

# Sprint Status 1

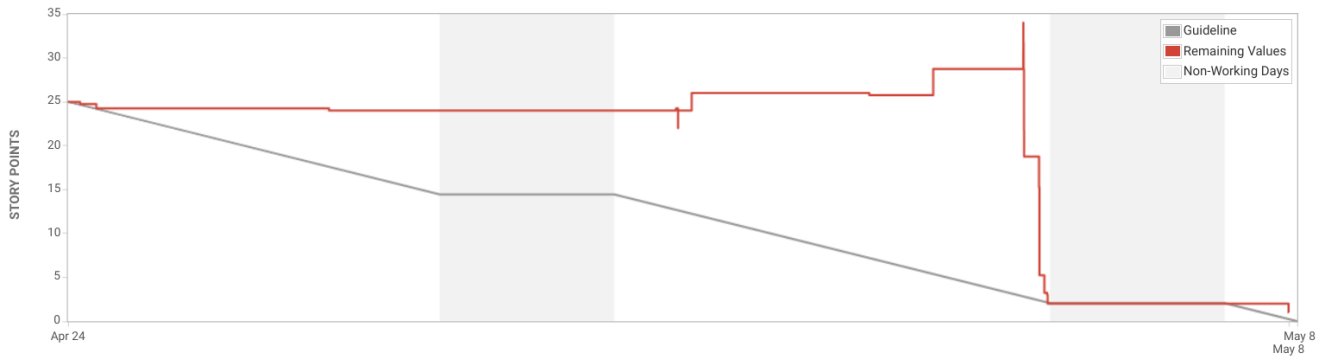
Knowledge/CSI Sprint 1 Report		
Date	08 May 2023	
Start	24 Apr 2023	End 08 May 2023
Sprint Goal (s)	<p>&lt;add the summary of the goal(s) and objective(s)&gt;</p> <p>Identify efficient ways of pulling data and completing the keyword analysis</p> <p>Complete analysis and optimize YAMM</p> <p>PO2 Analysis</p> <p>Improve the missing knowledge article process for chat bot</p>	
Completed Story Points	26 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>• Keyword analysis and knowledge activities</li> <li>• Trying out the tool to see how it can work for them</li> <li>• Creating visibility and documenting work using Jira and using subtasks to break work down</li> <li>• How to include RUN work in the sprint by using a generic name "run activities" to manage tickets that come up during the sprints that are of high priority and reducing the velocity of members to accommodate this</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>• 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>• From the retrospective, squad discussed meeting times to be adjusted and aligned on agreed time to accommodate the different time zones. Invites sent out and accepted</li> <li>• Squad members are learning to use subtask to breakdown work during the sprint</li> <li>• PO comments on how this process provides more transparency and visibility</li> <li>• Squad members offer to facilitate DSU</li> </ul>	

Knowledge/CSI Sprint 1 ▾



Closed sprint, ended by [kofoworola.edmonds](#) 24/Apr/23 5:41 PM - 08/May/23 5:37 PM [View linked pages](#)

Identify efficient ways of pulling data and completing the keyword analysis PO2 activities Complete analysis and optimize YAMM Improve the missing knowledge article process for chat bot



## Status Report

TIME

\* Issue added to sprint after start time

### Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (24 - 26)
CC-36	Identify Requirements for Keyword Search Analysis	Story	Low	DONE	4 - 1
CC-228	Run Activities for Sprint 1	Task	Medium	DONE	3.5
CC-234	Knowledge Service Daily Activities (W17 & W18)	Story	Low	DONE	3
CC-235	Backlog No Knowledge Available Analysis (aka No KB KB Analysis)	Story	Low	DONE	7
CC-237	Develop and Prepare Work Order CSAT Reporting	Story	Low	DONE	1
CC-244 *	Prepare & Send Bi-Weekly Chat Bot Data Presentation (W18)	Story	Low	DONE	0.25
CC-245	Check & Record Watson Chat Bot Topics (W17 & W18)	Story	Low	DONE	2
CC-246	Pop Up Tasks - Amanda	Story	Minor	DONE	2 - 7
CC-247	"Create a workflow illustration including inputs & outputs of the knowledge management process, including suppliers, Helpdesk and Stefanini"	Task	High	DONE	0.5
CC-248	"Edit and refine the DOM Presentation"	Task	High	DONE	0.25
CC-251	Knowledgebase export research - options , costs	Task	High	DONE	0.25
CC-252	DOM/SCO connect	Task	High	DONE	0.25
CC-261	[Retro] Navigating Jira backlog board and the Active sprint board is confusing	Task	Low	DONE	-
CC-262	[Retro] Agile ceremonies should have back to back time slots for better time management	Task	Low	DONE	-

### Issues Not Completed

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (1)
CC-25	Revisit Chatbot Missing Knowledge Article Process	Story	Low	UNDER DEVELOPMENT	1
CC-238	Create Work Order Detail Report in Helix	Task	Minor	IN PROGRESS	-
CC-257	Future State Process Map to Include Service Owner Escalation Process	Task	Minor	TODO	-

### Issues Removed From Sprint

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (5.5)
CC-250	PO2 procurement support	Task	High	TODO	0.25
CC-354 *	Check & Record Watson Chat Bot Topics (W19 & W20)	Story	Low	TODO	2
CC-355 *	Prepare & Send Bi-Weekly Chat Bot Data Presentation (W20)	Story	Low	TODO	0.25
CC-356 *	Knowledge Service Daily Activities (W19 & W20)	Story	Low	TODO	3