### **Project Title: To Develop a Complete Agile Solution for a Logistics Company Looking To Exploit Digital Technologies**

**Project Objectives:**

* Use the principles of Agile and Scrum along with Design Thinking and DevOps approach in a large product setting
* Identify User Personas with the help of User Research
* Recognize problem space and craft relevant solutions
* Apply Design Thinking techniques
* Set levels of planning for the entire duration in Release and Sprint by creating smaller valuable capsules of releases
* Apply Prioritization using value and risk at two levels, namely, Epics and Stories
* Participate in relative sizing at the Epics and Stories levels
* Write User Stories using INVEST, the 3Cs principles, Definition of Done, and Definition of Ready
* List the benefits of Information Radiators for the team and the overall product
* Create a viable CI pipeline using DevOps principles

**Problem Statement:**

JJ Truck Company is renowned for its services in logistics and honoring commitments. What is unique about the company is that it has created a model where the requirement from the clients (also known as Work Order) is given to all the truck owners. Truck owners make their choice with full awareness of all the possible engagements.

The company has been servicing customers through a legacy application that does not allow much digital functionality. It wants to

* Avoid brokerage firms bidding on behalf of the truck owners and pocketing part of their commission
* Prevent problems during delivery of goods based on incomplete understanding of the order
* Avoid giving orders to a single truck owner and, thus, eliminate monopoly in operations
* Leverage digital technologies and enable clients to track their goods
* Provide digital payment options for all truck owners.

The system that is being currently used does not have such features.

JJ Truck Company or JJ Logistics would like to move from the legacy system.

**Description:**

Considering the company’s reputation and experience, its charismatic general manager decides that technology needs to be used to solve these problems.

The GM discovers that brokerage companies are making money from the truck owners also. It meant that the entire work order amount was not getting disbursed to the actual people providing the service.

With an eye on the company’s future in the area of technology logistics, the GM desires to add details such as online contract management, real-time cost information for truck drivers, and contingency management for the clients. He is also considering tying up with an insurance provider to offer insurance as an add-on for both the client and the truck owner.

The GM’s vision is to build a complete logistics solution in the cloud.

Based on the current system, a few modules such as auction management, order creation/delivery, notification, and online confirmation of goods, have been envisaged. To exploit digital technologies, GPS tracking with optimal routes provided, real-time viewing of bid value, and Analytics have been discussed in the initial conversation with the AppZer team. Team size has not been concluded. The initial understanding by the AppZer leadership team is that there will be three teams, two working across Fleet Management and Auction Management, and the third around payments, integration, migration, and common functionalities.

Discussion around the technology stack has not been done; it is expected to be done by AppZer. The learner can use the tech stack provided as a reference.

This project uses Agile principles and practices, Scrum, Design Thinking, and DevOps, keeping in mind the needs of the customer persona and the service provider.

As an Agile team member at AppZer, a cloud development company, you need to do the following:

* Section 1
  + Generate the personas and the Empathy Map for all the major actors
  + Develop the Customer Journey Map
* Section 2
  + Create Dependencies, Prioritization and Sizing for each of the Epics and create a plan based on the value, risk and priority given by the client
  + Create a rough Release Plan based on the sizing
  + Develop User Stories based on the initial story list using INVEST, the 3Cs, and Slicing techniques
  + Develop additional technical stories and team norms
  + Estimate Story Points using relative story point estimation for the given base stories
  + Develop a Sprint Plan for the first release
* Section 3
  + Create a team structure for scaling of Agile to work
  + Setup the team, as well their roles and responsibilities
* Section 4
  + Design DevOps Continuous Integration pipeline
  + Rework the Sprint/Release Plan created in section 2 to add Stories/Epics as applicable
  + Update the DoD and DoR created in section 2 as relevant

Learners will be given the initial Epic and Story list. They will also be provided with the technology landscape and high-level goals of the personas, based on a discussion with the GM. High-level user flow for the auction or bidding is provided.

**Assumptions:**

**This problem set assumes that the learner**

* Has internalized the principles of Scrum and Agile and understands the basics of Prioritization, Dependencies and Sizing
* Understands that the context and implementation of Agile are unique to a company. We recommend that the facilitator is from JJ Logistics.
* Understands that there is no "one size fits all" solution and that all the solutions provided are indicative only
* Is encouraged to learn and independently investigate the applicability and usefulness of the content

**Guidelines to the Facilitator for Evaluation:**

* Based on the indicative solution, check for gaps in the learner’s submission and provide the necessary guidance. For example, while creating user personas, it is important to give each persona a name and to understand their goals, motivations, and concerns, with at least three points under each.
* Customer Journey Maps must contain a "phygital" (both physical and digital) representation of the customer journey along with actions, thoughts, feelings, and experiences for each stage of the journey. As each learner presents the customer journey, use the sample to provide feedback.
* Based on the indicative solution, check for gaps in the learner’s submission and offer necessary guidance. For example, while looking at Sizing for Epics, it is important to help the learner look at the implementation and identify details of the Epic and assumptions that they are making to come up with the estimate, with at least two points under each.
* Assess the following in the User Stories developed:
  + How the User Story relates to the Epic/Feature
  + Whether the 3Cs been understood
  + Whether the learner has been able to look at the User Persona and the benefit/value that it is giving
* Elicit information on the areas that learners found the most challenging. *[Tip: Typically, slicing stories is extremely difficult for new learners as they end up looking from the aspect of implementation. Ask about value; each story needs to be valuable.]*

Note: Facilitator notes for each section are provided so that the evaluation can be done after a good understanding of the learner’s solution.