

# DoorDash

Developing the product

**Product Owner: Srinivas Katti**



# 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

The link for the co-ordination activities map is given below.

<https://drive.google.com/file/d/1dK8CrGVefLSyLnOWxSe770ofP-gNAjb0/view?usp=sharing>

# 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

<b>Sprint Goal</b>	
Enable the User to order food through Dashboard mobile app by logging into the app	
<b>Sprint Backlog</b> (list the prioritized <b>user-stories</b> from the product backlog)	
1	User login widgets for the user to login ( 3 points)
2	Validate the correct username and password ( 3 points)
3	Search for the food feature (2points)
4	Add select food to the cart and pay for the order (2 points)
5	Landing page of the mobile with various pops and offers(Deal of the day ,combo offers) ( 1 point)
<b>Sprint Prioritization Logic</b>	
<ul style="list-style-type: none"><li>• Develop the fully functional app to place order, where user can place the order</li><li>• Since it involves payment gateway integration with 3<sup>rd</sup> party API, it takes multiple sprints to fully functional</li><li>• <b>Note:</b> The points are the guestimates arrived from the RICE framework.</li></ul>	

# User Story 1

<b>User Story</b>	As a doordash app user, I want to login successfully to the Dashdoor mobile app and order the food without much effort, I must be presented with username, login and be able to login and navigate the app to order the food of my choice. I also want the app to provide me various options to recover my username and password, just by sending some images or numbers to click to authenticate. It must be very simple and intuitive app in a nutshell.
<b>Design</b>	<a href="https://drive.google.com/file/d/17-D1pRDEql7_UTCTdcqsZ3UMQxR3AHgf/view?usp=sharing">https://drive.google.com/file/d/17-D1pRDEql7_UTCTdcqsZ3UMQxR3AHgf/view?usp=sharing</a>
<b>Acceptance Criteria</b>	<ol style="list-style-type: none"><li>1. validate Login credentials , popup error message that if the user is not valid or mismatch in username and password</li><li>2. User shall be able to search the food through the drop menu or search or through voice.</li><li>3. User shall be able to place the order and place the order</li><li>4. User shall be able to make the payment through wallets, net banking or other payment gateways</li><li>5. User shall get notification through email and SMS about the order placed and the approx. time of delivery.</li></ol>
<b>Assumptions</b>	<ol style="list-style-type: none"><li>1. User can order for other, delivery address shall provided if the registered address and delivery address are different</li><li>2. The app is security compliant and has certifications from the required organizations.</li><li>3. The freemium option doesn't have deal of the day and offers features enabled.</li></ol>

# User Story 2

<b>User Story</b>	As a Doordash subscriber/user, I must be able to login with my access credentials login and password successfully, if I key in my username and password correctly.However, there shall be various options to recover the username and password if I forget any of those.
<b>Design</b>	<a href="https://drive.google.com/file/d/1m_Phbxiz2ZQT_Fx6BWCLh0KdrXlwWt_Yh/view?usp=sharing">https://drive.google.com/file/d/1m_Phbxiz2ZQT_Fx6BWCLh0KdrXlwWt_Yh/view?usp=sharing</a>
<b>Acceptance Criteria</b>	<ol style="list-style-type: none"><li>1. Login in successfully by validating the username and password.</li><li>2. Throw an error, if the username or password is incorrect.</li><li>3. Give the user to choose from the options (E-mail, SMS, answer security questions) to recover password</li></ol>
<b>Assumptions</b>	<ol style="list-style-type: none"><li>1. User shall key in correct username and password correctly, if the user continues to keyin the wrong username and password, the login shall be blocked and he /she needs to call the customer support to get it resolved for security reasons.</li><li>2. User shall be presented with the forgot username and password dialogue box, if the user keys in wrong username and password.</li></ol>



# 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

# DoorDash Project Google API documentation

- The Google Distance Matrix API documentation Provides the distance and the time required for the delivery by providing the origins details. If the address is passed , the string is parsed and converted to geocodes to find the distance and the time required for the delivery
- The Google direction API provides the driving direction between the source and the destination, which our Doordash robot shall read it and deliver to the destination address
- The operations team can track the robot in real-time and track the robot in real time.
- The API provided by google shall be integrated with the product to query for the distance and the route.

Note : We are in discussion with google to negotiate best price for the API subscription for our products, however you can use it for the testing and demo purpose as of now. Once we officially sign-off agreement ,we can incorporate the API for querying the latitude, longitude and geocodes.

