



## **Training: Agile Customer**

### **Intended Audience**

This training is suitable for business people and analysts who will be involved in setting priorities and steering an agile project. Typical job roles of attendees: product managers, business analysts, senior developers and testers.

### **Learning Objectives**

Students will acquire an understanding of the role of the Agile Customer/Product Owner and the part they play in the project lifecycle. Students will gain practical experience in how to apply user stories to create a release plan.

### **Course Outline**

The session will provide formal presentation with interactive exercises and facilitated discussion.

- Agile Customer
  - Roles & Responsibilities
  - Meetings (Planning, Review, Daily)
  - Tracking (Burndown Charts, Informative Workspace)
- User Stories
  - How to write them
  - How to plan with them
  - Determining acceptance criteria
- Practical hands-on exercises
- Roundtable Discussion

### **Guide Timetable:**

09:30 - 10:30 Agile Customer  
10:45 - 11:00 User Stories  
11:30 - 12:30 Prioritization & Estimation  
13:30 - 15:00 Process Miniature  
15:15 – 15:45 Acceptance Criteria  
16:00 - 16:30 Discussion