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CS-250

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SNHU Travel Project

During this pass few weeks we have been asked to not only take on a client’s project for SNHU Travel but also test out using the Scrum-agile system as well. As Scrum Master I have complied with our final report not only for our client but also for ChadaTech to use as a framework going forward in switching to a Scrum-agile system. One of the biggest things we found out from the start was communication was going to be key in getting this going. One first challenge was a dual issue, not only establishing our client’s needs but how to communicate them out to the team. This was first done between the Project Owner and me to set forth what some key goals were for the client, and how we could best share them with the team. When we had gathered the team together, first we had a white board to lean on information radiators show how we can use different tools. At first all we set was key goals, but not how we would get to said goals. This is where we introduce our next helpful tool by playing poker. Each member of the team got a card and then we went from highest number to lowest number to see what each person’s idea was to reach our goals. Along the way we found out to reach some of them we would have to take on additional goals. Once we had a set list we asked if the white board was best way to share with whole team on daily basis like if a team member had to work off site, or if Project Owner had to meet with our clients. That is when we brought up Jira. We explained that Jira is a “white board” but online where the team couldn’t only see goals any time but adjust as needed. That the use of Jira as well email, face-to-face daily meetings, spread sheets, and slide show would be used.

We then explained that is one of key differences between the two system of waterfall and agile. That in agile system changes are need, but other than starting from the beginning we just pick from where we are. For instance, when the client asks to improve their website, the tester was able to use information from the user group to put together all the information from them in form of spread sheet to not only list their wants as well as need but in number of important. This information was not only helpful to Project Owner communicate to SNHU what their clients wanted but set up programmer as far what project they would need to add or change to Jira board. This made it easy for programmers to make changes when SNHU noticed a change in which most of their clients want a healthier vacation. Instead of having to start over on the project they were able to change code in their slide show, reflecting that as well. The tester where then able to update questions to ask from the focus group of users to Project Owner. While not changing the overall question it is asking more direct questions. Like instead of asking where do you want to go, it could ask what type of health benefits are you looking for? While they may seem, different benefits change from location to location. This made it where programmers could also make an input chart to meet that users need. With this Programmer where able to change location to force on more healthy area while on vacation. I was able to assist the team with this though pass experiences that I had as Programmer myself as well my what I had done on other project as Scrum Master. The Project Owner was not only able to help by digging into what the new details that the client wanted but was able to communicate with team as they arose.

As Scrum Master I was able to with help of Project Manager was able to update our burn-up chart to show our percentage of work done to project completion. The daily scrum meeting also allows them to bounce ideas off each other where I was able to ask them questions to help them in correct direction or redirect when not. The weekly email from Project Owner with updates from SNHU help keep the team going overall same direction. I would say that all the tools we used here help not only take on a value-based prioritization but help each team member have self-organization. Making use of daily meetings helps with collaboration and Sprint review at the end by logging sprint retrospect. The emails from Product Owner help with removing distractions that might happen. This also helps with backlog refinement by eliminating unnecessary tasks and goals that didn’t line with our client’s goals.

Now we have concluded our report, we will address some of the pros and cons that came out of this using an agile system. We will start the cons of using an agile where it is easy get overwhelmed at time with as many ideas as possible to do if not managed right. Also, changes in the middle of a project can set back the team and even lower morale for them as well if they feel overwhelmed in the project. Lastly if communication is not shared in a timely manner, it can major set back the project due to different teams all working on same project at the same time. While those are the cons the pros outweigh them by far. You are more flexible about changes during the project. It also allows for more cross communication between all teams. The project is more suited to not only the client but the end user. Finally for the pros it keeps the project more on time. With all that the best approach for not only SNHU Travel project but Chadatech as a company.