

The Product Owner Role

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What is a product owner?

- Product owner (PO) is a role on an Agile scrum team
 - Represents the business or user community
 - Responsible for working with this group (on FOLIO, via the SIGs) to determine what features will be in the product release
- Other roles in scrum include scrum master and development team

PO responsibilities

- **Work with stakeholders** (e.g. SIGs, developers, UX designers) to **develop a vision for the product** or feature they are responsible for
- **Communicate** this vision to the development team through a **prioritized user story backlog** that maximizes value delivered
- Be available to **answer questions** in a timely manner throughout the development process
- Test and **accept user stories**
- **Test features** regularly, file and prioritize bugs as-needed and be generally aware of the state of quality for area of responsibility

PO responsibilities continued

- **Remain on top of the current state of development**
- **Demonstrate progress** and provide status updates to stakeholders
- Conduct **user acceptance testing (UAT)**
- **Capture longer-term plans** in backlog of UXPROD features
- **Prioritize features for quarterly releases** using inputs such as business value (UXPROD rankings), technical dependencies and available capacity

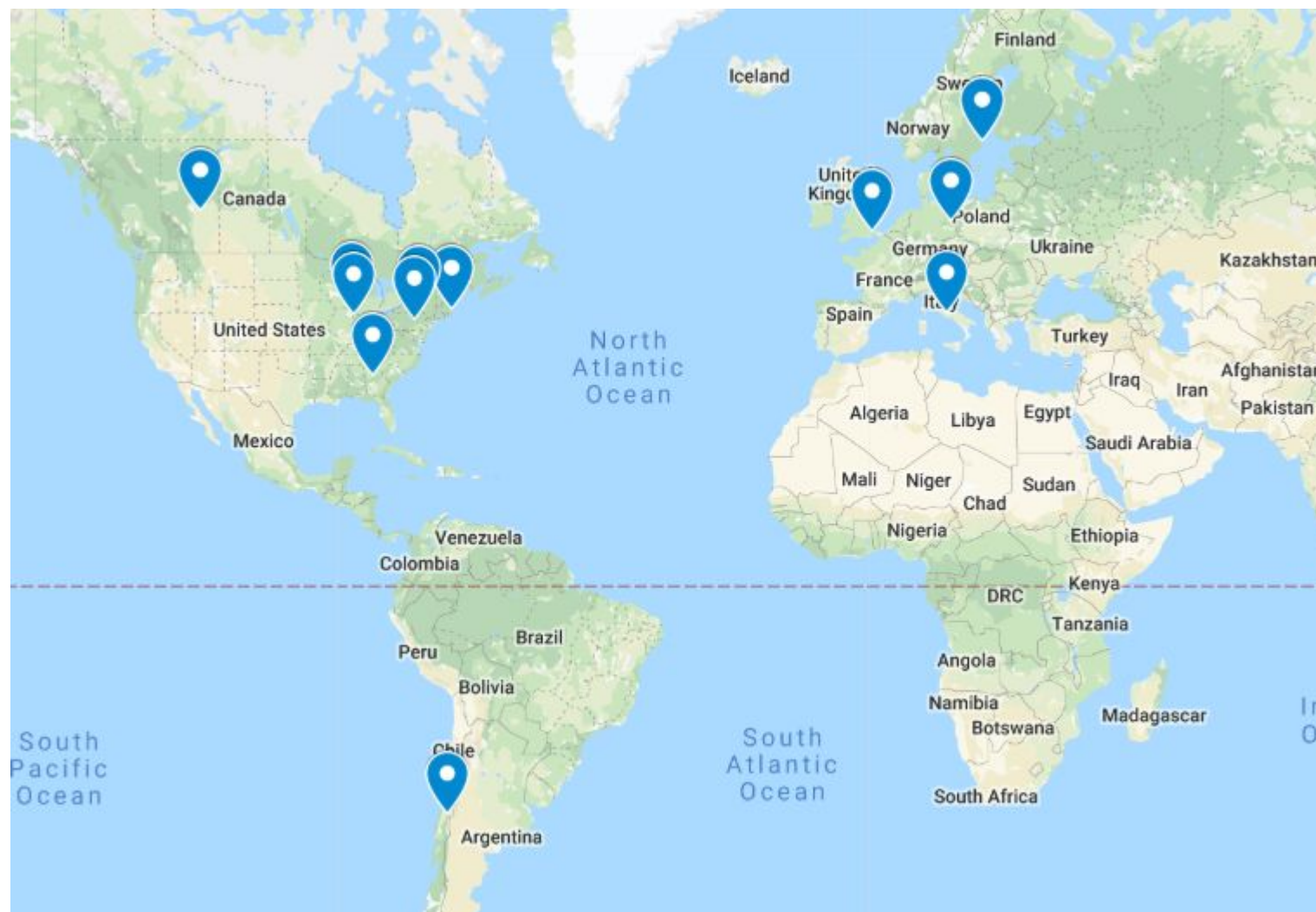
Thin thread development

- One of the key benefits of scrum development methodology is that it is iterative and incremental
- The goal is to release testable software early and often, so that feedback can inform future development
- "Thin thread" development supports this goal by putting the emphasis on development of minimal features needed to support an end-to-end workflow, prioritizing those workflows that cross apps
- Thread is thickened over time

