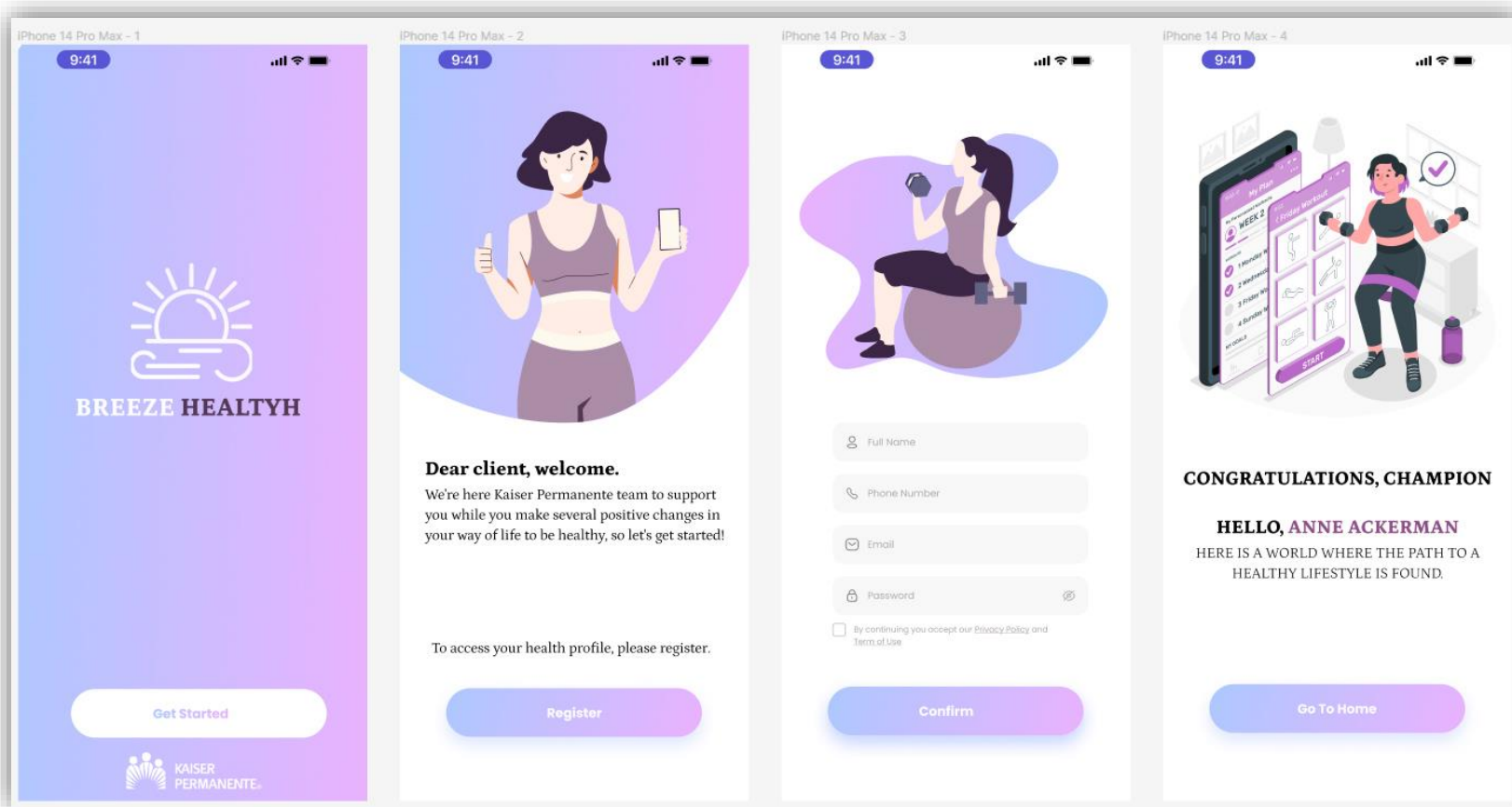| Sprint Backlog (list the prioritized **user-stories** from the product backlog)	
1	As a KP patient, I want to access the app easily with my phone number, so it make it simpler for me to log in quickly and without having to enter all my information.
2	As a KP patient, I want the home application to be concise and clear, in order to make it simple for me to comprehend and use the application.
3	As a KP patient, I want to access to my medical records and personal information, so I can be aware of my health situation and choose the best plan for me.
4	As a KP patient, I want to easily register for the fitness plan, so I start my plan without a hitch.
5	As a KP medical team, We want to easily see the KP patients' queries and questions, so that we can start helping them right away.

Sprint Prioritization Logic

- Have a fully functional deliverable at the end of this first sprint, these stories shows how the MVP app becomes smoother and easier to use for the first time. So that we can evaluate these features before creating the rest and determine what can be developed.
- IT Engineering performs the data linking feature, To successfully link patient data to the application and browse their personal data.

