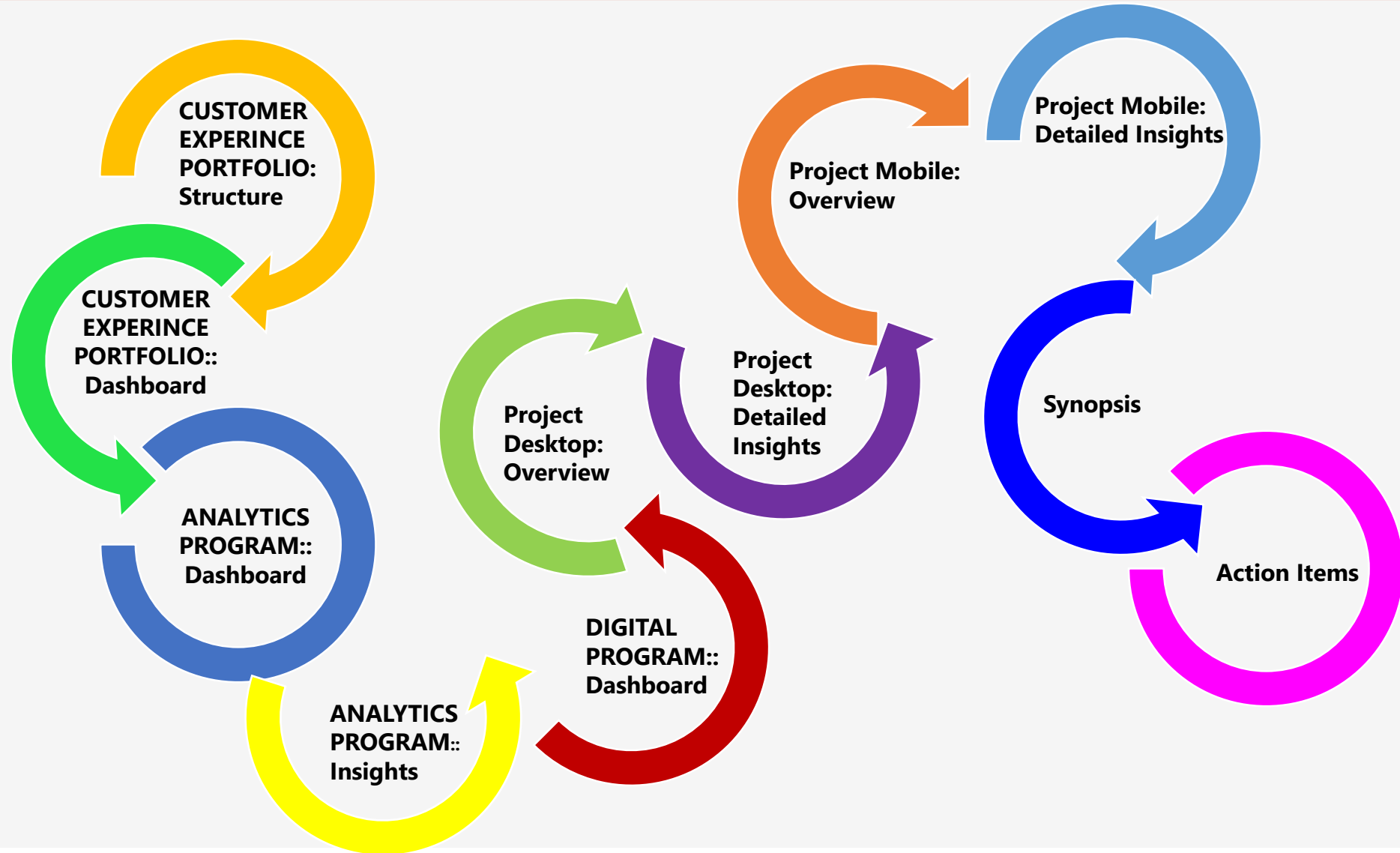


Overview on Customer Experience Portfolio v1.0

Portfolio and Program Status

By Deep Kr. Ghosh

Contents:

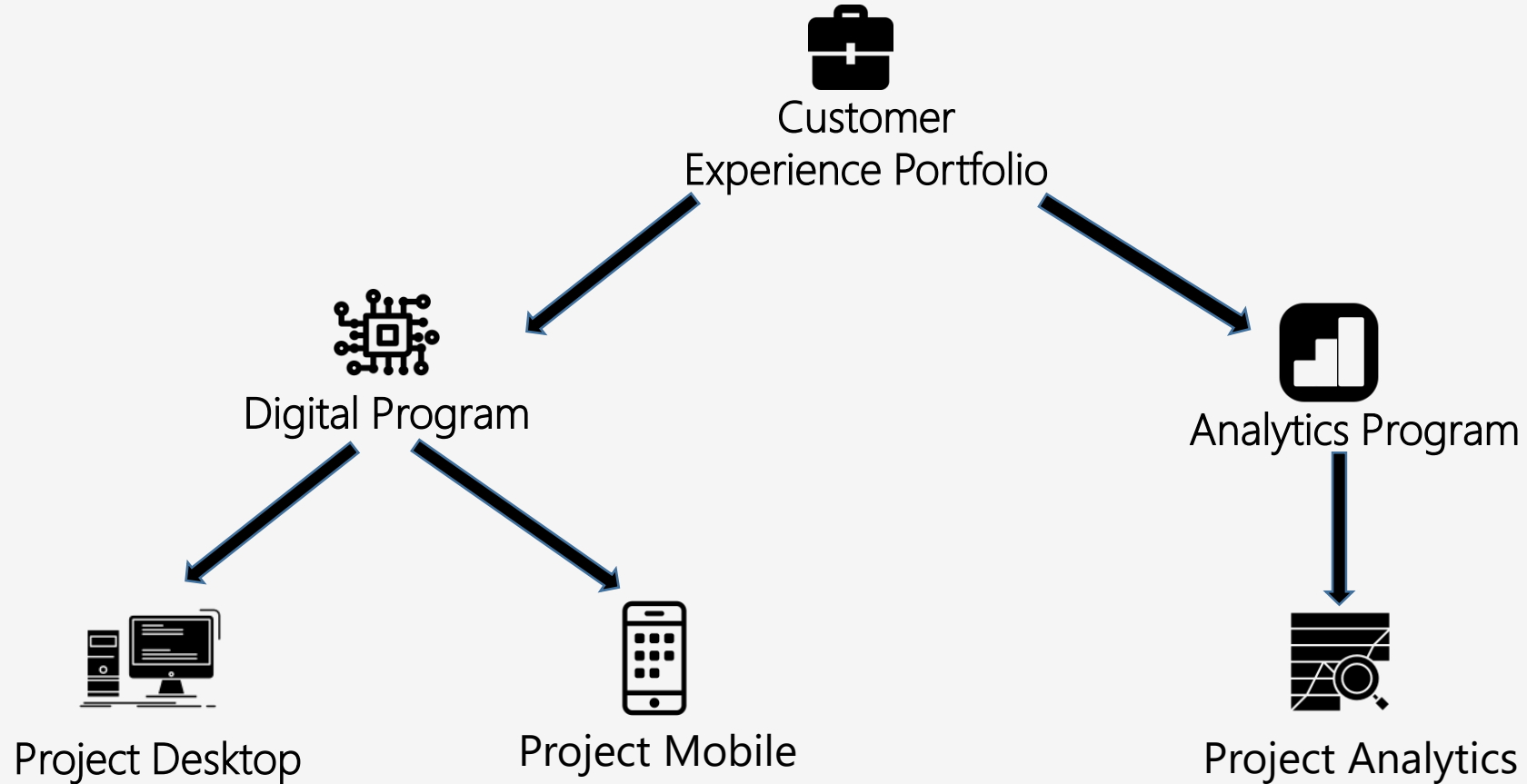
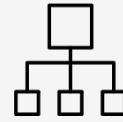


