



**Product Owner: Jayamathan S**



# Create a coordination activities map

Project-specific coordination activities map here ([Link](#)).

Coordination Activities Map

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fx Before each sprint starts

	A	B	C	D	E	F
1	<b>Purpose</b> Conveys the scope of various tasks that need to be coordinated to build and launch the product/feature	<b>What is the task?</b> Based on the purpose, select the appropriate from the drop-down	<b>Who is the task owner?</b> Does the following to finish task: 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> Please select one from the drop-down list of your identified stakeholders	<b>What is their role?</b> Select the stakeholder's role from the drop-down. Note: 'Scrum Team' role is applicable to stakeholder 'Scrum Team' only	<b>By when, does the task need to be completed?</b> Select milestone keeping in mind nature of the task, downstream effects of delaying task
2	Evangelize internally	Setup PRD review meeting to receive feedback	Product Manager	Head of Product	Approver (Has the final say on a specific aspect of the project)	Set a target week
3				Impacted Product Managers	Contributors (Consulted for their opinions or expertise to help with project decisions)	
4		Setup meeting to share MVP scope and walk-through design to gather feedback		Cross-functional Stakeholders	Contributors (Consulted for their opinions or expertise to help with project decisions)	
5		Setup meeting to kickoff project with the scrum team		Scrum Team	Scrum Team (Involved directly in product development efforts)	
6	Involve legal and compliance	Get feedback on previously identified legal areas to update. e.g Terms of Use and Privacy Policy	Product Manager	Legal and Compliance	Contributors (Consulted for their opinions or expertise to help with project decisions)	Set a target week
7		Setup meeting to review MVP scope and identify possible legal updates.e.g Terms of Use and Privacy Policy		Legal and Compliance	Contributors (Consulted for their opinions or expertise to help with project decisions)	Before project's sprint 0 starts
8	Incorporate stakeholders feedback	Discuss the prioritized feedback received from stakeholders to update scope and design	Product Manager	Product Designer	Scrum Team (Involved directly in product development efforts)	Before project's sprint 0 starts
9	Initiate and maintain feedback loop	Create a project-specific communication channel (in Slack etc) to share insights from customer meetings/usability tests/data analysis	Product Manager	Head of Product/Impacted Product Managers/Cross-functional stakeholders	Informed (No authority over the decisions and need to stay updated on the progress since it impacts their own work)	Ongoing activity
10	Plan development work	Setup solution feasibility discussions to understand the work involved/identify inter-dependencies and potential risks	Product Manager	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 0 starts
11		Identify critical spike and engineering design work to complete prior to product/feature development	Engineering Lead			

# Sprint Planning Meeting Preparation

## Sprint Goal

Enable auto recommendation of jobs for students who are qualified

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

- |   |   |
|---|---|
| 1 | As a student, I want to know which positions are available for me so that I can save my time from reading the required criteria of all jobs.                      |
| 2 | As a pre-final year student, I want to know if I could attempt the qualifier exam and not get into any job this year so that I could know where I stand.          |
| 3 | As a one-month free trial user, I want to know if I am eligible to write the exam and get a recommendation for jobs.  |
| 4 | As a qualified student for getting a job, I want to know if I could initially set filters so that I can prevent getting offer recommendation from specific areas. |
| 5 | As a student, I want to know if I could get a job recommendation even after getting placed so that I can choose the better one.                                   |

## Sprint Prioritization Logic

- Design and build the feature before the first sprint to start testing the feature from the initial state onwards.
- The auto recommendation involves finding the right jobs from the entire offerings. The development of this feature involves API integration which is of high priority to work on.

# User Story 1

<b>User Story</b>	As a student, I want to know which positions are available for me so that I can save my time from reading the required criteria of all jobs.
<b>Design</b>	<a href="#">Prototype</a>
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>• Qualified students receiving personalized job offer recommendation</li><li>• This page will continue to be web and mobile responsive</li><li>• This page will also be ADA compliant</li></ul>
<b>Assumptions</b>	<ul style="list-style-type: none"><li>• Qualified students are final year college students</li><li>• As the app is both web and mobile responsive, engineering team builds all features to be compatible with these requirement</li></ul>

# User Story 2

<b>User Story</b>	As a qualified student for getting a job, I want to know if I could initially set filters so that I can prevent getting offer recommendation from specific areas.
<b>Design</b>	<a href="#">Prototype</a>
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>• Qualified students receiving a form to fill in their job priorities, place of interest, etc before job recommendation starts</li><li>• This page will continue to be web and mobile responsive</li><li>• This page will also be ADA compliant</li></ul>
<b>Assumptions</b>	<ul style="list-style-type: none"><li>• Qualified students are final year college students</li><li>• As the app is both web and mobile responsive, engineering team builds all features to be compatible with these requirement</li></ul>

# LinkedIn Project

<b>Based on the API documentation how would you update your solution and design?</b>	<ul style="list-style-type: none"><li>• Information about job positions and the company is accessible via Job Lookup API and field, hence it might be easier to match student details and skills with the recruiter requirement to suggest apt jobs for the qualified student.</li><li>• Company Lookup API can be used to redirect students to company details and the requirements on clicking the link of the offered job instead of having using extra data to facilitate this feature.</li></ul>
<b>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</b>	<ul style="list-style-type: none"><li>• Can we develop an algorithm to auto recommend the job that matches the student's skills considering a large group of people?</li><li>• Is it possible to track student's interested jobs from the number of clicks users made on a specific type of job offers to recommend more of the user's kind of job?</li></ul>

