

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

Product Owner: Ryan Hutcheson, ryan.hutcheson.kaseya.com (absent)

Network Outage Call Home

Backlog Meeting

As development has ended, we did not meet with our product owner this week. This meeting was held by the group (6:00 - 7:00 PM) in order to review the materials that will be uploaded in the final deliverable. Plans were also made to produce the final two videos for the deliverable, those being the wishlist video and the user guide.

Minutes 0 – 5: Introductions

- Quick overview of meeting topic

Minutes 5 – 60: Final Plans for Semester

- The majority of this meeting was used to discuss any changes/corrections that needed to be made to the final documentation.
- Created a script for the presenters for the final 2 videos.

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

Pushed Back/Planned for later:

- **User Story #11 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.

- **User Story #10 E/W Tests (partially completed):**

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 #9 N/S Tests (partially completed):**

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.

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.

- **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 #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 #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 #12 Outage Device 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 so that I know if there are problems with the outage device itself.