

Incentives.



How are interviewees
incentivised?

card-508



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NDA **interviewee**



Does the interviewee
need to sign an NDA?

card-507



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Interview location



Where do the
interviews take place?

card-506



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End user recruitment.



Who does the end user
recruitment for user
interviews?

card-505



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Contact point customer?



Who in the team is the
contact point for the
customer?

card-504



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Visuals in SVS?



Are visuals part of the
SVS deliverables?

card-503



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Prototypes in SVS?



Are prototypes part of the SVS deliverables?

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Right people.



Can we have the right people to cover all aspects in the SVS: desirability, feasibility, viability?

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Customer in SVS.



Who of the customer
is part of the SVS and
how much?

card-500



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Customer in SVS



Is the customer part of
the SVS?

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Contact end users.



How can we contact
the end users?

card-498



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Unfettered access.



Can we contact the
end users directly or
does the customer act
as proxy?

card-497



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Access to end users.



Do we have direct access to end users?

Essential for SVS/
concepting, important for
other project types.

card-496



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PM triangle



What are the
constraints?

Schedule, Scope, Budget.

card-495



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Outside scope



What is the biggest
thing which is outside
the scope of this
project

card-484



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Service in 1 year



What will the service
be in 1 year, 2 years
from now

card-483



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All parts



Are all parts, required
to make the service
work, budgeted for?

All mobile platforms,
back-end services,
Gateways, CI systems,

card-482



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Availability



What is the availability
of the team members?

card-481



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Waste



What has been the
most wasteful activity
so far?

card-480



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Learning



If you had one week for
somebody in the team
to learn something.
Who and what would
that be?

card-479



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Best thing



What has been the
best decision we have
made since the start of
the project?

card-478



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Twice as happy



If we could have done things differently, what would have made the customer twice as happy?

card-477



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Recommend



What practise from
this project would you
recommend every
single other project to
adopt?

card-476



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Concept history



Do we know how we
ended up with the
current concept?

card-475



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Design approval



Are there any other parties in the customer organisation who have to approve the designs?

card-474



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Business case



Have we challenged
the business case?

card-473



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Concept



Have we challenged
the concept?

card-472



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Challenge brand



Have we challenged
the brand guidelines

card-471



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Partial concept



Does the customer know which part of the concept will be implemented first?

card-470



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Design review



Have the designs
been reviewed by the
developers/PO?

card-469



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PS project



Is the Photoshop (or
other design) project
file on drive?

card-468



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Share assets



How to we store/
share/version control
assets?

card-467



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Assets to developers



Do the developers have
all assets?

card-466



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Possible



Are all designs possible
(or easy enough) to
implement?

card-465



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Design review



Have the designs been
peer reviewed by other
Futu designers

card-464



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Design approval

Have all the
stakeholders approved
the designs?

card-463



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Design awareness



Have all the
stakeholders seen the
designs?

card-462



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Brand



Is our design aligned
with the brand

card-461



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PO incentives



What are the incentives for the PO?

Think also about bonus schemes, personal ambition etc.

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Release



Is there anything
unknown about the
release process?

Test release build process,
walk through acceptance
and deployment/store
release steps.

card-458



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Postpone



Is there anything in the backlog which could be postponed to the next release?

card-457



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Weekend work



What is the agreement
about weekend work?

Who decides, how to avoid
undue peer pressure, any
extra compensation?

card-456



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Confidentiality



What can I tell inside
Futurice?

card-451



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Sensitive data



Does the project
include any sensitive
personal data?

card-450



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Open source clause



Does the contract
include our open
source clause?

card-449



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Open source licences



What are allowed/
forbidden open source
licenses?

card-448



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Libraries



**Is there any limitations
when in comes to
choosing libraries,
frameworks etc.?**

Some organisation have
limitations in the form of a
blacklist (or white-list) for
3rd party libraries.

card-447



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IPR ownership



Who own the
Intellectual property
rights?

card-446



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Working location



Does the contract
stipulate where the
work should be carried
out?

card-445



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Obligations



What, if any, are the contractual obligation the customer has to fulfil to enable project success?

Think about required upstream changes, delivered information, PO availability

card-444



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Communication



What is the most important thing to improve related to inside team communication?

card-443



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On-boarding



What information was missing from the on-boarding?

If there are people who joined after the project started.

card-442



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Constraints



What is the most significant change in the constraints since the beginning?