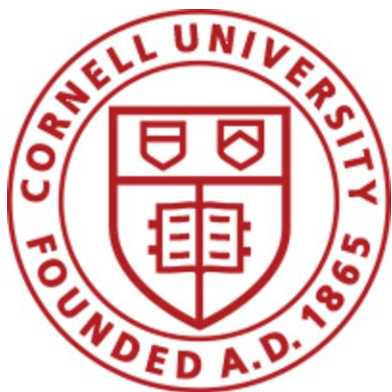
Who are the POs?

- Depending on which projects are active, FOLIO has between 15 and 20 people in product owner roles
 - From libraries and vendors
 - Experienced and new
 - Full time and part time

We are from many different countries



And many different organizations



EBSCO



UNIVERSITÄT
LEIPZIG



OPEN LIBRARY ENVIRONMENT

PO lead

- Cate Boerema is the PO lead:
 - PO onboarding and training
 - Process definition and communication
 - Encouraging POs to keep JIRA updated and organized
 - Maintaining an overview of the overall project status
 - Representing PO needs and perspectives on Product Council
 - Conducts a bi-monthly PO meeting to discuss cross-cutting issues, share best practices etc
 - Facilitating quarterly planning and the capacity planning process

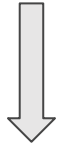
How do we spend our time?

- Preparing for and facilitating SIG discussions
- Writing, prioritizing, presenting and testing user stories
- Attending scrum meetings (daily standups, backlog grooming/refinement, sprint retrospectives, sprint reviews)

JIRA

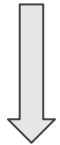
EPICS

Epics are sub-projects such as Inventory, Licenses, Requests and Loans. They are usually assigned to a single development team and have a single PO. These live in the UXPROD project.



FEATURES

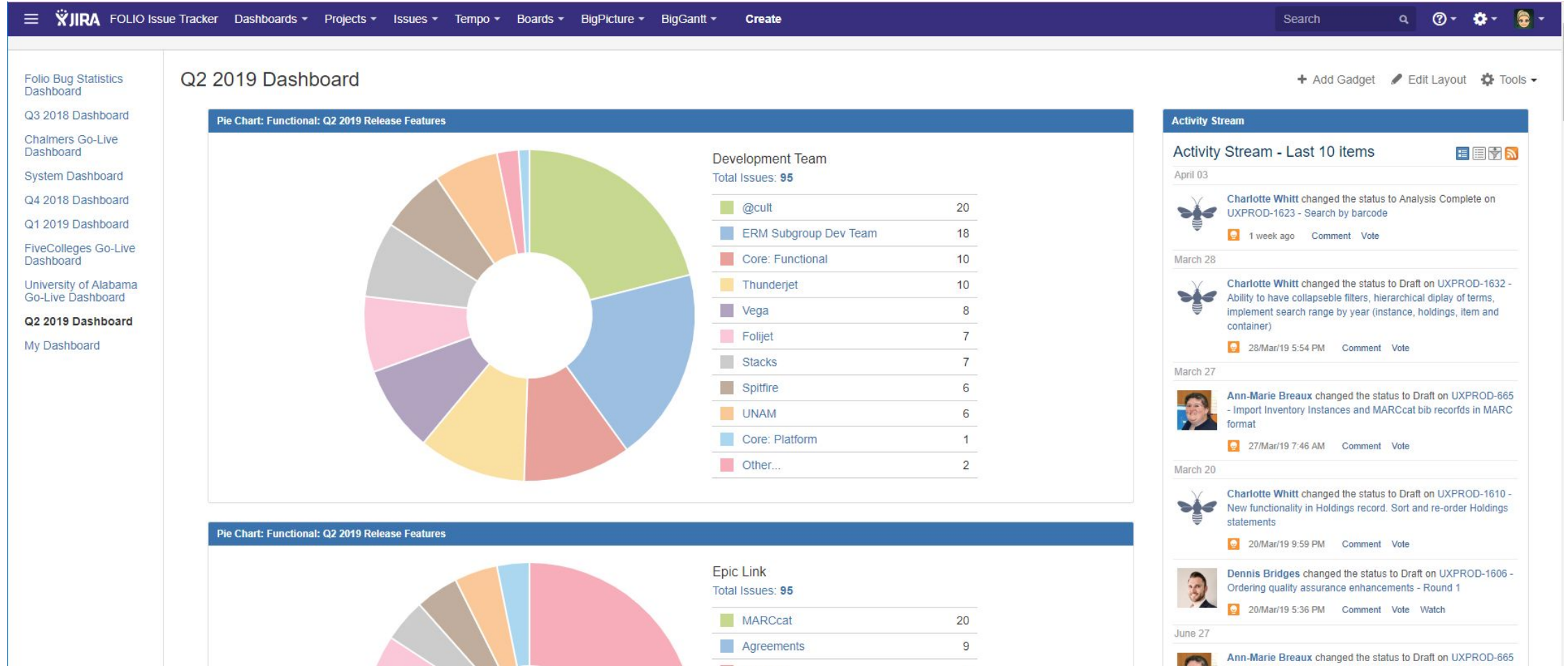
Features are smaller than epics but larger than stories. They represent a set of related work that would be done in a single quarter. For example, “Missing items” or “Page requests”. These also live in UXPROD. This is the level at which early implementers apply their go-live rankings. This is also the level at which we do quarterly planning.



