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At the end of each Sprint, the Scrum Master organizes a Sprint Review and Retrospective to summarize, analyze, and draw conclusions on the work completed during the development cycle. The purpose of these events is to obtain feedback on what went well and what could be improved in the next Sprint. This paper will provide the perspective of the Scrum Master and create a detailed Sprint Review and Retrospective for the SNHU Travel project. Many of these interactions and situations were simulated and hypothetical. This Sprint Review will present the events and processes as factual and concrete. The application of various roles on the Scrum-Agile team, completing user stories, handling interruptions, communication strategies, organizational tools, and evaluating the Agile process will also be explored.

In our Scrum-Agile team, each role played a well-defined part in the SNHU Travel project. The Product Owner was responsible for guiding the direction of the product and managing the product backlog. During the requirements-gathering phase, the Product Owner worked closely with stakeholders to understand and document their needs. This process was an effort to ensure the team was always working on the highest priority tasks. For example, in the SNHU Travel project, the Product Owner prioritized the development of a feature involving wellness-related travel destinations. This focus allowed the team to align their efforts with what the business wanted and ensured that the most important features were developed first.

The Development Team was self-organizing and cross-functional, working collaboratively to deliver increments of the product. For instance, developers and testers worked together to complete the user story to implement the Top Destinations List feature. Suppose there was any clarification needed by either the testers or developers; early and focused communication was employed to guarantee scope alignment. This collaboration ensured high-quality and timely delivery. It leveraged the diverse skills and expertise within the team to solve problems as they presented themselves. During one Sprint, a last-minute change was introduced to update a list of items to focus on wellness-related vacation destinations. The team quickly adapted by re-prioritizing the backlog and reallocating resources to accommodate this high-priority addition, demonstrating the flexibility and responsiveness of the Agile model.

The Scrum-Agile approach facilitated the completion of user stories through iterative development and continuous feedback. During sprint planning, the team selected user stories from the product backlog based on their priority and estimated effort. For example, the stories regarding the Personalized List of Destinations and Profile Customization were deemed high priority and therefore pulled into the first Sprint. This clear focus helped the team plan and allocate resources effectively, ensuring that each Sprint had achievable goals aligned with overall project objectives. The daily stand-up meetings allowed the team to synchronize activities and identify any impediments. These short, focused meetings ensured that everyone was aware of the current status and could collaborate to resolve issues promptly. This iterative feedback loop ensured that we were building a product that met user needs and allowed for timely adjustments based on stakeholder input.

Utilizing the Scrum-Agile approach is a way to handle interruptions and changes in direction during the course of a project. Midway through the Sprint, there was a new requirement introduced by the Product Owner to adjust one of the views to be a wellness-related vacation destination list. The development was already in progress, and it came with an unexpected change. Instead of derailing the progress, the work was quickly brought into the Sprint. This adaptability ensured that the updated requirements were introduced without compromising the overall project timeline.

Effective communication is crucial for any team and is one of the core values of the Agile mindset. During the course of the project, emails were frequently exchanged by various members of the team. For example, as the Developer and Tester, I sent clarifying emails to the Product Owner and developers to obtain clarity on specific tasks and lock in the acceptance criteria. Although not unique to Agile, effective communication is one of the bedrock of any successful organization and was demonstrated during the course of this project.

Various organizational tools and Scrum-Agile principles were instrumental in the completion of the SNHU Travel project, including spreadsheets, customer interviews, and emails. Excel spreadsheets were leveraged to manage stories, tasks, and testing. They provided a structured and shareable template by which we could effectively organize each story's name, acceptance criteria, reference number, and other relevant information. The testing team also used spreadsheets to develop comprehensive acceptance tests. These documents were circulated throughout the team and were a crucial tool for facilitating the development process. Email was our primary communication medium and was a conduit for the flow of information between teammates. Whenever clarity on items was needed, or critical information was exchanged, email did its job as one of the oldest yet most reliable tools. Interviews were conducted with prospective clients. By gathering information from end-users, the development team was able to build features that specifically addressed user feedback and expectations.

The Scrum-Agile approach presented some positives for the SNHU Travel project. The iterative nature promotes adaptation to change, such as new requirements or technical challenges. By focusing on Effective Communication, the team is able to reduce misunderstanding and stay focused on delivering the required features. Daily stand-ups and regular communication fostered a collaborative environment that helped make sure that everyone was on the same page. Although there were some clear pros to using the Agile approach, the cons associated with Agile development also became apparent. Agile requires many events, a myriad of tasks, and a significant amount of time. It also involves everyone learning an entirely new way of working and building software. This introduces a lot of overhead that has nothing to do with building a high-quality software product. Software engineering is a time-intensive task that benefits from long periods of uninterrupted focus. It can be much more productive for the engineers and testers to have a few days of uninterrupted work to build rather than participating in all of the Agile events and spending time on the required artifacts. Once the initial requirements are laid out, a competent and professional team should organically communicate and produce a high-quality product. Scheduling weekly updates with stakeholders should be more than enough in terms of iterative feedback. If changes need to be made mid-development, meetings can be scheduled to re-assess and re-scope the requirements.

For the SNHU Travel project, leveraging the Scrum-Agile approach was a usable option. If the choice was between Agile and Waterfall, the former definitely fit the situation better than the latter. The most crucial element that was introduced by the Agile model was the onus on Effective Communication. Without executing this effectively, it does not matter which framework or methodology you choose. Additionally, having a formal process of requirements documentation was definitely a good thing. Overall, Agile seemed to be better at delivering the SNHU Travel project versus leveraging something like Waterfall.