Budget, scope, schedule

card-441



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Backlog



How happy are we
with the backlog? How
can we make it better?

card-440



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Value driven



Are we working on the
most valuable item?

card-439



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Feedback



What is the most relevant feedback we have received from the end-user so far?

card-438



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Cancelled



If the customer would decide to cancel the project what would be the reason?

card-437



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Disappointment



In which way have
we disappointed the
customer the most?

card-436



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Team forming



How well is the team
working as a team and
how could it be better?

card-435



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Haven't told



What is the biggest
thing we haven't told
the customer.

card-434



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Time left



Based on the current
burn-rate how long will
the budget still last

card-432



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Value creation



What is the most
valuable thing we have
done for the customer
so far?

card-431



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Customer



What is the most
surprising thing you
learned about the
customer?

card-430



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Team change



What in the team set
up would you most like
to change?

card-429



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Tech. change



What technological
aspect would you most
like to change?

card-428



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Assumptions



Are there any assumptions you made in the beginning which did not hold and what is the impact?

card-427



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Travel



If the project crosses borders, what is the plan with regards to travelling?

card-426



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Other costs



Who pays for project expenses (think of travel, licence and other costs)

card-425



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Multiple locations



If your team is not all sitting at the same location, how often do you co-locate or rotate team members?

card-424



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New information



If we knew at the start
what we know now,
what would we have
done different?

card-423



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Technical debt



Is the amount of
technical debt we have
created acceptable?

card-422



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Things to change



What 3 things would
you like to change?

card-421



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Team motivation



What direction is the
team motivation going?

card-420



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Happy customer



Is the customer happier
than at the start of the
project?

card-419



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Surprises



What has been the
biggest surprise in the
project so far?

card-418



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Team changes



What is the difference between the on-boarding of original team members vs those who joined later?

card-417



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Business case



Compared to the beginning, what has changed in the customer's business case?

card-416



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Continue



Why should we
continue with the
project

card-415



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Budget



**Are we currently
ahead or behind our
expectations from
the beginning of the
project.**

Think about budget, scope
and schedule.

card-414



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What changed?



Compared to the beginning, what is the most important thing that has changed?

card-413



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Getting in the flow



How do you help others get into the flow?

You can make agreements about disturbing, working hours when to plan meetings etc.

card-230



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Burn-rate



When the team is fully running how much budget is used per week?

Fully running means the team after ramp-up so based on the normal allocation of the team.

card-229



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Credentials



Do all the team
members have all the
relevant credentials

card-228



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Scrum budget



How much budget/
time is reserved for
retrospectives/ scrum
activities?

card-227



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UAT support



How much budget/
time is reserved
for supporting user
acceptance testing?

card-226



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Deployment



How much budget/
time is reserved
for deployment to
production?

card-225



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Cancel



What are the most likely scenarios in which the customer would cancel the entire project?

card-224



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Extra work



How do we avoid doing extra work (not part of what is agreed) for free?

card-223



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PM budget



How much budget
is reserved for PM
services?

PM services are things like
invoicing, reporting,
meetings, finding new
team members,

card-222



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PM services



What PM services are required to be done by the team? And is this budgeted?

Think about invoicing, reporting, meetings, finding new team members, ...

card-221



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QA roles



Are there dedicated
QA specialists available
and what is their role?

card-220



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Our motivation



Why don't we just walk
away from the project?

card-219



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QA Budget



How much budget is reserved for QA?

card-216



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Easier



Given the business objectives and constraints, can the project be done easier?

If there is something, there could be a lack of understanding.

card-206



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Reporting



What is expected in terms of progress reporting?

card-205



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Product backlog



Who does the
invoicing?

card-204



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Sprint backlog



Where is the sprint
backlog?

card-203



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Hour marking



How should the hours
be marked?

card-202



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Remote work



Can we work remotely
on Friday?

card-201



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Previous projects



What case in
Futuhistory most
resembles this case
and what where the
biggest problems?

card-200



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Tech. know- how



How well does the
customer understand
tech.?

card-199



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Distance to PO



How far are we sitting
from the PO?

card-198



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Tools



Is there a limitation
on which tools we
can use for backlog
management?

card-197



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Tools



Is there a limitation on
which tools we can use
for issue tracking?

card-196



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New team member



Scenario: A new team member joins. How long does it take that person to be up to speed?

card-195



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Environment



How much control
do we have on the
working environment?

card-194



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Demos



Who is present during
the demos?

card-193



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Demo frequency



How often do we have
a demo?

card-192



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Metrics



Which metrics do
we use to track the
projects?

card-191



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Optimism



When estimating how
can we temper our
own optimism?

card-190



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DoD



What is the definition
of done?

card-189



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Sprint length



How long are the sprints?

card-188



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Retrospectives



How often do
we schedule
retrospectives and who
arranges them?

card-187



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Product backlog



Who can add/remove items from the product backlog?

card-186



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Product backlog



Where is the product
backlog?

card-185



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Legacy code



What is the quality of
the current code base?

card-184



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Repository



Where is the code?

card-183



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Dependencies



Can we influence the features of dependent services?

Can we modify/ add an api we are using?

card-182



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3rd Party libraries



Are we free to choose
frameworks, libraries
etc.?

card-181



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End2End



What is needed to
get a working E2E
environment?

card-180



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Documentation



What documentation is required?

card-179



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Dependencies



What are the external dependencies?

card-178



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First release



What is needs to be
set up before we can
deliver the first working
software?

card-177



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Customer brand



Do we have brand
guidelines?

card-176



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Release



Who releases the
application to the
store?

card-175



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Deployment



Are we able to deploy
on production?

card-174



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Account manager



Who is the account
manager?

card-173



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Support team



Who is supporting the team?

card-172



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Core team



Who is part of the core team?

card-171



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Other commitments



What other
commitments does the
team have?

card-170



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Industry



What do we know of
the industry?

card-169



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Team size



Are there any planned changes in the team size?

card-168



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Plans



Does anybody in the
team have holidays/
absences planned?

card-167



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Experience



How well do we know
the technology used?

card-166



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Experience



How much experience
do we have with this
type of project?

