

Handover Marine

Here is a list of key subjects I was looking after. I tried to take as much notes as possible, it is a bit messy but hopefully if you are looking for something you can find it in there.

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1. Overview

1.1 Key responsivity & contacts

- Tacticals
- Support
- Mobile Team
- Various adHoc subjects

1.2 Recurring Meetings

| Business Line | Category | Meeting Name | Owner of meeting | Description | Recurrence | Timing |
|---------------|----------|---|------------------|---|-----------------|----------------------|
| ALL | Tech | Roadmap Sprint Retrospective & Grooming | Joao | <ul style="list-style-type: none">• Retrospective of last sprint, sometimes demo• Grooming of tasks for next sprint | Every two weeks | Monday 2:30-5pm |
| ALL | Tech | Roadmap Sprint Planning | Joao | <ul style="list-style-type: none">• Based on priorities and IT capacity we agree on the tasks for the next Roadmap Sprint• We start the sprint after selection and communicate to the Roadmap team | Every two weeks | Tuesday 9:30-10:30am |
| ALL | Tech | Tech Prod Alignement | Laura | Alignment meeting between Brice, Joao, Ramazan, Laura and myself (opportunity to discuss status, question on key initiatives) | Every two weeks | Thursday 11am-12 |
| ALL | Tech | Roadmap Daily Meeting | Joao | Daily stand up meeting with tech (originally for roadmap, but we have an overview of every subjects devs are working on including tacticals) | Daily | 2:00-2:15pm |
| ALL | Tech | [SUPPORT-IT] Mise au point priorité | Sebastian | Daily stand up meeting with Bensera, Joao and CCC (Sophie in general) to review tasks to prioritize today) | Daily | 2:15-2:30pm |

| | | | | | | |
|-----------------|----------|--------------------------------------|--------------|---|-----------------|------------------|
| atHome /Luxauto | Tech | [LUA-APP] Sprint Review /Planning | Marine TBD | Weekly meeting with the Desmart team to review the the ongoing developments and plan additional ones. Originally for Luxauto but they recently took over atHome app | Weekly | Thursday 10-11am |
| ALL | Business | Product update & tactical priorities | Marine Laura | Provide an update on latest developments, and discuss next priorities | Every two weeks | Monday 2:30-3pm |

2. Tacticals

2.1 Process

1. Requests are sent from the business to tactical@athome.lu or tactical@luxauto.lu
2. Emails are directly migrated into Jira (Project: Tactical)
3. All new tickets are available at the bottom of the backlog,
4. Update the tickets to have as much info as possible:
 - a. Labels (= team)
 - b. Component (=product)
 - c. Platform (=web or/and app)
 - d. Add naming convention in title
 - e. Update content of the ticket if necessary (sometimes format such as bullet points, screenshots is not well handle by JIRA)
5. An extract is done from Jira to update the file for priorities. File is called "Q4_Projects&Initiatives_status_update_macro" and can be found here : [2. Tactical Roadmap](#) . Process to update the file is available in the first tab.
6. Ratings are added in the excel file in order to define which requests we are going to review first
7. If information are unclear in tickets prioritized, then some meetings are schedule with key representatives
8. Once tickets are ready to be developed, priorities are reviewed with the business every two weeks on Monday before the tech planning
9. Planning is done on Tuesday every two weeks, and an email with reporting is sent to key stakeholders to provide a view on the status after that meeting

Ideas of improvement for the process:

- Share process to business. I started some work in the past but we never did the presentation (file available here: [Product Presentation Febuary 2022.pptx](#))
- Enforce a format for email
- Use some add-in for Jira to directly calculate the "Business Added Value "(ex: <https://marketplace.atlassian.com/apps/1222351/priority-board-for-jira-ice-ice-wsif?tab=overview&hosting=cloud> or <https://marketplace.atlassian.com/apps/1222824/foxly-backlog-prioritization-priority-planning-poker?hosting=cloud&tab=overview>)+ create some dashboard for the business.in there and avoid manual excel maintenance