# DoorDash Project

**Based on the API documentation how would you update your solution and design?**

- App shall use get method to query for the co-ordinates
- Appropriate codes shall be returned and captured and shown in the app
- Any 404 or bad requests, a ticket shall be raised to google team to address the problem immediately. We have subscribed for premium subscription with response time of 30 minutes and resolution time of 3hrs.

**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**

- How do we handle the re-routing the address in the midway. The user can change the destination address in the midway?
- Robot shall send out its geo co-ordinates to the operations team as well to the operations time for real-time tracking. How do we incorporate this feature and when shall we able to finish the development(Time frame)

# 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

<b>Determine impact and criticality to prioritize issue</b>	<ul style="list-style-type: none"><li>• There is a serious impact on the business with the performance of the product is not meeting the expectation.</li><li>• This is the critical issue which impacts the business if not addressed immediately.</li></ul>
<b>Next Steps</b> You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ol style="list-style-type: none"><li>1. Open an incident immediately with priority as High (2)</li><li>2. Involve the engineering team, product head and relevant stakeholders to work on this immediately ,as it is having business impact and needs to be addressed immediately.</li><li>3. Involve QA to test the fix and make sure that it meets the acceptance criteria</li></ol>
<b>Would you take additional steps ?</b>	<ol style="list-style-type: none"><li>1. Inform customers about this and apprise them that we are working on it and fix shall be provided at the earliest.</li><li>2. Conduct RCA and find out the crux of the problem, to avoid the re-occurrence.</li></ol>

# Issue 2: Misaligned fields in Profile Settings

<b>Determine impact and criticality to prioritize issue</b>	<ul style="list-style-type: none"><li>• The fields are misaligned due to the styling properties (As per the Engg team input)</li><li>• The misalignment can happen sometimes, if the device aspect ratio changes</li><li>• The impact on the user is low or negligible as it is not having any major business impact, it shall be treated as low.</li></ul>
<b>Next Steps</b> use ticketing tool (JIRA), and communication channel (Slack)	<p>Jira: -&gt; <a href="https://team-1625355157632.atlassian.net/secure/RapidBoard.jspa?rapidView=2&amp;projectKey=AD&amp;view=planning.nodetail&amp;issueLimit=100&amp;atlOrigin=eyJpljoiMjA0MTY4OGVmMzhjNGE1ODhjZDNjNTc2MThhZTZkOGFiLCJwIjoiaj9">https://team-1625355157632.atlassian.net/secure/RapidBoard.jspa?rapidView=2&amp;projectKey=AD&amp;view=planning.nodetail&amp;issueLimit=100&amp;atlOrigin=eyJpljoiMjA0MTY4OGVmMzhjNGE1ODhjZDNjNTc2MThhZTZkOGFiLCJwIjoiaj9</a></p> <p><u>Slack:-&gt;</u> <a href="https://app.slack.com/client/T027HLNHJ1K/C027STKQPM2">https://app.slack.com/client/T027HLNHJ1K/C027STKQPM2</a></p>

# Respond to Customer Service Manager's Email

<b>Determine impact and criticality to prioritize the issue</b> (1 - Critical; 2 - High; 3 - Normal; 4 - Low)	<ul style="list-style-type: none"><li>● Priority (1- Critical)</li><li>● Since it is impacting the users and they are not able to login, this is really frustrating to the users that they are not receiving the email to reset password &amp; the volume of call to the call center is high due to this, which is impacting both the customers and the users.</li></ul>
<b>Next Steps</b> You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ul style="list-style-type: none"><li>• Raise the priority of the ticket to Critical -1</li><li>• Align the engineering team to work on this and make sure that we don't breach the customer's SLA and provide the fix/work around as per the defined SLA with the customer.</li><li>• Engage the QA team to test, before it is released to production or in the future release</li></ul>
<b>Sample Email Response</b>	<p>Dear Customer,</p> <p>Trust you are doing good . At the outset, We apologize for the inconvenience caused for the high incoming calls to your customer care about the password reset email being not received y the users. I will schedule a meeting with your team to understand the problem which is happening in production environment . Our team wants to understand if there were any network changes in the production environment or upgradation or maintainance activity being carried out in the last 24 hours . I will schedule a meeting and send out an invite to you to discuss more on this.</p> <p>Regards, Srinivas Product Manager XYZ corporation ...</p>

