**7-1: Final Project**

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**CS-250**

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**2/19/2022**

Our customer, SNHU Travel, initiated a project to have a website where their customers could browse and purchase niche vacation packages. The Scrum team has just finished delivering a sprint. Chada Tech has requested a Sprint Review and a Sprint Retrospective to determine if the Agile development methodology is successful. Sprint Reviews and Retrospectives are normal functions of the Agile Scrum development method. This paper will present the combined results of our last Review and Retrospective. A Sprint Review focuses on the sprint's delivered value and is a collaborative effort between the development team and stakeholders (Schwaber & Sutherland, 2022). A Sprint Retrospective is a Scrum Team review focused on the people, processes, and tools used to improve the sprint process and product quality (Schwaber & Sutherland, 2022).

The project began with a request from SNHU Travel for a website where their customers could browse and purchase trendy niche vacation packages. The deadline for this project was only five weeks to meet the height of the travel season. Christy was designated the Product Owner for the project. Ron was assigned as the Scrum Master and worked with Christy to create a project charter and a product backlog of items that the project needed to accomplish. Nicky and Brian were brought on as the development team. Ron began scheduling events for planning, the daily scrum, sprint review, and sprint retrospective.

Ron worked with Christy to refine the Product Backlog. Christy met with a focus group of SNHU Travel customers that used competitor websites to book travel packages. We identified several features that the website needed to incorporate from this meeting, and they were added to the backlog.

Meanwhile, the first features from the backlog were chosen, and Nicky and Brian began to write code and test plans. Fifteen-minute meetings, called a Daily Scrum, were held to review what was done, what is being done next, and find out if anything was holding the team back. The Daily Scrum was instrumental in maintaining team cohesiveness and keeping the sprint on track towards meeting its goals.

Technology also played a significant role in this project. We selected Jira as our project management tool and email as our method of communication. Both were instrumental to the success of this last sprint. Jira as an online platform gave us the ability to share our project process inside and outside Chada Tech. Our customer was able to see our progress and help us revise our Product Backlog. Updates from the development team became immediately available to those interested. When this information was combined with the Daily Scrum practice, everyone reviewed the information and communicated what they did, what they would do next, and what problems they were encountering (Schwaber & Sutherland, 2022). This way, there is no hiding problems, each person is accountable to the team, and the team can adjust resources to overcome problems.

Another communication practice that helped is email communication. When plan changes or clarifications are needed, it is helpful to document those changes in writing. Email blends both the ability to inform others and document what is happening simultaneously. One of the features delivered during a sprint was a top-five list of popular travel destinations. Christy received feedback from SNHU Travel that they needed a top-five list of detox and wellness destinations instead. We also were informed that the customer wanted a slideshow view instead of a list. Christy brought the change to the development team during the next sprint planning. The development team pivoted by altering existing code and test plans. Several questions were raised via an email, which is included below to exhibit how well team communication was handled.

To: Christy

CC: Brian

From: Nicky

Subject: Story Changes

Dear Christy,

Previously we were going to be developing a top 5 list of destinations by popularity. Now the priority is to develop a list of detox and wellness destinations. With this change, I have several questions about the requirements.

How do we identify which of our vacation packages are related to Detox and Wellness? The current names and descriptions are geared to destination descriptions, not services provided. Who will be responsible for identifying and describing them, and how long will it take to update those descriptions? Should we push this priority back a sprint to give them time to identify these packages?

Should it still be a list of 5 destinations, or do you want to change the number listed?

What do you want the page's title to read, "Detox and Wellness Destinations"?

Should we change colors to give the list a more relaxed feel? How about pinkish hues?

Please answer these questions as quickly as possible so we can meet the deadlines of the next sprint.

I have CC'd the Tester to update their test plans based on your responses. Please keep them in mind when responding.

Sincerely,

Nicky

In conclusion, if we had used a traditional development method such as the Waterfall Method, we would not have been able to pivot and change to the customer's needs. They would have waited until we delivered on the original requirements only to find that they missed out on a big trend in the travel industry for detox and wellness travel packages. Project management tools can be a significant benefit to improving communication. Cloud-hosted tools such as Jira (Atlassian, 2022) provide the ability to integrate workers from different regions. With Jira, projects, stories, and tasks can be created, organized, and reported. Communication is key to Agile development's success. The work items need to be tracked and discussed.

Details must be filled in, and the only way to gather those details is via communication with people that have that knowledge. Face-to-face communication is excellent because it captures non-verbal communication. However, it can be challenging to achieve with remote workers. Email and discussion technologies are good alternatives because they capture the communication and provide a written history of the communication. Platforms like Jira can tie conversations back to work items and be the central knowledge store needed to keep everyone on the same page.

Agile methodology helps developers be more flexible by allowing change to be part of the development process. Specifically, new stories can be created, existing ones changed, and priorities can shift to meet the expectations of the customers and organization.

**References**

Atlassian. (2022, 2 13). Jira Software. Retrieved from atlassian.com: <https://www.atlassian.com/software/jira>

Schwaber, K., & Sutherland, J. (2022, 1 15). The Scrum Guide. Retrieved from Scrum Guides: <https://scrumguides.org/docs/scrumguide/v2020/2020-Scrum-Guide-US.pdf#zoom=100>