Assignment submission

Applying the Agile Framework to Jira app Redesign

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Project Plan: Making Jira Simple and User-Friendly

Introduction:

Jira has been our most anticipated and feature-loaded dream project that we ever dreamed of. But even after all the hard work and efforts we have put into making this software, it is not doing well commercially. The revenue generation is not as per our expectations. Based on the recent performance of sales and revenue generation from the present version, I analysed the reasons behind it. After careful analysis and going through the user reviews on the web and the app stores, I concluded that users were overwhelmed by the detailed and excess features, user experience, and complex terminology. It is clear from preliminary research that our application is too complicated for its intended users.

To overcome these challenges, I suggest simplifying Jira and redesigning it with only the essential features and improving the user experience. I feel keeping things simple and easy to understand for users with different levels of understanding. I propose a redesign that focusses on improving the user interface through the elimination of extra and optional complex features and enhancing the user experience in general. Renaming complex terminology with simple and self-explanatory names. Our goal is to increase user satisfaction and attract a larger audience through optimized functions thereby, improving overall business success.

About Jira [1] :

For the new members in the team let me reiterate what Jira is all about. Jira is mainly used for project management, bug tracking, and issue tracking. Jira is utilized by teams to manage tasks and workflows across multiple projects, as well as to plan, build, track, and deliver software. With features such as agile boards, reporting, scrum and kanban approaches it offers an adaptable solution for teams of various sizes and across various sectors. Additionally, it is available as both a web application and a mobile app. Jira is made for advanced team with complex procedures. It can be used in many different industries and has many additional features besides its primary role.

Jira Software can be accessed at this link: https://www.atlassian.com/software/jira.

Implementation plan :

Agile methodology with Scrum framework

First, let me explain you the Agile process in a simple way with an image.

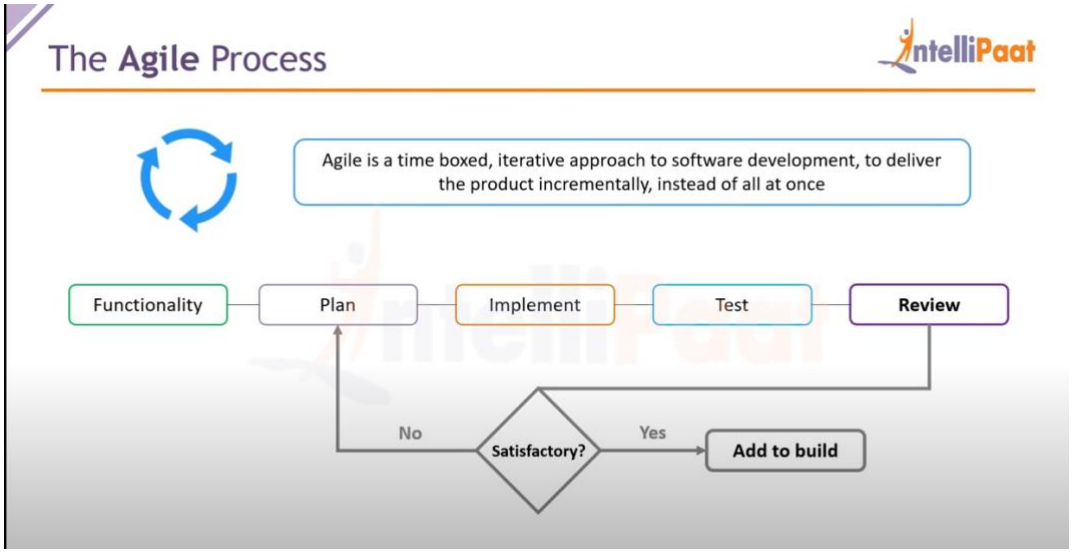

Image : The Agile Process
Source : [2]

Next, lets understand the Agile scrum roles [2]

Agile Scrum methodology, consists of three primary roles:

1. Product Owner:

As the representative of the stakeholders, the Product Owner ensures the development team's work and the product itself is of best quality.

Responsibilities :

- Specifying what the product's feature should be.
- Setting the priorities right that will help the team decide what to work on next.
- Ensuring that the team understands the tasks to be performed both current and the next.

2. Scrum Master:

The Scrum team is led and helped by the Scrum Master, providing support and guidance throughout the development project.

Responsibilities :

- Helping the Scrum Team to understand Scrum theory, methods, and its guidelines.
- Assisting with Scrum meetings when required.
- Helping clear obstacles that impacts Development Team's work and progress.

3. Development Team:

The Development Team consist of skilled team members.
At the conclusion of each sprint, they deliver a functional part of the overall intended product.

Responsibilities :

- As a team understand the product owner's expectation.
- Organize and figure out the most efficient way to complete the task.
- Delivering functional product in parts at the end of each sprint.

Together, these responsibilities and team members help to ensure that the product is developed quickly, providing value to the client. Each role has specific jobs and teamwork is crucial to the project's success. Hope this gives you a brief idea about the Agile scrum process that we will be implementing for the redesign of Jira app.