Intended Audience:

1. CMO – CHIEF MARKETING OFFICER
2. PO - PRODUCT OWNER
3. LEADERSHIP TEAM

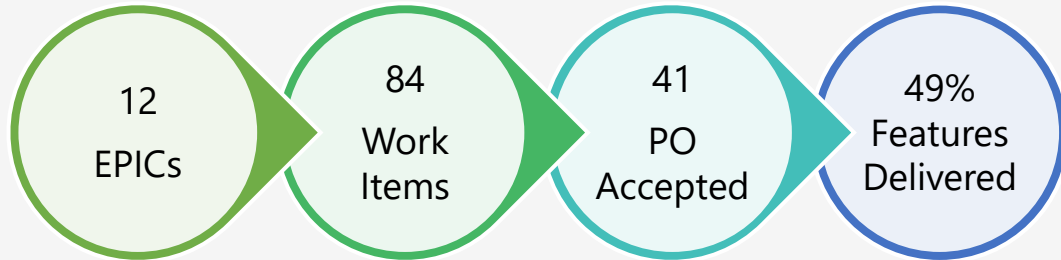


CUSTOMER EXPERIENCE PORTFOLIO: Structure

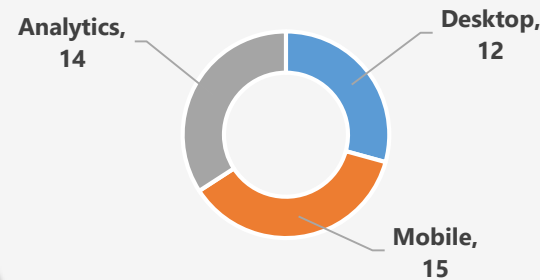




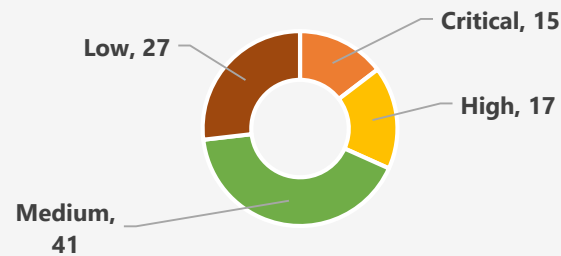
CUSTOMER EXPERINCE PORTFOLIO:: Dashboard



