

A Primer on Productboard

This document covers the basics of Productboard to help you navigate and contribute your input into the [Product Delivery Flow](#).

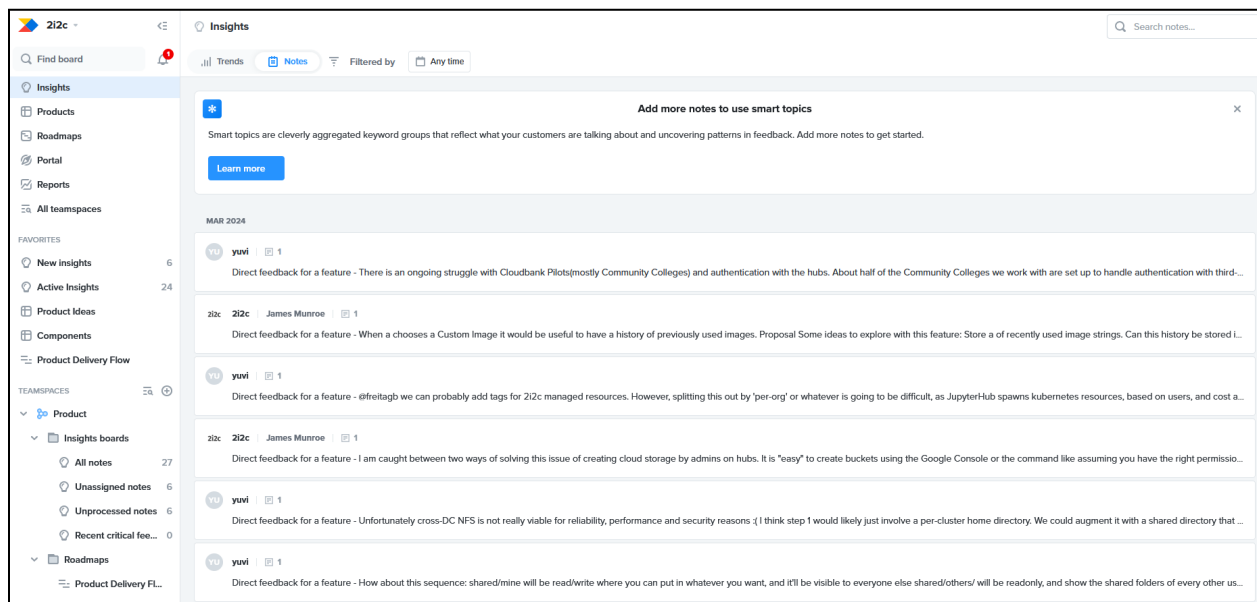
Boards to keep an eye on

Boards are customized views that help manage different aspects of the Product Delivery Flow, from the collection of initial insights to the prioritization and tracking of individual product features.

There are three key boards you may want to pay attention to:

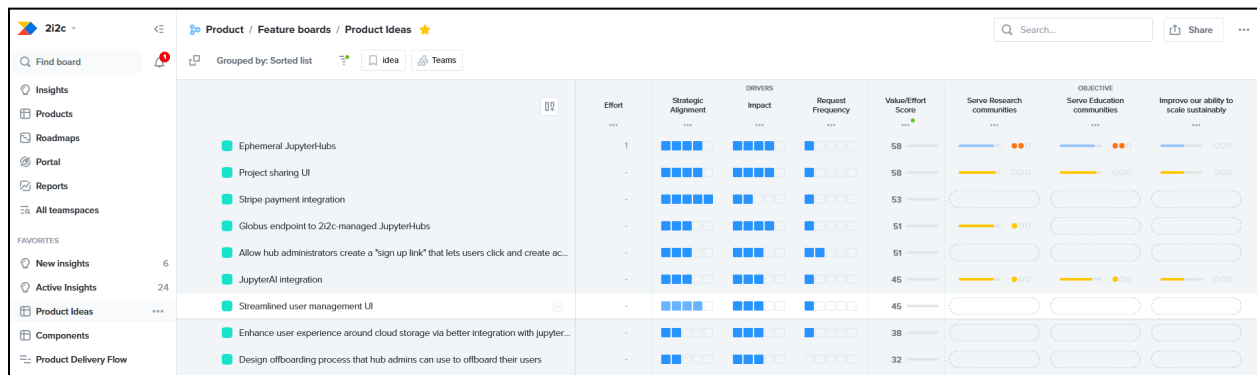
1. The Insights board

<https://2i2c.productboard.com/all-notes>



The Insights board is a collection of notes that may suggest improvements to product features, or more generally provide context to said features.

