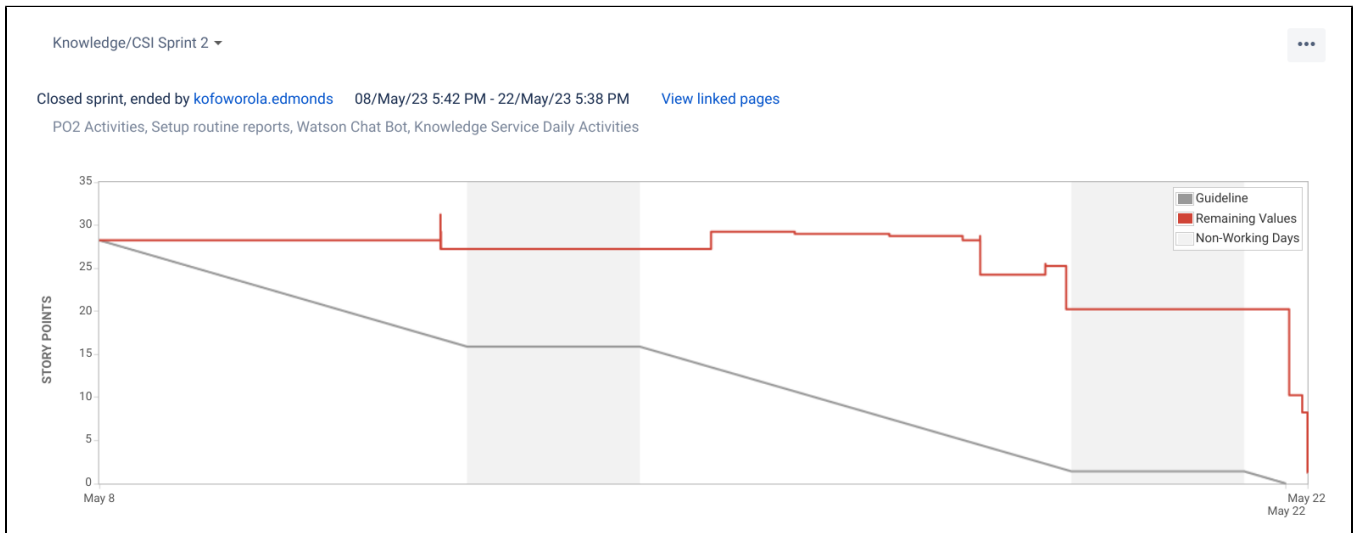


Sprint Status 2

Knowledge/CSI Sprint 2 Report		
Date	08 May 2023	
Start	08 May 2023	End 22 May 2023
Sprint Goal(s)	<p><add the summary of the goal(s) and objective(s)></p> <p>Identify efficient ways of pulling data and completing the keyword analysis</p> <p>Complete analysis and optimize YAMM</p> <p>PO2 Activities</p> <p>Improve the missing knowledge article process for chat bot</p>	
Completed Story Points	28 pts	
Summary	<p><add a summary of the main focus in the sprint></p> <p>for example, <i>"In this sprint, the squad was primarily focused on":</i></p> <p><i>PO2 activities and completing the keyword search analysis</i></p>	
Comments	<p><add any other comment or vital updates you would like to share with key users or stakeholders></p> <p>We tried to mitigate on how to better communicate business needs so that the team can know what they need to work on for the Sprint thereby minimizing external interference. Discussion on this to be had in Sprint 3</p>	



Completed Issues						View in Issue Navigator
Key	Summary	Issue Type	Priority	Status	Story Points (25 - 28)	
CC-25	Revisit Chatbot Missing Knowledge Article Process	Story	Low	DONE	1	
CC-37	Setup Routine Report for Reopened Incidents Without Knowledge	Story	Low	DONE	2	
CC-61	As a service owner, I design the framework documentation for CSI Program	Story	Medium	DONE	0.25	
CC-65	Move CSI Program to RUN status	Story	Medium	DONE	0.25	
CC-66	Participate in RUN and Governance - ongoing	Story	Medium	DONE	0.25	
CC-229	Run Activities for Sprint 2	Task	Medium	DONE	2	
CC-314	PO2 Topics	Story	Medium	DONE	5	
CC-354	Check & Record Watson Chat Bot Topics (W19 & W20)	Story	Low	DONE	2	
CC-355	Prepare & Send Bi-Weekly Chat Bot Data Presentation (W20)	Story	Low	DONE	0.25	
CC-356	Knowledge Service Daily Activities (W19 & W20)	Story	Low	DONE	3	
CC-357	Backlog No Knowledge Available Analysis	Story	Low	DONE	7	
CC-358	Prototype for Keyword Search Analysis	Story	Low	DONE	2 - 3	
CC-392 *	Pop Up Tasks - Amanda	Story	Minor	DONE	- - 2	

Issues Not Completed						View in Issue Navigator
Key	Summary	Issue Type	Priority	Status	Story Points (1 - 1.25)	
CC-238	Create Work Order Detail Report in Helix	Task	Minor	IN PROGRESS	1	
CC-382	[Retro] Communicating business needs and improving requirement description	Task	Low	IN PROGRESS	-	
CC-407 *	Discuss No Knowledge Available Backlog with Scott - Volume is continuing to increase	Task	Minor	TODO	- - 0.25	

Issues Removed From Sprint						View in Issue Navigator
Key	Summary	Issue Type	Priority	Status	Story Points (7.5 - 6.5)	
CC-38	Breakdown Project: Articles Assigned to Obsolete Users	Story	Low	TO DO	2 - 0.5	
CC-63	Synthesize CSI Findings from Service Delivery Managers	Story	Medium	TO DO	0.25	
CC-257	Future State Process Map to Include Service Owner Escalation Process	Task	Minor	TODO	-	
CC-406 *	Knowledge Service Daily Activities (W21 & W22)	Story	Low	UNQUALIFIED BACKLOG	3	
CC-408 *	Check & Record Watson Chat Bot Topics (W21 & W22)	Story	Low	UNQUALIFIED BACKLOG	2	
CC-410 *	Prepare & Send Bi-Weekly Chat Bot Data Presentation (W22)	Story	Low	UNQUALIFIED BACKLOG	0.25	
CC-428 *	Explore CMDb in Helix for Service Owners	Story	Minor	UNDER DEVELOPMENT	- - 0.5	