Project InComplete Work Items

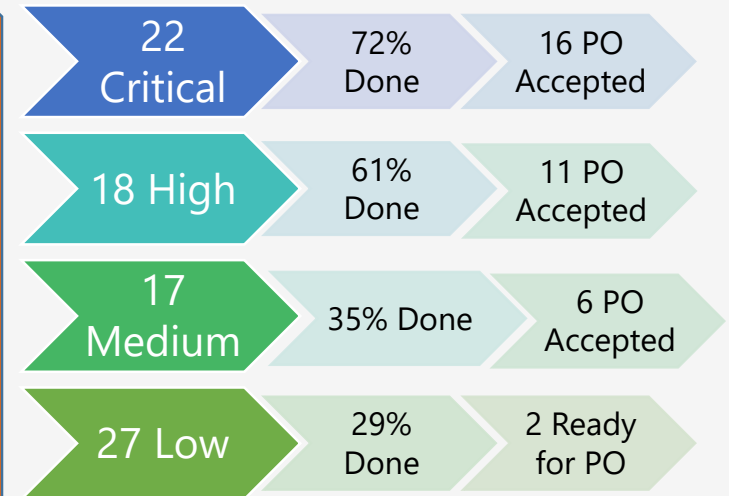


InComplete Work Items based on Priority

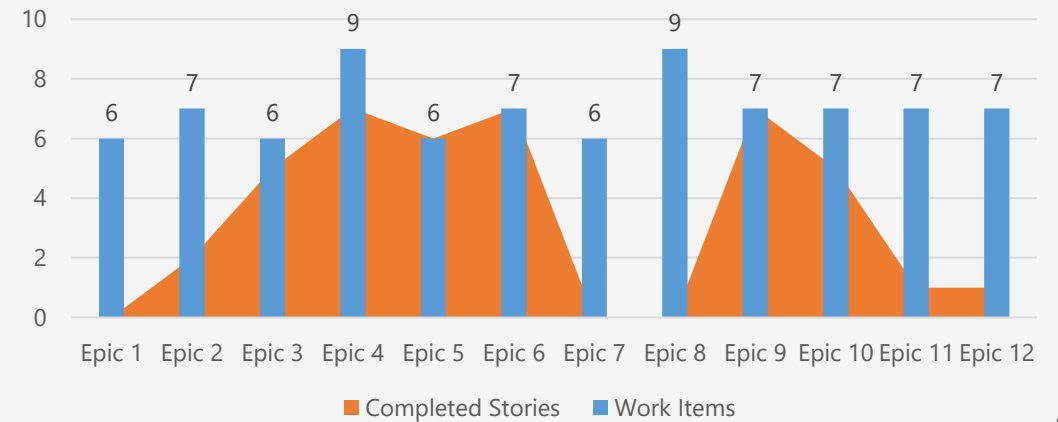


Risk:
 41 Incomplete Stories/Work Items.
 Desktop 12
 Mobile 15
 Analytics 14
 Critical 6 High 7 Low 17 Medium 11
 Desktop Project in HIGH RISK zone. Lots of Critical Stories are pending.
 Analytics project has less risk as all Critical Stories are delivered.

Work Item Status



Epic Level Status



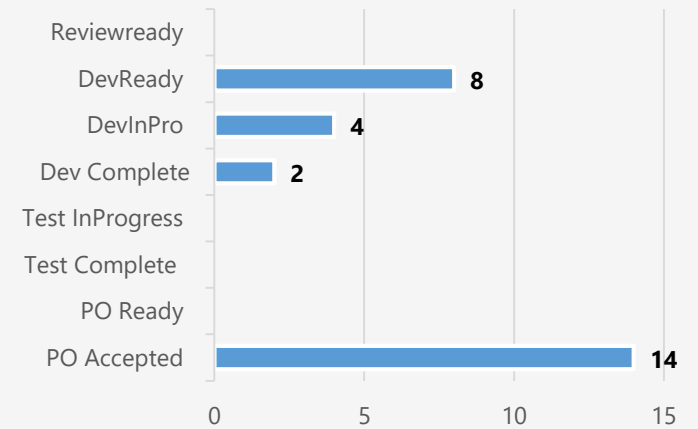
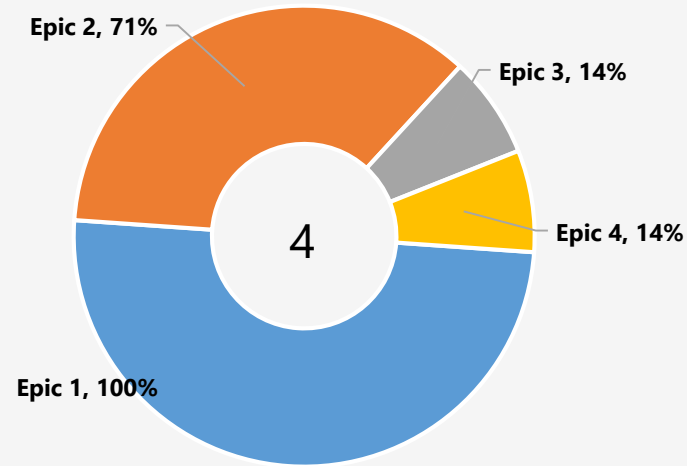


ANALYTICS PROGRAM:: Dashboard

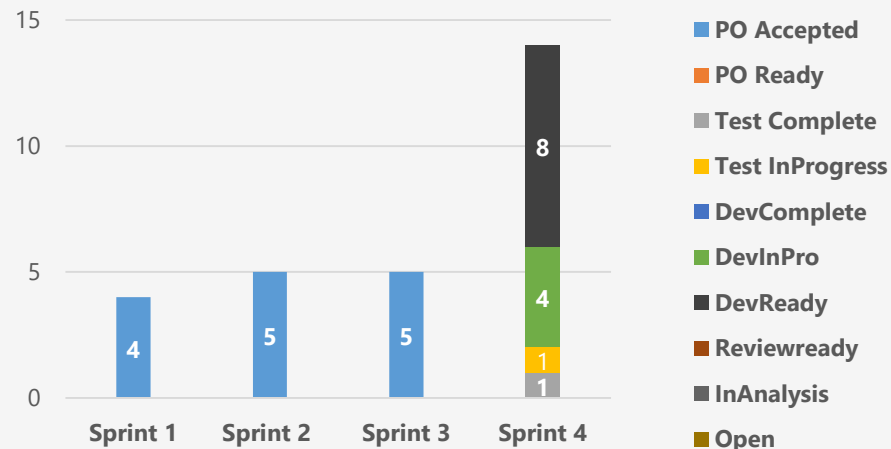


Sprint Level Completion

Epic Level Completion %



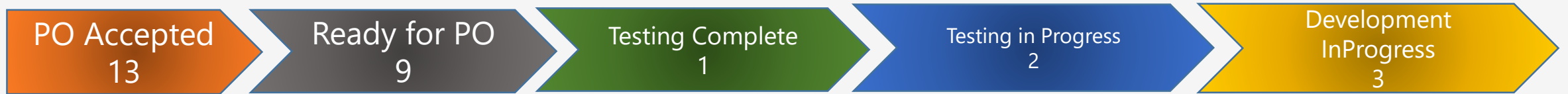
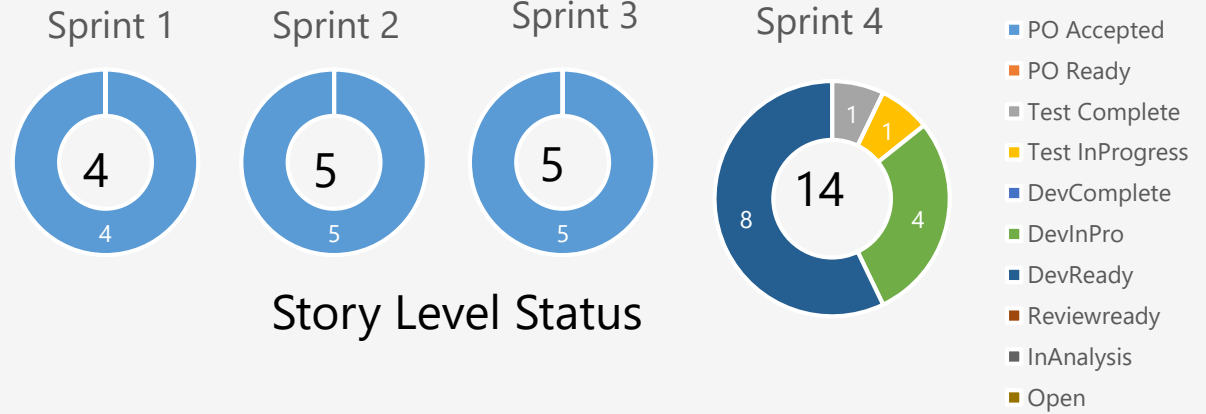
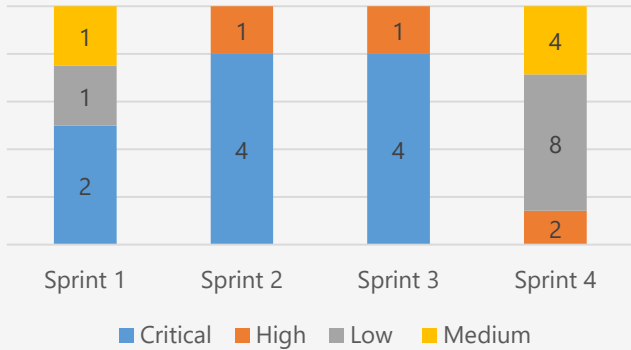
Story Level Completion