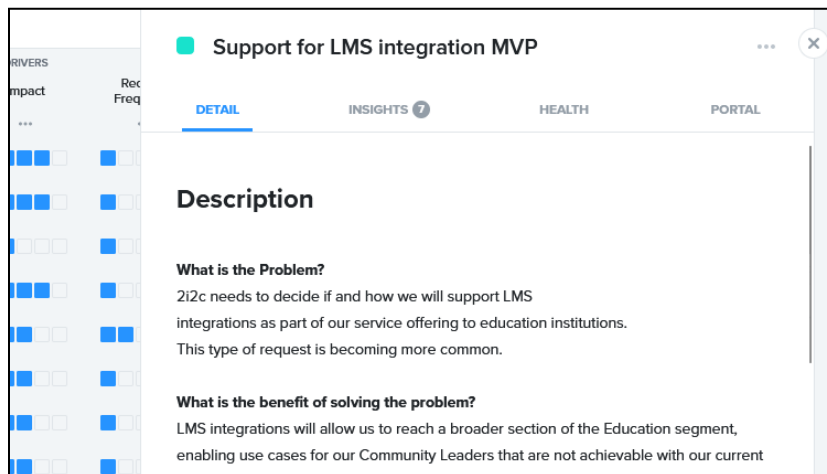
2. The Ideas board



The ideas board is the collection of all product improvement suggestions we have collected over time, sorted by a value/effort score. This score is calculated as a combination of effort estimation, strategic alignment, perceived impact, and request frequency.

Each idea also has values indicating how well it aligns with some of our key goals, serving research and education communities and enabling us to scale sustainably.

Clicking on any idea entry will open up the details panel, where you'll be able to find the details for that idea, as well as any insights that have been linked to that idea:



Scrolling further down this panel, more detailed information can be found about release time horizons (Now, Next, Later, related to the [Product Roadmap](#) below), tags, team assignments, and more.

How this impacts our knowledge base

Do we need to supply new paragraphs to be added to existing articles? Do we need to write brand-new articles?

 ADD ATTACHMENT

 DEPENDENCIES (1) 

Is blocked by ▾

 Ephemeral JupyterHubs

Timeframe not set

 PROGRESS

0%

MANUAL 

 SUBFEATURES 

Fields

Comments

History

HIERARCHY

2i2c >  Share

TIMEFRAME

Not set

TEAMS

PA

Product and D...

