

INSERT YOUR PRODUCT NAME* (If multiple products/services, please fill this out for each) *If this is your first time seeing this document please fill it out with: The Facilitator of the Scoping

Team Name/Requestor

YOUR NAME (Who is in the meeting)

Value Category (Pick one)

- 1.) Revenue
- 2.) Productivity Effectiveness
- 3.) Regulatory and Compliance
- 4.) Avoided Cost
- 5.) Market Fit, Potential for one of the above.

Value Statement (Elevator Pitch of why this is valuable)

EXAMPLE:

By solving this problem, we will save the company \$1million, as well as, reduce the number of potential breaches.

Description (Tell us about the problem we are trying to solve)

EXAMPLE:

We want to ensure that all the ticket requests when a system goes down are automatically handled, freeing up many of the developers so that developers can put their efforts towards solving the issue.

Deadlines (Dates we need to be aware of)

EXAMPLE:

- 1.) We have a big meeting with Patty Anderson, and she is expecting a demo.
- 2.) We are moving to another system and need to ensure that it happens after January 12, 20XX

Business Goals (Why should/does the business invest in solving this. Can any of these goals be measured?)

EXAMPLE:

- 1.) Reduce cost of maintenance. We could measure this by measuring the time it takes someone to do it manually vs how long it takes the automated the program to do the same.
- 2.) Reduce cost of developers being pulled off their normal work.

Metrics (How do we measure the success of this product)

EXAMPLE:

- 1.) Every time an incident happens it takes on average 10 hours from 8 different people. Maybe we could measure how much time has been saved when it is automated.

Engagement Goals (What output or services do you need from the Product Team)

EXAMPLE:

- 1.) Implementation of a product or solution.
- 2.) We would want our engineers to be trained on how the system works, so some hands-on training during development.
- 3.) Testing suite.

Product Goals (What should this product accomplish)

EXAMPLE:

- 1.) Automate unavailability ticket creation.
- 2.) Automate the process of resolving the and documenting the cause of an outage.
- 3.) Insight into how an issue is being handled via notifications on laptops and phones.

Market (What is out there that could be bought or configured to solve this problem)

EXAMPLE:

- 1.) CrazyMonkey is a product used by other companies that we may want to look into.
- 2.) LightsOut is an opensource tool which could solve this problem.

Users (Who will be the users of this product)

EXAMPLE:

- 1.) The security developers
- 2.) Auditors

Technology Platforms (What will we need to interface with when making a solution)

EXAMPLE:

- 1.) Must be deployed on PCF and AWS.
- 2.) Jira for ticket creation.

Hosting (Will we be hosting this for you or will you be hosting this)

EXAMPLE:

- 1.) Once built, we will host it and maintain it.

Feature List (What should this product specifically do)

EXAMPLE:

- 1.) Create Jira tickets
- 2.) Ticket closure
- 3.) Notification system to let impacted teams know when something is resolved

Anti-Goals (What does this not do)

EXAMPLE:

- 1.) This does not deal with the solving the outage
- 2.) This is not a frontend website

Risks and Unknowns (Anything you do not know or that would prevent us from moving forward)

EXAMPLE:

- 1.) We do not yet know the new platform we are going to be moving on to
- 2.) Still need approval from John Billamson before moving forward