2.2 Ongoing activities as at 08/06/2022

Excel File is up-to-date

Comments have been added to all tickets in the backlog

Key tickets to follow-up as per last Tactical meeting done the 07/06/2022:

- **AHGST-170** - [LUA] Mobile.de gateway investigation
BLOCKED - raised by CCC during last call
- **AHGST-39** - [All] Checkbox in Contact Form for Crossselling
CLOSED - Waiting for ticket to be put in dev for testing purposes. Have been opened for multiple sprints
- **AHGST-166** - [LUA] Stats Mandat per clients
READY FOR DEVELOPMENT &
AHGST-204 - [ATH] Rental Vittrines to be displayed on Homepage
CLOSED - key priority for GTM/sales

3. Support

3.1 Process

The full process regarding support is available in the following confluence page: [IT Support Operations Framework](#)



PO involvement:

- Daily meetings: participate

- Liaise with mobile team for issues regarding apps
- Respond to questions on Knowledge Base: <https://athomegroup.atlassian.net/c/291XPzhC> and <https://athomegroup.atlassian.net/c/QCHdLL1U>


3.2 Status as at 08/06/2022

3.2.1 Ongoing Support requests

- Bug alerts on Luxauto -  **SUPPORT-2563** - LUA | Incorrect character in URL from alerts **BACKLOG** Need of identifying which alerts are working or not.
- Bug on apps -  **AHGST-310** - Sponsored-ads not displayed on atHome app **IN PROGRESS** As been ongoing for multiple weeks and seem complicated to resolve. Discussed with Maxime, at the minute we have enough display on web so it is "okay" but we will need to resolve this issue asap as generally at the end of the year there are more campaigns and the web displays won't be sufficient anymore. More info on the section mobile team.

3.2.2 Pending Support requests

- Number of rooms for atHome (tactical request):


 **SUPPORT-2610** - ATH (LU) | Admin Publish | Username : all | Publish form forces to select room number when I try to publish studio **BACKLOG**

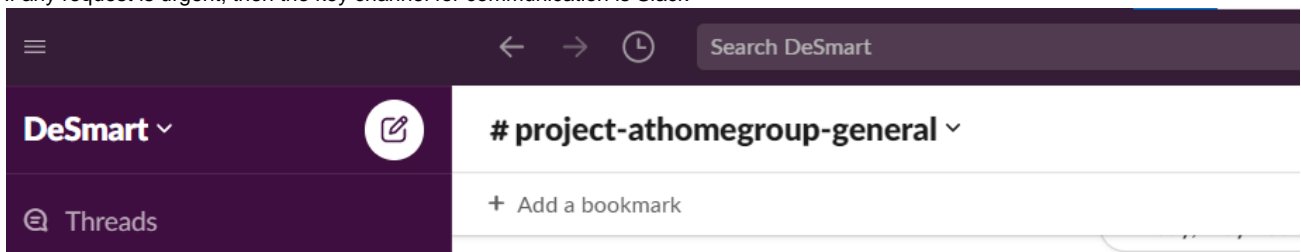
Should be treated together with the tactical request:

AHGST-145 - [ATH] Remove number of bedrooms for imotype "chambre"
NEW

4. Mobile Team

4.1 Process/Overview

1. For new requests/bugs regarding mobile, tickets are currently raised by PO in the following boards:
 - a. atHome: <https://athomegroup.atlassian.net/jira/software/c/projects/ATHAPPS/boards/11?atlOrigin=eyJpIjoiMDg5MjRiN2Y3NTIiNDI2MTkzYjIzN2E2MGRIMWQ5MjIiLCJwIjoiJ9>
 - b. Luxauto: <https://athomegroup.atlassian.net/jira/software/c/projects/LUAAPPS/boards/26/backlog?atlOrigin=eyJpIjoiMDEyYmNhMjM0ZDQONDExZDIhZmVmMzA1NmY5ODhhMjMiLCJwIjoiJ9>
2. If the request is part of another board (ex  **AHGST-310** - Sponsored-ads not displayed on atHome app **IN PROGRESS**), then I generally clone the tickets and link both requests together, adding as much info as possible in the mobile team ticket
3. All new requests are reviewed in weekly meeting with the Desmart Team on Thursday 10am. The Desmart team is currently composed of Ralf (senior dev) and Janek (tester) It is as well in that meeting that we review the status of ongoing developments. If any request is urgent, then the key channel for communication is Slack



4. When tickets are ready for testing, Janek always doing testing before sending it to the PO for approval. In the Luxauto board, the change of status is done using the statuses available in Jira (QA Tech/QA PO). For atHome he generally put a comment on the ticket to let me know the status and when we can test. For more info regarding how to test on mobile, please refer to the below section "7.1 Testing on mobile".
5. Once fully tested, PO add a comment to all the tickets and give the go for the release
6. Ralf prepare the built for the release of the new version and submit it for Android and Apple. Be aware, that it can sometimes take a couple of days for Apple to approve a new version

4.2 Ongoing activities as at 08/06/2022

4.2.1 Luxauto mobile requests

The last release done for Luxauto app is the version 1.8.4. It was released the second week of May 2022 and includes:

- advertisements (two Sponsored-ad on SRP and IMU on Detail Pages)

- small front end fixes
- improvement on the display of new listings on the homepage

A new version is currently available for testing, it includes the garage feature.

- **AHGST-283** - [LUA] [APP] See all listings of the garage
READY FOR RELEASE : the ticket has been tested and is ready to release

Other tickets selected for development are mainly bugs, the most important one to follow is the following one:

- **AHGST-323** - Enlarge picture functionality not available anymore
NEW

Tickets in the backlog to be planed when possible:

- VIP **AHGST-279** - [LUA] [APP] VIP Functionality
SPECIFICATION/REVIEW &
AHGST-282 - [LUA] Backend for VIP Functionality on app
SPECIFICATION/REVIEW
- Search improvements **AHGST-284** - [LUA] [APP] Improve saving searches
SPECIFICATION/REVIEW

4.2.2 atHome mobile requests

The last release done for Luxauto app is the version XXX. It was released XXX and includes:

- DPE
- Bug fixes regarding

There is no testing built at the moment

The key tickets to follow-up are the current one:

- **AHGST-310** - Sponsored-ads not displayed on atHome app **IN PROGRESS** - complexity to identify the issue. I personally believe it is linked to the targeting on localities
Please look into the details of the ticket to see all the exchanges done with Desmart team on the subject. A test campaign has been programmed in adManager and is running until 15/07/2022, some extra targeting have been created just for test purposes to avoid displaying test advertisement on web. An excel file with the testcase is available on the ticket

The screenshot shows the Google Ad Manager interface. The top navigation bar includes 'Ad Manager' and a search bar. The left sidebar contains a menu with options like 'Home', 'Delivery', 'Line Items', 'Creatives', 'Native', 'Delivery tools', 'Inventory', 'Protections', 'Reporting', 'Privacy and messaging', and 'Admin'. The main content area displays campaign details for 'LU - Autopromo - test targeting annonces suggérées'. It shows the line item type as 'Sponsorship', line item ID as '6019644631', and duration from '18 May 2022 13:32 GMT+2' to '15 Jul 2022 23:59 GMT+2'. The goal is '100% Impressions'. Metrics for Impressions, Clicks, and CTR are shown as 0. A progress bar for the last 7 days is also visible. Below the metrics, there are tabs for 'Settings', 'Creatives (5)', 'Forecast', and 'Troubleshooting'. The 'Settings' tab is active, showing 'Ad type' as 'Display (Standard)', 'Name' as 'LU - Autopromo - test targeting annonces suggérées', and 'Line item type' as 'Sponsorship (4)'. A note states: 'Sponsorship: Sponsorship is the highest-ranking line item type for fixed-position and time-based campaigns.' Under 'Expected creatives', a list of creatives is shown, including 'Annonce suggérée | Targeting: Test t3 + LU_Commune: Vlanden', 'Annonce suggérée | Targeting: Langue - FR + Test: t1 t2', 'Annonce suggérée | Targeting: test_2: t11', 'Annonce suggérée | Targeting: Langue - EN + Test - t3', and 'Annonce suggérée | Targeting: test t3 + FR_Region: Lorraine'. At the bottom of the creatives list, there are links for 'ADD SIZE' and 'EXPAND ALL'.