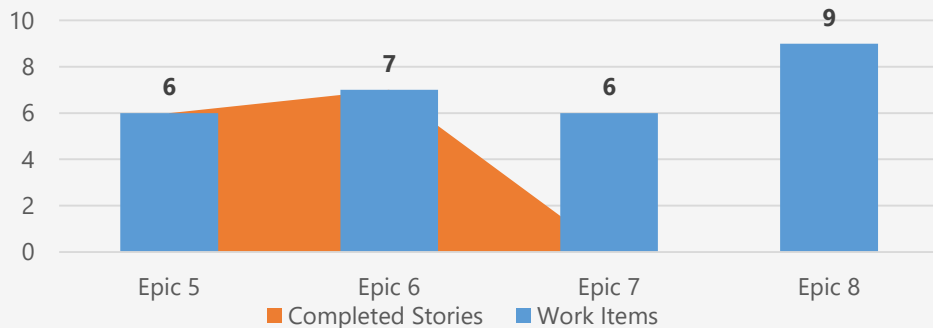


ANALYTICS PROGRAM:: Dashboard contd...

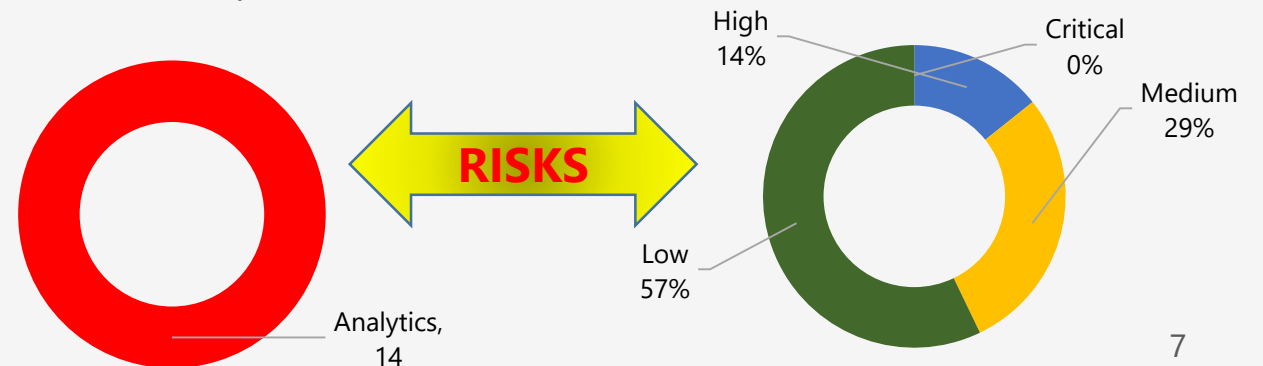
Story Priority in each Sprint



Analytic Program -Epic Level Status



InComplete Work Items





ANALYTICS PROGRAM:: Insights



Sprint 1

- 100% Complete. No Spill Overs.
- All Critical stories are completed in this Sprint.

Sprint 2

- 100% Complete. No Spill Overs.
- 4 Critical Stories are completed in this sprint, which make 60% Critical stories are already delivered and 50% release is already done.

Sprint 3

- 100% Complete. No Spill Overs.
- All Critical stories are already Accepted by PO, so that's a good news. So less risk involved in delivering the entire release scope.
- 75% of the whole scope as per release Base line is already completed.

Sprint 4

- This Sprint is in Starting phase. And 75% is already completed.
- All Critical & 50% of HIGH Priority Stories already delivered. But SP4 has highest number of stories compared to rest of the 3 Sprints. That's a LOW Risk area.
- Have less impact on the product launch.

