**Scrum Master – Must to have skills**

1. Problem-solving skills—This is one of the primary criteria to be considered while selecting Scrum Master(s). The Scrum Master(s) should have the necessary skills and experience to help remove any impediments for the Scrum Team.
2. Availability—The Scrum Master should be available to schedule, oversee, and facilitate various meetings, including the Release Planning Meeting, Daily Standup Meeting, and other Sprint-related meetings.
3. Commitment—The Scrum Master should be highly committed to ensure that the Scrum Team is provided with a conducive work environment to ensure successful delivery of Scrum projects.
4. Servant Leadership Style— The servant-leader is servant first. It begins with the natural feeling that one wants to serve, to serve first. The difference manifests itself in the care taken by the servant-first to make sure that other people’s highest priority needs are being served.

When identifying the Stakeholder(s), it is important to remember that stakeholders are all the customers, users, and sponsors, who frequently interface with the Product Owner, Scrum Master, and Scrum Team to provide inputs and facilitate creation of the project’s products. The stakeholders influence the project throughout its lifecycle.

**Product Backlog Priorities:**

* **Must Have**
* **Should Have**
* **Could Have**
* **Won't Have**

**What will be the customer’s reaction about this feature?**

• Favorable: Does this feature increase the customer satisfaction?

• Critical: If this feature is not delivered, will it cause customer dissatisfaction?

• Indifference: Will the customer look at this as an expected basic feature?

• Questionable: Is the customer doubtful about the usefulness of the feature?

• Unfavorable: What if the customer dislikes the feature?

• Will this feature be the life-point for this product? Can the product be released without this feature?

**User Story Acceptance Criteria**

User Story Acceptance Criteria (also referred to as “Acceptance Criteria”), which are the objective components by which a User Story’s functionality is judged. Acceptance Criteria are developed by the Product Owner according to his or her expert understanding of the customer’s requirements. The Product Owner then communicates the User Stories in the Prioritized Product Backlog to the Scrum Team members and their agreement is sought.

Acceptance Criteria should explicitly outline the conditions that User Stories must satisfy. Clearly defined Acceptance Criteria are crucial for timely and effective delivery of the functionality defined in the User Stories, which ultimately determines the success of the project.

At the end of each Sprint, the Product Owner uses these criteria to verify the completed deliverables; and can either accept or reject individual deliverables and their associated User Stories. If deliverables are accepted by the Product Owner, then the User Story is considered Done. A clear definition of Done is critical because it helps clarify requirements and allows the team to adhere to quality norms. It also helps the team think from the user’s perspective when working with User Stories.





