

# Auto Dasher

Developing the product

**Product Owner: Ying Shan**



# Getting Started

# Create Project Blueprint

A product launch is not just about deploying a beautifully designed, built and thoroughly tested feature. Your company needs to be equally prepared if not more to support every possible customer interaction associated with the product (e.g landing on your company website to learn more about the new feature)

# Create a coordination activities map

Share your project-specific coordination activities map here ([Insert Link here](#)). You can also share a screenshot below.

Purpose <i>Conveys the scope of various tasks that need to be coordinated to build and launch the product/feature</i>	What is the task? <i>Based on the purpose, select the appropriate from the drop-down</i>	Who is the task owner? <i>Does the following to finish task: 1. Schedule and run meetings 2. Gather feedback and share updates 3. Follow-up with stakeholders</i>	Whose involvement is needed to accomplish the task? <i>Please select one from the drop-down list of your identified stakeholders</i>	What is their role? <i>Select the stakeholder's role from the drop-down. Note: 'Scrum Team' role is applicable to stakeholder 'Scrum Team' only</i>	By when, does the task need to be completed? <i>Select milestone keeping in mind nature of the task, downstream effects of delaying task</i>
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 1 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	Cross-functional Stakeholders	Informed (No authority over the decisions and need to stay updated on the progress since it impacts their own work)	Before project's sprint 0 starts
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			

# Plan for Sprint Meeting

As a PM, it is important to stay ahead of your scrum team and be prepared for every upcoming sprint by having a target goal defined with prioritized backlog for team to start costing and breaking down the tasks

# Sprint Planning Meeting Preparation

## Sprint Goal

Enable the DoorDash delivery man to collaborate with robot to track and execute the food deliver task to customers.

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

- |   |  |
|---|--|
| 1 | As a delivery man I want the robot contains self-drive and Traffic recognition for route navigation, so that the robot will delivery the food efficiently and automatically        |
| 2 | As a delivery man I want the robot contains real-time video of the surrounding environment, so that I can monitor the environment and handle emergency                             |
| 3 | As a delivery man I want remotely take control of robots, so that if the automatically function not working, I always have a plan B  |
| 4 | As a delivery man I want the system contains the delivery and robot status tracking feature, so that I will know all information I need for the delivery.                          |
| 5 | As a delivery man I want the robot contains the transaction and purchasing record feature, so that I can use earn money and review account directly and easily through the system. |

## Sprint Prioritization Logic

Prioritized riskier work that involves research and development ahead since it may require multiple sprints

# User Story 1

<b>User Story</b>	As a DoorDash delivery man, I want to tracking the robot status as it working, so that I can ensure that the courier service can be executed normally and properly.
<b>Design</b>	<a href="https://www.figma.com/file/HAT0jwXhktjJE561cFcnjg/Auto-Dasher-2?node-id=0%3A1">https://www.figma.com/file/HAT0jwXhktjJE561cFcnjg/Auto-Dasher-2?node-id=0%3A1</a>
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>- The system is able to tack and display the attributes of robot</li><li>- The system is able to locate the robot on the map and display the information</li><li>- If any issue happens, the system is able to inform delivery man</li></ul>
<b>Assumptions</b>	<ul style="list-style-type: none"><li>- The robot is connected with WIFI</li><li>- The robot has GPS built-in</li></ul>

# User Story 2

<b>User Story</b>	As a DoorDash delivery man, I want the system can help me to optimize the best navigation route, so that I can deliver food to customers faster and more efficiently
<b>Design</b>	<a href="https://www.figma.com/file/HAT0jwXhktjE561cFcnjg/Auto-Dasher-2?node-id=0%3A1">https://www.figma.com/file/HAT0jwXhktjE561cFcnjg/Auto-Dasher-2?node-id=0%3A1</a>
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>- The system is able to navigate and display the re-planned route of robot to delivery man</li><li>- The robot is able to adjust driving path in real time and display the estimated arriving time</li><li>- If any issue happens, the system is able to inform delivery man</li></ul>
<b>Assumptions</b>	<ul style="list-style-type: none"><li>- The robot contains a build-in processor</li><li>- The robot has GPS built-in</li></ul>



# Decoding API Documentation

As a PM, you will collaborate with the engineering team and provide guidance that heavily influences their development approach. When a product requires an API integration, sometimes PM need to be “technical enough” to understand the following to refine the solution with designer and development team

- what information is available via the API
- how is it available
- possible pricing impact

# < Insert Name >Project

**Based on the API documentation how would you update your solution and design?**

- Since there are different travel modes in the API, I need to specify the transportation mode, as well as the average moving speed of the robot.
- Since there is alternatives option available in the API, I would like to provide alternative routes feature for the system.

**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**

- What default speed should we setting for the robot, in order to ensure that the system can correctly use the travel mode and arrival time provided by the API?
- The alternative option is only available when there is no waypoint. However, there are multiple destinations for one delivery task (from starting place to restaurant; restaurant to customer's place; and back to the starting place.) Shall we plan the whole route at once or plan it one-by-one?