- **AHGST-263** - contact form new checkbox
BLOCKED - waiting for WEB to release in dev environnement

There will be some tactical/roadmap requests which will need to be added for mobile (change of contact form on PDP)

At the moment, there are no plan on developing new features on the app. Some brainstorming was still done in the past regarding what could be added to the tech roadmap. File is available here [Mobile_Initiatives_Planning.xlsx](#)

5. Projects

Mainly driven by Laura, key subjects I supported on:

- atHome listing experience quality: Handover done to Laura, on my side I only started the subjects by doing some workshop with CCC, and tech people to understand where we had challenges. All the feedbacks I collected are available in this confluence page <https://athom.egroup.atlassian.net/l/c/YBpk4ZHp>
- Luxauto Value Based Pricing: Initial analysis available here
- Benchmarks: Some Benchmarks are available in the following pages:

6. Other subjects

6.1 RTL

- Overview of partnership
Following a partnership with RTL, our data are available on both RTL website and RTL TV. The specs for the initial development are available here:
 - atHome [Audience extension RTL](#)
 - Luxauto [RTL Partnership](#)
- Status as at 08/06/2022
On our side all development have been completed for RTL, bugs raised regarding private not displayed on their WEB have been resolved.
Key open points are on their side regarding the following aspects:
 - Schedule: RTL has updated their schedule to finally display Luxauto but we still need to ask them for some adjustment. We should change the wording to "atHome TV + Luxauto TV", display the 2 logos, and potentially add a description in Luxembourgish as they suggested
 - Stats regarding TV: this item is the most important one on the business side as they would want to have the number of display on TV of each garage. RTL provide us an example of reporting, I reviewed it with Joao and we could use it to store the data and built reporting on our side. Unfortunately there are issue with the data on RTL side, it is not possible to use it without them fixing it and they cannot give us a date of when it will be resolved
 - Stats regarding Web: this item is low priority on our side. RTL provide us some reporting earlier in the week but we would need to have a session in order to understand how it works and if it is can be store in the data warehouse

6.2 Magazine

- Folder:
 - Working files: <https://athomegroupsarl.sharepoint.com/f:/r/sites/atHomeIT/Shared%20Documents/General/Product/3.%20Reporting/Magazine%20Preparation?csf=1&web=1&e=gC3jOF> (a copy of this folder has also been share with Dickon as he doesn't have access to Product folder)
 - "Published" versions: [Magazine](#)
- Status: Handover done to Dickon
- Feedbacks shared to Dickon for improvements of the magazine
 - Evolution over last 6 months could be improved. It is not really the last 6months evolution as we compare a period of 6months with the previous one.
 - Researches are not really correct neither as we are taking the total of views per listing over the last 6months. We should have better data to use once in data warehouse
 - There are lot of inconsistencies in the number of room/bedroom, therefore I disagree a bit with the table in place to filter the size for each number of bedrooms
 - Difficulty to identify duplicates for new built therefore they are not remove and sometimes put up the prices

