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
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)
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 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 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
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

#### Core: F - Sprint 61

<table>
<thead>
<tr>
<th>To Do</th>
<th>Blocked</th>
<th>In Progress</th>
<th>In Code Review</th>
<th>In Review</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CIRC-260</strong></td>
<td><strong>UIIN-143</strong></td>
<td><strong>UICHKTOUT-461</strong></td>
<td><strong>UIIN-490</strong></td>
<td><strong>CIRC-202</strong></td>
<td><strong>UICHKIN-78</strong></td>
</tr>
<tr>
<td>Page request closed incorrectly if item is checked out by someone else</td>
<td>Basic search: Search by barcode</td>
<td>Improve ui-checkout BigTest code coverage to &gt;90%</td>
<td>UI-inventory. Required field display handling. Update (instance, holdings, item)</td>
<td>Block Renewal With Existing Recall Request</td>
<td>Link to check in notes in action menu</td>
</tr>
<tr>
<td>back-end, bugfest_g12019, traped</td>
<td>inventory</td>
<td>NFR, ui-only</td>
<td>back-end, loan_rules_policies</td>
<td></td>
<td>ul-only</td>
</tr>
<tr>
<td>Open</td>
<td>front-end, next-sprint, search_enhancement</td>
<td>In Progress</td>
<td>in Code Review</td>
<td>in Code Review</td>
<td>ul-only</td>
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<tr>
<td>Magda Zacharska</td>
<td>Charlotte Whitt</td>
<td>Anton Emelianov</td>
<td>Charlotte Whitt</td>
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<tr>
<td><strong>UIIN-504</strong></td>
<td><strong>ST McGregor-162</strong></td>
<td><strong>CIRC-275</strong></td>
<td><strong>CIRC-258</strong></td>
<td><strong>UIIN-334</strong></td>
<td><strong>UICHKIC-97</strong></td>
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<tr>
<td>Item record. Delete (only) - check on dependencies</td>
<td>Build BigTest unit test code coverage above 80%</td>
<td>Allow Requests on On Order and In Process items + Page Whitelist Tweak</td>
<td>Disallow Patron from Requesting item They Currently Have on Loan</td>
<td>Holdings record. Delete (only) - Change Date</td>
<td>Clicking “New All Requests” Results in Unsaved Changes Modal When Form Not Only Requests, triaged, ul-only</td>
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<tr>
<td>in Progress</td>
<td>Open</td>
<td>in Progress</td>
<td>back-end</td>
<td>in Code Review</td>
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<td>Charlotte Whitt</td>
<td>in Code Review</td>
<td>José Alexander Soto</td>
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<tr>
<td><strong>UICHKTOUT-488</strong></td>
<td><strong>UIIN-481</strong></td>
<td><strong>UIIN-490</strong></td>
<td><strong>UIIN-510</strong></td>
<td><strong>UICHKIN-78</strong></td>
<td><strong>UICHKIN-78</strong></td>
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<tr>
<td>Display check out note at check out</td>
<td>Investigate and implement no truncation words by default</td>
<td>UI-inventory. Required field display handling. Update (instance, holdings, item)</td>
<td>Only 10 item records display under a holding</td>
<td>Link to check in notes in action menu</td>
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<td>in Code Review</td>
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<td>Jakub Skroczynski</td>
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This is a healthy team backlog. There is plenty of work defined, work items are prioritized and pointed.
User Story Example

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?