**Virtual Verde release plan emails**

| **Email:**  From: media\_manager@vv.com  Date: March 25  Subject: Tutorial videos and help pages completed  Dear Scrum Master,  We had a major project get reassigned, which freed up the team to work on other tasks. We were able to get a jump on those tutorial videos around plant care for Release 2. We also filled out the content on the help pages. They’re ready to go, if you’d like them early!  Best,  Media Manager |
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| **Your Response:**  No change needed to the Release Plan |

| **Email:**  From: vendor\_manager@vv.com  Date: April 15  Subject: New vendor management system issues  Dear Scrum Master,  Just wanted to flag for you: The new vendor management system/database the team created (in Sprint 1, I think?) is having some major glitches. We’re getting our first orders in, but for some reason the stock in the database isn’t matching what’s in the warehouse. And I’m losing invoices. Since things are up-and-running with customers, I’m concerned this is going to cause supply chain issues, as well as relationship issues with our vendors. Let me know when you can get this fixed.  Best,  Vendor Manager |
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| **Your Response:**  Q. What are your options for addressing the possible change?   * We need IT to fix the glitches as soon as possible. * We temporarily go back to the old software. * We look at manual tracking until the software is fixed.   Q. Who would you involve in the discussion to make the decision?   * Vendor Manager, to find out more about the issues. * IT in order to fix the software. * Warehouse Manager, who may need their team to manually count inventory.   Q. What additional information might you need to gather to help evaluate the change?   * How long it will take IT to fix the software. * What the scope of missing invoices is, and how long will it take to calibrate the orders and the on-hand inventory.   **If you do decide to change the Release Plan, write an email to the Scrum team:**  To: scrum\_team@vv.com  From: scrum\_master@vv.com  Date: April 16  Subject: Vendor database issues — brief disruption to shipments  Hi Team,  Our Vendor Manager just alerted me that our vendor database, which tracks our orders and on-hand stock, is glitchy, and returning the wrong information. Because this affects how we deliver our products, we need to get this fixed ASAP. IT is working on the software, and the warehouse is doing a manual count of each product. This may derail us for a few days as we get things up and running again, but I don’t foresee any major impact to the Release Plan.  I’ll keep you updated on this issue, and let you know when it’s fixed.  Best,  Scrum Master |

| **Email:**  From: vendor\_manager@vv.com  Date: June 9  Subject: We lost our Bonsai supplier  Dear Scrum Master,  I just got a call that our Bonsai tree supplier is no longer going to be carrying Bonsai trees. They’re willing to offer replacements. I know we’re only a few weeks out from launch. What are your thoughts?  Best,  Vendor Manager |
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| **Your Response:**  Q. What are your options for addressing the possible change?   * We could source Bonsai trees elsewhere. * We could remove Bonsai trees from the website until we find a new vendor. * We could substitute with another plant.   Q. Who should you involve in the discussion to make the decision?   * Product Owner, who will make the final decision. * Vendor Manager, to discuss sourcing from another vendor or substituting another plant. * Web team, to understand what effort would be needed to update the site if Bonsais are removed.   Q. What additional information might you need to gather to help evaluate the change?   * Are there any other Bonsai tree vendors nearby? * If so, what’s our cost? * If so, how quickly can we get them in the pipeline? * If there are no local vendors, how easy will it be to pivot the release plan?   **If you do decide to change the Release Plan, write an email to the Scrum team:**  To: scrum\_team@vv.com  From: scrum\_master@vv.com  Date: June 10  Subject: Change to Plan for Release 3  Hi Team!  We recently learned that our Bonsai tree supplier is no longer going to be stocking Bonsai trees, which means we need to reassess our plan for Release 3. We took a look at using a different local vendor for Bonsai trees, but weren’t able to find one.  This means that we’re going to put a hold on offering Bonsai trees to our customers for right now until we find a vendor we can use who fits into our budget and supply chain. We really like the idea of offering Bonsai trees, and don’t want to give up on this idea!  As of right now, Release 3 will go forward on schedule with vegetable plants and advanced outdoor gardening supplies only.  Thanks so much for your flexibility, and we’ll keep you updated as our Bonsai search continues.  Best,  Scrum Master |