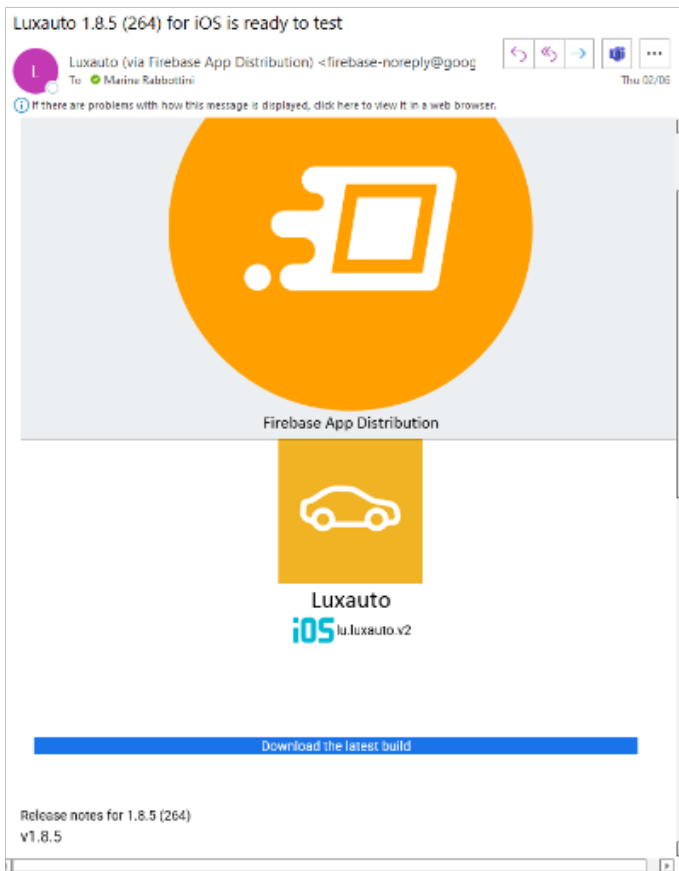
7. Good to know / Tools

7.1 Testing on mobile

- Outil utilisé: firebase
- Key contact: Ralf (Desmart team) ralf@desmart.com

Using the iPhone:

1. When a new build is available for test, an email should be send to the account used for testing

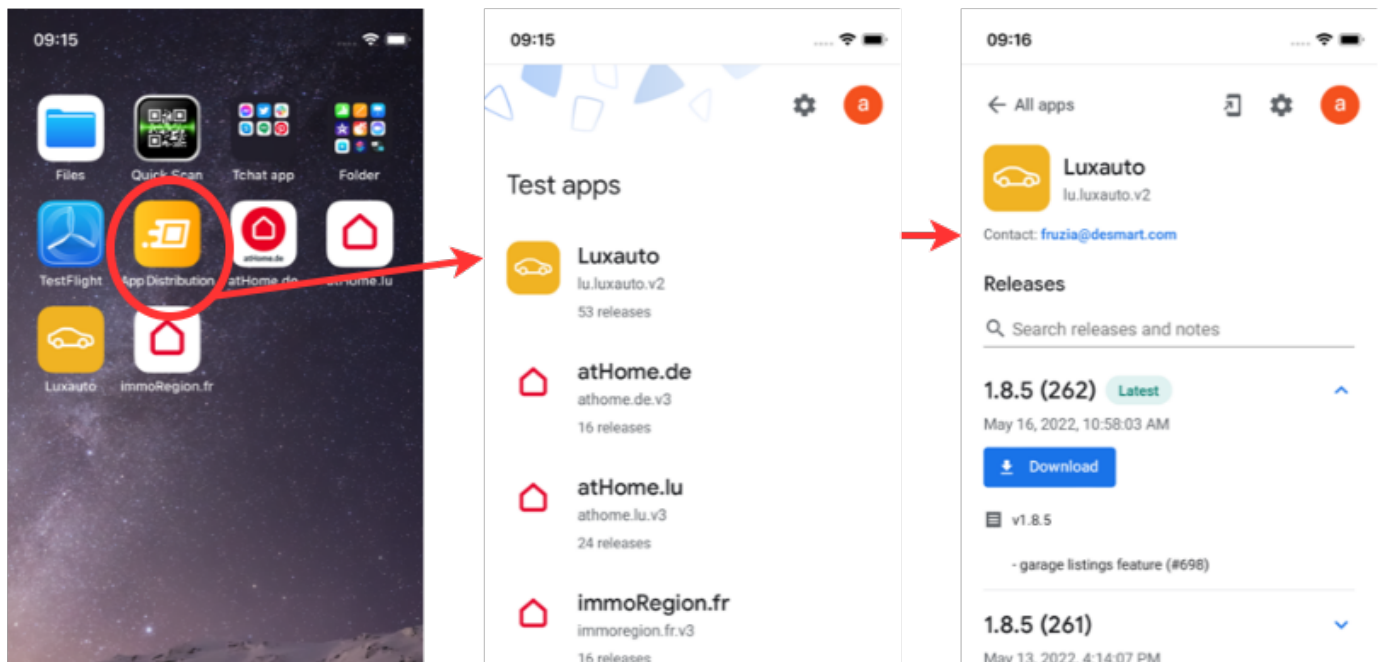


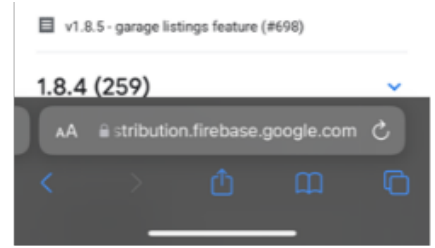
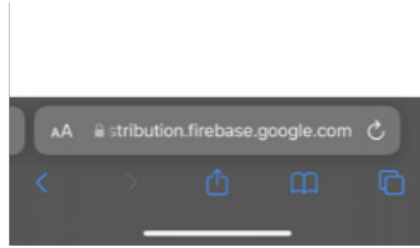
2. Go on App Distribution on the phone

3. Select the app you would like to install.

4. You will be able to see all the releases available, as well as what they include and download it.

If you have an older version of a testing app, it will override it, but if the Production app is installed you will need to uninstall it first



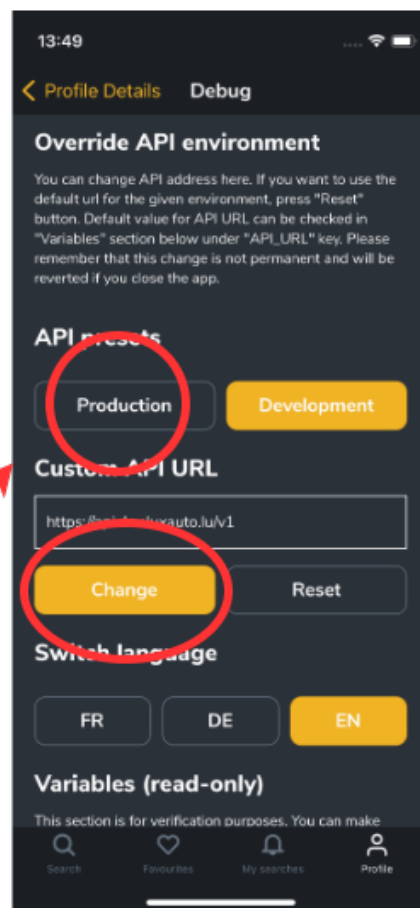
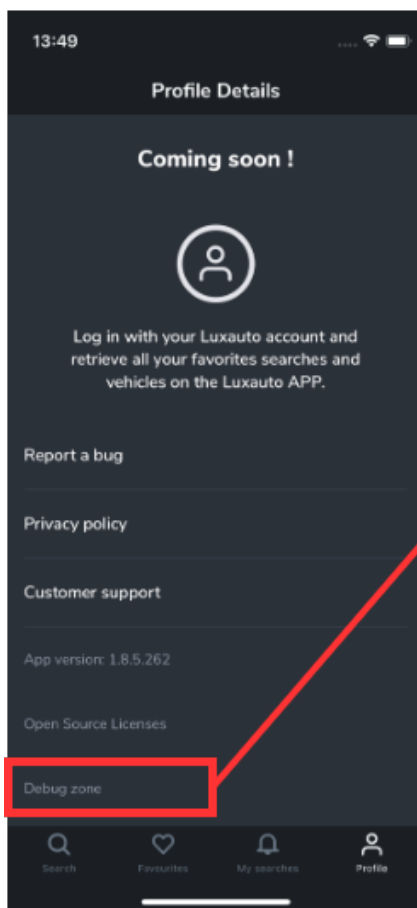