STORIES

Stories are the very detailed work items that are picked up by developers. They are smaller than a feature and must fit within a 2 week sprint. In fact, they should usually not take longer than one week. This is the level at which estimates are given in story points.

Q2 2019 JIRA Dashboard



<https://issues.folio.org/secure/Dashboard.jspa?selectPageId=10604>

UXPROD Feature

The screenshot shows a JIRA issue page for 'UX Product / UXPROD-1589'. The issue title is 'Send patron notices for item status changes (request related), such as available - awaiting pickup (i.e., available notice for recalled item) via email'. The status is 'CLOSED'. The issue is assigned to Darcy Branchini. The description contains a table with requests.

Requests	Page	Hold	Request
User-Initiated (UXPROD-1585)	UICIRC-155	UICIRC-156	UICIRC-158
Time-Based (UXPROD-1587)	UICIRC-219	UICIRC-217	UICIRC-221
Item Status (UXPROD-1589)	UICIRC-220	UICIRC-218	UICIRC-222

Features are used to:

- Organize and plan development
- Capture ideas for later refinement
- Provide community with a sense of what is planned
- Gather input on priority (early implementer rankings)

User Story Sprint Backlog

The screenshot displays a JIRA interface for a sprint titled "Core: F - Sprint 61". The top navigation bar includes links for JIRA, FOLIO Issue Tracker, Dashboards, Projects, Issues, Tempo, Boards, BigPicture, BigGantt, and a Create button. A search bar and user profile icon are on the right. The main area shows a Scrum Board with columns: To Do, Blocked, In Progress, In Code Review, In Review, and Done. Each column contains user stories with details like ID, title, description, category, status, and assignee. A sidebar on the left has navigation icons. A bottom status bar shows "14" and the URL "www.folio.org".

Core: Functional Scrum Board

Core: F - Sprint 61

7 days remaining Complete Sprint Board

QUICK FILTERS: Bugs Only My Issues Front-End Work Back-End Work UI-only Work Recently Updated

To Do

- CIRC-260**
Page request closed incorrectly if item is checked out by someone else
back-end, bugfest_q12019, triaged Open
Magda Zacharska (5)
- UIIN-534**
Item record. Delete (only) - check on dependencies
Inventory
front-end, metadatamanagement Open
Charlotte Whitt (8)
- UIIN-535**
Build BigTest unit test code coverage above 80%
NFR Open
Anton Emelianov (8)
- STSMACOM-182**
Last Update User Showing Currently Logged in User for All Changes After New Term is
bug-settings, triaged

Blocked

- UIIN-143**
Basic search: Search by barcode
Inventory
front-end, next-sprint, search_enha... Blocked
Charlotte Whitt (5)

In Progress

- UICHKOUT-481**
Improve ui-checkout BigTest code coverage to >80%
NFR, ui-only In Progress
Anton Emelianov (8)
- CIRC-275**
Allow Requests on On Order and In Process Items + Page Whitelist Tweak
None In Progress
Cate Boerema (5)
- UICHKOUT-488**
Display check out note at check out
ui-only In Progress
Emma Boettcher (13)
- UIREQ-248**
Build BigTest unit test code coverage above 80%
NFR In Progress
Anton Emelianov

