Final Retrospective

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Throughout the Agile methodology, there are multiple roles assumed by people to form a team. Within this team the roles are typically the Product Owner, Scrum Master, Developer, Tester and the stakeholders. These roles interact with each other on a regular basis with the common goal of providing a working product and satisfying the customer. This is the common goal of the Agile Methodology. This goal is one of four described in the *Agile Manifesto (2001).* The various roles within the Scrum Team play a pivotal role in the success of the team. Each team member must fully contribute in some form or manner in order to accomplish the goals within the team as well. We will go further into each role of the Scrum Team.

The first role we went in to in the course was the role of Scrum Master. The Scrum Master’s main role is the facilitator of the Scrum Team. As the facilitator, the Scrum Master will aid in how information is delivered to the Scrum Team. One way we delved into information delivery among the team was through the daily Standup Meeting. As we looked in to this meeting, we were given a video showing a Scrum Team during the daily standup, which was led by the Scrum Master. This video was helpful in identifying the proper process within the daily standup and also helped identify some opportunities for improvement by the team and the Scrum Master as well.

Throughout the SNHU travel project, we were to develop a program that focused more on niche and trendy vacations. This was done via creating user profile settings, preferences and suggestions / list of top destinations. The Scrum Master played a large role in facilitating to the Scrum Team what was desired by the customer in terms of the product. Once the customer decided what they wanted with the product, the Scrum Master then communicated this information to the Scrum Team. This communication was not just a form of telling the team what the customer wanted, but keeping the focus of the customer at the forefront for the team in order to stay on the rails per say. Later in the project, the customer altered what they wanted to do with the product, changing the vacation options from niche, to health and well-being vacations. This was facilitated to the team in the week 5 assignment, where the team had to alter the program to show detox vacations on lists instead. This was then verified by the Scrum Master that the outcome of the product met the customer needs before delivering the product.

The second role we took on was the role of Product Owner. The PO is responsible for direct communication with the customer or stakeholders on the project. The PO is also responsible for product backlog refinement and release of product. With these responsibilities, we were tasked in week 3 with another part of the SNHU Travel assignment. As the Product Owner, we were tasked with holding a focus group with a few SNHU Travel customers. Throughout this meeting, we asked a range of open, thought-provoking questions in order to get ideas based off of the customer feedback. With this info, we understood what the customer was looking for in the product.

As the PO, we took this information and completed a user story assignment. With this assignment, we took the information gathered from the customers to create user stories. According to *The Project Manager’s Guide to Mastering Agile,* “User stories are a succinct way of defining requirements in agile.” (Cobb, 2015). In laymen’s terms, user stories help explain what the requirements are in the project, but used in a plain, easily understandable language that all parties can interpret with ease. Some of the ideas brought up by the focus group were the use of personal preferences within their profile to pick what types of trips they wanted. An example of a user story for this was “As an End User, I want to adjust personal profile settings, so that I can filter vacations that relate more to my preferences.” This format breaks down user stories in a way that tell who is making the requirement, what they want and why they want it. This proper use of user stories by the Product Owner helped deliver the requirements to the team via customer feedback in a timely, concise manner.

The next role we delved into was the role of tester. After completing the assignment of applying the user stories to an actual program, the role of tester kicked in to write test cases for each user story. In order to do so, the test cases had to be thorough, concise and easy to understand for all team members. One example of the test case written was for the user story of creating travel preference settings. The User story stated *“As an End User, I want to adjust personal profile settings, so that I can filter vacations that relate more to my preferences.”*. The test was as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **ID:** | Test Case 1 |  |  |
| **Name:** | Travel Preference Settings |  |  |
| **Owner:** | Tester |  |  |
| **Date:** | 9/21/2021 |  |  |
| **Work Product:** | User Story #2 - Top Five Destination List |  |  |
| **Priority:** | High |  |  |
|  |  |  |  |
| **Pre-Conditions** | User on main SNHU Travel Website |  |  |
| **Test Steps** | **Inputs** | **Expected Results** |  |
|  | 1. User clicks on profile personal profile tab | Browser opens user profile page |  |
|  | 2.User clicks tab named "Travel Preferences" | Browser expands tab to show preference options |  |
|  | 3. Click on listed options within each category | Selections highlighted showing selection |  |
|  | 4. Click save button at bottom of tab | All options selected show in preferences |  |
|  | 5.Select clear all button at bottom of tab | Clear all selected options saved, revert to default setting |  |
|  | 6. Click "Show Your Locations" button | Browser opens page displaying vacation options based on preference settings. |  |
|  | 7. Review vacations page | Page displays image of location, price, "View Now" button, brief description, credit to source for photo used |  |
|  |  |  |  |
|  |  |  |  |

The test case goes through each process in the user story once it is applied to the program and tests each function to ensure all parts are operating correctly. This process of testing during iterations allows for the team to easily adapt the user story and test for issues before release, to ensure they are following on of the *Agile Manifesto* principles of “Continuous attention to technical excellence  
and good design enhances agility.” (Beck et al, 2001).