Once installed, you are free to start testing.

Please note that if the build is done on DEV data, you will need to be logged in the office WIFI to access it for atHome

For Luxauto, a functionality has been built for choosing PROD or DEV API and is available (only on testing versions) in the profile page under the Debug zone as per below screenshots

Click on "Production" then "Change" and you are ready to test without office WIFI or VPN access



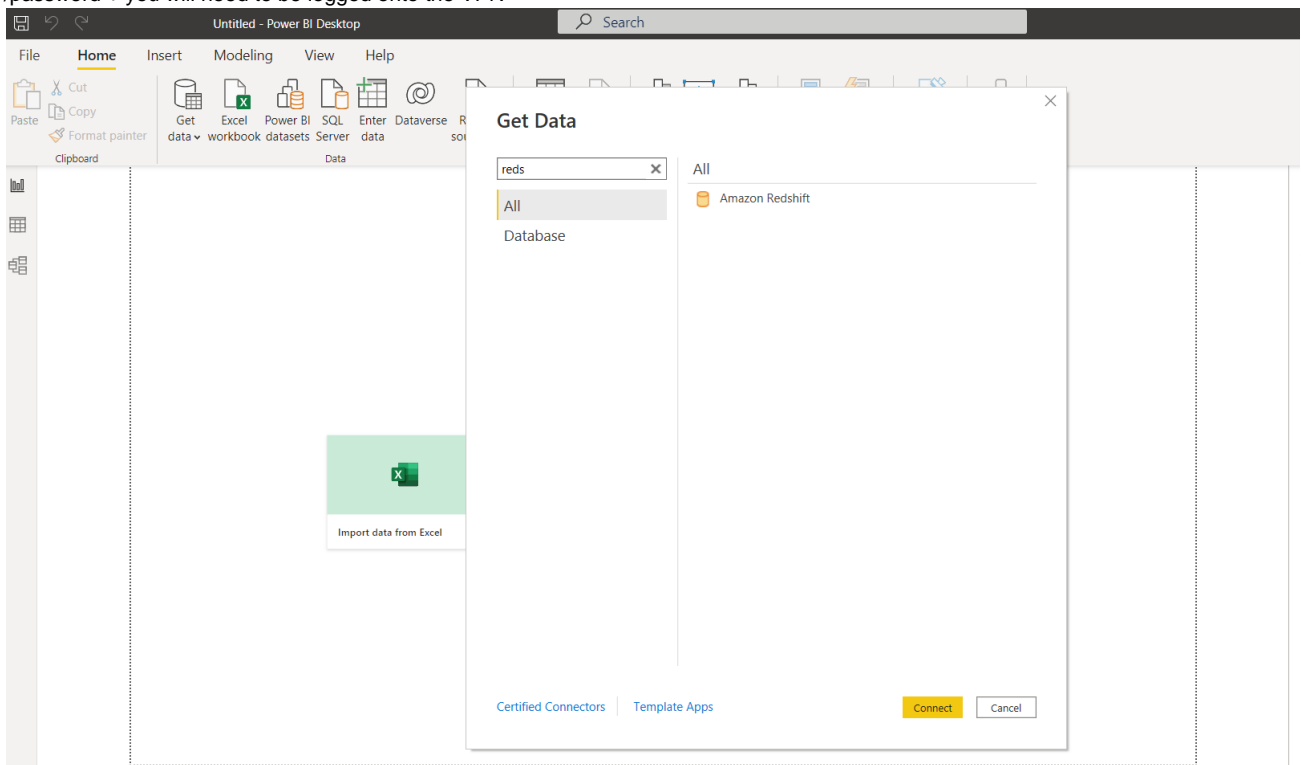
7.2 Jira / Confluence

- **Confluence:**
 - List of existing spaces: <https://athomegroup.atlassian.net/wiki/spaces>
 - Spaces mainly used by Product
 - atHome: <https://athomegroup.atlassian.net/wiki/spaces/ATHP>
 - Luxauto: <https://athomegroup.atlassian.net/wiki/spaces/LAP>
 - What is available in these spaces?
 - Specs under the section "Product requirements"
 - Knowledge base under the sections "Knowledge base (Customer support)"
 - Random interesting pages
 - App structure: <https://athomegroup.atlassian.net/c/q5M1Hdcn>

- Benchmarks: <https://athomegroup.atlassian.net/l/c/3N3Q9Nrh>
- **JIRA**
 - Projects list: <https://athomegroup.atlassian.net/jira/projects>
 - Boards currently in use:
 - Mobiles
 - atHome: <https://athomegroup.atlassian.net/browse/ATHAPPS>
 - Luxauto: <https://athomegroup.atlassian.net/jira/software/c/projects/LUAAPPS/boards/26/backlog?atlOrigin=eyJpIjoiMDEyYmNhMjM0ZDQONDExZDIhZmVmMzA1NmY5ODhhMjMiLCJwIjoiajI9>
 - Roadmap + Tacticals: <https://athomegroup.atlassian.net/jira/software/c/projects/AHGRM/boards/29/backlog?view=detail&issueLimit=100>
 - Support: <https://athomegroup.atlassian.net/jira/software/c/projects/SUPPORT/boards/10/backlog?atlOrigin=eyJpIjoiYWI5MDExZmE2N2Y2NGEzZWZmYmQ4NDMzZTUyZGY1ZmMiLCJwIjoiajI9>