TAGS

+ Tag

RELEASES

No release set

NOW

No release set

TIME HORIZONS

 Now

EFFORT

-

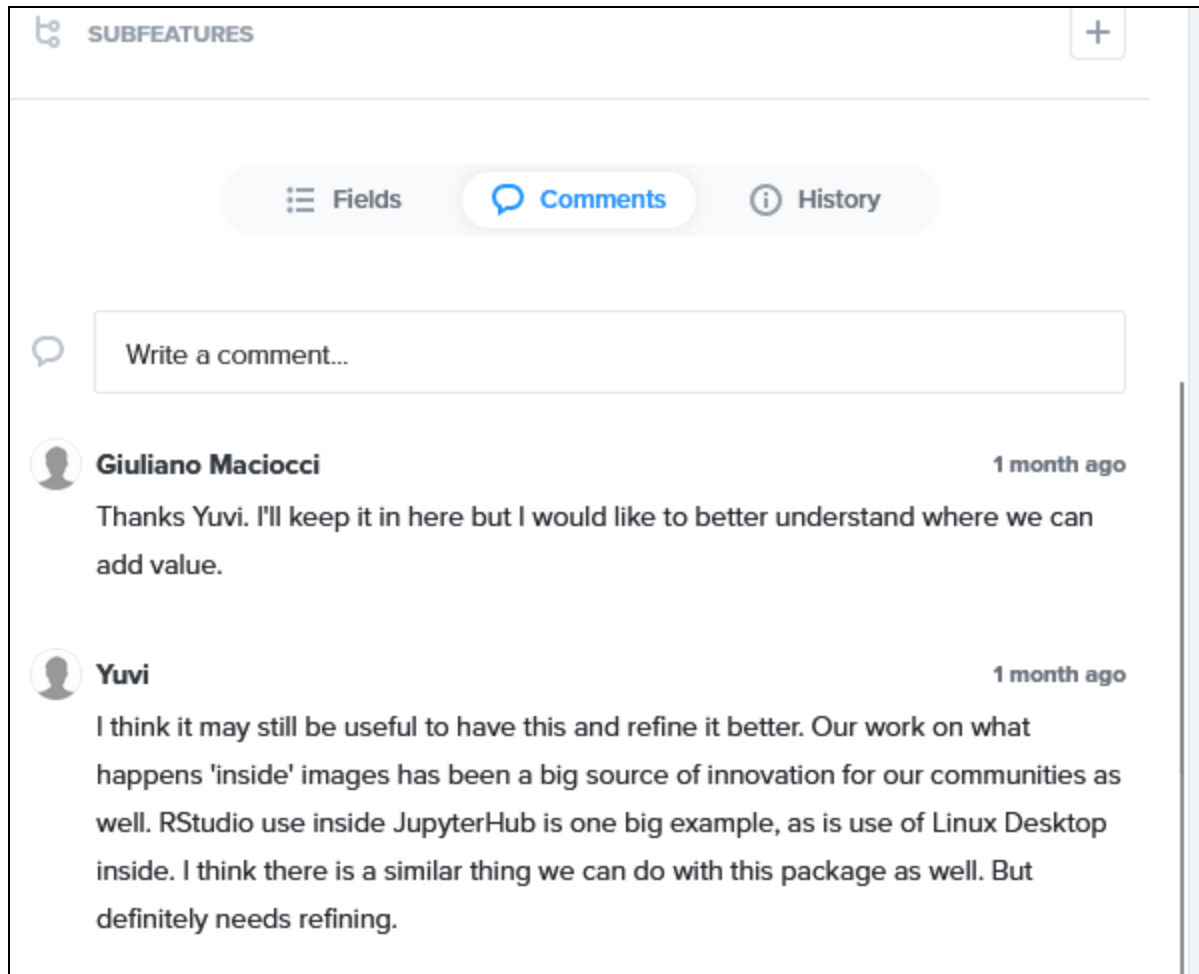
SCORES ▾

1 score value set

VALUE/EFFORT S...

58

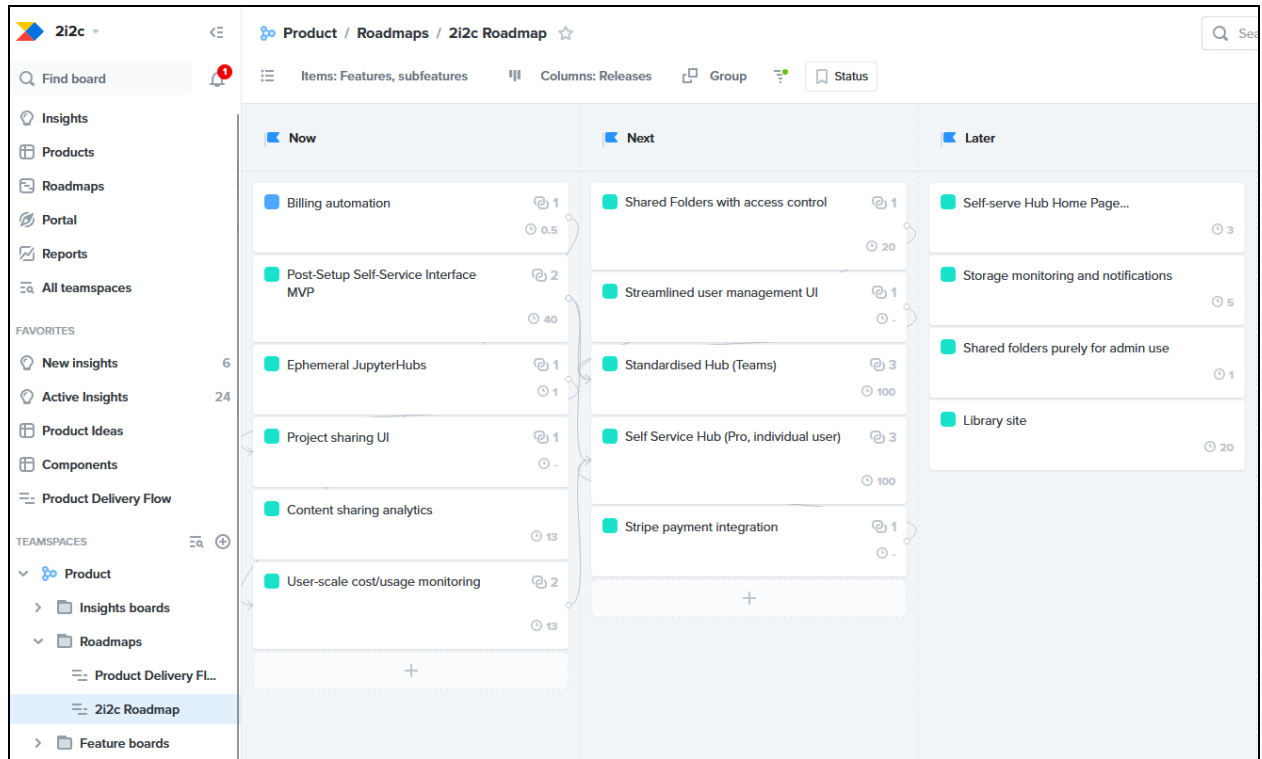
Here you will also find additional tabs for comments and history. The comment section is where you can find (and contribute to) any discussion on the idea, which can help refine its definition ahead of implementation. You can @ another member of to get their attention.



