

**Description Tech Task D3 Cloud: Product Owner (+ Team Lead option) Applications**

**## Release Planning Custom App for Jira ##**

**### A) Requirements ###**

You have scheduled a first (remote) Requirements Workshop with the customer “DemiCars”. They have told you the following:

* Automotive company
* project duration for their projects 3 years
* multiple release cycles within a project (every 3 months)
* features are scheduled for releases
* comparison between planned release scopes is important

Please describe based on this briefing (10 Points per question possible, split equally on answers and justification (whenever asked for why)):

1. What do you think is important for the Requirements workshop and why?

Assumption:

* Payment model and project budget will be agreed separately
* Risks register, Issue logs will be handled internally within Demicon company
* Demicon Dev Team is also part of this workshop

What is important:

* It is important to establish good, trustworthy relationships with the customer during such workshop
* Prepare and share workshop’s agenda upfront
* It is essential to gather requirements and understand customer’s needs so that Demicon could manage the work accordingly
  + Define persona(s) with details, goals, values to manage customer’s expectations
  + Use some techniques to understand the context, adding values for business and collect the requirements
    - user journey to understand as-is process
    - user story map to understand process (what user do) and products (how we implement this) User story map technique will allow us to divide the work into versions (releases) with goals so that we can work out the release plan
    - process map and flowchart to understand the existing system and how the system is going to change once we have a product
    - impact map to identify persona’s paint points and get the broader context
    - value stream mapping is diagraming every step involved in the material and information flows needed to bring a product from order to delivery
    - agree on requirements priorities using e.g. MoSCoW method
* If already possible (estimations need to be agreed also among dev team) propose the roadmap with milestones so that we could track project’s progresses
* Document and share outcomes
* Get sign off from participants

1. Which questions do you need to ask the customer and why?

* How the releases and whole project will be handed over? How are we going to define Acceptance Criteria for that? It is needed for transparency.
* How are we going to communicate? Propose communication plan within the project to keep the transparency
* How are we going to handle and document potential scope changes in the project? I would propose to establish change process for that which helps to control creeping scope
* Is there any release process in customer’s company which Demicon needs to follow?
* How User Acceptance Tests will be organized? Who will provide us test data?

1. Which suggestions would you make to the customer and why?

* Priorities need to be set first, so that we are bringing adding value and team’s work is well structured
* Please share your remarks to our work on regular basis so that we could better adjust to your needs
* Please describe what do you want to achieve, and we will propose how.

1. Do you have any kind of references you could share briefly with the customer

during the first workshop to demonstrate already some understanding of a similar

use case or industry? If so, which (please describe briefly)?

* In case team worked on similar features in the past, we could present short PoC during this workshop showing some potential solutions.

1. Auch wenn die ganze Projektdokumentation auf Englisch erfolgt und Ihr Team

Englisch spricht: die Sprache für den ersten Anforderungsworkshop ist überwiegend Deutsch, da sich der Kunde damit wohler fühlt. Haben Sie solche Projekte in der Vergangenheit bereits erlebt und wenn ja, wie war Ihre Erfahrung damit?

Ja, ich habe in der Vergangenheit mit ähnlichen Situationen zu tun gehabt. Der Kundenkomfort ist sehr wichtig. Ich würde das Thema jedoch flexibel angehen. Wenn es im Team deutschsprachige Personen gibt, würde ich einen Workshop nur mit diesem Teil des Teams organisieren. Wenn jedoch das gesamte Team nur Englisch spricht, würde ich vorschlagen, dass wir versuchen, uns auf Englisch zu unterhalten. Ich würde dem Kunden jedoch vorschlagen, Deutsch zu sprechen, wenn es für ihn bequemer ist, zum Beispiel bei der Beschreibung technischer Themen.

**###B) Follow-up###**

After a very successful first (remote) Requirements Workshop with the customer “DemiCars” you tackle the follow-up. Your context is:

* customer has only ordered the workshop including the follow-up so far
* needs a rough estimation
* interested in follow-up order for Minimum Viable Product implementation
* your team consists of a Software Architect, 3 Full Stack developers and you as the

Product Owner (and maybe also Team Lead)  
Please describe based on the work above and your context (10 Points per question possible, split equally on answers and justification (whenever asked for why)):

1. What do you think should be your next steps now and why?

* Define with customer what is in scope of MVPs, agree on acceptance criteria and prios
* Consult an architect how the solution is to be implemented
* Estimate the scope with the team (e.g., in Man-Days, SP or t-shirt sizes depended on customer’s needs)
  + Remark: Sometimes team must do some spikes, PoC to give more precise estimates
* Propose roadmap for MVP to the customer adding some contingency e.g. 20%