 - Improvement ideas
 - Close all projects non-used (lot of sprint in various projects still active)
 - Review tickets workflows. The fact that there are different workflows for subtask and task is confusing in particular for new joiners. Tasks are sometimes accidentally closed instead of being realized.
 - Use time for planning (story points are good at high level but Jira is a lot easier to use for planning if using time estimates). It avoids having to do planning using an excel file, can take into account really capacity and then you can use sprint statistics in JIRA
 - See if it is still worth keeping two different mobile boards
 - Create dashboard in Jira to monitor tactical requests

7.3 Data Mart Product (PowerBI / DBeaver)

- Overview: A Data mart for Product have been created and contains various reporting informations. The main goal would be to be able to have some clean data and use them for reporting purposes and if possible digitalize the Magazine
- What is available as at 08/06/2022?
Accesses to the data mart are currently described here <https://athomegroup.atlassian.net/l/c/Z1BLbPn7> .
Key info here <https://athomegroup.atlassian.net/l/c/Vo5R0GRZ>
- PowerBI can be used to visualize data from the data mart.
In order to do so, you need to connect to Redshift, please check with tech team to have your own accesses as you will need login /password + you will need to be logged onto the VPN



- DBeaver can also be used if you want to view the database (usefull if you have basis of SQL) - app available in Microsoft Store

7.4 Good to know - Testing



Some redirection in dev are not working and are redirecting to Prod, please be careful if having to test:

- flow publication privé
- admin - Manage++ (redirection vers agences)