Communication is an important part of every scrum team member’s job. Being able to properly communicate with each other is key to a successful project. This fundamental ability is most strongly associated with the Product Owner. The Product Owner should be the most knowledgeable about the final product. They should have a complete understanding of what the clients want and how to describe this to the rest of the team. A Product Owner must communicate with everyone associated with the product. From the clients and stakeholders to the different team members. They need to have conversations about what the clients and stakeholders want, then build a plan for accomplishing these goals.

Communicating with the clients and their customers was very important for the Product Owner on the SNHU travel project for Chada Tech. The Product Owner needed to be able to ask questions of the customers. They then used those answers to build a plan for the future of the product, clearly communicating these ideas to the team and building stories to get the work done. When the clients came back and wanted to focus more on wellness travel, the Product Owner had to go to the team and help them understand how to make these changes. They also needed to reassure the team that these changes would be simple and not expand the timeline of the project.

The Scrum Leader, much like the Product Owner, needs to have excellent communication skills. Unlike the Product Owner, these skills need to be more focused on getting information out of the different team members. They need to be able to get the scrum team to communicate with each other. This is facilitated using daily standups. The daily standup is the best way of promoting communication between a whole team. The Scrum Master should be skilled at using this time to find out what the different members are working on, planning to work on, and need help working on. They should encourage others on the team to pitch in when they have information on the different topics each employee is working on.

Daily standups were a very important tool for the Scrum Masters to get the team together and focused. It was important to make sure that every team member answered all three of the daily standup questions. When people started worrying about the Product Owner not always being at the meeting, it was a perfect time to explain why that was not a problem. The Scrum Master is important in these situations to keep everyone on track and set up any further meetings that are necessary based on what is talked about.

Developers are those who create the product. It is important for them to be able to take the concepts given to them and turn them into a working product. They need to be able to ask the right questions of the Product Owner to get a clear understanding of what they are working on. This way they can build the product the clients want. Being able to vocalize what you are working on and what you need to complete it is a crucial skill for a developer.

When working on the SNHU travel project there was not always clear information given to the Developers. At this time, it was important for the Developer to reach out for more clarification on exactly what they needed done. They were then able to work on the different stories and get the work done. They also had to adapt to changes made on the project, such as switching from a webpage to a slide show. This led to more questions for them to ask of the Product Owner and Scrum Master.

Finally, there is the Tester. You can often think of the Tester’s job as someone who is trying to break the product. One of the best pieces of information a developer can get for fixing a product, is the exact steps taken to break it. The more detailed and precise the steps taken to do this are the easier it is for the Developer to find what is causing the issue.

The Testers at Chada Tech had to retest the product many times. Each time the product plan shifted, and the developers had to create new code, it was important for them to test the new products. It could be seen as a waste of time for them to test the same thing repeatedly. This, however, can be extremely important and lead to fewer problems down the road. The problems they found in the initial product could be fixed and not lead to more problems down the road. If you keep adding to and adjusting a bugged product you can lose track of what is causing the problem. The Testers on the SNHU Travel project were able to ensure this did not happen.

Using Jira on the SNHU Travel project helps facilitate all of the work by the different members. It allowed the Product Owner to create and manage the different user stories for all of the team members. It gave a place for the Scrum Master to go to and see the work that was being done. It also helped them ask important questions of team members on the daily standup. It gave a place for the Developers and Testers to track the work for everyone to see. They could move their stories around too so others could see what they are working on, what is done, and what needs to be done. It also gave everyone a clear list of the goals for the sprint.

Over the course of the SNHU Travel project we have tested the Scrum-Agile management method. We created a team with all the different Scrum team members. When looking back at this I see it as a total success. We were able to take every part of the Scrum-Agile method and make it work for us. We implemented daily standups for all of us to get together and collaborate on the project. This brought everyone together and gave each of us a sense of ownership over the project. We made sure to keep our forms of communication open so that anyone could reach out to who they needed and get the information they needed. We introduced a highly iterative process that allowed us to pivot to the new focus our clients wanted. When they decided to focus on wellness travel we where able to adjust our existing software to this without slowing down the project and extending the production time. Agile is fast paced and allows for adaptation and change. When using a Waterfall management style, you cannot change the plan after it has started. This would have led us to either tell the clients no when they decided to change the plan or restart the project. This could have doubled our costs. But, using Agile we avoided this entirely.