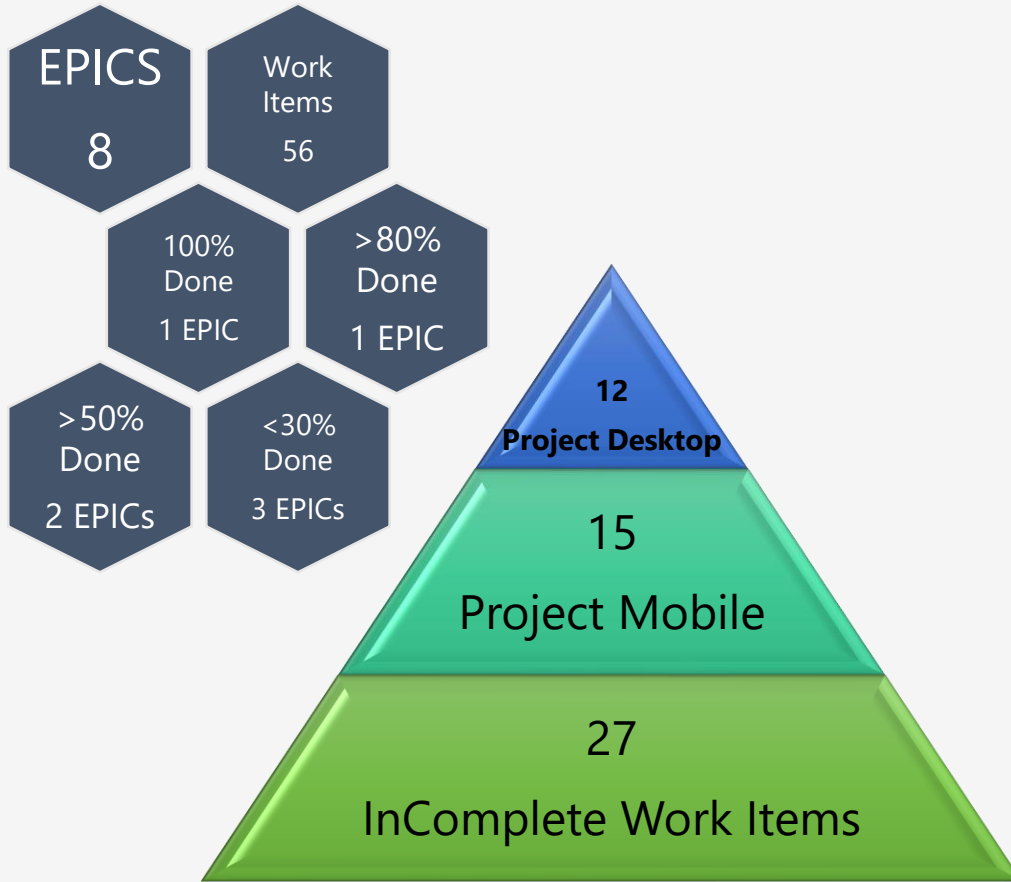


Risks: There are 15 InComplete Work Items. Critical 0. High 0 Medium 6 Low 9. But good news is no Critical & High Work Items are left incomplete. So low risk is involved.

	Story Status	Critical	High	Medium	Low
SPRINT 4	PO Accepted				
	PO Ready				
	Test Complete				1
	Test InProgress			1	
	Dev Complete				
	DevInPro			3	1
	DevReady		2		6
SPRINT 3	Reviewready				
	PO Accepted	4	1		
	PO Ready				
	Test Complete				
	Test InProgress				
	Dev Complete				
SPRINT 2	DevInPro				
	DevReady				
	Reviewready				
	PO Accepted	4	1		
	PO Ready				
	Test Complete				
SPRINT 1	Test InProgress				
	Dev Complete				
	DevInPro				
	DevReady				8
	Reviewready				
	PO Accepted	2		1	1
	PO Ready				



DIGITAL PROGRAM:: Dashboard

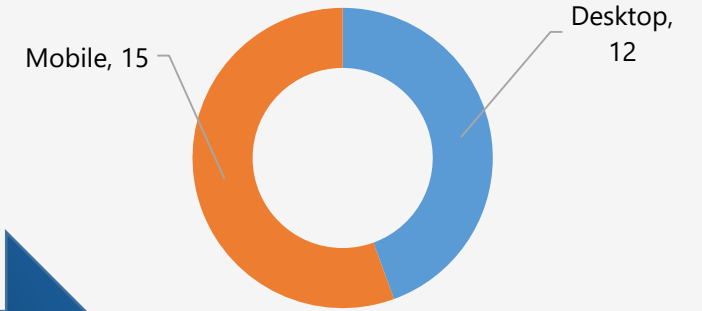


RISK Pyramid

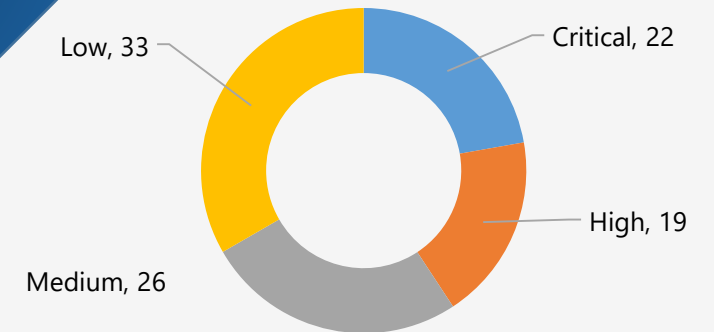
Risks: There are total **27** InComplete items in this program which is nearly 50% of the entire scope. **HIGH RISK.** Only 1 Epic is 100% Done & another is 83%. Rest are **<50% & <30%** respectively.