User Story 1

| User Story	As a KP patient, I want to access the app easily with my phone number, so it make it simpler for me to log in quickly and without having to enter all my information.
Design 1	
Acceptance Criteria	• The application opens with a logo interface. to make it a more professional appearance for the patient. • The registration page is then displayed, where the patient finds a "welcome and motivational phrase to help them continue the registration". • It requires entering the patient's data for the first time when using the application to ensure that it is correct, such as phone number, name, e-mail, and password. (the phone number is required only the rest is optional). • An activation code will be sent to the phone number to complete the registration. • Then it will send the patient to the registration completion page, and all KP patient data saved in the KP hospital system will be connected to the application, To assist the patient in gaining access to personal information.
Assumptions	• Only KP patients currently use this app. Only users who have already registered in the KP hospital system are permitted to use this application. • The need of IT engineering to create a (Validic) link between the KP hospital data with the application, since we have lots of KP members.

Design 1

User Story 2

User Story	As a KP patient, I want the home application to be concise and clear, in order to make it simple for me to comprehend and use the application.
Design 2	**In the next slide**
Acceptance Criteria	• Home page should be user-friendly, organized, and clear to the user. • Upon first login, notify the patient that he can access health records and test results, so the patient be aware their health conditions. • Focus on the six sections in the app; Profile, Community, Fitness plan, Nutrition plan, Medication reminder and Medical stuff. • The patient can easily navigate the application's sections. • Each section's use and purpose are clear to the patient.
Assumptions	• There are numerous pictures and videos from external files are attached; this may cause some lags for the fitness plans feature. • IT engineering and Designers work together on making features User-friendly design for the elderly.

Design 2
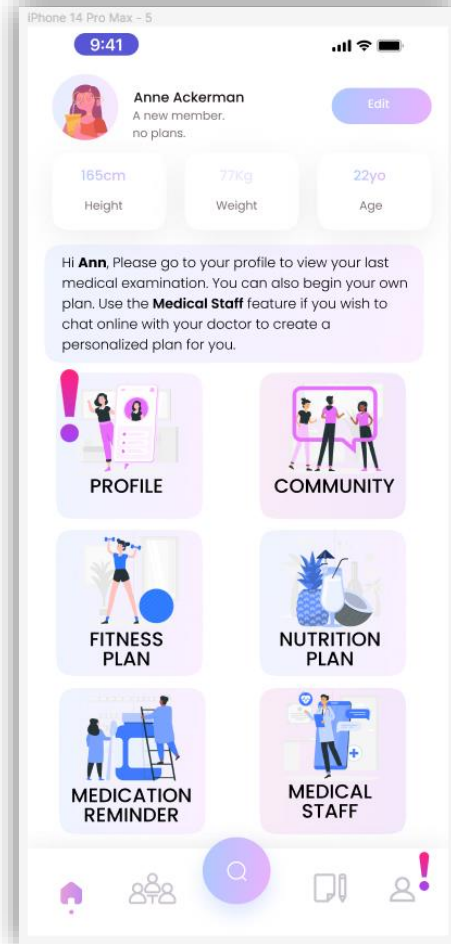
Decoding API Documentation

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

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Based on the API documentation how would you update your solution and design?	• Validic is a great way to gather all the needed information of the patient regarding fitness, sleep, and calorie. • As well as a link to smart watch devices, Also connect i.e., the Apple Store's Health app accessible. To make it easier to send, share, and analyze the patient's necessary data. • Direct access and records to the information that the medical staff needs. • Make it simpler for the patient to monitor data. • The patient can take photos of blood pressure and blood sugar tracker record and turn them into data.
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	• Approximately how long did it take to connect the data? • What resources are available to test the integration? • Is it difficult to connect the data from one App to another?

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	• Issue "bug" **[Priority = 1] High,** for our backlog, The users complain that the landing page takes too long to load. • Because of this error, the user will perceive the application as being unprofessional. • As QA reported the issue takes 38% more time to load it means it affected by a high percentage number of users. • How is a user supposed to see the features of the application if they can't log in immediately?.
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	• Update issue [priority =1], It is a high urgency to fix this bug, We need an infrastructure update for the login feature, it limited our growth and quality of the App, the user are unhappy. • By using JIRA, We can update bug reports, track issues, and customize logs. • Communicate with the engineering and customer service teams and will update and share the issue status on the Slack channel. • Share the update on the issue with other teams & stakeholders via slack.
Would you take additional steps ?	• Find out what's causing this issue by online meeting with the engineering team. • and efficient communication to track the progress of the issue with the customer service team. • Share updates about the issue with the teams and stakeholders via Slack.

