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Get Trained & Hired

Product Owner: Prathamesh Morde

Create a coordination activities map

Project-specific coordination activities map here (Link).

Purpose *Conveys the scope of various tasks that need to be coordinated to build and launch the product/feature*	What is the task? *Based on the purpose, select the appropriate from the drop-down*	Who is the task owner? *Does the following to finish task:* *1. Schedule and run meetings* *2. Gather feedback and share updates* *3. Follow-up with stakeholders*	Whose involvement is needed to accomplish the task ? *Please select one from the drop-down list of your identified stakeholders*	What is their role? *Select the stakeholder's role from the drop-down. Note: 'Scrum Team' role is applicable to stakeholder 'Scrum Team' only*	By when, does the task need to be completed? *Select milestone keeping in mind nature of the task,downstream effects of delaying task*
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
			Impacted Product Managers	Contributors (Consulted for their opinions or expertise to help with project decisions)	
	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)	
	Setup meeting to kickoff project with the scrum team		Scrum Team	Scrum Team (Involved directly in product development efforts)	
Involve legal and compliance	Setup meeting to review MVP scope and identify possible legal updates.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
	Get feedback on previously identified legal areas to update. 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
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
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	All except Legal and Compliance	Informed (No authority over the decisions and need to stay updated on the progress since it impacts their own work)	Ongoing activity
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
	Identify critical spike and engineering design work to complete prior to product/feature development	Engineering Lead			
Manage product/feature testing	Share and review the project's test strategy	QA	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 0 starts
Setup analytics tracking	Review analytics tracking requirements	Data Analyst	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before project's sprint 0 starts
Prepare for every sprint	Create tickets for each sprint based on the test strategy	QA	Scrum Team	Scrum Team (Involved directly in product development efforts)	Before each sprint starts
	Create tickets for each sprint based on the analytics tracking requirements	Data Analyst			
	Finalize user-stories and design to add for each sprint	Product Manager			
Coordinate product/feature launch	Identify the support material that needs to be prepared and targeted timelines to align with development cycle	Customer Service	Product Manager	Contributors (Consulted for their opinions or expertise to help with project decisions)	Before project's sprint 0 starts
	Discuss launch plan and targeted timelines to align with development cycle	Product Marketing	Product Manager	Contributors (Consulted for their opinions or expertise to help with project decisions)	Before project's sprint 0 starts
Communicate project progress	Share project's progress and highlight any risks (setup recurring meeting/send email/ share via team's channel e.g Slack)	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)	Before each sprint starts
Receive product/feature sign-off	Setup meeting to demo the feature and conduct end-to-end feature testing to identify bugs and receive feedback	Product Manager	Head of Product	Approver (Has the final say on a specific aspect of the project)	Before project's last sprint ends
			Impacted Product Managers	Contributors (Consulted for their opinions or expertise to help with project decisions)	
			Cross-functional Stakeholders	Informed (No authority over the decisions and need to stay updated on the progress	

Sprint Planning Meeting Preparation

Sprint Goal	
Enable the user to select the mentor based on skills, preferences and be able to communicate online	
Sprint Backlog (list the prioritized **user-stories** from the product backlog)	
1	As a premium user, I want to send video, voice or text messages so that I can connect to my mentor
2	As a premium user, I want to receive notification so that I am informed when new messages arrived.
3	As a premium user, during live chat I want to send documents so that I can share useful contextual information and receive support from mentor
4	As a premium user, I would be able to search and filter mentors so that I can find mentors based on my preferences
5	As a premium user, I want to see mentor's skills along with profile picture so that I can reach out to them faster.
Sprint Prioritization Logic	
- Ability to send, receive audio, video, voice message the end of this sprint, where more extensive testing could begin from first sprint onwards. - The messaging feature involves API integration, which is of higher priority to work on.	

User Story 1

User Story	As a premium user, I want to send video, voice or text messages so that I can connect to my mentor
Design	Prototype
Acceptance Criteria	- A logged in user able to type and send a text message. - A logged in user able to touch, hold to record an audio message and send the message or to cancel. - A logged in user able to tap and start recording. When recording is done user clicks send message to send. - When the message is not delivered, user will see a red bubble with not delivered message. - A message page must be lightweight and must send messages instantly.
Assumptions	- Product supports iOS and Android devices only. - User able to type/send messages in English only.

User Story 2

User Story	As a premium user, I want to receive notification so that I am informed when new messages arrived.
Design	[Prototype](#)
Acceptance Criteria	- User able to receive a push notification message from a mentor only when the application is closed. - User able to see a short, descriptive multiword message on top of a phone screen as a notification. - User able to reply text when he/she receives the notification. - User can also able to open application after clicking on the notification. - Application should ask permission to use notification - Messages will go undelivered to users who have opted out of receiving notifications - A notification bar must be lightweight and must send messages instantly.
Assumptions	- Product supports iOS and Android devices only. - User able to receive notification in English only.

