# CS 250 Agile Team Charter Template

To complete this template, replace the bracketed text with the relevant information.

## SNHU Travel Agency: Expansion Plan

| Item | Response |
| --- | --- |
| **Business Case/Vision**  (value to attain) | To maintain our position as a leading travel agency in New Hampshire and provide top-notch service to our customers while expanding our reach across the United States. |
| **Mission Statement**  (result to accomplish) | Create a booking system that must be professional, sleek, and user-friendly to provide our clients with a reliable and efficient experience. |
| **Project Team**  (team members and roles) | Christy – Product Owner  Ron – Scrum Master  Brian - Tester  Nicky - Developer |
| **Success Criteria** | Start date: May. 13,2024  Expected completion date: June. 16,2024  Final deliverable: Provide an intuitive and professional booking website that delivers an exceptional user experience to its clients.  Key project objectives:  Develop and launch a fully functional website within a 5-week deadline.  Meet the client’s budget requirements for the project.  Ensure high customer satisfaction with the website.  Reach a larger audience within the United States. |
| **Key Project Risks** | The urgency to launch within a limited timeframe can strain the development process, potentially compromising thorough testing and optimization.  Ineffective communication can lead to misunderstandings, delays, and rework.  Finite resources, such as manpower, technology, or budget, may restrict the ability to implement all desired features and impact the website's overall quality and performance.  Complex requirements or integrations may pose unforeseen challenges, demanding additional time and resources for implementation and troubleshooting.  Rushing development increases the likelihood of overlooking security best practices, leaving the website vulnerable to cyber threats and compromising user data. |
| **Rules of Behavior**  (values and principles) | Attend meetings promptly and adhere to allocated time slots for efficient collaboration and decision-making.  Foster an environment where all team members feel empowered to express ideas, concerns, and progress updates openly and honestly.  Collaborate cross-functionally, supporting team members and holding oneself accountable for assigned tasks to ensure collective success.  Strive for clarity and brevity in all communications, ensuring that information is conveyed accurately and comprehensively.  Recognize and appreciate the unique skills and experiences each team member brings to the table, fostering a supportive and collaborative work environment. |
| **Communication Guidelines**  (scrum events and rules) | Avoid withholding information or waiting until the last minute to share updates, fostering transparency and collaboration within the team.  Actively participate in Scrum events, offering insights, feedback, and solutions to challenges discussed during meetings.  Engage with team members to ensure everyone's perspectives are heard and considered when making decisions or planning the next steps.  Communicate respectfully with team members, maintaining professionalism and empathy in all interactions.  Listen attentively to others, refrain from interrupting or dismissing differing viewpoints, and resolve conflicts constructively and respectfully.  Seek clarification or guidance from the Scrum Master or Product Owner if there are uncertainties or deviations from established processes to maintain the integrity of the Scrum framework.  Respect the time of fellow team members by arriving promptly to meetings and actively engaging in discussions, maximizing the effectiveness of the Scrum events for achieving project objectives. |