

Checklist for being a good customer

These questions should help you focus on being a good customer, but there aren't necessarily right and wrong answers. The answers are context specific – provided you understand the rationale behind your answer, you're probably on the right track.

Also, don't get the impression that all of these things are the exclusive domain of the customer – a similar checklist for another role might include some of the same questions. But a customer should be concerned with everything on this list.

Project

- Are the vision and goals of the project clear to me? (this includes, but is not limited to, dates, target market and functional objectives)
- Have I articulated the vision and goals clearly to the rest of the team?
- Have I kept the team informed of any changes to the project vision and/or goals?

Releases

- Do the releases have cohesion?
- Do they have a purpose/goal?
- Has the purpose/goal for each release been articulated to the developers?
- Have I split stories into low and high value parts, and scheduled the high value parts as early as possible?

Iterations

- Does the iteration contain the work that is most important to me?
- Have I focussed on business value where ever possible?
- Do I understand the reason for estimates that seem high to me?
- Have I considered alternative solutions, to changing scope to maximise return and minimise cost?
- Have I split stories into low and high value parts, and deferred the low value parts?

Planning Game

Before the planning game:

- Am I ready to explain the stories to the developers? Am I ready to answer questions?
- Do I know yesterdays weather?
- Am I ready to re-prioritise if estimates change?

After the planning game:

- Will I have automated acceptance tests for all stories by the end of the iteration?
- Do I have the resources/assistance I need to automated acceptance tests?
- Do I have the details for the stories in the ****next**** iteration?

Standups

- Am I listening to what everyone is working on?
- Am I sure that the team is focussed on my highest priorities?
- Am I clear about where I need to provide assistance, and what is required?

Deliverables - Stories

- Will the stories be clear to the developers?
- Am I assuming appropriate level of domain knowledge?
- Is there enough detail to give the required level of estimate?
- Does the story have acceptance tests?

Deliverables - Acceptance Tests

- Are the acceptance tests specific?
- Do they cover the things that I care about?
- If something fails that isn't covered by the acceptance tests, will I get agitated?

Other

- Am I working as part of the team?
- Am I encouraging celebration when things go **right**?