In Code Review

- UIIN-490**
UI-Inventory. Required field display handling Update (Instance, Holdings, Item)
bug-layout, q1-2019-ux-consistency... In Code Review
Charlotte Whitt (5)
- CIRC-258**
Disallow Patron from Requesting Item They Currently Have on Loan
back-end In Code Review
Cate Boerema (5)
- UIIN-481**
Investigate and implement no truncation words by default
bug-search, front-end, search, triag... In Code Review
Jakub Skoczen

In Review

- CIRC-202**
Block Renewal With Existing Recall Request
Circ Rules and Loan Policies
back-end, loan_rules_policies In Review
Sean Thomas (8)
- UIIN-334**
Holdings record. Delete (only) - first phase
Inventory
front-end, metadatamanagement In Review
Charlotte Whitt (8)
- MODINV-113**
Missing modulePermission in POST /inventory/instances
Q2.1_2019, triaged In Review
Craig McNally
- UIIN-510**
Only 10 item records display under a holding
Inventory

Done

- UICHKIN-78**
Link to check in notes in action menu
ui-only Closed
Emma Boettcher (8)
- UICIRC-197**
the content of the loan policy field disappears when you want to change the return date in the
triaged Closed
José Alexander Soto (2)
- UIREQ-232**
Clicking "View All Requests" Results in Unsaved Changes Modal When Form Not Dirty
requests, triaged, ui-only Closed
Cate Boerema (3)
- UICHKOUT-489**
Link to check out notes in action menu
ui-only Closed

14 | www.folio.org

User Story Team Backlog

The screenshot shows a JIRA backlog for the 'Core: Functional Scrum Board'. The backlog is titled 'Backlog' and has a search bar and quick filters (Bugs, Only My Issues, Front-End Work, Back-End Work, UI-only Work, Recently Updated). The backlog contains 11 items, each with a status, priority, and assignee. A red callout box highlights the backlog content.

Item ID	Summary	Status	Priority	Assignee
UIORG-156	Rename ui-organization	Open	None	Craig McNally
CIRC-201	Block Renewal With Pending Hold Request	Blocked	High	Sean Thomas
UIORG-152	Location page crashes when adding/viewing a Location with location details	Blocked	High	Theodor Tolstoy
UIIN-521	UX Consistency Fixes for Language inconsistency	Open	High	Charlotte Whitt
CIRC-200	Get Alternate Renewal With Pending Hold Request	Open	High	Sean Thomas
UIU-898	BigTest coverage for ui-users settings	Open	None	Jason Skomorowski
UIREQ-236	Not all item metadata displayed while creating/displaying a request	Blocked	High	Magda Zacharska
CIRCSTORE-75	Use description fields in JSON schemas	Open	High	David Crossley
UIIN-458	Item record. When creating/edit an item record, Item damage status selects list populate	Open	High	Charlotte Whitt
UIORG-157	Build BigTest unit test code coverage above 80%	Open	High	Anton Emelianov
UIORG-158	Build BigTest unit test code coverage above 80%	Open	High	Anton Emelianov

This is a healthy team backlog. There is plenty of work defined, work items are prioritized and pointed.

User Story Example

ui-inventory / UIIN-410
Create New Request from Item Record

Edit Comment Assign More Draft In Progress Workflow Admin Export

Details

Type: Story Status: **CLOSED** (View Workflow)
Priority: P2 Resolution: Done
Affects Version/s: None Fix Version/s: 1.6.0
Labels: demo55 sprint53 sprint54 ui-only
Development Team: Core: Functional

Description

Purpose: Add the ability to create a new request from an item record. Since we don't yet have the ability to search and find an item from within the Request app, it will be useful to be able to search Inventory first and create a request from there.

User story:
As a user who is searching in Inventory
I want to be able to quickly create a request for an item

Scenarios:

- Scenario ☒
 - Given the Item record in inventory
 - When the pane header is displayed (menu in the record header)
 - Then a "New request" option should display
- Scenario ☒
 - Given the New request option
 - When selected
 - Then:
 - The Request app should open to the Create request form
 - The item section of the Request form should be populated with the data from the item
- Scenario ☒
 - Given I populate the remaining required request fields
 - When I click "New request"

People

Assignee: Michal Kuklis
Reporter: Cate Boerema
Tester Assignee: Cate Boerema

Dates

Created: 13/Dec/18 2:40 PM
Updated: 24/Jan/19 9:47 AM

TestRail: Cases

You are not yet logged in to TestRail. Please log in to use the integration.
Log in to TestRail

User stories have a user story statement.

Scenarios are typically written in the "gherkin syntax" (given, when, then)

Resources

- On the wiki:
 - [What is a Product Owner](#)
 - [Getting started for POs](#)
- JIRA
 - [Q2 2019 Dashboard](#)
 - [Q1 2019 Dashboard](#)



Questions?