**Attendees:** Jennsy Cespedes, Jose Fernandez, Michael Beall, Brandon Castano, Christopher Puglisi, Jamsher Nigmatulloev.

**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, March 14th. The primary purpose of this meeting was to go over the tickets discussed during last week's meeting. Tickets were reprioritized to focus on the tier 1 functionality of the device while tickets regarding the rest api were pushed back to a lower priority.

## Minutes 0 – 5: Introductions

- Waiting for everyone to join the zoom call

## Minutes 5 – 10: Ticket Overview

- Ticket Progress
- Questions regarding each ticket
- Future Spikes/Tickets
- Potential solutions/proposals to substitute for other requirements

## Minutes 10 – 85: Progress going forward

- Reprioritize tickets due to time constraints (1 month left of course)
- Mainly focus on satisfying tier 1/tier 2 functionality over everything else.

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

- **User Story #7 Hardware Order and Testing:**
  As an MSP owner, I need visibility into my environments 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 #8 Build Simple Service:**
  As a user, I expect that a service must be installed on my hardware for it to perform any sort of dedicated function.

- **User Story #9 N/S Tests:**
  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 #10 E/W Tests:**
  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 #11 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 #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 #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.

Pushed Back/Planned for later:

- **User Story #12 Configuration API Architecture and Syntax:**
  As a device deployed to raise alerts when issues occur and to act as a communication backdoor into my environment. I need to phone home on a regular basis and collect any updates to my configurations. These may be commands that I follow to update my software version or reflect changes in my configured behavior.

Completed User Stories:

- **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 #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 #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.