# Issue 1: Landing Page loading too slow

<b>Determine impact and criticality to prioritize issue</b>	<ul style="list-style-type: none"><li>• The landing page is taking 38% more time to load and Monthly users are reduced by 10%</li><li>• Negative reviews and rating of the app decreased by 1% in the App store</li><li>• A decrease in the adoption of the app by 20%</li></ul> <p>This is a critical bug as the existing users are reviewing negatively which prevents both the existing users and the upcoming users from using the app.</p>
<b>Next Steps</b> You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ul style="list-style-type: none"><li>• Update this issue as Emergent issue ( Priority level, Critical) in JIRA</li><li>• Push the details about the bug into the communication channel as a hotfix</li><li>• Issue discussed during the next recent spring meeting</li></ul>
<b>Would you take additional steps ?</b>	<ul style="list-style-type: none"><li>• Multiple tests are conducted on the behalf of QA and Development team to check the newly developed solution is working properly.</li><li>• Also, tests will be conducted to check if the solution is not affecting other features and will not have any impact on the upcoming features.</li></ul>



# Issue 2: Misaligned fields in Profile Settings

<b>Determine impact and criticality to prioritize issue</b>	<ul style="list-style-type: none"><li>• Issue is identified as High priority and is affecting 2% of the total users</li><li>• Decrease in retention by 70% among the affected users</li><li>• Rating of the app in the App store is decreased by 0.5%</li></ul> <p>The users facing this issue are reporting and the feedback appears in general review column in the app store which influence other users to see if they are also facing the same issue.</p>
<b>Next Steps</b> use ticketing tool (JIRA), and communication channel (Slack)	<ul style="list-style-type: none"><li>• Update the issue as a bug with high priority level in the product backlog</li><li>• Push the issue details to the slack group</li><li>• Discuss the issue in the next meetup where the QA and development team is a part</li></ul>

Respond to Customer Service Manager's Email

<p><b>Determine impact and criticality to prioritize the issue</b> (1 - Critical; 2 - High; 3 - Normal; 4 - Low)</p>	<ul style="list-style-type: none"> <li>• The issue is identified as a critical priority issue affecting 7% of the total users of LinkedIn TnP</li> <li>• 80% of the users among them are unaware that the team is developing a solution and the issue will be fixed soon</li> <li>• Retention rate decreased by 15% due to this issue</li> </ul> <p>Only 20% of the affected users are reaching out to the customer service, and even these users are not satisfied with the service as they are asked to wait for 12 hours to receive a password reset link. This has increased the retention rate and decreased the app review.</p>
<p><b>Next Steps</b> You would carry out typically using JIRA (ticketing tool), communication channel (Slack)</p>	<ul style="list-style-type: none"> <li>• Issue will top in the product backlog with an immediate action</li> <li>• Update this issue as Emergent issue ( Priority level, Critical ) in JIRA</li> <li>• Push the details about the bug into the communication channel as a hotfix</li> </ul>
<p><b>Sample Email Response</b></p>	<p>The issue has been addressed and identified with a critical priority level. The entire team is working on the issue and hopefully, the team will come up with a solution soon. Till then, to make sure the entire affected users are informed that the team is working on the issue, our PR team will post regarding this via social media. Will get back to you soon on the status level, till then it will be great if you could keep the users aware that the team is working on the bug.</p>

# Response to CEO or GM's request via email

<b>Assessment and result</b>	<ul style="list-style-type: none"><li>• Reviewed with the development team and feature is 65% functional</li><li>• Also, check with the staging environment to make sure what parts of the feature are fully tested and functional</li><li>• A copy of the till then functional repository will be created ( If a property is fully functional in the next day, that will be merged with the copy as well )</li></ul>
<b>Sample Email Response</b>	<p>Received your mail regarding the meeting with stakeholders, The team has been working hard to get the best out of the feature and is 65% complete within the 7 days of the sprint. Among this, some of the properties are still being tested by the QA team.</p> <p>A fully functional and tested demo of selected properties is attached to the mail. And also a video describing the entire working demo with explanation ( including the assumptions of how the currently developing properties will work ) is attached with the mail to deliver a clearer vision of how the product will turn out to be once it is complete.</p>

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

<b>Video Response</b>	Shared the link to video here:  <a href="#">Video link</a>
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# Handling Resource Constraints

<p>List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?</p>	<ul style="list-style-type: none"> <li>• Discuss the problem with other PM's and request to pool in their resources</li> <li>• Transfer this information to the communication channel and make sure the development team and others themselves testing the product in the first place before handing it to the QA team.</li> <li>• Take some time to sit with the new QA member to share the project details</li> </ul>
<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>	<ul style="list-style-type: none"> <li>• The issue and the level of seriousness it brings along with the evaluation result of the RICE model will be shared in the communication channel.</li> <li>• Offer extended hands and support to the impacted PM's by sharing working hours of earlier PM once he/she returns healthy.</li> <li>• The developed feature can be sent to the new QA member (if necessary) to avoid back and forth transportation.</li> </ul>
<p>Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders</p>	<p>Raise the visibility within the team, HOP and also within the impacted PM's team and HOP.</p>
	<ul style="list-style-type: none"> <li>• Considering a successful negotiation, analyze the time of launch and will facilitate the new QA with the required details and help. Also willing to share the earlier QA once he/she returns healthy to balance the pending work of the impacted projects.</li> <li>• Considering non-successful negotiation, we will acknowledge the disagreement and ask for feedback stating if we could make some changes to what we ask for, then we can reconsider negotiation.</li> </ul>

# How would you handle stakeholder feedback?

<b>Feedback Assessment</b>	<ul style="list-style-type: none"><li>• That will be a great feature! How do you think this feature is going to changes the game for us?</li><li>• What is the expected outcome of this feature?</li><li>• How does this new feature align with out sprint goal?</li></ul>
<b>Video Response</b>	<p>Shared the link to video here:</p> <p><a href="#">Video link</a></p>