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**Module Three Journal**

* What benefits can you gain by engaging with users or stakeholders?
* Answer:
* Engagement with the user should always be present because the software is built for the users, so understanding and receiving users’ feedback on the software is a foundational aspect for the software to exist.
* Benefits gained by engaging with users (Sharma, N. (2024, February 8)):
* Insight into the user’s experience with the software’s Graphical User interface.
* Errors are highlighted, which provides a chance to improve the user experience.
* Understanding what users expect from the software will enlighten me (the Product Owner) on the requirements to fulfill users’ expectations.
* Benefits gained by engaging with stakeholders (Tyagi, S. (2023, September 12)):
* Stakeholders play a massive role in deciding the company’s future, so constant communication is essential to understand what they expect from the software.
* Then only can I (the Product Owner) meet their expectations.
* Clear and honest communication builds trust between stakeholders and me (the Product Owner), which allows the Scrum Team to thrive.
* It increases opportunities for success because exchanging information will enlighten each other perspectives, which can lead to innovative ideas.
* Reflect on the User Stories assignment in this module. How can user stories help the Scrum Team?
* Answer:
* User stories help the Scrum Team by providing the following (Cohn, M. (2022, November 2)):
* Provides a clear description of what task must be completed, for who, and why.
* Outlines the priority and size of a task.
* Outlines the acceptance criteria for the task so the Scrum Team will know when they have completed the task.
* How did the interviews/user meetings help in writing these user stories?
* Answer:
* The interview/user meeting helped in writing the user stories by:
* Providing insight into what they want from the software.
* Pointing faults of other competitors’ software.
* Providing information that will allow us to avoid making the same mistakes.
* Providing the necessary information to set:
* User Story Value Statement
* User Story Size
* Acceptance Criteria
* What other methods for collecting feedback are needed to build the user stories?
* Answer:
* The following are additional methods required to build the user stories:
* Accurate analysis of conversation with users to appropriately decipher what specifically the user wants.
* Clear understanding of how to complete the task given by the user.
* Appropriate estimation of user story size, so resources are allocated correctly.

**References**

Sharma, N. (2024, February 8). *Why is customer engagement important: What are the benefits?*. Website. https://vwo.com/customer-engagement/why-is-customer-engagement-important/

Tyagi, S. (2023, September 12). *5 key benefits: Why stakeholder engagement drives success -*. Askel. https://askelsustainabilitysolutions.com/5-key-benefits-why-stakeholder-engagement-drives-success/

Cohn, M. (2022, November 2). *Advantages of user stories over requirements and use cases*. Mountain Goat Software. https://www.mountaingoatsoftware.com/articles/advantages-of-user-stories-for-requirements