3. The Product Roadmap

The Product Roadmap shows the currently understood progression of features and their expected time horizons, giving you an idea of what's likely to be worked on next. This is always evolving in response to customer and organizational priorities, so it's worth keeping an eye on.

The subtle line arrows between cards show any dependencies between them, and can be highlighted by simply selecting one of the linked cards. The dependencies are also shown in the card's Details panel, just below the description.



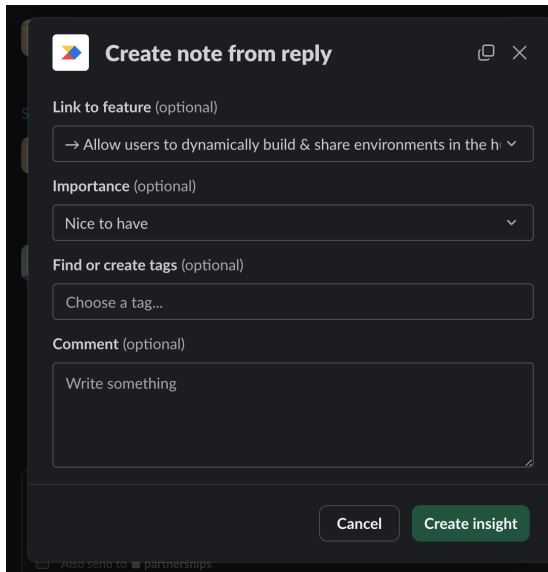
Add an Insight to ProductBoard

All team members are encouraged to participate in the Product process by providing, refining, and discussing Insights. Below are a few ways to do so.

Add directly from ProductBoard

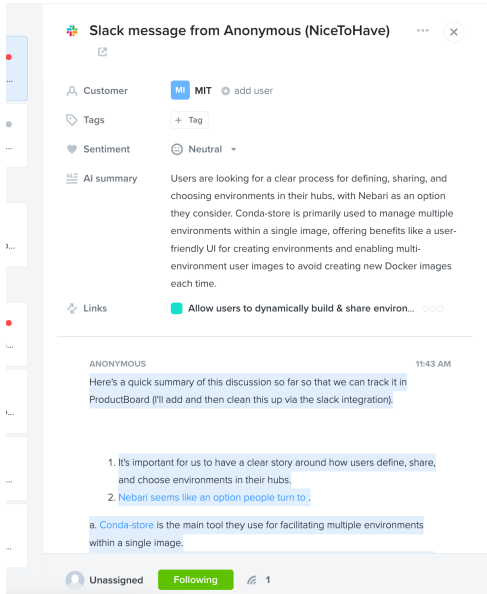
Insights can be added with the big blue + button in the bottom left corner of the board, or opened by simply clicking on one of the entries to display its details panel.

Next, link the insight to an idea (if you wish) and add any extra information needed before pushing.



The screenshot shows a dark-themed dialog box titled "Create note from reply". It contains several optional fields: "Link to feature" with a dropdown menu showing "→ Allow users to dynamically build & share environments in the h"; "Importance" with a dropdown menu showing "Nice to have"; "Find or create tags" with a text input "Choose a tag..."; and "Comment" with a text area containing "Write something". At the bottom are "Cancel" and "Create insight" buttons. A small footer text says "Also send to partnerships".