Issue 2: Misaligned fields in Profile Settings

Determine impact and criticality to prioritize issue	• Issue "bug" **[Priority = 2] Low-Trivial,** for our backlog, The Profile Settings page updated in the last release looks weird (fields are misaligned) in the Android app. • Given that it has no significant impact on the application's effectiveness or quality, this issue is expected to arise but should still be taken into consideration. • The data analytics team informed that total users accessing this page on a daily basis is 2%, Which demonstrates that only a few users experience this issue.
Next Steps use ticketing tool (JIRA), and communication channel (Slack)	• Update issue [priority =2], It is a low a trivial bug, We need an infrastructure update for the login feature, it limited our growth and quality of the App, the user are unhappy. • The Android app's interface will be enhanced, and the design will be updated. • To resolve this issue, we will use Slack to communicate and update with the engineering team and design team. • Share the update on the issue with other teams & stakeholders via slack.

Respond to Customer Service Manager's Email

Determine impact and criticality to prioritize the issue (1 - Critical; 2 - High; 3 - Normal; 4 - Low)	• Issue "bug" **[Priority = 1] Critical,** for our backlog, users are complaining that they are not receiving our email [reset the password], after 12 hours they receive the email. • Slowness in the internal tool, which makes the user impatient and bored. • 7% of all users each day who are unable to log in ask for this email, The patient is unable to use the application or maintain their health plan due to this issue.
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	• Update this issue on slack as a [priority=1] Critical, Teams from engineering and development work together to find a workable solution to the problem. • Using JIRA, We can update issue reports. • Discussion with the Engineering manager and Customer Service manager to investigate this issue. • Providing the customer service team with guidance on how to handle the high incoming call volume and complaints regarding this issue.
Sample Email Response	Dear Customer service manager, I'm sending you this email in response to the problem your department is currently experiencing. Thank you for sharing! After evaluation, this issue has been categorized as a **[Priority = 1] Critical issue**. We appreciate the effort your department is placing on it, and we will consider it seriously. In order to solve this issue, I will do the following: • Arranging a meeting with the both managers of engineering and customer service. • Set the issue's priority and communicate the details via Slack. Best regards. PM Arwa,

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	• A demo that we haven't completed with its feature is not possible. • The teams are committed to the sprint we already set, we don't have to change or minimize the sprint scope. • We are concerned with the quality of the project, and speeding can create stress and put teams under pressure, which can delay the plan's execution and result in errors. • If insisted on seeing the demo, it will be shared in its current state.
Sample Email Response	Dear CEO/GM, We are overjoyed that you are interested and eager to experience our product/demo. However, I must express my viewpoint on this matter, and I hope you can understand. The application's features are currently being still worked on and are not yet complete 65%. Each team is putting up a lot of effort to present you with an application that meets up to your expectations, focusing on verify the completed tickets and bug fixes too. As a team, The demo should be shared with a stable environment and functional features. The team is currently working within sprint scope. Therefore, it would be best to delay the demo by it date as it supposes in the sprint scope. Regarding my suggestion, kindly let me know your thoughts. I appreciate your understanding. Best regards, PM Arwa,

Step-in and guide the scrum team at stand up

Video Response	❖ **Notice#1** : To be [code-review complete], these back-end issues must be resolved since they prevent two front-end tickets from being evaluated by QA. • Why the two back-end tickets have been in 'Code Review' for two days? • Are there any issues or challenges with these two back-end tickets that you want to share? ❖ **Notice#2** : Another ticket, which covers the requirements for analytics, has 3 story points and has not yet begun with development. It is expected that it will be finished in this sprint. • What are the causes of this ticket's delay? • Do you face any difficulties? • As I noticed It has five tracking requirements, so if I downgraded 2 out of 5 because they are considered it as 'nice-to-have', it can be ended before the date for the launch? • Together, we must develop this ticket by today.

The video is uploaded
with the Zip file

Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	• Indicate whether the engineering team is prepared to step in and start helping to cover the QA team member. • As PM I am ready to **Work with the engineering team and help them cover the** QA team member work till, he come back. • Consult with the other PMs, To create a plan and an appropriate division among the QA members.
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 ?	• Set up a meeting with the other PMs to discuss the importance of the delayed tickets for their projects. • We create a priority list of the tickets that could pose a risk or have an impact on the project's status or launch among the PMs. • Set up a meeting with the QA team to discuss whether it is possible to divide these priorities among the team members or whether we must collaborate with the engineering team.
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	• Head of product. • Impacted product manager. • Cross-functional stakeholders.
	• Take into consideration the other PMs' perspectives and work together to develop a solution that satisfies everyone. We do not compete with one another. • Invest time in evaluating the details of our tickets and determining their priority with other PMs. • Negotiate with the QA manager to divide the work among the remaining team members while the absent member is away on sick leave.

How would you handle stakeholder feedback?

Feedback Assessment	- Why do you think the product is not adequate for use yet, and could you explain that more clearly? - Why, in your opinion, are notifications crucial for this first launch process? - The MVP does not include any kind of notification feature; why, in your opinion, would a user find it important? - Does it impact the way our MVP is used by the first time to the user?
Video Response	The video is uploaded with the Zip file

Thank you

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