InComplete Work Items



InComplete Work Items



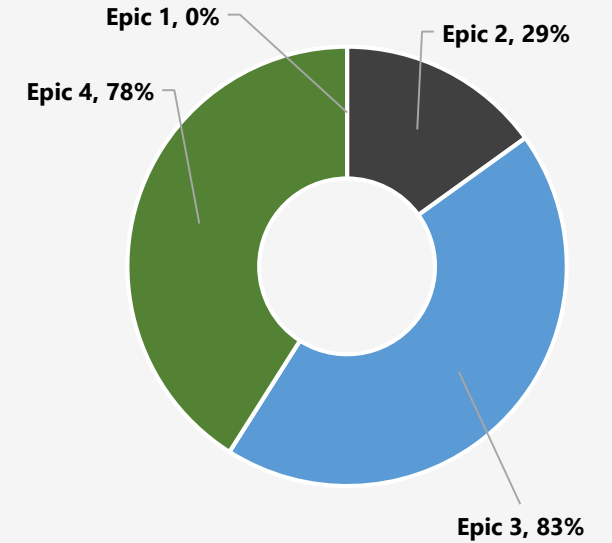


Project Desktop: Overview



Story Level Completion

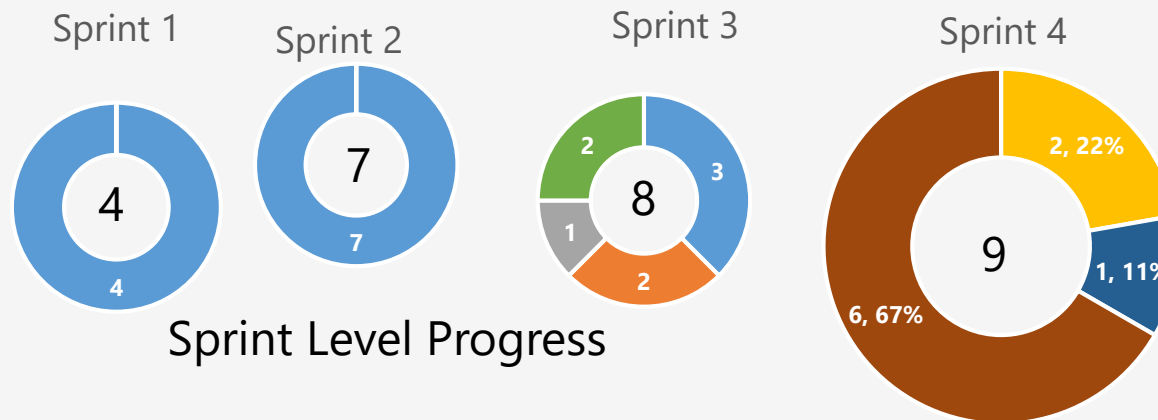
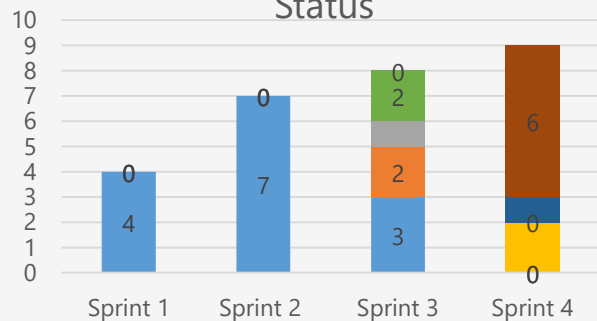
Epic Level Completion %





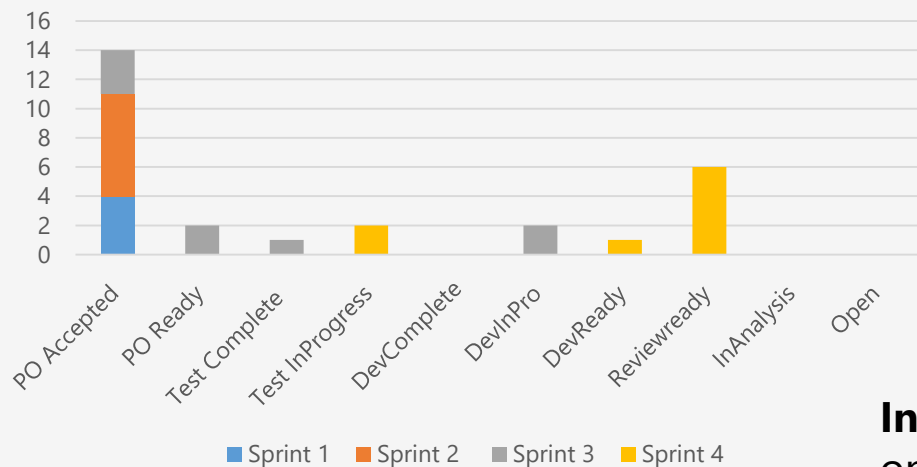
Project Desktop: Overview

Overall Sprint vs Story Completion Status

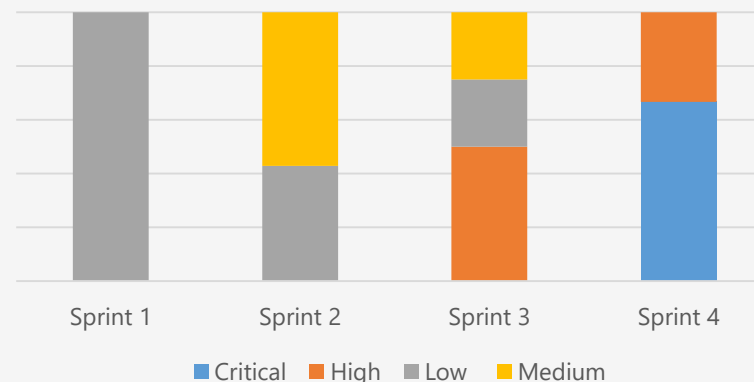


- PO Accepted
- PO Ready
- Test Complete
- Test InProgress
- DevComplete
- DevInPro
- DevReady
- Reviewready
- InAnalysis
- Open

Sprint Level Completion Status



Story Priority in each Sprint



Insights: All the critical stories are part of SP4. So a lot of dependency is there on SP4. SP1, 2 & 3 are complete, but SP1 & 2 are with Low priority stories only.



Project Desktop: Detailed Insights

Project Desktop: Some Insights & Data



	Story Status	Critical	High	Medium	Low
SPRINT 4	PO Accepted				
	PO Ready				
	Test Complete				
	Test InProgress		2		
	Dev Complete				
	DevInProgress				
	DevReady		1		
Reviewready	6				
SPRINT 3	PO Accepted			1	
	PO Ready		2		2
	Test Complete			1	
	Test InProgress				
	Dev Complete				
	DevInPro		2		
	DevReady				
ReviewReady					

Sprint 3

1. Sprint Completion Percentage 12.5%. Spill Over Rate 87.5%
2. There are no Critical stories in SP3. Sprint is over but only 1 story is delivered in this sprint.
4. 4 High Priority Stories are there. And only 2 of them is Ready-for-PO. The rest 2 are still in Development-in-Progress. **HIGH RISK**. Stories are already spilled Over.
- 4 No of Spilled Over stories in SP3 is 7, among them 4 are HIGH Priority Stories. Among them only 4 are Ready-for-PO. If we assume, they will be Accepted-By-PO, still there are 3 stories which are Spilled Over in this Sprint

Sprint 4

1. Among all Sprints, Sprint 4 has highest number of Critical Stories. 6 Counts.
2. All of them are (67%) Stories are only Review Ready. **HIGH RISK** in completion of Sprint.
3. No stories are in Testing Complete Status.
4. Development not yet started for any other stories in Parallel. Only 1 Story is Dev Complete at present.



