

# Kaiser Permanente GoDiab

Developing the product

**Product Owner: Khushbu Gupta**



# Getting Started

# Create Project Blueprint

A product launch is not just about deploying a beautifully designed, built and thoroughly tested feature. Your company needs to be equally prepared if not more to support every possible customer interaction associated with the product (e.g landing on your company website to learn more about the new feature)

# Create a coordination activities map

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

KP-GoDiab Coordination Activities Map ☆ 📄

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

100% \$ % .0 .00 123 Open Sans 12 B I S A

Before project's last sprint ends

A	B	C	D	
<b>Purpose</b> <i>Conveys the scope of various tasks that need to be coordinated to build and launch the product/feature</i>	<b>What is the task?</b> <i>Based on the purpose, select the appropriate from the drop-down</i>	<b>Who is the task owner?</b> <i>Does the following to finish task:</i> 1. Schedule and run meetings 2. Gather feedback and share updates 3. Follow-up with stakeholders	<b>Whose involvement is needed to accomplish the task ?</b> <i>Please select one from the drop-down list of your identified stakeholders</i>	<b>What is their role?</b> <i>Select the stakeholder drop-down. Note: 'Scrum Team' is applicable to stakeholders</i>
<b>Evangelize internally</b>	Setup PRD review meeting to receive feedback	Product Manager	Head of Product	Approver (Has the final say on the project)
	Create a project-specific communication channel (in Slack etc) to share insights from customer meetings/usability tests/data analysis		Head of Product/Impacted Product Managers/Cross-functional stakeholders	Contributors (Consulted for their opinion to help with project development)
	Setup meeting to kickoff project with the scrum team		All except Legal and Compliance	Approver (Has the final say on the project)
<b>Involve legal and compliance</b>	Get feedback on previously identified legal areas to update. e.g Terms of Use and Privacy Policy	Product Manager	Scrum Team	Scrum Team (Involved in development efforts)
	Setup meeting to review MVP scope and identify possible legal updates.e.g Terms of Use and Privacy Policy		Legal and Compliance	Approver (Has the final say on the project)
<b>Incorporate</b>	Discuss the prioritized feedback received		Legal and Compliance	Contributors (Consulted for their opinion to help with project development)
				Scrum Team (Involved in development efforts)

# Plan for Sprint Meeting

As a PM, it is important to stay ahead of your scrum team and be prepared for every upcoming sprint by having a target goal defined with prioritized backlog for team to start costing and breaking down the tasks

# Sprint Planning Meeting Preparation

## Sprint Goal

Enable KP patient to book online appointment for video chat with health care professionals

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

- |   |   |
|---|---|
| 1 | As a user , I want to see chat/appointment booking CTA , so that I can opt one of them        |
| 2 | As a user, I want to see doctor list, so that I can select doctor to book appointment or chat |
| 3 | As a user, I want to see doctor available time slot, so that I can book appointment           |
| 4 | As a user , I click on the live chat , so that I can chat with health care.                   |
| 5 | As a user , I click on the link , so that I can video chat with health care.                  |

## Sprint Prioritization Logic

- 1) Video and Chat Integration is dependent on third party . It may have some dependency and complication , so we want to start working on it .
- 2) We want to start implementing our USP unique feature which can attract users and make us different from our competitors.

# User Story 1

<b>User Story</b>	As a user, I want to see doctor list, so that I can select doctor to book appointment or chat
<b>Design</b>	Attached in next slide
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>• A user able to see all the list of doctor and their details .</li><li>• Doctor's image load within 2-3 sec.</li><li>• Consult button should highlight on move hover</li><li>• User is able to select doctor image / details and click on consult button , thereafter go to next page for selecting date and time.</li></ul>
<b>Assumptions</b>	<ol style="list-style-type: none"><li>1) List of doctor will show doctors only which are registered at Kaiser Permanente initially and later any of the US doctor can register by validating their experience and qualification</li><li>2) Only be launched in US primarily.</li></ol>



