

# Instructions



GRAB A SNACK  
**PROLOGUE**



# Hi. I'm Bri.

Here's a little about me.



# The Basics of Agile



# Let's start with just: What is Agile?

Agile is an iterative approach to project management and software development that helps teams deliver value to their customers faster and with fewer headaches.

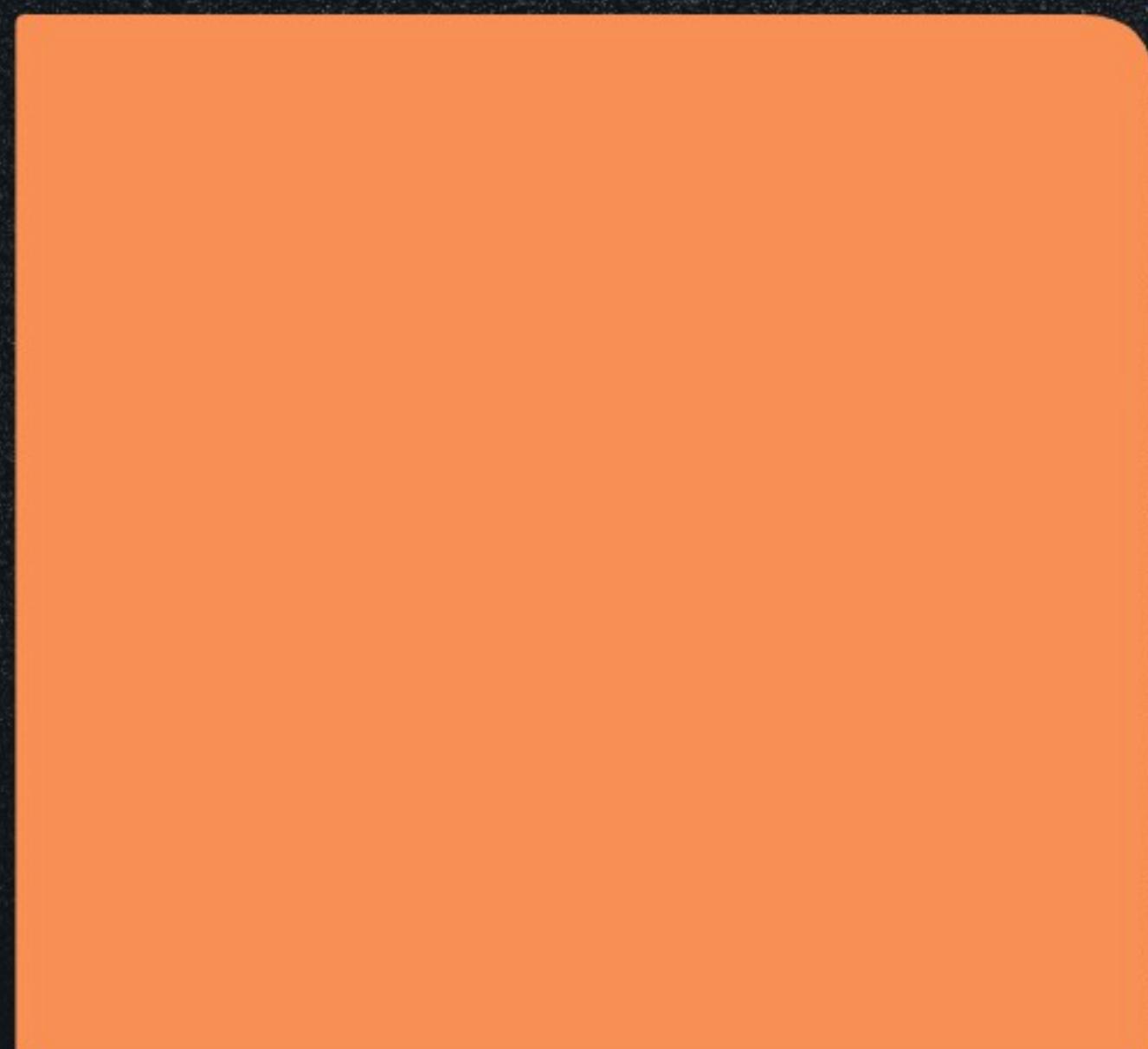
Instead of betting everything on a "big bang" launch, an agile team delivers work in small, but consumable, increments.