# Re-prioritize Sprint Backlog

As a PM, unexpected issues and new feature requests will require you to triage them efficiently and re-prioritize the sprint backlog without impacting the roadmap deliverables significantly

# Issue 1: Landing Page loading too slow

## **Determine impact and criticality to prioritize issue**

- The issue will affect all users of the system
- The issue will reduce the UX of the system, but it is still working properly
- The engineer team may require some time to figure out the reason of the issue

The issue is HIGH priority. Although the system is still working, the issue closely related with many key metrics, also may need some time to fix.

## **Next Steps**

You would carry out typically using JIRA (ticketing tool), communication channel (Slack)

- Add the bug ticket as a P1 task on JIRA and assign it to backend engineer to fix the bug
- Discuss with frontend engineer on slack to see if we can add a animation as the page loading
- Let customer service team to know about the solution and the update time.

## **Would you take additional steps ?**

- Test the system carefully and see if the same problem is happened in other places.

# Issue 2: Misaligned fields in Profile Settings

<b>Determine impact and criticality to prioritize issue</b>	<ul style="list-style-type: none"><li>- The issue will affect Android users</li><li>- The issue will reduce the UX of the system, but it is still working properly</li><li>- The issue will not affect the key features of the system</li></ul> <p>The issue is LOW priority. This will not affect the key feature of the system, and seems like the issue is not hard to fix</p>
<b>Next Steps</b> use ticketing tool (JIRA), and communication channel (Slack)	<ul style="list-style-type: none"><li>- Add the bug ticket as a P2 task on JIRA and assign it to frontend engineer to fix the bug</li><li>- Discuss with frontend engineer on slack to confirm reason of the issue</li><li>- Let customer service team to know about the solution and the update time.</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 will affect all users of the system</li><li>- The issue directly causes the system to be unusable</li><li>- The issue has already lead a mount of user frustrated</li></ul> <p>The issue is CRITICAL priority. The issue cause user not able to use the system at all, and there will be more and more people be affected by the issue, we have to fix it as soon as possible</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>- Add the bug ticket as a P0 task on JIRA and assign it to both frontend and backend engineer to fix the bug</li><li>- Hold a urgent meeting with the team to discuss the optional solution.</li><li>- Discuss with customer service team about how to reduce the bad effect as much as possible.</li></ul>
<p>Sample Email Response</p>	<p>Hi,</p> <p>Email with reset password link in our internal tool is invalid. This problem will cause users unable to log in to our system</p> <p>Users can still receive emails, but it takes 12 hours, we need to reduce the user's waiting time to less than 1 minute.</p> <p>The problem will direct frustrate users, we must solve it immediately. Hopefully we may fix the bug by the end of tomorrow.</p> <p>Also, during the fixing time, we may need to check the database manually to make sure that user is able to review reset password link. We should try our best to get rid of this kind of issue in the future.</p>

# Handle Potentially Difficult Situations

As a PM, you will be faced with many unexpected situations where you have to make a decision or push back while managing competing priorities from stakeholders and tackling issues that could potentially affect your product launch

# Respond to CEO or GM's request via email

<b>Assessment and result</b>	<ul style="list-style-type: none"><li>- At least have the POC of the features that is able to demo to GM/CEO</li><li>- Have a sandbox environment for the demo, and freeze the deployment for 1 day</li><li>- Have an demo account set up and test the demo to make sure it is decent</li></ul>
<b>Sample Email Response</b>	<p>Hi GM/CEO,</p> <p>Thanks for your admire and approval Actually the product feature is not fully functional at this moment. However, we have a minimum valued product ready for the POC. I would like to show you the product demo. You can login to the DEMO account with ID demo and password demo. The demo will be ready for test by the end of tomorrow. I also attached a few test scripts based on different use cases.</p> <p>Please feel free to reach out to me if you have any questions</p>



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

## Video Response

Share the link to your video here [<insert link>](#)

# Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	<ul style="list-style-type: none"><li>- Re-organize my time schedule and arrange the work flow</li><li>- Wear QA's hat and do the feature testing myself based on testing script</li><li>- Focus on team dynamics, make sure other parts of the scrum is working well</li></ul>
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 ?	<ul style="list-style-type: none"><li>- Coordinate with other PMs as early as possible</li><li>- Contact with other PM to confirm the working time of the QA team member</li><li>- Make sure the feature priority for other PM</li><li>- Explain about my situation and negotiate with other PM about scrum update</li></ul>
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	I will explain to shareholders that the system may have problems under particular circumstances, due to the situation of QA team member. At the same time tell shareholder what measures I have done to help him avoid potential risks as much as possible, and finally tell shareholder when QA will be completed decently.
	Negotiate: Provide clear schedule plan for QA task catch up. Not negotiate: Focus on providing alternative plans and solutions to shareholder.

# How would you handle stakeholder feedback?

<b>Feedback Assessment</b>	<ul style="list-style-type: none"><li>- Shall we send the notification reminder to all users?</li><li>- What specific time shall we send the notification for each day?</li><li>- How long or how many times are we plan to send the notification to users</li></ul>
<b>Video Response</b>	Share the link to your video here <a href="#">(insert link)</a>