In order to increase the company's customer base, the SNHU Travel project concentrated on developing a travel booking website that provides a distinctive and entertaining method of trip planning. The Scrum-Agile methodology was employed by our team to oversee the project. The objective was to develop the website gradually, gathering input as we went and making improvements. I was in charge of maintaining team organization, clearing any roadblocks, and ensuring that everyone was in sync with the client's evolving requirements throughout each sprint in my capacity as Scrum Master. I also tried to get everyone comfortable with sharing ideas or any concerns they had. As Alami, Zahedi, and Krancher explain, “Openness and no blame towards team members are the ‘butter and bread’ of psychological safety”. This approach helped our team collaborate effectively even under pressure.

Each Scrum role in our team contributed to the project’s success. As Schwaber and Sutherland explain, “The Scrum Team is small enough to remain nimble and large enough to complete significant work within a Sprint, typically 10 or fewer people. In general, we have found that smaller teams communicate better and are more productive.” This description fits our team perfectly. Our small team's communication remained quick and simple, and each member was important in keeping the project on schedule. The Product Owner made sure the backlog matched the company's goals while keeping regular contact with the client. The Product Owner updated the backlog to focus on the top five wellness destinations when the focus shifted from general travel to wellness travel. We re-prioritized the user stories to be consistent with the client's new goals, but they still remained relevant. To make the user stories work, the developers worked closely with the tester and product owner. They broke features into smaller, manageable tasks and asked for clarification whenever requirements were unclear, such as how the booking system should handle overlapping trips or bundle packages. Their joint effort made sure that the product stayed functional and user friendly. Finally, the Tester had an important part in developing and running test cases for all the user stories, this ensured that every feature worked correctly. For example, when we introduced the option to book a hotel and a flight together, the tester wrote specific test cases to confirm that the prices were calculated correctly and that the booking process was smooth.

By using the Scrum approach, the team was able to accomplish user stories quickly, improving this sort of coordination. Every sprint started with specific objectives, and we made sure to prioritize backlog stories. The development of a "Top 5 Travel Destinations" feature was one of the initial user stories. After the client’s focus shifted to wellness travel, we revised this story a little to match destinations known for wellness experiences, making sure the feature reflected the new requirements. I also made sure the stories were testable by working with our tester to design the acceptance criteria. The development team found it simpler to determine when a story was actually finished as a result. Instead of waiting until the very end to get client feedback, we were able to continuously review, test, and improve features by utilizing Agile's iterative approach. As Lynda and Simon Girvan explain, “Setting principles and standards rather than writing rules and processes enables teams to interpret and apply them taking account of their own circumstances, reducing lines of communication and bureaucratic control.” This reflects why Agile teams can respond so quickly to change and keep their progress moving without unnecessary delays.

During the development process, the client chose to put wellness travel ahead of regular vacation packages. This change affected how we ranked our user stories, especially the top five destinations. Because Agile is flexible, the Product Owner was able to change the backlog, and the team quickly adapted to the new focus without delaying the project. The Development Team narrowed down the user stories to the top five wellness destinations, and I wrote test cases for all of them to make sure they met the client's needs. The next Sprint Review after that, we presented a working demo that reflected wellness travel. This flexibility showed how Agile supports the project’s success even when priorities change. Scrum also helped us handle smaller interruptions like fixing API bugs or improving search filters. Our Daily Standups gave the team a chance to quickly discuss and solve these issues before they affected our progress, keeping the project moving smoothly.

Our project's success was largely due to effective communication. Every morning we had Daily Scrums, during which each team member reported on their accomplishments from the previous day, their plans for the future, and any obstacles they were facing. To avoid slowing down the meeting, I also made sure we had time for sidebar discussions after. An example of the kind of message I sent to the team, “Hi team! Just a reminder that tomorrow’s standup will include an update on the wellness travel story. In order for us to address any obstacles prior to the sprint review, please be prepared to share any progress. Because it was short, upbeat, and direct, this kind of communication was very effective. It encouraged accountability and served as a reminder of our new priorities to the team.

Our team used a couple tools and Scrum events to stay organized. First the Sprint Planning helped us set clear goals and choose realistic user stories to complete. Next the Daily Standups helped clear up any problems we were having and kept everyone focused on our goals. Then our Sprint Reviews gave the Product Owner a chance to see our progress and give us feedback. Lastly the Sprint Retrospectives helped us reflect on what worked well during the sprint and what we could do better. We also used JIRA and burndown charts to visualize our progress. All our tasks were put in three columns, “To Do,” “In Progress,” and “Done”. This made it easy to see the team’s progress at any time. The burndown charts were used to track how quickly we were completing tasks during each sprint. The transparency that came from using JIRA and burndown charts built trust and encouraged everyone to work together without any confusion. As Fred Heath explains, “Just like the pillars of a house are built with concrete, iron, and stone, so do the Scrum pillars need material to build them with. This material is the ethical values of commitment, courage, focus, openness, and respect.” These values were shown in how our team communicated, stayed accountable, and supported one another throughout the project.

The Scrum-Agile approach had a lot of advantages for our project. It helped us stay flexible and be able to adjust when the requirements would change. Like when the focus shifted to wellness travel. The process also encourages working together, talking to each other often, and getting feedback faster. We could deliver working parts of the website after each sprint instead of waiting until the end because we worked in sprints. There were also some problems, like getting used to how many meetings there were in each sprint. It was hard to guess how long tasks would take, but our team figured it out. As we gained experience and created test cases to track progress, these issues became easier to manage. I do think Agile was the best approach for the SNHU Travel project. It helped us to build the website step by step, be able to adjust to the client’s feedback, and deliver good results throughout the process. The incremental process helped keep the client involved at every stage making sure the final product matches their vision. Which a traditional Waterfall method couldn’t have achieved as effectively.

The SNHU Travel project showed how powerful the Scrum-agile framework can be in software development. Each role in the Scrum team contributed to the project by keeping clear communication and sharing responsibility. Revising the user stories to focus on wellness travel, developing and testing new features, and having strong communication demonstrated how collaboration and adaptability are important to succeed. As the Scrum master, I saw how the way Scrum is set up and its rules make a team more motivated, organized, and better at what they do. Adopting Agile practices across all of ChadaTech's development teams will help make sure that every project stays flexible, efficient, and focused on giving the client great results.

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