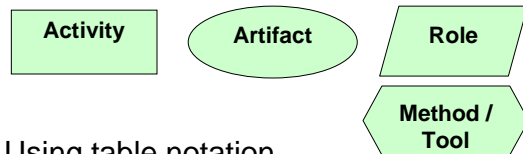


## Exercise 1

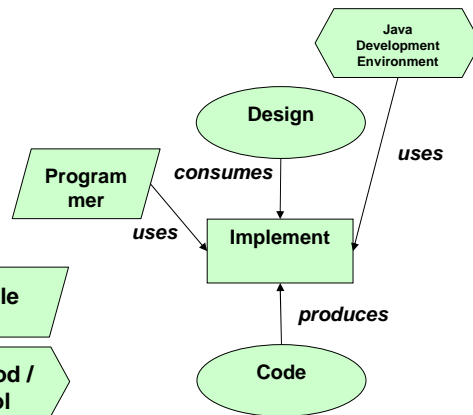
Process Model representations:

- Using product-flow notation



- Using table notation

Activity Name	Input Artifact	Output Artifact	Roles	Methods / Tools
...				



## Exercise 1 (cont'd)

- Model the following process:

*“Based on input from Marketing and from Customers, the Product Owner sets up the product backlog. The Product Owner is also in charge of planning sprints. He/she does this based on a prioritization of the user stories contained in the product backlog, and on effort estimates for each user story received from the Team. The Team does their effort estimates based on a refinement of user stories into tasks. Once a sprint has been defined, the Team develops the software related to a sprint. The Team does this by working on the previously identified tasks. To monitor their work, a burn-down chart is maintained. The burn-down chart shows how much of a task has been completed and how much effort is still to be used. During the development of a sprint, the Scrum Master supports the Team by helping them overcome obstacles and by guiding them through the agile methodology. Once a sprint is complete, a sprint review meeting will be performed. Everybody is invited to attend this meeting.”*

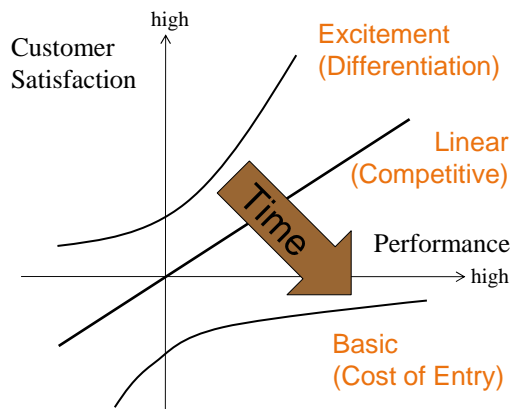
## Exercise 2

- Work in pairs
- Task 1:
  - Decide who will be the “process performer” (role P) and who will be the process modeller (role M)
  - P think about a process (related to software development) and explains it to M.
  - M models the process (as in Exercise 1)
- Task 2:
  - Take turns (i.e., switch roles) and repeat task 1.
- Task 3:
  - Show your process models to someone else (not in your pair) and let that person explain the process to P.

## Exercise 3 – Homework

- Task:
  - Model the process of surveying “Customer Satisfaction” using the Kano-Model
  - Specify activities, artifacts, roles, tools/techniques/methods
  - Use either the graphical or the table notation

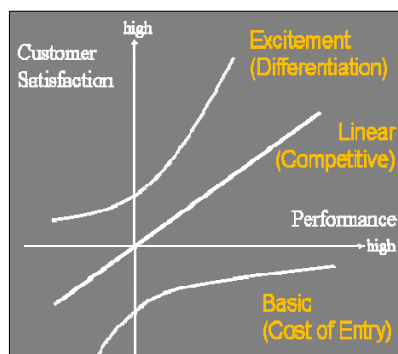
## The Kano-Model



### Five dimensions of quality:

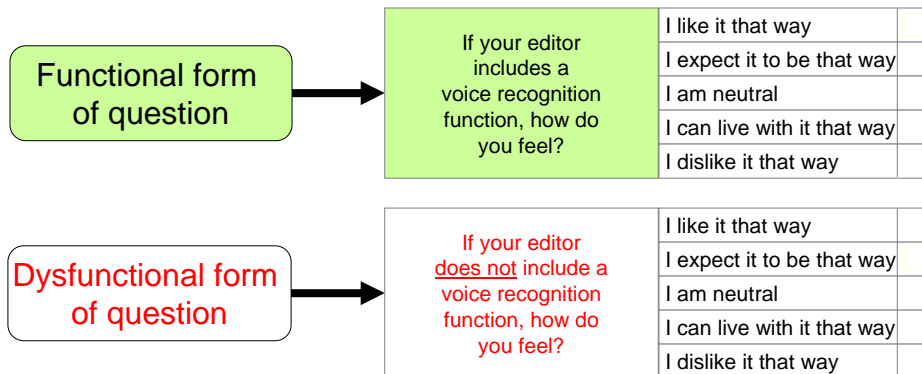
- "Basic quality" – satisfies basic "must-have" needs which probably do not even need to be specified.
- "Competitive quality" - satisfies expressed needs (usually in requirement specification).
- "Excitement quality" - satisfies latent needs, needs which are there but which the user hasn't expressed and/or is himself/herself aware of
- "Indifference quality" - needs which are covered but which user is indifferent to
- "Reverse quality" - qualities which the customer do not want

## The Kano-Model – Surveying Users



- To assess whether a feature is basic, linear, or exciting we can:
  - Sometimes guess
  - Survey a small set of users (20-30)
- We ask two questions:
  - A functional question:  
How do you feel if a feature is present?
  - A dysfunctional question:  
How do you feel if that feature is absent?

## Functional and Dysfunctional Forms



## Categorizing an Answer Pair

		<b>Dysfunctional Question</b>				
		Like	Expect	Neutral	Live with	Dislike
<b>Functional Question</b>	Like	Q	E	E	E	L
	Expect	R	I	I	I	B
	Neutral	R	I	I	I	B
	Live with	R	I	I	I	B
	Dislike	R	R	R	R	Q

- B: Basic (Mandatory)
- L: Linear
- E: Excitement
- R: Reverse
- I: Indifferent
- Q: Questionable