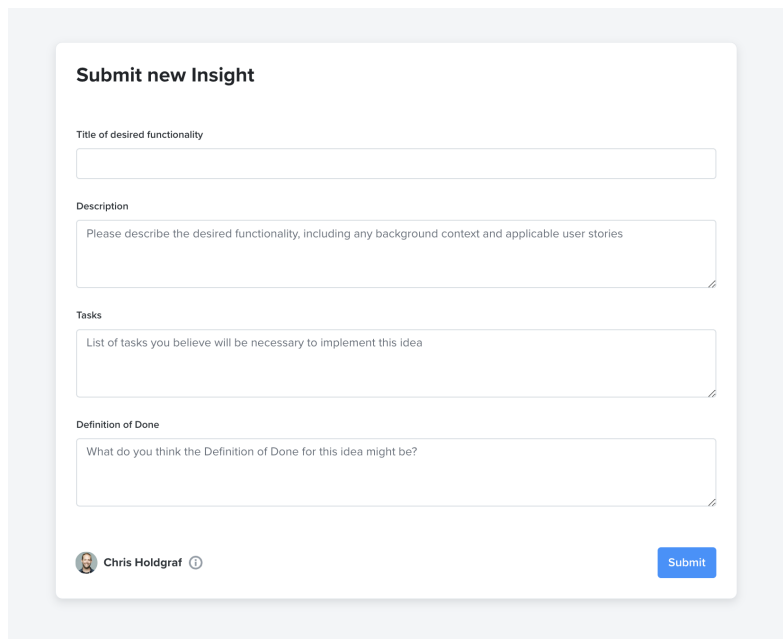
This will create an insight in ProductBoard that you can now refine and include in our insights process.



The screenshot shows a Slack message from "Anonymous (NiceToHave)" in ProductBoard. The message is titled "Slack message from Anonymous (NiceToHave)". It includes a "Customer" field with "MIT", a "Tags" field with "+ Tag", and a "Sentiment" field with "Neutral". The "AI summary" section contains the text: "Users are looking for a clear process for defining, sharing, and choosing environments in their hubs, with Nebari as an option they consider. Conda-store is primarily used to manage multiple environments within a single image, offering benefits like a user-friendly UI for creating environments and enabling multi-environment user images to avoid creating new Docker images each time." The "Links" section shows a link "Allow users to dynamically build & share environ...". The message body contains a summary of a discussion, with a list of points: "1. It's important for us to have a clear story around how users define, share, and choose environments in their hubs." and "2. Nebari seems like an option people turn to." The message is dated "11:43 AM" and has a status of "Unassigned" with a "Following" button and a count of "1".

Add via the Web Form

Use [this Insight Web Form link](#) to add an Insight directly to ProductBoard.



Submit new Insight

Title of desired functionality

Description

Please describe the desired functionality, including any background context and applicable user stories

Tasks

List of tasks you believe will be necessary to implement this idea

Definition of Done

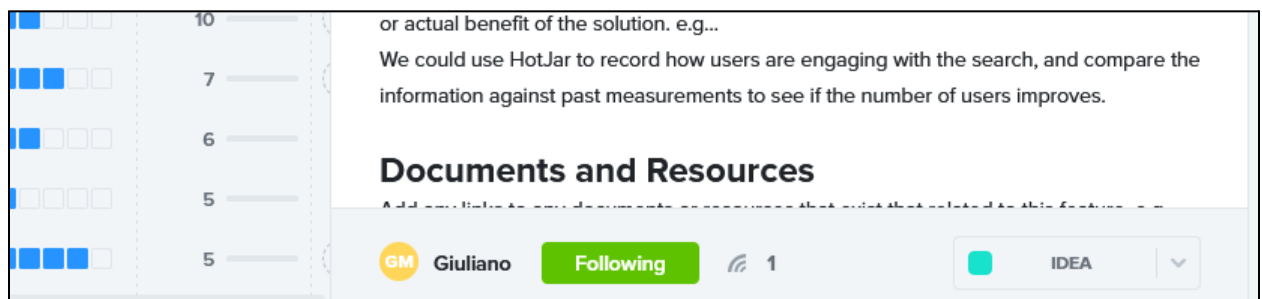
What do you think the Definition of Done for this idea might be?

Chris Holdgraf

Submit

Follow discussion of a feature you're interested in

Click on any card and, at the bottom of the panel, you'll find a follow button. Click it to make sure you're notified via email of any changes, comments or updates to that card:



or actual benefit of the solution. e.g...

We could use HotJar to record how users are engaging with the search, and compare the information against past measurements to see if the number of users improves.

Documents and Resources

Add any links to any documents, resources that exist that related to this feature...

GM Giuliano Following 1

IDEA

Slack channel: #product-updates

We have a Slack channel called [#product-updates](#). This has information about changes in Productboard, as well as general product-level conversation.

More info

For more information on the Product Delivery Flow and how insights and ideas are treated and prioritized, please refer to this document which goes into a lot more detail on the process.

If you have any questions, please feel free to reach out to Giuliano on Slack or at gmaciucci@2i2c.com.