# CS 250 Agile Team Charter

## SNHU Travel – USA Market Expansion

Executive Summary:

The business has identified an opportunity to expand market shares by expanding travel offerings to ‘trendy, niche destinations’ but needs the productization platform refined to include these offerings. The business opportunity is maximized with the implementation completing within 5 weeks of 2025-Sept-15. Durations beyond this will reduce the market opportunity.

Resources Estimate:

Estimated resources are 5 team members for a total of 5 weeks, 125 man-days.

Project Risks:

There are no immediately perceived blocking risks, primary risk is excessive scope vs the resources available and a delayed project launch, both of which result in opportunity loss only. This risk will be managed by the scrum master, product owner and client to determine the achievable offerings expansion.

| Item | Response |
| --- | --- |
| **Business Case/Vision**  (value to attain) | * Expand *SNHU Travel* US customer base to improve market capitalization and maintain industry market share leadership. |
| **Mission Statement**  (result to accomplish) | * Add ‘trendy, niche vacation packages’ for USA customers before travel booking season starts |
| **Project Team2**  (team members and roles) | * Product Owner – Christy * Scrum Master – Ron * Developer – Nicole * Tester – Brian * Client - Amanda |
| **Success Criteria** | Start date: 2025-Sept-152  Expected completion date: 2025-Oct-17 (+5W)2  Final deliverable: Site fully updated and running with working features only  Key project objectives: Increased destination package options |
| **Key Project Risks** | * Financial loss - Late delivery could miss customers as the deadline is when customers start booking for travel season. * Existing technical debt – unknown existing technical limits that forces redesign * Lack of resources – Multiple single points of failure in staffing, limited time available * Lack of technical Expertise – Development team has no previous experience with the platform and may encounter technical details that are not well understood such as infrastructure implications that affect development. * Delayed feedback – timeline is tight, delayed client feedback will directly impact work efficiency * Site/interface scalability * Excessive scope (too many new destinations/packages) |
| **Rules of Behavior**  (values and principles) | * Development and testing will happen concurrently   + Regression testing to be run at least daily (Quality of work) * Developers to be 100% committed to this effort, no side tasks to be accepted outside scrum framework (Efficiency and commitment) * Technical disagreement mediation handled by scrum master * Scope changes only during sprint planning (risk mitigation)3 * All members are considered technical experts within their field, deference give to technical expertise over other factors (Respect) * Whole team meetings to be minimized in favor of small discussion teams as required (Efficiency) * Prompt attendance to daily meetings with respectful discussions required. Topics not pertaining to the Kanban (sidebars) must be held separately (Respect & Efficiency)1. * Overtime is not desirable nor expected to complete a task, <4H max. Well considered and reasonable work estimates are therefore expected during planning (Respect) * All team members are accountable for their deliverables and actions (Accountability) * Adjustments to estimated durations are expected, but must be promptly communicated when detected (Accountability) * Preference will be given to completing a sellable unit over a fully featured, but incomplete work unit. Example, a hotel supports multiple bed sizes, but cannot get the various bed options list to work on the UI. Selling only the queen size option is preferrable to a non-working variable option. (KPO is increased options for customers to choose from) |
| **Communication Guidelines**  (scrum events and rules) | * Stand-ups   + occur daily at 8:30am, 15 min max3   + attendance required (Accountability)   + scribe is rotating role (Respect) * Kanban   + updates to be completed prior to stand-up start (Efficiency)   + Meeting action items to be tracked on Kanban board (Accountability) * Sprints   + Maximum duration 1W (Efficiency)   + Events durations 2H per week (Risk mitigation) * All feedback due within 4H (Risk mitigation) * Destination package details due 2025-Sept-22 (risk mitigation) |

1: <https://scrumtrainingseries.com/DailyScrumMeeting/index.html>

2: <https://snhu-media.snhu.edu/files/course_repository/undergraduate/cs/cs250/storyline/mod2/story_html5.html>

3: <https://scrumguides.org/scrum-guide.html>