This is related to the project
set-up not the technology
or other competences
used

card-165



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No sayer



**If the customer pushes
for more features
on top of the agreed
scope, who will say no
to them?**

Saying no is not easy, think
if you are comfortable
saying no.

card-164



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Biggest concern



What is the biggest
concern of the PO?

card-163



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PM Triangle



What is most important
schedule, scope or
budget?

If there is a problem. Is the
customer more likely to
add people, remove
feature or extend
deadline?

card-162



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Platform support



A new client OS is released during the project: are updates due to this in or outside the scope?

card-161



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Known Unknowns



What is the biggest
unknown in the
project?

card-160



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MoSCoW



Which fraction of the backlog is must vs. should or could?

card-159



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Deadline



Is there any hard
deadline?

Think about media
campaigns, special events,
seasonal buying related to
the service?

card-158



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Lifetime service



How long is the service
expected to be used?

card-157



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Platform support



Which OS/platform/
ÔøΩ versions do we
support?

card-156



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Delay impact



What happens to the customer's business case if the release is a month later?

card-155



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Release planning



How far from the
launch day are we
when we have burned
half of the total
budget?

card-154



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Project end



When is the project
finished?

card-153



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Scope change



How do we know if
something is outside
the scope?

card-152



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Scope change



Who negotiates scope changes?

card-151



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Underestimate



If an item is larger than was estimated during sprint planning, what is most likely to happen?

card-150



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Revenue



How much does the customer expect to spend on Futurice before the end of the project?

card-149



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Budget check



How often do we check
how we are doing on
budget?

card-148



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Timeline



How much budget do we expect to be used before we deliver the first working version?

card-147



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Timeline



How much time is there reserved for bug fixing?

card-146



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Timeline



When does the
customer expect the
project to be released?

card-145



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Responsibility



Whose ass on the
customer's is on the
line if the project fails
utterly?

card-144



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Problem



What problem does
this service try to
solve?

card-143



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Project aim



What is the aim of the customer with this project?

Generally something like
reduce costs, get more
users, retain users, change
business model...

card-142



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Why



What is the reason the customer wants us to do the project?

card-141



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Vision



What is the long-term vision of the service?

card-140



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Release frequency



How frequent are
production releases?

card-139



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Product Owner



How long has the PO
been working for the
customer organization?

card-138



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SW buyer



Has the customer a
long track record of
buying software?

card-137



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Dependencies



Can we easily
communicate with
technical people of
services we depend
on?

card-136



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PO time



How much time does
the PO have available
for the project?

card-135



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Assets



How do we get
customer assets?

Think about texts, logo's
brand material etc.

card-134



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Previous projects



What other projects have we done for the customer and what were the biggest problems?

card-133



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Approval



Who approves the final products?

card-132



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Key players



Who are the key
players in the customer
organization?

card-131



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Agile



How agile is the
customer?

card-130



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Digital maturity



What do we know of
the customer digital
maturity?

card-129



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Public reference



Is the case a public
reference case?

card-128



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Feedback



How do we get
customer satisfaction
feedback?

card-127



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End users



Who are the end
users?

card-126



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Happy customer



What is an outcome
that would make the
customer jump with
joy?

card-125



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ROI



How does the
customer get the
invested money back?

card-124



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Stakeholders



Do we have access to
stakeholders?

card-123



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End users



Do we have access to
end users?

card-122



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Current service



What is the current
service/application?

card-121



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Verify feedback

How can we verify customer satisfaction from higher up in the organization?

It can happen that the PO/PM, we are working with is happy, but the higher up management is not.

card-120



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Autonomy



Who has autonomy
to change the scope,
budget or schedule?

card-119



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Product Owner



Who is the PO?

card-118



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Overrun Pain



We spend 250 extra
hours on the project.
Who pays?

card-117



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Special NDA



Are there any special
NDA concerns?

Like for example is there a
100.000€ damages
clause?

card-116



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LCM plans



Will there be an LCM
continuation?

card-115



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Warranty: time



How long do the
warranty obligations
last?

card-114



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Contract clauses



Are there any
conditional clauses?

Like we get 20% more if the
user base growth with
10000 daily users.

card-113



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Sales rate



What is the sales rate?

card-112



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Budget



What is the budget in
person-days?

card-111



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Proposal location



Where is the proposal?

card-110



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Contract location



Where is the contract?

card-109



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Contract type



What is the contract type?

Time and material, Fixed price/scope/schedule, Target price

card-108



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Deliverables



What are the
deliverables?

card-107



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End



When does the project end?

When: think about
schedule, contract, release
activity etc.

card-106



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Warranty



What is our warranty obligation?

card-105



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Warranty: terms



Who determines which
bugs are warranty
bugs?

card-104



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