

Solution: Managing Issues and Roadblocks

Review the potential solution for the issue owner, the action plan scenario, and updated tasks. Use this solution to compare and validate your action plan.

Issue 1: Payment gateway integration delayed

- **Description:** The payment gateway vendor has delayed providing API documentation.
- **Impact:** The secure checkout feature cannot be implemented on time.
- **Owner:** Development team (backend developer)
- **Action plan:**
 - PO contacts the vendor to expedite documentation.
 - Team works on mock APIs to simulate payment gateway functionality in the meantime.

Issue 2: Ambiguity in product search requirements

- **Description:** The team is unsure how to handle search results for products with similar names.
- **Impact:** The search and filter feature may not meet user expectations.
- **Owner:** Product Owner
- **Action plan:**
 - PO clarifies requirements: "Search results should prioritize exact matches, followed by similar names."
 - Team updates acceptance criteria for the search feature.

Issue 3: Team member unavailable

- **Description:** The frontend developer is out sick for three days.
- **Impact:** Tasks related to frontend design are delayed.
- **Owner:** Scrum Master
- **Action plan:**
 - PO and Scrum Master redistribute tasks among available team members.
 - Backend developer assists with frontend tasks where possible.

Issue 4: Localization challenges for international users

- **Description:** The team realizes that the site needs to support multiple languages and currencies to cater to international customers, but this requirement was not fully scoped at the start of the sprint.
- **Impact:** The team may not have enough time to implement localization features within the current sprint.
- **Owner:** Product Owner
- **Action plan:**
 - PO consults with stakeholders to prioritize localization for key markets (e.g., U.S., France, Japan).
 - Team focuses on implementing language and currency support for the highest-priority markets first.
 - PO updates the product backlog to include localization as a future sprint goal.

Issue 5: Performance issues with product database

- **Description:** During testing, the team discovers that the product database is slow to load when handling large datasets, which could impact the user experience.
- **Impact:** The search and filter functionality may not perform well under real-world conditions.
- **Owner:** Development team (backend developer and DBA)
- **Action plan:**
 - Team investigates database optimization techniques (e.g., indexing, caching).
 - PO works with stakeholders to prioritize performance improvements over less critical features.
 - Team implements a temporary fix (e.g., pagination for search results) to improve performance while a long-term solution is developed.

Issue 6: Conflicting stakeholder feedback on UI design

- **Description:** Stakeholders provide conflicting feedback on the design of the registration form and checkout page, causing delays in finalizing the UI.
 - **Impact:** Frontend development tasks are blocked until the design is approved.
 - **Owner:** Product Owner
 - **Action plan:**
 - PO organizes a design review meeting with stakeholders to align on UI requirements.
 - Team creates a prototype to demonstrate proposed designs and gather consensus.
 - PO makes the final decision on the design to unblock the team.
-

User stories and tasks impacted by six issues:

Only user stories 1, 2, and 3 were impacted by the six issues. Here is how the tasks might be updated to accommodate the mitigation plans for the identified issues:

User story 1: Register account

- **Tasks:**
 1. ***Finalize UI design for the registration form (frontend).***
 2. Set up the user database (backend).
 3. Implement user authentication (backend).
 4. Write unit tests for registration functionality.
 5. Update documentation for the registration process.

User story 2: Secure checkout

- **Tasks:**
 1. ***Design mock APIs for payment gateway (backend).***
 2. ***Finalize UI design for the checkout page (frontend).***
 3. Implement input validation for payment details (frontend).
 4. Write unit tests for checkout functionality.
 5. Update documentation for the checkout process.

User story 3: Search and filter products

- **Tasks:**

- 1. *Optimize product database performance (backend).***
- 2. *Design the product search bar and filters (frontend).***
3. Implement search and filter functionality (backend).
4. Write unit tests for search and filter functionality.
5. Update documentation for the search feature.