

Incentives.



How are interviewees incentivised?



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NDA interviewee



Does the interviewee
need to sign an NDA?



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Interview location



Where do the interviews take place?



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End user recruitment.



Who does the end user recruitment for user interviews?



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Contact point customer?



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



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Visuals in SVS?



Are visuals part of the SVS deliverables?



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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?



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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?



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Unfettered access.



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



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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.



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What are the constraints?

Schedule, Scope, Budget.



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Outside scope



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



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Service in 1 year



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



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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,



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Availability



What is the availability
of the team members?



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Waste



What has been the most wasteful activity so far?

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Learning



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



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Best thing



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



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Twice as happy



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



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Recommend



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



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Concept history



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



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Design approval



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



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Have we challenged the
business case?



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Concept



Have we challenged the
concept?



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Challenge brand



Have we challenged the
brand guidelines



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Partial concept



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



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Design review



Have the designs been reviewed by the developers/PO?



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



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How to we store/share/
version control assets?



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Assets to developers



Do the developers have all assets?



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



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Design review



Have the designs been
peer reviewed by other
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Design approval



Have all stakeholders
approved the designs?



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Design awareness



Have all stakeholders
seen the designs?



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Is our design aligned
with the brand



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What are the incentives for the PO?

Think also about bonus schemes, personal ambition etc.



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Is there anything unknown about the release process?

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



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Postpone



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



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Weekend work



What is the agreement about weekend work?

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



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What can I tell inside
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Sensitive data



Does the project include any sensitive personal data?



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Open source clause



Does the contract
include our open
source clause?



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Open source licenses



What are allowed/
forbidden open source
licenses?



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

Some organisations have limitations in the shape of a blacklist (or whitelist) for 3rd party libraries.



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Who own the Intellectual property rights?



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Working location



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



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

Think about required up-stream changes, delivered information, PO availability



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Communciation



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



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Onboarding



What information was missing from the onboarding?

If there are people who joined after the project started.



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Constraints



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

Budget, scope, schedule



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Backlog



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



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Value driven



Are we working on the most valuable item?



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



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Cancelled



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



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Disappointment



In what way have we
most disappointed the
customer?



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Team forming



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



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Haven't told



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



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Time left



Based on the current
burnrate how long will
the budget still last



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Value creation



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



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Customer



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

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Team change



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



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Tech change



What technological aspect would you most like to change?



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Assumptions



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



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



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Other costs



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



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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?



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New information



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



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Technical debt



Is the amount of technical debt we have created acceptable?



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Things to change



What 3 things would
you like to change?



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Team motivation



What direction is the
team motivation going?



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Happy customer



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



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Surprises



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



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Team changes



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



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Business case



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



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Why should we continue with the project



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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.



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What changed?



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



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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.



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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.



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Do all team members
have all relevant cre-
dentials



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Scrum budget



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



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



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Deployment



How much budget/time
is reserved for deploy-
ment to production?



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



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Extra work



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



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How much budget is reserved for PM services?

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



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

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



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



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Our motivation



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



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QA Budget



How much budget is reserved for QA?



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

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



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What is expected in terms of progress reporting?



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Product backlog



Who does the invoicing?



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Sprint backlog



Where is the sprint backlog?

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Hour marking



How should the hours
be marked?



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Can we work remotely
on Friday?



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Previous projects



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



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How well does the customer understand tech?



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Distance to PO



How far are we sitting
from the PO?



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



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



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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?



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How much control do we have on the working environment?



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Who is present during
the demos?



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Demo frequency



How often do we have
a demo?



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Which metrics do we use to track the projects?



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When estimating how
can we temper our own
optimism?



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What is the definition of done?



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Sprint length



How long are the sprints?



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Retrospectives



How often do we
schedule retrospectives
and who arranges
them?



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Product backlog



Who can add/remove items from the product backlog?



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Product backlog



Where is the product backlog?



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What is the quality of the current codebase?



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Where is the code?



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Dependencies



Can we influence the features of dependent services?

Can we modify/ add an api we are using?



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3rd Party libraries



Are we free to choose
frameworks, libraries
etc.?



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What is needed to get a working E2E environment?



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What documentation is required?



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Dependencies



What are the external dependencies?



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First release



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



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Do we have brand
guidelines?



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Who releases the application to the store?



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Deployment



Are we able to deploy
on production?



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Who is the account manager?



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Support team



Who is supporting the team?



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Core team



Who is part of the core team?



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Other commitments



What other commitments does the team have?



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Industry



What do we know of
the industry?



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Team size



Are there any planned changes in the team size?



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Does anybody in the team have holidays/ absences planned?



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How well do we know
the technology used?



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

*This is related to the project
setup not the technology or
other competences used*



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No sayers



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.



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Biggest concern



What is the biggest concern of the PO?



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What is most important
schedule, scope or bud-
get?

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



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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?



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Known Unknowns



What is the biggest unknown in the project?



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



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Deadline



Is there any hard deadline?

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



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Lifetime service



How long is the service expected to be used?



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Platform support



Which OS/platform/
Ω versions do we
support?



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Delay impact



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



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Release planning



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



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Project end



When is the project finished?



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Scope change



How do we know if something is outside the scope?



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Scope change



Who negotiates scope changes?



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Underestimate



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



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



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Budget check



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



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



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How much time is there reserved for bug fixing?



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When does the customer expect the project to be released?



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Responsibility



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



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Problem



What problem does this service try to solve?



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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...*



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Why



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



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Vision



What is the long-term vision of the service?



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Release frequency



How frequent are production releases?



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Product Owner



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



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Has the customer a
long track record of
buying software?



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Dependencies



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



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



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How do we get customer assets?

Think about texts, logo's brand material etc.



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Previous projects



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



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Approval



Who approves the final products?



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Key players



Who are the key players in the customer organization?



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How agile is the customer?



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What do we know of
the customer digital
maturity?



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Public reference



Is the case a public
reference case?



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How do we get customer satisfaction feedback?



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Who are the end users?



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Happy customer



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



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How does the customer
get the invested money
back?



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Do we have access to stakeholders?



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Do we have access to
end users?



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What is the current service/application?



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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.



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Autonomy



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



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Product Owner



Who is the PO?



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Overrun Pain



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



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Special NDA



Are there any special
NDA concerns?

*Like for example is there a
100.000€ damages
clause?*



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Will there be an LCM continuation?



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Warranty: time



How long do the warranty obligations last?



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Are there any conditional clauses?

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



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Sales rate



What is the sales rate?



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What is the budget in person-days?



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Proposal location



Where is the proposal?



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Contract location



Where is the contract?



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What is the contract type?

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



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What are the deliverables?



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When does the project end?

When: think about schedule, contract, release activity etc



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What is our warranty obligation?



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Warranty: terms



Who determines which bugs are warranty bugs?



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