Scrum Terminology *[3]*

Now That you have the clarity about the scrum roles and responsibilities, let me introduce you the scrum terminologies that we will be using in the Agile scrum process before we move to the actual redesign flow for our Jira application.

User Story: A Feature/module in a software

Product backlog: A list of tasks known as user stories, prepared by product owner.

Sprint/Iteration : Time required to complete the user stories. It is decided by the product owner and team, usually 2-4 weeks of time.

Sprint planning meeting: A meeting conducted with the team to decide and agree what tasks can be delivered in the sprint and its duration.

Sprint backlog: A list of tasks committed stories by the development team for a specific sprint.

Scrum meeting: A daily meeting conducted by Scrum Master every day (15 mins). It is also called as scrum call/Stand-up meeting. In this meeting a review is done about the tasks completed yesterday, the tasks planned for today. Also, any issues in the smooth execution of the tasks are discussed.

An example in the below image will help you to understand the sprint activities.

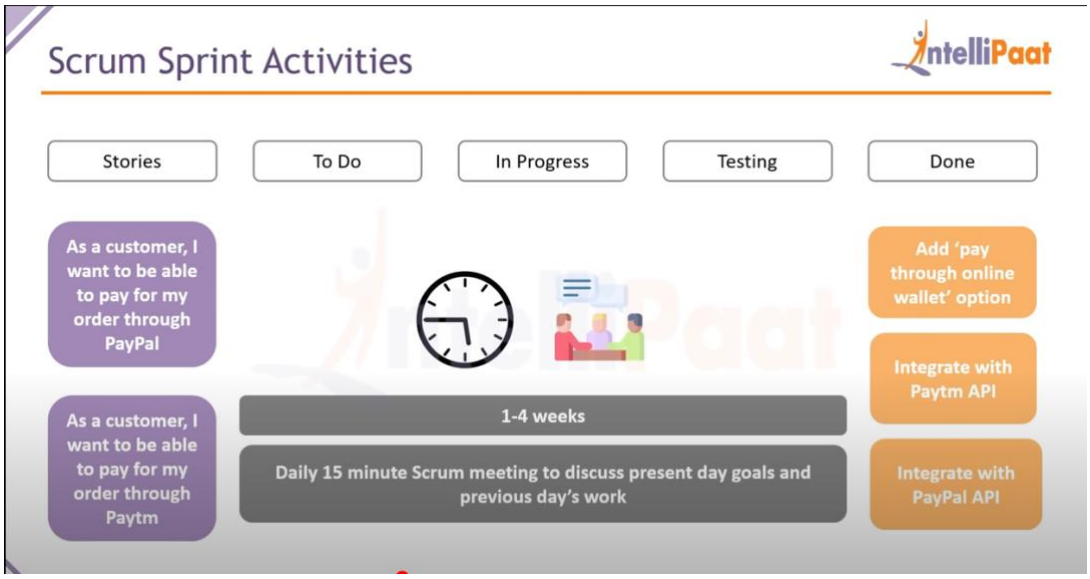

Image : Scrum Sprint Activities
Source : [2]

Implementation plan : Agile methodology with Scrum framework

Sprint 0: Initial Setup and Discovery

Goal : Define the project goal, team roles, and scope of the project.

Activities:

- Sprint Planning: To decide the aims and objectives of the project.
- Determine user personas, needs, and problematic areas through user story mapping.
- Refinement of the Product Backlog: Examine and prioritize the backlog items.
- Design Workshops: Come up with concepts for making the functions and interface simpler.
- Get up Meetings: Daily check-ins to discuss developments and challenges if any.

Sprint 1: Concept Development

Goal: Develop initial concepts and prototypes for the new features.

Activities:

- Prototyping: Using the results of the design workshop, Make simple versions and wireframes.
- User Story Mapping: Divide features into tasks and user stories.
- Sprint Review: Analyze work and demonstrate the prototypes to all the stakeholders.

Sprint 2: Design and User Testing

Objective: Improve the design based on user feedback and response to usability testing.

Activities:

- High-fidelity prototyping: Using the improved wireframes as a basis, create more detailed prototype.
- User Testing and Input: Collect additional information by conducting further usability testing of the detailed prototype.
- Iterative Development: Adjust the design based on user feedback.

Sprint 3: Implementation

Objective: Incorporate the completed design to the Jira application.

Activities:

- Development: Induce redesigned features and functionalities into the code.
- Daily Stand-up Meetings: Regular meetings to talk about objectives, obstacles, and the day's schedule.
- Sprint Review: Review finished work and get input from relevant parties during the review.

Sprint 4: Testing and Iteration

Objective: Test the updated app and make necessary revisions based on user feedback.

Activities:

- User Acceptance Testing (UAT): Have end users and stakeholders test the application together.
- Feedback Gathering: Consult stakeholders and users for their response and practical feedback.
- Iterative Development: Refine the app further as needed, based on the user response.
- Address any bugs or issues identified during testing.
- Sprint Retrospective: Evaluate the sprint and focus on the areas in need of development.

