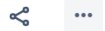


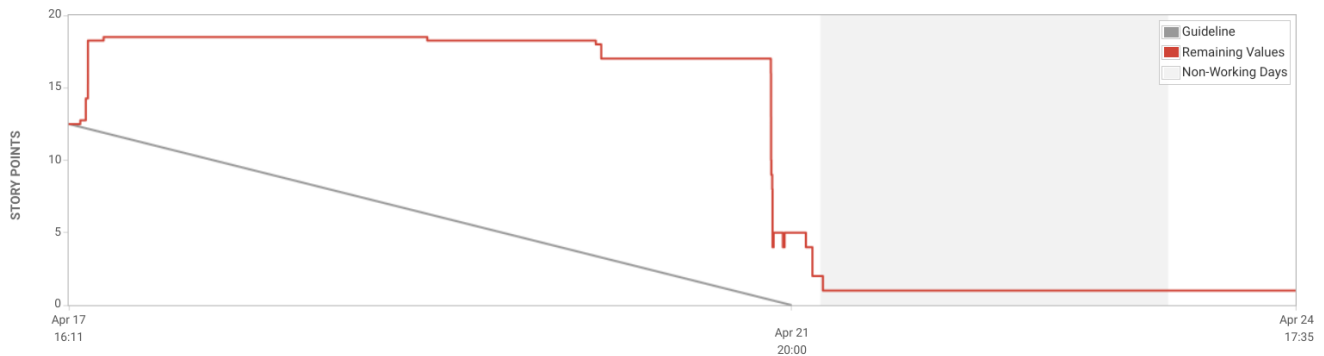
# Sprint Status 0

Knowledge/CSI Sprint 0 Report	
Date	24 Apr 2023
Start	17 Apr 2023 <span style="float: right;">End 24 Apr 2023</span>
Sprint Goal(s)	<p>&lt;add the summary of the goal(s) and objective(s)&gt;</p> <p>Manage Article volumes that need renewal</p> <p>Report development for keyword search KPI and slide guide (knowledge Academy)</p>
Completed Story Points	9.5 pts
Summary	<p>&lt;add a summary of the main focus in the sprint&gt;</p> <p>for example, "In this sprint, the squad was primarily focused on":</p> <ul style="list-style-type: none"> <li>• understanding how to capture their work on Jira, using issue types (user stories, tasks, epics and subtasks)</li> <li>• Trying out the tool to see how it can work for them</li> <li>• Creating visibility and documenting work using Jira</li> <li>• Linking work together</li> <li>• Track work done by the PO and avoid scope creep</li> </ul>
Comments	<p>&lt;add any other comment or vital updates you would like to share with key users or stakeholders&gt;</p> <ul style="list-style-type: none"> <li>• This is the first Preparatory Sprint (one week)for knowledge/CSI - put in place in agreement with the PO and the squad to understand how Agile methodology works in practice and also to learn JIRA tool</li> <li>• Actual sprint starts April 24th,2023 in alignment with the command center program</li> <li>• Agile ceremonies put in place for the squad - DSUs, backlog refinement, sprint planning, sprint review, sprint retrospective</li> <li>• Squad members understand the objective of having the above ceremonies</li> </ul>

## Sprint Report



Manage article volumes that need renewal Report Development for keyword search KPIs and Slide guide (knowledge Academy)



## Status Report

\* Issue added to sprint after start time

### Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (5.5 - 12.5)
<a href="#">CC-20</a>	Knowledge Service Daily Activities	Story	Low	DONE	3
<a href="#">CC-23</a>	Check & Record Watson Chat Bot Topics	Story	Low	DONE	0.25 - 2
<a href="#">CC-24</a>	Prepare & Send Bi-Weekly Chat Bot Data Presentation	Story	Low	DONE	0.25
<a href="#">CC-28 *</a>	Develop and Prepare Incident CSAT Reporting	Story	Low	DONE	- - 1
<a href="#">CC-32 *</a>	No Knowledge Available Analysis (aka No KB KB Analysis)	Story	Low	DONE	- - 3
<a href="#">CC-70</a>	Create PO2 Knowledge Split 1 slide guide for SDM Academy	Task	Minor	DONE	1
<a href="#">CC-71</a>	Refresh KPIs for SDM Academy and LT Weekly Operational Call	Task	Minor	DONE	1
<a href="#">CC-80 *</a>	Create slide for DOM PO2 Presentation	Task	Highest	DONE	- - 0.25
<a href="#">CC-91 *</a>	New Article: Site Specific Cookie Clearing Procedure	Task	Medium	DONE	-
<a href="#">CC-217 *</a>	Run Activities for Sprint 0	Task	Medium	DONE	-
<a href="#">CC-253 *</a>	Amanda Pop-Up and Overhead	Story	Minor	DONE	- - 1

### Issues Not Completed

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (1)
<a href="#">CC-25</a>	Revisit Chatbot Missing Knowledge Article Process	Story	Low	TO DO	1

### Issues Removed From Sprint

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (6.25)
<a href="#">CC-21</a>	Revisit Knowledge Renewal Process	Story	Low	UNQUALIFIED BACKLOG	1
<a href="#">CC-36</a>	Keyword Search Analysis	Story	Low	READY FOR DEVELOP...	4
<a href="#">CC-68</a>	Connect with Service Owners and SDM to socialize the knowledge usage process, inventory existing processes	Story	Medium	UNQUALIFIED BACKLOG	1
<a href="#">CC-244 *</a>	CLONE - Prepare & Send Bi-Weekly Chat Bot Data Presentation	Story	Low	UNQUALIFIED BACKLOG	0.25