Requirements, plans, and results are evaluated continuously so teams have a natural mechanism for responding to change quickly.



# Individuals and interactions over....

14



Processes and Tools

1



Customer Collaboration

1



Following a Plan

# Working Software over . . .

17

0

Work/Life Balance

0

Working Hardware

Comprehensive Documentation

# Customer Collaboration over . . .

14

3



0



Customer is Always Right

Contract Negotiation

Teamwork

# Responding to Change over...

18



0

Following a Plan

0

Following Directions

Following the Leader

# The Agile Manifesto

***Individuals and interactions*** over processes and tools

***Working software*** over comprehensive documentation

***Customer collaboration*** over contract negotiation

***Responding to change*** over following a plan

I HONESTLY DIDN'T KNOW IT HAD A NAME

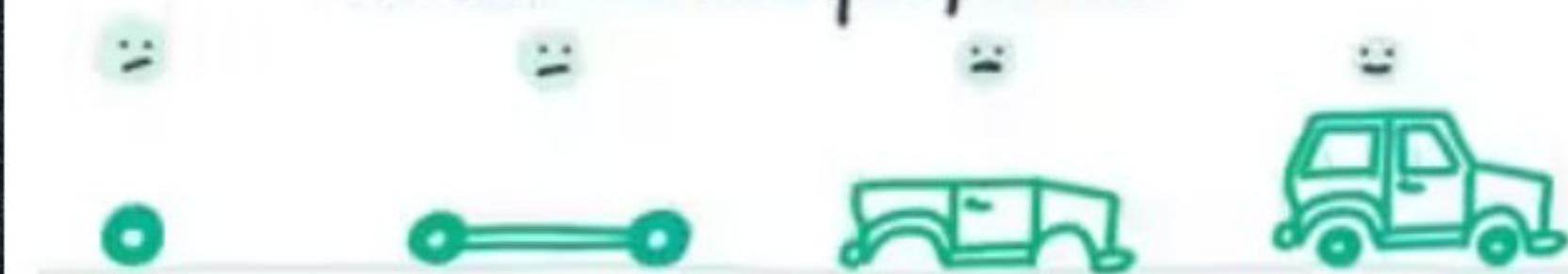
# AUTHORIAL INTRUSION

A technique where an author breaks the fictional world's illusion by interrupting the narrative to speak directly to the reader

# AGILE

Easy to Understand  
Difficult to Master

Traditional waterfall process



Agile process



# MVP

(What is it and why do we need it?)



# So you've got your Business Requirements, now the fun part! Let's list everything we have to do to build WorkOrder PRO!

Program the GUI

a plan

Make a plan with a small scope

Gather info on what is needed

make a plan

Make a plan

decide on system requirements

Set up basic outline of workorder pro then add onto it

# So you've got your Business Requirements, now the fun part! Let's list everything we have to do to build WorkOrder PRO!

datasets

make a plan and figure out an mvp so we can get customer feedback quickly. Allowing us to adapt the plan as needed

figure out a plan or a process

Decide on an MVP

reflect on the information the users have provided , identify trends in their responses, make a plan for what is being asked, assign teams to tackle said plan. develop it.