Sprint 5: Finalization and Deployment

Objective: Prepare the updated/redesigned app ready for release.

Activities:

- Conduct final testing and ensure everything is ready for deployment.
- Documentation: Write user manuals and information sheets for the newly updated functionality.
- Planning for Deployment: Create a release schedule and plan for deployment.

Sprint Review and Retrospective

Objective: Review the project and note any shortcomings for potential development.

- Sprint Review: Show the finished product to stakeholders and get their feedback on it.
- Sprint Retrospective: Consider the sprint and identify areas that need improvement as well as lessons learnt.

Summary of Scrum Activities[1] **:**

Sprint	Activities	Goal
0	*Sprint Planning, Backlog Refinement, Stakeholder Interviews, Design Workshops*	*Define project vision and initial backlog*
1	*Prototyping, User Story Mapping, Sprint Review*	*Develop initial concepts and prototypes*
2	*High-Fidelity Prototyping, Usability Testing, Iterative Development*	*Refine design based on user feedback*
3	*Development, Daily Stand-up Meetings, Sprint Review*	*Implement redesigned features into the app*
4	*User Acceptance Testing, Feedback Collection, Sprint Retrospective*	*Test features and iterate based on feedback*
5	*Final Testing, Documentation, Deployment Planning*	*Prepare features for deployment*
Review	**Sprint Review, Sprint Retrospective**	**Reflect on the project and identify improvements**

Summary of Scrum Activities[1] **:**

Phase	Timeline
Initial Setup	*1 week*
Concept Development	*3 weeks*
Design Refinement	*2 weeks*
Implementation	*3 weeks*
Testing & Iteration	*1 week*
Total	**11 weeks (2 months)**

Risks and Benefits

Risks:

- ***Resistance to Change:*** Some team members may resist using Agile methodologies initially.
- ***Time Restrictions:*** Strict deadlines may affect the quality of the redesign process.
- ***Unclear Requirements:*** Ambiguous user needs might cause confusion and delays.

Benefits:

- ***Enhanced Collaboration:*** Agile encourages cooperation across cross-functional teams, resulting in better outcome.
- ***Flexibility:*** Throughout the project, agile methodology enables adaptability to changing requirements.
- ***Continual Improvement:*** Based on customer feedback, iterative development cycles allow for continual improvement throughout the project development.

Recommendations:

Additionally, I recommend below points for smooth transition from existing conventional method to the Agile methodology with scrum framework, that will certainly ensure we

launch a better and easy to understand Jira at the earliest possible incorporating the response from everyone from developer to end users.

- ***Training and Support:*** We need to provide team members with training and assistance to help them understand and adapt to Agile methodology.
- ***Clear Communication:*** We need to ensure clear communication to quickly address any problems or concerns.
- ***Iterative Feedback:*** To make sure that expectations are met, we need to encourage frequent feedback loops between stakeholders and end users.
- ***Celebrating Successes:*** To increase team spirit and motivation, We have to acknowledge and celebrate major accomplishments throughout the project.

Simple Terminology

Additionally, to make it simpler and easier to understand for everyone, I also recommend reducing the complexity by simplifying the Jira terminologies to self-explanatory or easy to understand terms.

Issue
Simplified Name: **Task or Work Item**

Explanation: An activity that represents a problem or challenge in the project.

Epic
Simplified Name: **Goal**

Explanation: A subset of the major task that is simplified into multiple achievable assignments or narratives.

Sprint
Simplified Name: **Task Cycle**

Explanation: A specific period of time during which a specific set of tasks need to be completed.

Backlog
Simplified Name: **Pending Tasks**

Explanation: A list of tasks from earlier work cycle which needs to be prioritized to be completed before the tasks in the new work cycle / sprints.

User Story
Simplified Name: **Task Description**

Explanation: A visual chart by the end user for a particular feature or functionality.

Board
Simplified Name: **Task View**

Explanation: A visual chart showing the ongoing tasks and their status, depicted using a flowchart for easy understanding of the project status.

Resolution
Simplified Name: **Task Status**

Explanation: The output or state of a task that has been finished.

I believe that by now, you would have understood the Agile Scrum methodology and its steps. This understanding will certainly help us in our redesign project, ultimately yielding positive results for Jira, the most promising app for project management. I am confident that with our team adapting the new Agile approach, we will witness noticeable improvements and results after relaunching the redesigned version by the last week of May 2024.

Attribution:

[1] " Agile methodology with Scrum framework ". Section(s): Agile methodology. Authored by: ChatGpt (2024). https://chat.openai.com/

[2] Intellipaat. *Jira Training | Jira Tutorial for Beginners | Jira Course | Intellipaat.* Accessed: Feb 20, 2024. [Online Video]. Available: https://www.youtube.com/watch?v=uM_m6EzMg3k

[3] SDET-QA. *Agile Model | Agile Methodology | Scrum Process | Step By Step Practical Approach.* Accessed: Feb 20, 2024. [Online Video]. Available: https://www.youtube.com/watch?v=h2Xzq2fbafM

Thank You