The next role looked in to was the role of developer. As the developer, the role of creator came about. As the developer, one will take user stories and apply them to the project in a form that is tangible. When going the assignment journal for developer, we had to apply what we learned through the text to communicate with the team in order to clarify any issues or questions we had when reviewing the user stories and test cases. This role was quite pivotal in the SNHU Travel assignment. This role wasn’t fully addressed at the time through a journal, but was assumed by myself in the assignments for altering the code to depict a GUI file to create a slide show of the top 5 destinations.

By using the Scrum Agile approach in the SNHU Travel project, we were able to take feedback as the Product Owner from customers to form user stories. The user stories were then facilitated to the team via the Scrum Master. The Team then took the user stories and created code to meet requirements of the user stories. The tester then took the user stories and the program and wrote test cases for it, testing the program during iterations, instead of at the end. The team then discussed the three questions of “What did I do yesterday?”, “What am I doing today?”, and “What impediments do I have?” in the Daily Standup meeting as well. The developer then used their communication skills to ensure all questions or issues were communicated to the tester and Product Owner in timely manner. As I write this retrospective, it is an example of how Agile was applied to this project.

Nearing the end of the project, a major change happened. The customer informed the Product Owner that they were wanting to change the direction of what vacations showed up in the top 5 list. They wanted to focus on detox / relaxation / wellness vacations foremost. This change exemplified another principle within the *Agile Manifesto,* stating “*Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.”* (Beck et al, 2001). This late change was then examined through a slideshow, showing the Product Owner communicating with the Scrum Team the late changes, answering questions pertaining to the changes and allowing the Scrum Master to keep the team focused on the customer needs as well. This tested the adaptability of the team, which through Agile has become very adaptable and welcoming to changes. After this meeting, we completed the assignment of test case refinement and revision to fit the new and updated user stories. The test case of specific vacation type went from:

|  |  |  |
| --- | --- | --- |
| **ID:** | Test Case 3 |  |
| **Name:** | Specific Vacation Type |  |
| **Owner:** | Tester |  |
| **Date:** | 21-9-21 |  |
| **Work Product:** | User Story #4 - Top Five Destination List |  |
| **Priority:** | Medium |  |
|  |  |  |
| **Pre-Conditions** | User on main SNHU Travel Website |  |
| **Test Steps** | **Inputs** | **Expected Results** |
|  | 1.Click "Search" link on homepage | Browser opens new page titled "Vacation Search" |
|  | 2. Scroll page to view search criteria options | tabs listed for transportation,loacation / region, activities, guests, pets, price range, calendar |
|  | 3. Click tab "transportation" | Opens tab options of Drive, Fly, Cruise |
|  | 4.Click tab "loacation / region | opens tab options of Tropical, Alpine, Desert, Rural, Urban |
|  | 5.Click tab "activities" | opens tab to options Education, Arts, Nature, Extreme, Relax, Kid-Friendly |
|  | 6. Click tab "Guests" | opens tab listing options 1 through 12 and 12+ |
|  | 7. Click tab "Price Range" | opens tab to display price min box abd price max box |
|  | 8. type in number to min and max box | displays numbers in min and max box |
|  | 9. Click tab "Calendar" | Opens up calendar of current month, day and year |
|  | 10. Click on calendar arrows by month and by year | switches month displayed and switched year displayed |
|  | 11. Select item from each tab. | displays selected options |
|  | 12. Click search link | browser opens new page to display vacations based on search criteria |

To a more revised test case that looked like:

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| --- | --- | --- |
| **ID:** | Test Case 3 |  |
| **Name:** | Specific Vacation Type |  |
| **Owner:** | Tester |  |
| **Date:** | 21-9-21 |  |
| **Work Product:** | User Story #4 - Top Five Destination List |  |
| **Priority:** | Medium |  |
|  |  |  |
| **Pre-Conditions** | User on main SNHU Travel Website |  |
| **Test Steps** | **Inputs** | **Expected Results** |
|  | 1.Click "Search" link on homepage | Browser opens new page titled "Vacation Search" |
|  | 2. Scroll page to view search criteria options | tabs listed for transportation,loacation / region, activities, guests, pets, price range, calendar, Results |
|  | 3. Click tab "transportation" | Opens tab options of Drive, Fly, Cruise |
|  | 4.Click tab "loacation / region | opens tab options of Tropical, Alpine, Desert, Rural, Urban |
|  | 5.Click tab "activities" | opens tab to options Education, Arts, Nature, Extreme, Relax, Kid-Friendly |
|  | 6. Click tab "Guests" | opens tab listing options 1 through 12 and 12+ |
|  | 7. Click tab "Price Range" | opens tab to display price min box abd price max box |
|  | 8. type in number to min and max box | displays numbers in min and max box |
|  | 9. Click tab "Calendar" | Opens up calendar of current month, day and year |
|  | 10. Click on calendar arrows by month and by year | switches month displayed and switched year displayed |
|  | 11. Open tab for search results | opens option to select how many results will be displayed. |
|  | 12. Select option on reults tab | options should be 0-5, 5-10, 10-20 |
|  | 13. Select item from each tab. | displays selected options |
|  | 14. Click "search" link | browser opens new page to display vacations based on search criteria in slideshow format |
|  | 15. View Vacation #1 page | Slide shows the number of the option, picture of location, One- line description, next and previous buttons at bottom, "Book It" link |
|  | 16. Click "Next" button on page | Browser opens to next vacation option on list |
|  | 17. Click "Next" until reaching final option based on "Results" preference selected in criteria | Browser opens until final option. Next button is disabled on this slide |
|  | 18. Click "Previous" button on page | Browser opens to previous vacation option on list |
|  | 19. Click "Previous" until to option 1 | Browser opens option #1. "Previous button is disabled on this slide |

This revision added in a total of 7 more inputs and expected results. This modification was essential to meet customer needs and to provide a functioning product as well.

Communication is the backbone of Agile. Without proper communication, Agile falls apart before it even has a chance to be implemented fully. Throughout the course, there were multiple examples of communication that were on display in assignments, journals, and discussions. One example of communication in the Agile process was the journal I wrote as the Developer role. I had to create an email in regards to the changes that were made to the project involving the destination types for vacations in the SNHU Travel project.

EMAIL:

To: Product Owner; Tester

From: Aaron Shipley, Developer

Subject: Information needed

Hello,

I am emailing in regards to the changes within the project for SNHU Travel. After reviewing the notes from the meeting, the other day, about the new features and direction the customer wants to go with the project, there is some information / questions I need clarification on in order to proceed.

* The user stories will need to be updated to the current direction of the project, in order to properly fit.
* Test cases will need to be updated or altered to fit the new user stories.
* Are detox / wellness locations going to be U.S based only or open to all worldwide locations?
* Will the layout of the slideshow depicting each destination still be formatted in the same manner as before, or will it have specific adaptations differing from the previous layout?
* What timetable can we expect the product backlog to be updated to reflect these changes?

Thank you for your time and consideration. I look forward to you’re your prompt response to these questions / requests.

Aaron Shipley

This email was a good example of delivering a clear and concise message to the involved team members in order to clearly deliver my message in a timely manner. The email communication aspect needs to be used when needed, but self-reviewed before being sent to ensure the message is clear and the direction of the email fits all manners of the Scrum Team Charter in terms of professionalism, respect and courtesy. Another example of communication was the Scrum Team Charter formed in week 2. By forming this charter, we as a team were able to agree upon certain principles and rules the Scrum Team would follow in order to be a cohesive and successful team.

When assessing the Scrum Agile process during this project, I found it to be overall a good experience. It was though provoking, creative and simple to understand throughout. By engaging the team as a whole, it did not feel as if the team and project was following one certain member, while others fell to the shadows. It created a cohesive environment that was inclusive for all members. By testing throughout the iterations, I was able to easily revise test cases when the customer switched direction. This adaptability was crucial in completing the project in a timely manner. Overall, I did not see any con’s that stuck out to me on this project when it came to the agile process. Overall, I feel Agile was the proper way to go with this project. It fit the needs of the customer, while including each team member in the process in an effective manner.

**Sources**

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