Ability to Add a work order

List tasks, prioritize

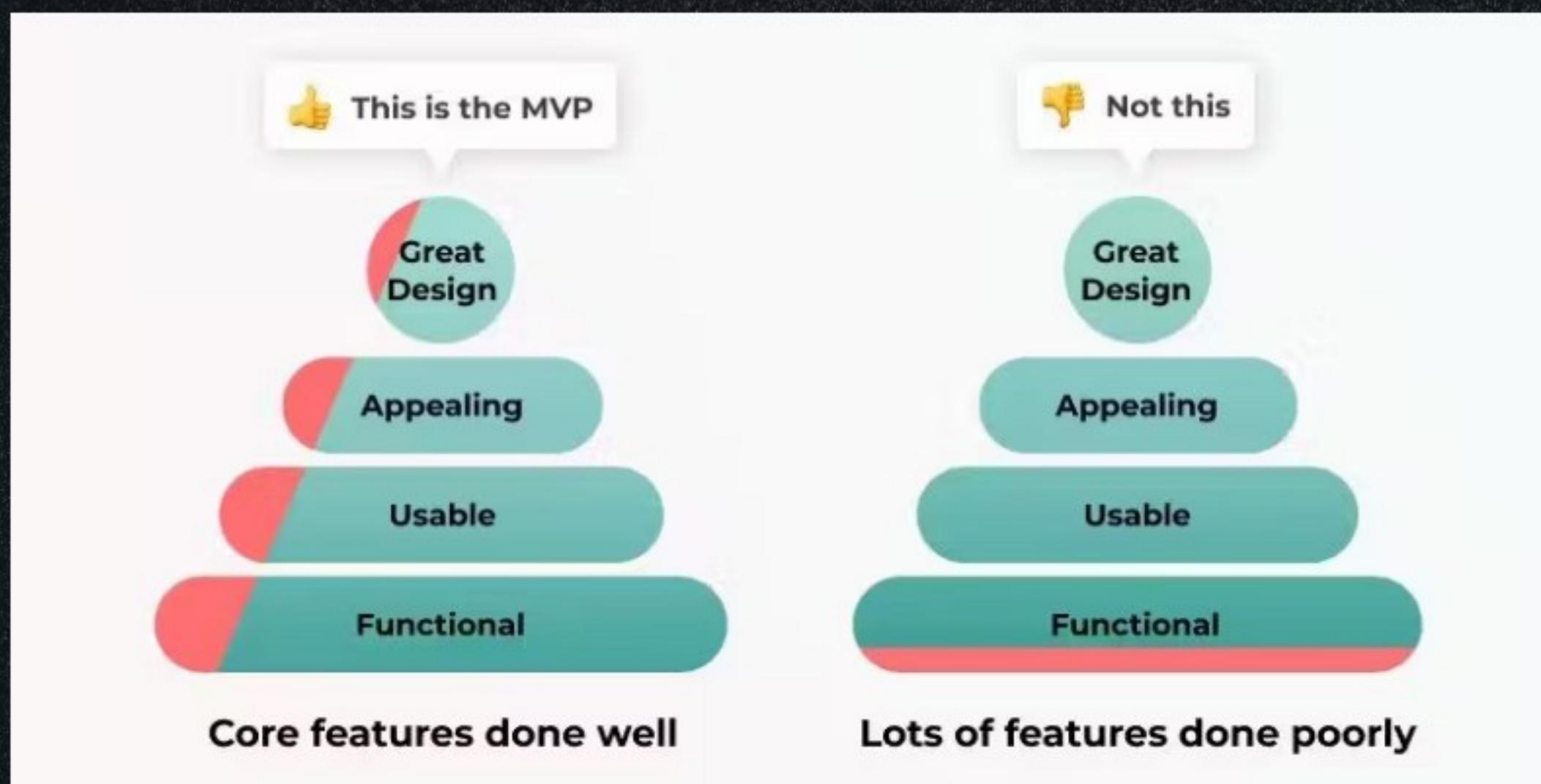
# MVP - Minimum Viable Product

- Provide Focus
- Release Quickly
- Gather User Feedback
- Validate Product Concept
- Delivers Customer Value

→ Delivers  
Customer  
Value



# How do you determine what your MVP actually is?



- Analyze the Business Needs
- Define Core Features
- Design an MVP Architecture
- Choose a Technology Stack
- Design MVP UX and UI
- Build the MVP Server Side and API's
- Develop Client Side of MVP
- Conduct Testing and Integration
- Market and Launch Ready-to-Use Software
- Gather feedback and iterate

# Business Requirements Document

In-Class Project



HOPEFULLY THIS GIVES YOU TIME TO PULL UP THE BRD

# SCENE BREAK

H A V E  
A  
B R E A K



# Defining MVP

→ Analyze the Business Needs

BRIEFLY DESCRIBE THE OVERALL VISION FOR YOUR PRODUCT.

