

Attendees: Jennsy Cespedes, Jose Fernandez, Michael Beall, Brandon Castano, Christopher Puglisi

Product Owner: Ryan Hutcheson, ryan.hutcheson.kaseya.com

Network Outage Call Home

Product Owner Meeting

The meeting with the product owner was from 6:00pm to 7:15pm on Monday, February 21st. The primary purpose of this meeting was to go over Rest APIs with one of the developers from Kaseya. We spoke about the process for building a basic API that offers minimal functionality for our product. The majority of this meeting was focused on the development of APIs.

Minutes 0 – 5: Introductions

- Waiting for everyone to join the zoom call

Minutes 5 – 10: Spike Overview

- Ticket Progress
- Questions regarding each Spike
- Future Spikes/Tickets

Minutes 10 – 85: Overview of Rest APIs

- Go over rest APIs
- Functions/Purpose of Rest APIs

The following user stories were created/discussed/refined/prioritized.

- **User Story #1 Hardware Testing and Requirements:**
As an MSP owner, I need visibility into my environment even when Internet issues occur. Based on this, I would be willing to pay upfront to deploy a cost-efficient 'rescue device' that can help me resolve or avoid issues.
- **User Story #2 Network Outage Detection:**
As a network administrator at an MSP, I need to know as soon as one of my client's campuses goes offline. This enables me to react quickly and minimize my MTTR (Mean Time to Recovery).
- **User Story #3 Network Tests and Troubleshooting North/South:**
As a network administrator at an MSP, I expect feedback generated by the point of presence I've deployed at my client's campus. This feedback should be possible due to

automated testing and troubleshooting related to the local Internet connection. This will give me data to analyze during the incident, enable me to perform incident retrospectives and receive product-generated insights.

- **User Story #4 Network Tests and Troubleshooting East/West:**

As a network administrator at an MSP, I expect feedback generated by the point of presence I've deployed at my client's campus. This feedback should be possible due to automated testing and troubleshooting related to the local network environment. This will give me data to analyze during the incident, enable me to perform incident retrospectives and receive product-generated insights.

- **User Story #5 Ethernet/Wi-Fi vs Cellular:**

As a network administrator at an MSP, I expect that the hardware agent I've deployed as a point of presence on the network is intelligent enough to utilize all communication technologies available to it.

- **User Story #6 Communication Path:**

As a network administrator at an MSP, I expect that the hardware agent I've deployed as a point of presence on the network is able to 'phone home' during an incident and push important information back to me.