Insights: SP1 & SP2 are already completed. But SP1 & 2 only has 7 stories with Low priority which is only 25% of the total Project. All high priority stories are from SP3 & SP4 and they also contain 75% i.e. 21 stories they have.

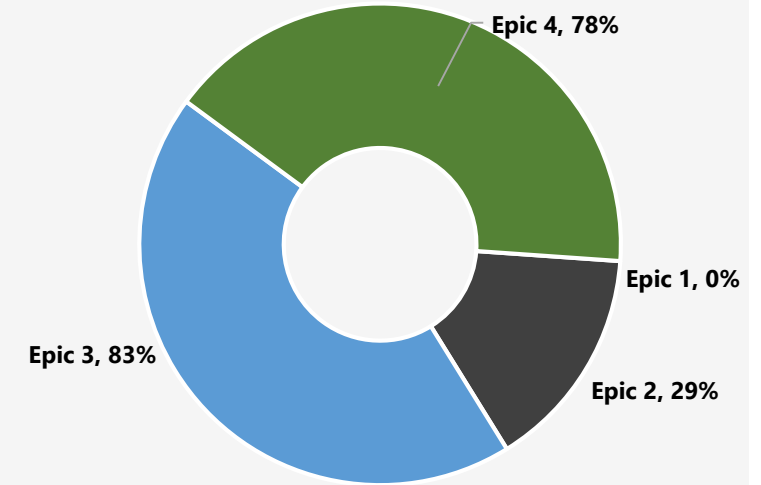


Project Mobile: Overview



Story Level Completion

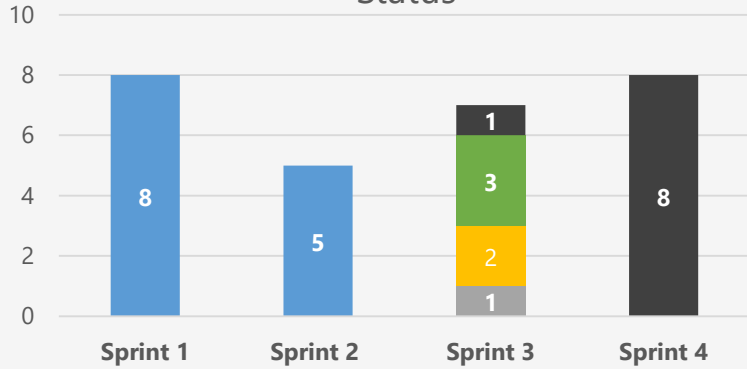
Epic Level Completion %



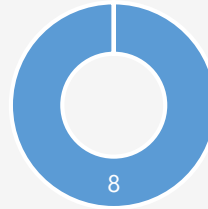


Project Mobile: Overview

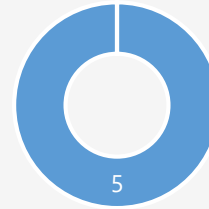
Overall Sprint vs Story Completion Status



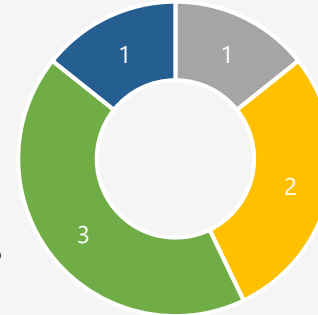
Sprint 1



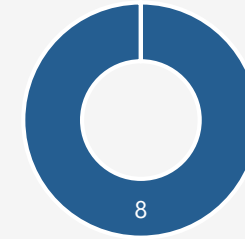
Sprint 2



Sprint 3



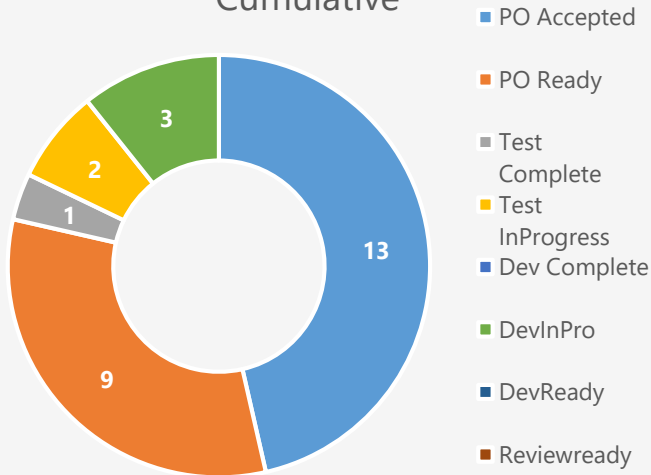
Sprint 4



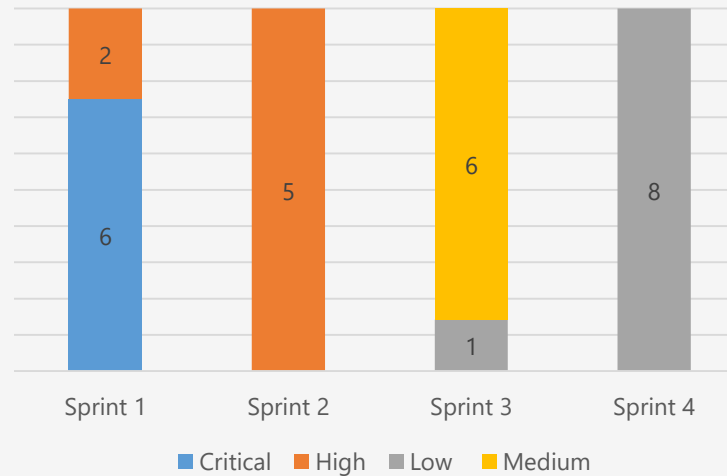
- PO Accepted
- PO Ready
- Test Complete
- Test InProgress
- DevComplete
- DevInPro
- DevReady
- Reviewready
- InAnalysis
- Open

Sprint Level Progress

Story Completion Status -All Sprints Cumulative



Story Priority in each Sprint



Insights: All Critical stories are part of SP1 and they are completed already.