# Vision

- Provide organizations that offer trades work with a simple yet effective way of organizing their work orders.

OUTLINE THE KEY OBJECTIVES OF THE MVP.

# Objectives

- 90% of users can set up their work orders, and assign technicians with without formal trainingI
- A 20% reduction of time spent on managing work orders manuallyI
- A 50% reduction in errors compared to managing work order manually



DEFINE THE SPECIFIC AUDIENCE OR CUSTOMER SEGMENT FOR THE MVP.

# Target Audience

- Smaller trades companies (0-5 employees) that are currently not using a Work Order management system.





Traditional waterfall process

What is the problem we're trying to solve?

Agile process





PICTURE THAT DREAMY KIND OF SCENE THAT BRINGS YOU BACK TO YOUR YOUNGER SELF

# FLASHBACK

PROVIDE A HIGH-LEVEL OVERVIEW OF THE SOLUTION YOUR MVP WILL OFFER.

# Solution Overview

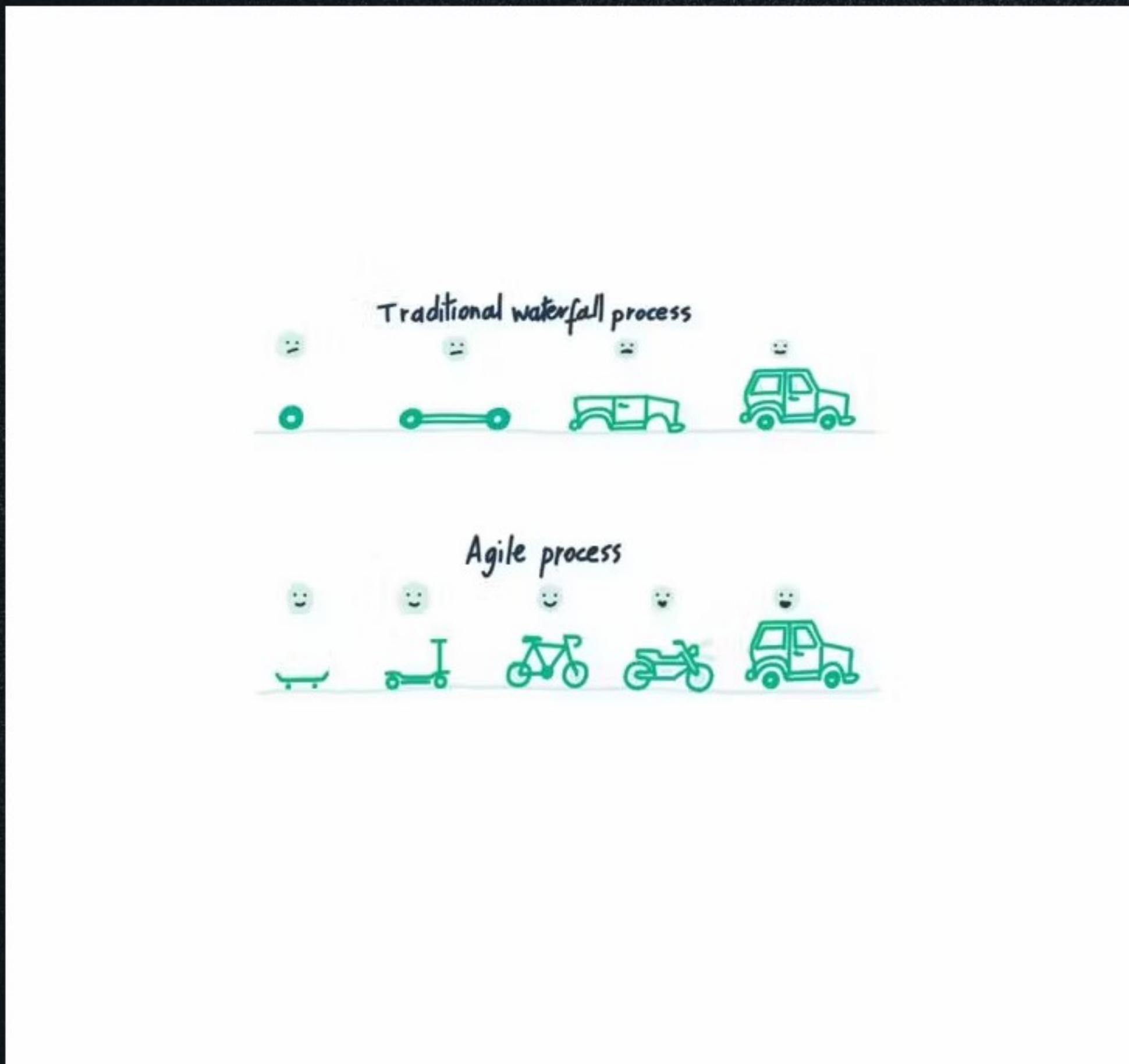
WorkOrder PRO is a software application that allows organizations to send technicians to service calls and organize their operations. The application has a straightforward UI requiring no training for the user to get started. Using WorkOrder PRO, the user can create and edit work orders, assign the work order to a technician, and update the work order status. The user will also be able to search for a specific work order in their overview of work orders.