# 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

<b>Assessment and result</b>	<ul style="list-style-type: none"><li>• The product feature is 65% complete now and it is not fully tested for the functionality</li><li>• The changes are continuously deployed to the build</li><li>• The QA team has not fully the product features, so it is not put to the staging for demo</li></ul>
<b>Sample Email Response</b>	<p>Dear CEO/GM,</p> <p>I want to apprise you that the product feature is not full functional and it is not being tested thoroughly by QA, since there are multiple check-ins/iterations are deployed to the tool and the product feature is not stable. However, I can demo the product with the feature with limited functionalities and possibly with bugs. I shall send out an invite for the demo to you along with engineering team. However, we shall strive hard to keep complete feature development along with testing team with the support of development and QA team.</p> <p>Regards, Srinivas</p>

# Step-in and guide the scrum team at stand up

## Sprint Progress

You have 3 more days for the sprint to end

## Assumption for exercise-sake

User stories being referred here are related to the product feature (project you are working on). The tickets are costed and targeted to be completed by the end of this sprint to go live with the product feature

## Situation Details

You are stepping in as Scrum master for the stand up today. Your back-end engineer just finished sharing their update (*pick up the analytics ticket, and there are no blockers*). Your QA team member is next in line to share their update. In JIRA (ticket tracking tool) you notice the following:

- A user story that needs to be marked as completed('done') has two back-end tickets in "Code Review" status, which is assigned to the back-end engineer that just shared their update. You know from attending previous standups that these two tickets have been in 'Code Review' status for 2 days now
  - The back-end tickets are blocking two front-end tickets (which are in 'Ready to Test' status) from being verified by QA
- Also, there is one another ticket covering analytics requirements (story points =3), for which development has not yet started. This is currently 'must-have' for the launch and is expected to be completed in this sprint. The ticket cannot be completed (marked as done) by end of this sprint if it is not picked up for development by the end of today. The ticket has 5 tracking requirements as of now and you believe it is ok to have 2 out of these 5 be downgraded to 'nice-to-have' if needed to de-risk for the launch

# Step-in and guide the scrum team at stand up

## Video Response

Share the link to your video here [<insert link>](#)

1. Work on the Analytics requirement which is must to have in the launch
2. Work on one-back end and one front end tickets, as there is dependency front end is dependent on backend code review shall be done and then subsequently we can test the two tickets, so that we are good for the launch

# How would you handle resource constraints?


## Sprint Progress

There are 6 more days for the sprint to end

## Assumption for exercise-sake

User stories being referred here are related to the product feature (project you are working on). Based on the test strategy that had been discussed, tickets were added by QA team to this sprint and targeted to be completed by the end of this sprint to go live with the product feature

## Situation Details

- Your project has a shared QA team member that you are working with for the first-time in the company. The Head of QA informed you that your QA team member is handling 2 other major projects with other PMs simultaneously and is out on sick leave for the next 3 days
- When the QA team member returns, tickets related to automated testing (to cover 30% of this sprint's scope) will be still pending along with manual verification and regression for the user stories that have been completed by then
- You know a product feature that is not fully tested is unstable and prone to issues. You believe this is a potential risk affecting the product launch if not addressed immediately.  
 As a PM, you need to sometimes step up and wear multiple hats to launch your product.

# Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	<ul style="list-style-type: none"><li>• cross pollinate with PMs and loan the QA on sharing basis</li><li>• Apprise other PMs about the business impact</li><li>• Have meeting with Product head and see if he can influence and get QA loaned</li><li>• PM can carry out the testing to the best of his abilities</li></ul>
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 ?	<ul style="list-style-type: none"><li>• Use social capital and personal rapport to get QA onboarded to test for the product launch( I know it is difficult, but doable)</li><li>• Work with QA and test the feature yourself , if need be .Learn from QA the testing methodology , so that I can test the feature myself.</li></ul>
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	The risk shall be highlighted to the appropriate management and executive teams and also try to mitigate the risk with possible solutions by engaging with QA team and asking for support from the other PMs
	<ul style="list-style-type: none"><li>• Its business as usual, after all every one will see their task as high priority.</li><li>• If the negotiation is through, we are collaboratively working</li><li>• If negotiation is failed, I need to work on my social capital 😊</li></ul>

# How would you handle stakeholder feedback?

## Feedback Assessment

- Go back and refer to the guiding principle , whether it was part of the release.
- Perform impact analysis for push notification enabling/disabling
- After the product Launch, we may consider this feature in future release .
- Anything new which is not part of the PRD, shall not be considered for the launch.

**Note:** We cannot afford to tarnish the image of the company, any feature without testing shall not be incorporated and we shall adhere to the guideline. However, we can write mail to the customer to open the app daily to use product feature and inform about the WIP.

## Video Response

<https://drive.google.com/file/d/1IJZ6YLGljq3daxoq1lViRT8CwmHrclk1/view?usp=sharing>