Project Mobile: Detailed Insights

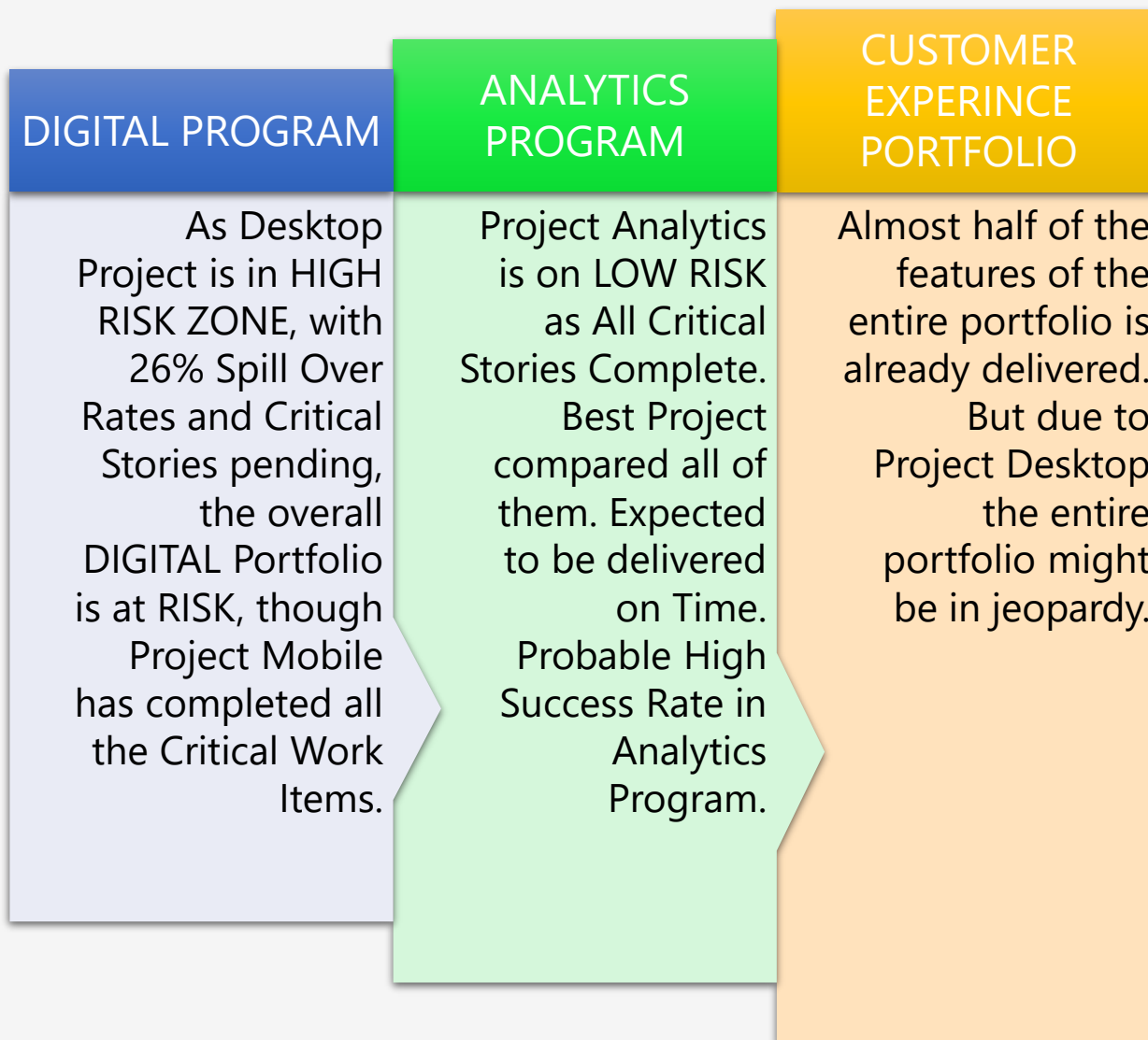
	Story Status	Critical	High	Medium	Low	Insights
SPRINT 4	PO Accepted					Probable Spill Over might be there but the Stories are all LOW In priority. So Failure rate of the project will be LOW. Less RISK Involved.
	PO Ready					
	Test Complete					
	Test InProgress					
	Dev Complete					
	DevInPro					
	DevReady				8	
Reviewready						
SPRINT 3	PO Accepted					100% Spill Over but all MEDIUM Priority Stories are in this Sprint. No HIGH or Critical stories are involved.
	PO Ready					
	Test Complete			1		
	Test InProgress			2		
	Dev Complete					
	DevInPro			3		
	DevReady				1	
Reviewready						
SPRINT 2	PO Accepted		5			Completed Sprint with no Spill Overs. And all are HIGH priority stories. 50% of HIGH & CRITICAL stories in this Project are already accepted by PO in the first 2 Sprints. So that's a great news for the Product Launch. Less amount of risk is involved.
	PO Ready					
	Test Complete					
	Test InProgress					
	Dev Complete					
	DevInPro					
	DevReady					
Reviewready						
SPRINT 1	PO Accepted	6	2			All Critical stories are in this Sprint. And all are done. That's a GREAT achievement. Project Mobile success rate is HIGH.
	PO Ready					
	Test Complete					
	Test InProgress					
	Dev Complete					
	DevInPro					
	DevReady					
Reviewready						



Insights: All Critical & High Priority Stories are delivered. So Less risk involved.



Synopsis



- Project Desktop 47% Done ~ **HIGH RISK** - Most Critical Stories Pending
- Project Mobile 46% Done ~ **LOW RISK** - All Critical Stories Complete
- Project Analytics 75% Done ~ Low Risk - All Critical Stories Complete. Best Project compared all of them. Expected to be delivered on Time.



Action Items



Risk Mitigation Plans

More focus on *Project Desktop* - Complete the *Critical & High Priority Work Items*.

Need to prioritize Work Items based on Epics/Feature that are crucial for the overall Portfolio & Program. The PO needs to intervene here more to jump to a proper decision on which Work Items to be chosen first.

Project Analytics also required a focus as 50% of the Work Items also are undelivered.

Need to check the Spill Over rates on Sprint Level, identify the RCA and mitigate them asap.

Thank You