FIND THE ROOT CAUSE

# Identifying the Right Problem

- Who, What, Where, When, How
- Release your inner toddler - The Five Whys





FIND THE ROOT CAUSE

# Identifying the Right Problem

- Who, What, Where, When, How
- Release your inner toddler
  - The Five Whys

CLEARLY ARTICULATE THE PROBLEM OR PAIN-POINT YOUR PRODUCT AIMS TO SOLVE.

# Problem Statement

There is no consistency for the company. The paper-pencil concept has gotten rather cluttered and has resulted in improper communication. We need a consistent way to access needed info

**4 Popular**

a system to have records of tickets and to keep track of them so they will be done in a timely manner while also having document of a similar issue to know how to fix it in the

To allow the business to create and maintain work orders while connecting an interaction with those work orders with the customers and technicians

**3**

Small businesses need a simple way to create, organize, edit, and delete work orders.

**3**

The business owner needs a easy and manageable way to organize the various work orders and phone calls they get daily for jobs as their current system is not sufficient

**2**

Small business owners don't have a simple and accurate way to track and manage current work orders and search through past ones.

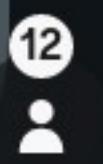
**1**

Unorganized management of employees leading to loss of customers.

**1**

The problem is the customer wants a simple and convenient way to track and manage work orders.

**1**



CLEARLY ARTICULATE THE PROBLEM OR PAIN-POINT YOUR PRODUCT AIMS TO SOLVE.

# Problem Statement

Solve the problem  
of organization and  
streamlining the  
business' orders  
and task

**1**

Problems:  
Organization of  
work orders,  
tracking status,  
completion, history

**1**

The problem is that  
there is a more  
convenient way for  
work orders to be  
managed and organized

A way business owners  
and customers can  
effectively do  
business with one  
another to allow for  
growth and  
satisfaction

FINALLY???

# INTERMISSION

(Jean-François Marmontel and Denis Diderot both viewed the intermission as a period in which the action did not in fact stop, but continued off-stage.

"The interval is a rest for the spectators; not for the action," wrote Marmontel in 1763.

"The characters are deemed to continue acting during the interval from one act to another.")



# Defining MVP

→ Define Core Features

# Key Features: List the essential features that will be included in the MVP.

- The user is able to create Work Orders
- The user is able to add Customer Information to the Work Order
- The user is able to add the work needed to the Work Order
- The user is able to assign the Work Order to a Technician
- The user is able to update all information on an existing Work Order
- The user is able to search/filter an existing Work Order

SIMPLE USER FLOW DIAGRAM TO ILLUSTRATE HOW USERS WILL NAVIGATE THROUGH MVP

# User Flow



Miro boards cannot currently be shown when exporting presentations.

