Sprint Review and Retrospective for SNHU Travel Project

As the Scrum Master for the SNHU Travel project at Chada Tech, I led the development of a web-based platform for trendy, niche vacation packages to expand the client base, using a Scrum-Agile approach. This retrospective reflects on the contributions of team roles, the completion of user stories (US-001, US-004, US-002), handling interruptions, communication strategies, organizational tools, and the effectiveness of the Agile process. Drawing on my experiences across Scrum roles (Scrum Master, Product Owner, Product Tester), I aim to provide insights into Chada Tech's potential transition to Agile across all teams.

Applying Roles

The Scrum Team's diverse roles were pivotal to the project's success. As Product Owner (Christy's role), I defined the vision for a platform offering personalized, niche vacation packages, prioritizing user stories like US-002 (Personalized Top Destinations) based on focus group feedback (Module Three Journal). This ensured alignment with client Amanda's goal of market expansion. As Product Tester (Brian's role), I developed test cases for user stories, such as verifying US-001's top destination list loads in under 1 second, ensuring quality (Module Four Journal). Developer Nicky designed and coded features like price-based filtering (US-004), collaborating with me during peer reviews to resolve defects. As Scrum Master (Ron's role), I facilitated Daily Scrums, sprint planning, and retrospectives, removing blockers like API integration delays (Module Two Daily Scrum Reflection). Each role's specific contributions—prioritization, testing, coding, and facilitation—ensured iterative progress toward the MVP by October 15, 2025, and final delivery by December 15, 2025.

Completing User Stories

The Scrum-Agile approach facilitated the completion of user stories by enabling iterative development and continuous feedback. User stories like US-001 (Top Destinations List), US-004 (Price-Based Filtering and Hot Deals), and US-002 (Personalized Top Destinations) were broken into sprint-sized tasks during sprint planning (Schwaber & Sutherland, 2020). For US-001, Nicky implemented the toggle feature for 5 or 10 destinations, and I (as Tester) validated it against acceptance criteria, ensuring 80% user interaction via analytics. Sprint reviews allowed Amanda to provide feedback, such as emphasizing cruise options in US-002, which we incorporated in subsequent sprints. The iterative process, supported by Daily Scrums, ensured US-004's real-time filtering met the 1-second load metric by addressing performance issues early. This approach delivered functional increments, aligning with Amanda's vision for a competitive platform.

Handling Interruptions

The Scrum-Agile approach effectively managed interruptions when the project changed direction. Mid-development, Amanda requested additional vacation types (e.g., museum tours) for US-002's personalized lists, based on new market research, disrupting the sprint plan. As Scrum Master, I facilitated an emergency backlog refinement session with Christy to reprioritize tasks, delaying non-critical features to the next sprint (Cohn, 2021). The team adapted by focusing on integrating the new vacation types, with Nicky updating the recommendation algorithm and me (as Tester) creating new test cases for museum tour preferences. Daily Scrums helped identify a blocker—an API delay for new data—which I resolved by coordinating with the vendor. Agile's flexibility ensured the team realigned with Amanda's updated requirements without derailing the October 15, 2025, MVP deadline.

Communication

Effective communication was critical to team collaboration. As Product Owner, I communicated user needs via detailed user stories, such as US-004's requirement for profile-based hot deals, ensuring clarity for Nicky and me (as Tester) during sprint planning (Module Three Journal). As Tester, I sent emails to Christy requesting clarification on US-002's preference conflict resolution, receiving timely responses that refined test cases (Module Four Journal). For example, my email (dated July 27, 2025) asked, "How should the system handle conflicts between travel history and profile preferences?" prompting Christy to specify prioritization rules. As Scrum Master, I facilitated Daily Scrums, encouraging concise updates and resolving blockers, as seen in the sample video where I redirected off-topic discussions (Module Two Daily Scrum Reflection). These communications fostered collaboration by ensuring alignment and transparency, driving progress toward project goals.

Organizational Tools

Scrum-Agile principles and tools were instrumental to our success. Jira was used for backlog management, tracking user stories like US-001 and US-004, providing visibility during sprint planning and reviews. Slack facilitated daily communication, enabling quick resolution of blockers, such as API issues. Daily Scrums, held at 9:00 AM, kept the team aligned, as I ensured focus on the three key questions (Module Two Agile Team Charter). Sprint reviews allowed Amanda's feedback to refine features, while retrospectives identified process improvements, like earlier usability testing (Larman & Vodde, 2022). These tools and events streamlined workflows, ensured quality, and supported iterative delivery, contributing to the platform's readiness for launch.

Evaluating Agile Process

The Scrum-Agile approach was highly effective for the SNHU Travel project but had pros and cons. Pros included flexibility to adapt to changes, like Amanda's request for additional vacation types, and iterative development, which delivered functional increments (e.g., US-001's destination list) for early feedback. Regular Scrum events fostered collaboration and

transparency, ensuring alignment with Amanda's vision. Cons included the learning curve for Chada Tech's team, accustomed to waterfall, which initially slowed backlog refinement, and the risk of scope creep from frequent stakeholder input. Despite these challenges, Agile was the best approach for SNHU Travel due to its need for rapid iteration and user-focused features, unlike waterfall's rigid phases, which would have delayed responses to Amanda's evolving requirements (Rubin, 2019). Agile's adaptability ensured the project met its deadlines and quality goals, making it ideal for innovative projects.