

# Doordash : Operations Tool

Developing the product

**Product Owner: Tanmay Murugkar**



# Create a coordination activities map

Share your project-specific coordination activities map here [\(Insert Link here\)](#). You can also share a screenshot below.

# Plan for Sprint Meeting

# Sprint Planning Meeting Preparation

## Sprint Goal

**To enable operations team member to control and re-route the robot when an real time obstruction arises so that deliveries are smooth and on time.**

## Sprint Backlog (list the prioritized **user-stories** from the product backlog)

- |   |   |
|---|---|
| 1 | As a operation team member, I want to view the obstruction that the robot is having, so that I can access the situation to re-route or control the robot.   |
| 2 | As a operation team member, I want to view the map showing the re-routing options to delivery address along with delivery address, so that I can choose from the re-routing options to make safe and smooth delivery. |
| 3 | As a operation team member, I want to see all the controls of the robot along with the view of camera so that I can see easily move the robot and see in the camera its direction.                                    |
| 4 | As a operation team member , I want to view the status of the delivery so that I know if the delivery is smooth safe and on time or needs controlling.  |
| 5 | As a operation team member, I want to view the list of robots along with estimated delivery time and delivery address so that I can know what robot has been assigned to me.  |

## Sprint Prioritization Logic

Prioritized important function requiring for controlling and re-routing of robot.  
At the end of the sprint the feature can be started for testing .

# User Story 1

<b>User Story</b>	As a operation team member, I want to view the obstruction that the robot is having, so that I can access the situation to re-route or control the robot.
<b>Design</b>	<a href="https://www.figma.com/file/Cpj0NUxzc0WczPMtagDZQv/Untitled?node-id=0%3A1">https://www.figma.com/file/Cpj0NUxzc0WczPMtagDZQv/Untitled?node-id=0%3A1</a>
<b>Acceptance Criteria</b>	<p>The operator can see the small screen showing the obstruction faced by the robot. It has option for re routing and controlling the robot. The application has an option to select the camera view. When selected for re routing, pushed to the page where routing options available. When selected control, pushed to a page were controls are available.</p>
<b>Assumptions</b>	<p>The robot has 360 degree camera helping the operator to chose its view. The engineering team has build the tool to see camera and let operator to control or re-route when necessary.</p>

# User Story 2

<b>User Story</b>	As a operation team member, I want to view the map showing the re-routing options to delivery address along with delivery address, so that I can choose from the re-routing options to make safe and smooth delivery.
<b>Design</b>	<a href="https://www.figma.com/file/Cpj0NUxzc0WczPMtagDZQv/Untitled?node-id=0%3A1">https://www.figma.com/file/Cpj0NUxzc0WczPMtagDZQv/Untitled?node-id=0%3A1</a>
<b>Acceptance Criteria</b>	<p>The operator upon choosing re-routing function can see routing options.</p> <p>The routing page has Map of all the possible options or routes to select from.</p> <p>It showcases the option numerically and according to quickest and safest route.</p> <p>The page also gives option for controlling if needed.</p>
<b>Assumptions</b>	<p>The engineering team builds the feature needed for the above functions.</p> <p>The robot has GPS system.</p> <p>The features and tech stack is build by engineers for operation member to control or re-route robot.</p>

# Decoding API Documentation

# Multiple combination of routes for re-routing and controlling robot

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

The re-routing option would have another function to select either walking or bicycling routes.

- The walking will give the time for robot to reach the destination via the pedestrian path.
- The bicycling option will give the estimated time for robot to deliver via bicycling path.

Another function of selecting multiple combination of routes consisting of path walk and bicycling can be created in order to help robot make delivery faster.

The option will be also available in control panel of robot, so as to give estimated time of the route on which robot is.

**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**

Q1.) Can we combine multiple routes to create one, for example : To have a robot on path walk for first few blocks and then switching to bicycle lane based on the calculations of time and distance to delivery in order to have a fast delivery.

Q2.)The operation team member will control the robot and when doing so can we reflect the estimated timing of delivery via the route they are on that is path walk or Bicycling route i.e. it will change time according to controls of op team.