Miro

HINT: REMEMBER → DELIVERS CUSTOMER VALUE??

# Key Features: After moving through the User Flow - what would you change, add, or remove?

make sure that the interface is easy to navigate

**3** Popular

Information on an existing Work Order

→ The user is able to search/filter an

Edit feature

2

Simple to understand GUISearch Feature and DatabaseCreate, Edit and Delete Workorders

2

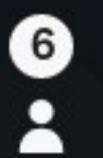
ability to add technicians

2

The user is able to delete Work Orders

2

Undo feature



BREAK DOWN KEY FEATURES INTO USER STORIES.

# Perfect! We are READY for User Stories.

What are user stories again?



A PILLOW AND A BLANKET MIGHT BE NICE

# SCENE TRANSITION

# An Epic, A User Story, A Sub Task, and A Spike

(A tale of friendship)



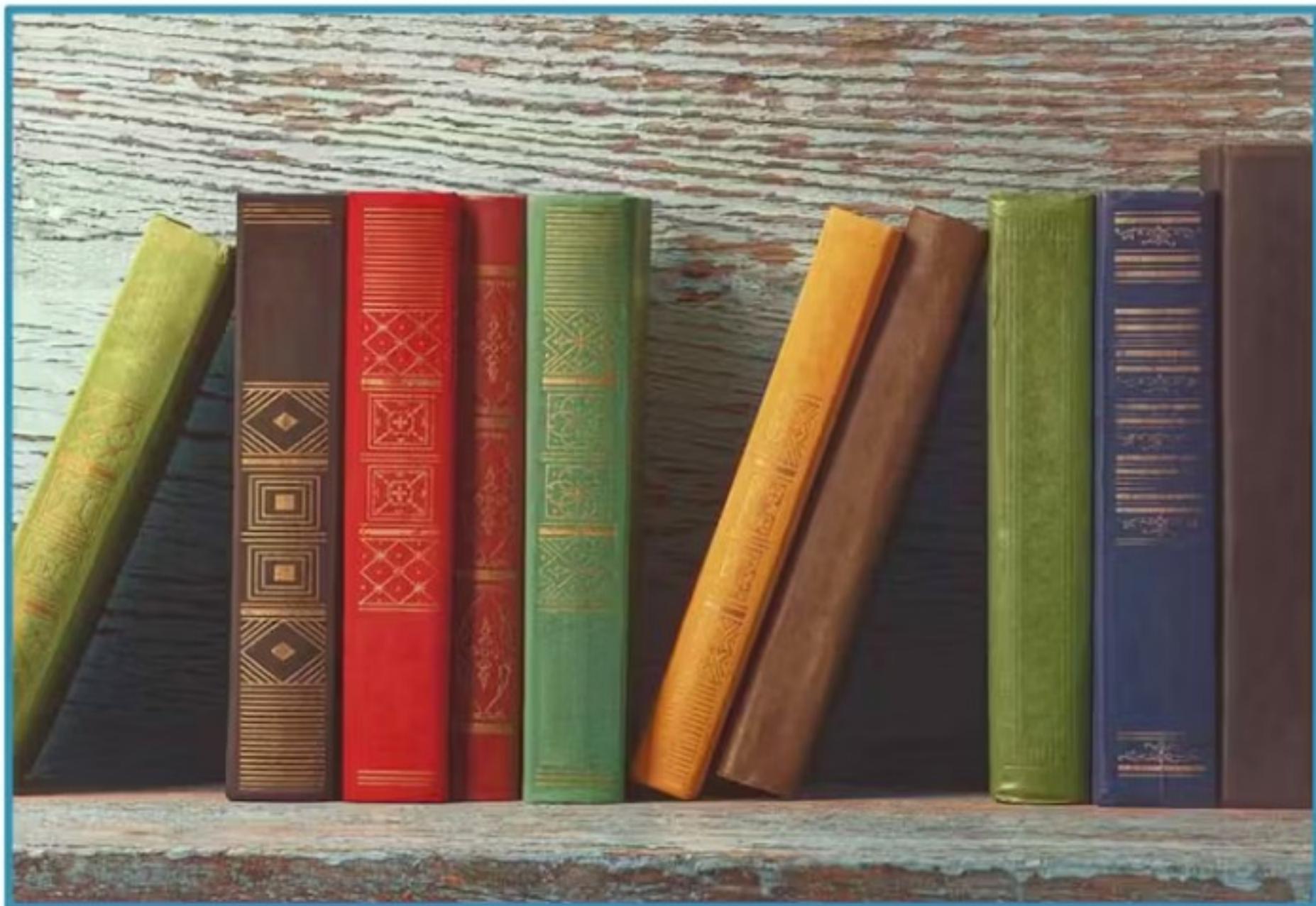
# What is an Epic?