## Choose your doctor



Dr Rajan Agarwal , 10 yrs +  
MBBS  
Rating- \*\*\*



Dr Suhi Jain , 10 yrs +  
MBBS  
Rating- \*\*\*



Dr P Asha , 15 yrs +  
MBBS  
Rating- \*\*\*\*



Dr Manas Fuloria , 30 yrs +  
MBBS , MD  
Rating- \*\*\*\*\*

[CONSULT](#)



# User Story 2

<b>User Story</b>	As a user, I want to see doctor available time slot, so that I can book appointment
<b>Design</b>	Attached in next slide
<b>Acceptance Criteria</b>	<ol style="list-style-type: none"><li>1) Current month and year calendar is showing</li><li>2) Doctor available date and time slot is showing</li><li>3) User able to select date and time and book appointment using CTA</li></ol>
<b>Assumptions</b>	Doctor available time slot is updated always

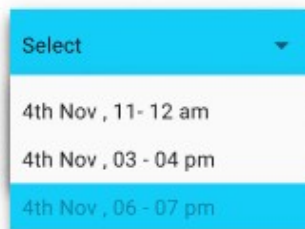
Select Time



### Select Date



### Select time slot



CONTINUE



# Decoding API Documentation

As a PM, you will collaborate with the engineering team and provide guidance that heavily influences their development approach. When a product requires an API integration, sometimes PM need to be “technical enough” to understand the following to refine the solution with designer and development team

- what information is available via the API
- how is it available
- possible pricing impact

# Kaiser Permanente Go Diab Project

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

- 1) I will explore what information ( calorie / sleep time/physical activity) can we get using API.
- 2) If getting above information correctly is feasible , then UI and design can be changed. User calorie intake / sleep time / physical detail will be shown to user by calling directly from API rather than asking details from them.

**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**

- 1) By using design thinking , explore the proposed design for API integration. Is this proposal more effective and less challenging by same feature development.
- 2) How complex , effort and time will it take approximately if we develop that feature in house ? How much maintenance will be needed in future?

# Re-prioritize Sprint Backlog

As a PM, unexpected issues and new feature requests will require you to triage them efficiently and re-prioritize the sprint backlog without impacting the roadmap deliverables significantly

# Issue 1: Landing Page loading too slow

<b>Determine impact and criticality to prioritize issue</b>	<p>I will myself verify the load time of landing page and also ask QA to verify this.</p> <ol style="list-style-type: none"><li>1. Impact - is directly on all the customer which visit our apps and could leave them frustrating.</li><li>2. Priority: 1 ( Critical ) I will immediately prioritize this issue to be fixed immediately by developer as it is impacting the key performance area and apps main landing page.</li></ol>
<b>Next Steps</b> You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ol style="list-style-type: none"><li>1. Communicate to the team about this issue on Slack and ask the developer to provide fix time for this issue.</li><li>2. Create a JIRA ticket to this with priority critical and assign it to dev.</li><li>3. Follow up with dev about fix , QA to test and deploy to production.</li></ol>
<b>Would you take additional steps ?</b>	<ol style="list-style-type: none"><li>1) Ask the QA to double check on production after any feature is rolled out which might impact existing performance.</li><li>2) Check with Load testing team to perform RCA of low performance.</li><li>3) Keep head of product, impacted area PM , team members looped in about the measures we are taking</li></ol>

# Issue 2: Misaligned fields in Profile Settings

## **Determine impact and criticality to prioritize issue**

Issue Priority : 4 (Low) , because it is happening on only android device and impacting 2% of user.  
Andriod user is 20 % whereas iOS user is 80% of total users using our app.

Impact : Need to check impact on other platforms like iOS app also.

Steps to analyze issue:

- 1) Ask QA to check is it happening on iOS as well ?
- 2) Ask dev to do root cause analysis.