LinkedIn Project

Based on the API documentation how would you update your solution and design?	- Information about job postings and organization is accessible via Job Lookup API and Organisation API. By leveraging organization API we can add a type of industry as a search filter criteria. The Job lookup API provides the mapping between job/position to list of titles and their higher granularities, hence it would be easier to match student details and skills to suggest suitable jobs - Recommendation API provides ability to save a job posting which could be an additional option for user which will help them save positions of interest to come back to later.
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	- Which API we will use to show a list of recently added jobs ? - Can we tweak recommendation API so user could able to click on talk to recruiter option (As per our prototype) ? - Can we enhance our APIs so in order to auto recommend the job postings that matches the user's skills and preferences?

Issue 1: Landing Page loading too slow

Determine impact and criticality to prioritize issue	• Landing page taking 38% more time to load which would greatly affect new and existing users. • This might lead to reduction in customer retention rate which will impact our revenue. • Negative reviews and app rating decreased by 2% in the app store. The priority of this issue is critical (1) and its preventing users (existing/current) to use the application.
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	• Issue discussed during the next recent spring meeting • Update issue priority to Critical in JIRA • Notify the details about the bug via Slack. • Issue discussed in the next daily scrum • Notify impacted internal stakeholders and timeline to fix the issue via email.
Would you take additional steps ?	• A separate discussion with QA and development team to discuss whether there is a need to harness automation tests. • A follow up ticket prioritized in the next sprint to make sure the issue does not happen. • The plan is shared with internal stakeholders.

Issue 2: Misaligned fields in Profile Settings

Determine impact and criticality to prioritize issue	- We identified this issue as a low priority (4) and its affecting 2% of the daily users. - The remaining parts of the application remain functional on Android. - After analyzing the app review section, it seems very few users complaining about the misalignment. The priority of this issue is low (4) -> - It's not breaking the functionality of the application - It's also not affecting the majority of the user base.
Next Steps use ticketing tool (JIRA), and communication channel (Slack)	- Issue discussed during the next sprint meeting - Update issue as a low priority in JIRA. - Notify the details about the issue via Slack. - Notify impacted internal stakeholders and timeline to fix the issue via email.

Respond to Customer Service Manager's Email

Determine impact and criticality to prioritize the issue (1 - Critical; 2 - High; 3 - Normal; 4 - Low)	• We identified this issue as a critical (1) priority since its affecting 7% of the daily users. • 20-25 % reduction in customer retention rate will hit our average revenue per user. • Lack of work around for users to reset their password and log into their application Only 20% of the impacted users are reaching out to the customer service and they have to wait for 12 hours to receive a password reset link which has higher chance of decreasing average revenue per user and customer satisfaction score.
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	• Issue tracked as a critical in JIRA. • Set up an urgent meeting with development and QA team to discuss next steps. • Pull the issue in the current sprint backlog and prioritized at the top. • Notify impacted internal stakeholders and timeline to fix the issue via email.
Sample Email Response	Dear Sir/Madam, We recently found out that "send email with reset password link" is not working. This issue is critical and its impacting 20% of our user base which has a higher chance of decreasing average revenue per user. Our team found the root cause and currently working on the fix. We will get back to you soon with further updates. In the meantime we asked our marketing team to post the issue on the social media to make sure affected users are informed. We will get back to you as soon as possible with further update. Thanks, Prathamesh

Respond to CEO or GM's request via email

Assessment and result	65% functionality is complete, few parts of the feature fully functional and ready to demo. - The development team deploying changes to environment regularly to complete other parts of the feature and bug fixes. We can still deploy another environment which won't block the demo and sprint delivery target - Team will create a demo branch and merge the working parts of the feature.
Sample Email Response	Dear Sir/Madam, Unfortunately, we won't have an entire feature ready for the demo. The team is still working on the developing other parts of the feature and bug fixes able to deliver full feature in the upcoming week. 65% of functionality is functional but it won't include all the features. I have provided the detailed instruction about the demo in the attachment. Please, keep in mind this is staging environment therefore it could be unstable. Please let me know if you any questions or concerns. Thanks, Prathamesh

Step-in and guide the scrum team at stand up

Video Response	Share the link to your video [here](#)

Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	- Spend some time with QA to understand his commitments of other two projects. - Share the issue with development team via Slack, Email. - Sit with development team and QA to see whether development team can help to finish automation tests. - Inform stakeholders and VP of product about the impact
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 ?	- Setup a session with other PM to inform the product launch timelines and impacts if the product is not delivered on time. - Understand timelines, milestones, risks about their project - Leverage RICE prioritization framework to make objective decision - Ask other PMs if they can provide a temporary QA from their team for current sprint in order to de risk the launch date.
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	Inform impacted stakeholders, impacted product managers, marketing team and head of the product about the risk - With non-successful negotiation, acknowledge the disagreement and try to find the sweet spot to make sure both parties won't jeopardize their deliverables. - With successful negotiation, try to limit the scope of tests (Identify most important tests needed for product launch) and reassess launch timelines. Once QA comes back he/she can able to complete the pending work

How would you handle stakeholder feedback?

Feedback Assessment	- How this feature will solve user's problem ? - How it will help users that they couldn't solved today ? - The notification feature targeted for what type of users ? - If we build this feature and its successful, how does that help us ?
Video Response	[Video Link](Video%20Link)