An Epic can be defined as a big chunk of work that has one common objective. It could be a feature, customer request, or business requirement.



# What is a User Story?

A user story is an informal, natural language description of a portion of an epic. User stories are often written from the perspective of an end user or user of a system.



# More on User Stories

- User stories are our most common work type when working with Agile.
- User stories reduce the time spent on writing exhaustive documentation by emphasizing customer-centric conversations.
- The purpose of a user story is to articulate how a piece of work will deliver a particular value back to the customer.
- User stories describe the why and the what behind the day-to-day work of development team members, often expressed as *persona + need + purpose*.

## User Story

As a user requesting authentication,  
I want to be able to login via the  
web app,  
so that I can manage my account  
details via the web.



# What is a Sub Task?

Sub Tasks are small incremental units of work.

They can be restricted to a single type of work, usually done by one person within a day.

They break down User Stories into more manageable tasks, and include things such as migration, regression testing, and peer review.



# What is a Spike?

A Spike is a type of user story that needs more information so the team can estimate the effort required.

- **Technical** spikes — when the team investigates technical options, the impact of new technologies, etc.
- **Functional** spikes — when the development team evaluates the impact of new functionalities to the solution, or how certain features fit the business need.

Spikes are not estimated, and instead, are timeboxed.



Miro boards cannot currently be shown when exporting presentations.

Miro



# How long will it take to get WorkOrder PRO into the hands of a user?

3 months



unsure



A month or so



forever



indeterminate



subject to change



?



a few months



ASAP



There's no correct answer!

PROVIDE A TIMELINE FOR DEVELOPING AND LAUNCHING THE MVP.

# Development Timeline

- Use User Stories to define sequence of work
- Estimate time required to complete features
- Set Milestones to measure progress



RISKS

# What are some potential risks to the timeline?

thanksgiving

Stubborn bugs

the weekend

sickness

Lost data

time over quality

other classes

Holidays

RISKS

# What are some potential risks to the timeline?

bugs, holidays,  
illness

Sick days

Other classes work

not enough time  
spent on it

Forgetting stuff

technical issues  
and resource  
constraints

snow days power  
outage

Emergencies

RISKS

# What are some potential risks to the timeline?

cut corners but  
still deliver

MITIGATION

# What are some strategies to reduce that risk?

time management

re scope

Planning, Time  
management

communication with  
group and  
determination

Plan ahead and  
work incrementally

Working strategies.  
Dedicated hours, days  
to specifically work  
on something

Note taking

time management

MITIGATION

# What are some strategies to reduce that risk?

regular progress checks

underpromise  
overperfom

# What goes into an MVP?

- Analyze the Business Needs
- Define Core Features
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# Define your Group Project MVP

"Analyze the Business Needs"

"Define Core Features"



I WILL NOT BE SINGING OR DANCING, BUT MAYBE TOMMY?

# ENTR' ACTE

"Between Acts"

A song, dance, spoken, or musical performance that occurs between any two acts, that is unrelated to the main performance

(Please note: This definition does not fit exactly, but it's close enough, and really I ran out of different theater words and ways to google types of breaks and it just wasn't acceptable to change it up at this point because I am nothing if not committed to the bit)



# ACT II

