**Sprint Review and Retrospective**

For the implementation of the SNHU travel website we used agile for the first time. During its use I've made a few observations in the areas of: Scrum roles, user stories, dealing with interruptions, communications, and organizational tools.

**Roles**

Scrum traditionally has three primary roles: Scrum master, Product Owner, and Developer. The Scrum master in many ways is the team’s facilitator. During the *Daily Scrum Video*, the scrum master went so far as to buy blinds for the developers. This contributed to the success of the team’s project as it allowed the developers to see their screens on sunny days and thus be more productive.

The product owner is the person responsible for maximizing the product value for the customer. This is usually done by managing the product’s requirements, which end up in the form of user stories in a product backlog. A key part of this is generating the correct product requirements. The product owner in the *Product Owner and Focus Group* presentation did this by creating a focus group of potential end-users for the product. This allowed her to find the most desirable features for the customer, increasing the product’s value. By doing this the product owner directly contributed to the success of the team’s project.

The Developer is the role that will generate the tangible product. For a software development project, nearly all the code will be written by them. And while a dedicated tester can be very beneficial for team to have, Developers often take on this task as well. For example, in the *Daily Scrum Video* a developer found a problem where the database they were working on can become corrupted. They responded by immediately adding a task to fix the issue. This contributes to the success of the project by allowing errors to be found and fixed quickly; generating higher quality code and therefore a higher quality product.

**Completing user stories**

User stories are a key feature of agile. They are project requirement that takes on the form of “As a <person> I want <feature> so that I can <feature’s purpose>. For example, in the *Product Owner and Focus Group* presentation, a member of the focus group asks for a “top five destinations” list. The Product Owner took this feedback and turned it into the following user story: As an end-user, I want to click a link to view the top five destinations list, so that I can educate myself on the most popular places to go. The user story was then added to the product backlog and subsequently selected for the sprint. Once in the sprint, a developer selected the story and created the feature.

**Handling Interruptions**

An agile approach supports project completion when it changes direction by allowing fast course correction. A traditional waterfall project implementation relies on planning. So, any changes to said first project would first have to go through planning phase. But with agile as soon as the customer communicates the desired change, the team can start putting in the work towards implementing it. For example, in the *Product Owner and Scrum-agile Team Animation* the Product Owner communicates that the customer wants to shift the project’s content. The team responds to this by immediately getting to work on the new changes. This includes the tester updating his test case and the developer committing to finding out how much of the work can be done as soon as possible.

**Communication**

Effective communication is crucial to the success of agile. An example of me effectively communicating with the team is listed below:

Hi <product owner>,

I’m ready and eager to make the changes desired by the customer. But to be most effective in my work I’ll need a few things from you. First, I would like all the changes to be made into user stories. This tells me not only what to implement, but how to implement it. I would also like a list specifying all the concrete changes. For example, if the customer envisions different pictures, different texts, different button placements, different functionality, all of them would be bullet points on the list. Please be as specific as possible. I’m asking for this because user stories, and customer requests, don’t often catch all the changes that need to be made. The sooner I get these two items the sooner I get started on the requested changes. And the quality of these items will likely affect the quality of my work. Thank you for any help you provide and have a great day.

This is effective because it communicates what I need and why I need it. It also encourages collaboration by expressing urgency while being polite.

**Organizational tools**

There are several powerful tools for agile project management including Jira and Microsoft azure boards. My team, however, found that spreadsheets, user stories, and the product backlog provided what we needed. The product backlog was made up of user stories that told us not only what to implement, but how to do so. It was essential to our sprint planning; during which we selected the highest priority user stories that could be completed within a two-week period. A shared spreadsheet held the user stories and hence served as a type of product backlog. Using it we were able to assign user stories amongst each other. We could also bring it up during our daily scrum for easy reference of who was doing what.

**Evaluating Agile Process**

The scrum agile approach showed many pros during the SNHU project with few cons. The most striking of which were the methodologies: adaptability, quick feedback, and environment of collaboration. The primary con of agile is that it puts a greater demand on the clients. Their feedback is constantly needed to ensure that the agile methodology is being completely taken advantage of. In the case of the SNHU travel project agile was the correct methodology to implement. As it provided the flexibility we needed to adapt to a change in the customer’s needs.