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My time as a Product Owner has shown me that the job is not as easy as I thought it would be. When engaging with the customers, it feels like there needs to be lots of questions asked or clarifications when trying to figure out what kind of functionality to get out of the software. I can see how lots of the time, the functionality can be placed into the software for the what User needs, but it may sometimes bring up more questions or issues depending on things that are not being said by the User. Taking notes of what the user needs is definitely important here and making sure exactly what kind of functionality they can out of the program.

User stories are helpful to the team for general ideas of how the program can run. Although these user stories help piece together smaller pieces of the puzzle, I think there still needs to be a more at large view of the software in order to see all these pieces come together. For example, I know at my current position, we are currently going through a new software and we do get a lot of functionality of our software but tons more things seem to keep coming up. Not only that, but we are only one of the companies this software company works with for this software. Although they are taking our feedback, I think they may be getting feedback that could be conflicting with ours. I sometimes wonder if the feedback they get from the other sources is something they implement into their general code or if they are customizing the software between each group.

The meetings very helpful in creating the user stories. I would almost go as far as to say they are necessary in really getting to understand the customer and their needs. I think there is a way for users to be able to identify what they want their program to do in a letter or list from the users but again, there may be a lot more follow-up questions or even trying to really understand where the priorities may be more apparent from how they are discussed during the meeting. Words may not always tell us how important things are. When people can elaborate or express how they feel about things they need or want their software to do, these may be helpful in person more so than just written down.