## **Next Steps**

use ticketing tool (JIRA), and communication channel (Slack)

1. Create a Jira ticket with priority =4 and assign it to dev to start the analysis
2. Add the ticket to product backlog to be picked in next sprint

# Respond to Customer Service Manager's Email

<p><b>Determine impact and criticality to prioritize the issue</b></p> <p>(1 - Critical; 2 - High; 3 - Normal; 4 - Low)</p>	<p>Issue Priority=2 High . As 20% of user are unable to log due to incorrect password we need to fix this in current sprint itself.</p> <p>Impact: Performance issue diagnosing might take some time but fix will be not lengthy. Therefore pick up the issue in the sprint and assign it to dev.</p> <p>Steps:</p> <ol style="list-style-type: none"><li>1. Check with the dev who has worked on this earlier and try to get possibilities of delay.</li><li>2. Hold a story for a bit and ask him to work on the issues due to high impact on user</li></ol>
<p><b>Next Steps</b></p> <p>You would carry out typically using JIRA (ticketing tool), communication channel (Slack)</p>	<ol style="list-style-type: none"><li>1. Communicate the issue on slack channel to team</li><li>2. Ask any of the dev which has worked on this feature before to have a look on the issue</li><li>3. Create a Jira ticket of the issue and assign to dev.</li></ol>
<p><b>Sample Email Response</b></p>	<p>Hi CSM team ,</p> <p>I understand the criticality of the issue and frustration which user is facing. Considering the fact that it impacts the considerable amount of our user base I have told dev team to analyze the reason of delay .</p> <p>The fix might not take much time but it can take sometime to dig into the root cause. I will update you tomorrow about the root cause of the issue once it will be diagnosed and thereafter provide the fix.</p>



# Handle Potentially Difficult Situations

As a PM, you will be faced with many unexpected situations where you have to make a decision or push back while managing competing priorities from stakeholders and tackling issues that could potentially affect your product launch

# Respond to CEO or GM's request via email

<b>Assessment and result</b>	<ol style="list-style-type: none"><li>1) Validate the stability of staging environment from team</li><li>2) Determine the stable areas and unstable module</li><li>3) Get the details of staging build installation and login details.</li></ol>
<b>Sample Email Response</b>	<p>Hi Boss,</p> <p>I am glad and appreciate your excitement as well as enthusiastic response towards the products. Our team have worked real hard to reach this stage in such less span of time and continue in order to launch within timelines.</p> <p>Our team is affirmative about the potential future of the product. Although we have completed 60% of feature development and testing but still 40% is not ready and all the features are not completely stable.</p> <p>I can definitely share the module details with you which is stable with no critical error so that you can share it with stakeholders. You will receive an automated email with all staging and account details after this email for booking scenario.</p> <p>Cheers, Khushbu Gupta Scrum Product Owner</p>

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

## Video Response

[https://drive.google.com/open?id=13nbPxsqUe8FTaXs4foRAdzVoC\\_yEn-xb](https://drive.google.com/open?id=13nbPxsqUe8FTaXs4foRAdzVoC_yEn-xb)

# Handling Resource Constraints

<p>List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?</p>	<p>1) As a pm , we wear multiple hats , I test user affecting scenario which is under User acceptance test 2) Ask other dev who has bandwidth to run and automation test and perform regression test</p>
<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>	<p>1) Coordinate with other PMs and highlight the risk of impact on their modules 2) Due to unavailability of shared QA , intimate other PMs to do sanity test of their modules before launch 3) Also be conscious be keep some extra estimation for for launch.</p>
<p>Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders</p>	<p>I will intimate the stake holder of my squad and also of impacted squad about delay in launch might happen due to resource constraint.</p>
	<p>Since me and other dev have done half undone task when QA is on leave so that after she is back she will not be overburdened and able to perform second quick check &amp; pending regression check. If all goes well from QA side , then only we will go with launch else we don't want to launch buggy product which we are not confident about.</p>

# How would you handle stakeholder feedback?

<b>Feedback Assessment</b>	<p>Is the notification feature blocking us to launch the feature and asses user journeys?</p> <ol style="list-style-type: none"><li>1) What kind of notification will be useful and easily accesses by user?</li><li>2) Is there any alternative to push notification such as email or some other trigger which can remind user and notify them to use feature.</li></ol>
<b>Video Response</b>	<p><a href="https://drive.google.com/open?id=1TzlmryG74t3enbSZVSN088yeo5fYKFx8">https://drive.google.com/open?id=1TzlmryG74t3enbSZVSN088yeo5fYKFx8</a></p>