1. What should you avoid doing or saying to the customer or the team and why?
   1. PO cannot overpromise anything to the customer because otherwise she/he would lose his credibility.
   2. PO needs to be transparent among customer and team so that everyone knows how the project progresses
   3. PO needs to understand what’s in scope to communicate it to the team
   4. Dev Team should understand what an adding value is and must propose how to deliver it.
   5. Team needs to be committed to their work and feel comfortable with set deadlines
   6. PO should organize the work in proper way so that Dev Team doesn’t need to work under constant time pressure
2. When would you be satisfied with your follow-up work and why?
   1. By the end of this I would be satisfied having workshop defined scope for MVP with prios +AC, agreed estimates with the team and roadmap darft.

**### C) Minimum Viable Product###**

Congratulations, the customer “DemiCars” just ordered the budget for the Minimum Viable Product implementation.



Please describe based on the work you did above (10 Points per question possible, split equally on answers and justification (whenever asked for why)):

1. What do you think should be your next steps now and why?

* Roadmap has been already defined during follow-up workshop
* Specifying the work for the team
  + Defining epics and the user stories for the team (methods 3 cards, Invenst, SMART)
  + Prioriting MVP backlog
  + More precise estimation with the team
* MVP delivery within coming sprints
* Demos to the stakeholders + getting feedback from the customer
* MVP hand over by the customer

1. What should you avoid doing or saying to the customer or the team and why?
   1. Overpromising to the customer as described above
   2. We can never say to the customer that we don’t deliver something. It is all the matter of proper tasks prioritization and timelines adustments.
   3. PO must be a leader for the team and cannot put them under constant time pressure. Otherwise, people will burn out themselves quickly and will lose respect to their PO.
2. When would you be satisfied with your progress of the Minimum Viable Product

implementation and why?

* I would be satisfied when MVP would bring an adding value for the customer. In addition, it should be done within given time, budget and with proper quality.

**### D) Team Lead option###**

If you also want to become the Team Lead of your team in addition to being Product Owner, please also complete this section.

Your context:

* ●  the team consists of one Product Owner, Software Architect and 3 to 7 Full Stack developers
* ●  one to three projects are executed in parallel, each lasting from 3 months to 3 years (most of the time orders are done with a scope of 1 to 2 years only)
* ●  the projects are being implemented using Scrum with two week Sprints
* ●  team language English
* ●  remote team

Please describe based on this context (10 Points per question possible, split equally on answers and justification (whenever asked for why)):

1. What do you think is important for the team and why?

* It is important for the team to have clear scope and priorities so that they could plan their work accordingly
* Open and healthy working atmosphere is essential for all team members. It makes that people like working on new challenges together.
* Team wants to work on interesting project with newest technologist so that they could gain new skills and develop themselves.

1. Which meetings would you hold with the team and how would you structure

them? Why?

* Daily 15 min each day: Dev Team is an owner of it, PO is just a listener
* Refinement: on demand, I prefer once or twice per week:
  + PO prepares stories
  + DevTeam goes into details, splits them into tasks and estimates them
* Demo: at the end of each sprint
  + DevTeam presents the results
* Retro: once per sprint
  + Everyone can facilitate the meeting
  + I prefer the answer to 3 questions:
    - Likes/dislikes/action points
* 1:1 once per month to share and get the feedback

1. Have you already led a team in the past? If yes, please describe your experience

briefly.

* I led a team as a PO. I had 1:1, while I was giving feedback. I had to also raise some performance issues to line manager of dev team. However, I have never been a line manager of team members. I’m also not capable to check code quality delivered by the team.

1. Please describe your experience with good and bad leadership in the past and

explain why you think of something as good or bad.

Good:

* Good leader encourages you to gaining an experience and new skills
* Good leader appreciates your hard work
* Good leader can give you constructive feedback
* Good leader can guide you but doesn’t need to give you ready solutions
* Good leader inspires by his example
* Good leader can engage you

Bad

* Bad leader micromanages you
* Bad leader doesn’t give the recognition to your work
* Bad leader takes credit for the team
* Bad leader doesn’t care about your development
* Bad leader puts you under time pressure

1. Why do you think it is rewarding to be a Team Lead?

* It is rewarding because you can observe how people progress and develop themselves thanks to your support and recommendations.

**### Result###**

The answers to these questions should be provided in a structured document that is well readable and shared with us via email.

**Good luck with your work and we look forward to seeing your results!**