# Re-prioritize Sprint Backlog

# Issue 1: Landing Page loading too slow

<b>Determine impact and criticality to prioritize issue</b>	<p>The amount of time required for the robot needing an intervention should be fast for faster delivery.</p> <p>Considering 16000 (2% of 800000) deliveries made per day via robot, loading time for an operator to land on page to control or reroute robot will affect the delivery time or less or not at all.</p> <p>This is a critical priority issue as the fix requires to be rolled out asap as moving forward it can get hard to isolate and rollback and can also affect the delivery time.</p>
<b>Next Steps</b>	<ol style="list-style-type: none"><li>1. Update the issue priority and allocate the emergent issue story points to it.</li><li>2. Move it to sprint backlog to top of the issues.</li><li>3. Communicate the issue priority to stakeholders vial slack and explain the rationale behind it.</li></ol>
<b>Would you take additional steps ?</b>	<p>As it is emergent issue we can call this a Hotfix and connect with development team and QA team for further extensive testing and automated regression testing to ensure the fix is not breaking other existing features or creating new issues.</p>

# Issue 2: Misaligned fields in Profile Settings

<b>Determine impact and criticality to prioritize issue</b>	<p>The profile settings page is visited at 2% on daily basis.</p> <p>The misaligned field isn't breaking other features and for now the application can do its core objectives.</p> <p>This is a normal priority issue as the fix can be made after the core objectives of sprint is completed as the feature doesn't directly effect any of the rerouting , control or status functions.</p>
<b>Next Steps</b>	<p>Connect with engineering lead for the particular issue.</p> <p>Prioritized list of tickets for technical debt and infrastructure regarding the customer stakeholder request can be allocated to this after discussing with engineering team.</p> <p>Allocate ticket using Jira and inform stakeholders the necessity and rationale behind it.</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)	<p>Its quite important for an operations team member to take hold of a Robot which is facing problem in field and determine the re-routing or controlling.</p> <p>The robot needs to make fast deliveries and when obstructed needs intervention quickly so it can deliver fast and smooth.</p> <p>The password reset issue has higher severity due to the negative impact caused by the combination of percentage of users affected when feature is not working and lack of work around user to be able to reset their password and log into application.</p>
<b>Next Steps</b>	<ol style="list-style-type: none"><li>1. Update the issue priority to critical and allocate the emergent issue story points to it.</li><li>2. Move it to sprint backlog to top of the issues.</li><li>3. Communicate the issue priority to stakeholders via slack and explain the rationale behind it.</li></ol>
<b>Sample Email Response</b>	<p>Hi...</p> <p>Thankyou for pointing out the issue.</p> <p>The issue reported is deemed critical. After analyzing and studying the impact the issue priority has been set to critical. A ticket has been created and it has been allocated emergent story points and moved back to the top of sprint backlog. I have included you in ticket so as to keep you updated about its progress. Engineering team has estimated a time of 24 hours to fix the issue. We hope to fix it as quickly as possible.</p> <p>Please let me know if you need any more information.</p> <p>Best Regards</p>

# Handle Potentially Difficult Situations

# Respond to CEO or GM's request via email

<b>Assessment and result</b>	<p>The product is still in testing phase with 65% functionality complete and is not stable yet. QA environment is frequently being deployed with changes to verify tickets and bugs by development team.</p> <p>The requested procedure involves staging environment where fully tested, stable and functional features are deployed.</p> <p>Hence we can describe them our progress and amount of functionality the product feature has completed , i.e 65% and give them the access to staging environment so as to let them decide to conduct the demo or not as feature is still incomplete.</p>
<b>Sample Email Response</b>	<p>Dear .....</p> <p>Thank you for the email and sharing your belief in the feature.</p> <p>This increases our confidence in the feature and the impact its going to create. The product feature is 65% complete and will have full functionality in two weeks.</p> <p>With regards to accessing the QA environment, I would love to share the prototype link that you can access easily anywhere.</p> <p>We have also created a quick demo video highlighting the feature in case you would like to use it as well. Please let us know if you need more information and look forward to hearing from you how the meeting went.</p> <p>Best Regards</p>

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

## Video Response

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

# Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	<p>Analyze the situation and the impact it would have.</p> <p>As the launch of product is in 6 days , the absence of QA team member is critical and needs to be addressed as lack of testing may have a huge impact on launch.</p> <p>As we require 1QA member, I would request other PM's to contribute a member of their QA team.</p>
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 ?	<p>As the QA resource is shared with other teams, I will highlight the criticality of the project, risk involved and raise appropriate visibility with stakeholders to enable product launch in time.</p> <p>The project scope analysis under the constraints of limited resource bandwidth is shared with other stakeholders who are sharing the QA resource.</p> <p>Given the severity and unanticipated situation I would request other PM's for QA resources.</p>
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	Head of product, Head of QA, Product Managers
	<p>Permission to use the QA resource owing to project severity and unanticipated blocker in smooth launch due to resources recent shift.</p> <p>The above ask shall be floated across stakeholders through slack communication channels and separate mailer indicating the severity.</p>



# How would you handle stakeholder feedback?

<b>Feedback Assessment</b>	<p>What aspect of product made you think that its is not good enough to go live?</p> <p>Why do you think the daily push notification is necessary to remind the users to use product feature being launched?</p> <p>What is the problem user is facing that they are expecting to solve there?</p>
<b>Video/Audio Response</b>	<p>Share the link to your video here <a href="#">(insert link)</a></p>