

**Chada Tech Sprint Review and Retrospective:**

**Module 7 – Final Project**

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April 17th, 2022

Each role on the Scrum-agile team contributed to the success of the SNHU travel project in a unique, and equally important way. The Product Owner played a pivotal role in communicating with the stakeholders and the development team and Scrum Master. The product owner was diligent in accurately documenting and conveying the needs of the stakeholders to the development team to ensure that they deliver a product with which the stakeholders are satisfied. When the stakeholders requested a major change in the scope of work, the Product Owner immediately presented that request to the development team and then conveyed their sentiment at back to the stakeholders. Throughout the project, the Scrum Master worked with the development team and the Product Owner to ensure that daily tasks were being completed, and that any obstacles impeding the success of the development team were eliminated in a timely fashion. Finally, the development team put in the hard work creating the product to meet the needs of the end user; happily working to make changes to the product after the abrupt scope of work change halfway through. The testers on the development team went to work immediately after this scope of work change writing test cases so that they could complete testing as quickly as possible when the product was delivered to them.

Many of the user stories presented in the SNHU Travel project were presented to the team after development had already begun. This is where the Scrum-agile product management method shines; each user story the team was presented was accommodated without causing delay in the project. The creation of these user stories began with the Product Owner meeting with the stakeholders, wherein the stakeholders talked with each other and the Product Owner about their needs as end users, and the functionality that they would like to see delivered in the final product.

When the development team was given the user story requesting the creation of a feature for the SNHU Travel website that would allow the user to customize the vacation recommendations that they see when logged into their profile on the SNHU Travel website, specifically allowing them to set limitations in their profile settings regarding type of vacation, the development team went to work immediately to accommodate this. The Product Owner did an excellent job conveying the request and importance of this feature from the end user, the Scrum Master and development team incorporated this into the backlog, and completed the work as needed.

When the stakeholders expressed to the Product Owner that there had been a major change in seasonal market trends, and their needs as a company had dramatically changed, the scrum-agile project management saved the project. The Product Owner set reasonable expectations with the end user, and the development team accommodated to the greatest extent possible. The change in scope of work required that some of the work completed be modified to conform to the trend of wellness vacation, rather than the website focusing on user preferences. Had the team been using a linear project management method such as a waterfall style, this change could have derailed the project, resulting in either the end user’s request being declined and receiving the originally requested product that is no longer useful to them, or a major change in delivery timeline for Chada Tech resulting in the testing portion of the development team sitting idle while the software engineers rewrite the software.

In a collaborative environment such as a Scrum-agile project, communication is the most important skill that every member of the scrum team must possess. This means remaining aware of communication from other members of the team, and responding promptly, being mindful of accurate first-time communication. In communicating with my team members, I was successful because I was timely about claiming the role of Tester quickly for my team. Understanding the exact nature of the role that each team member is playing makes communicating appropriate material and collaborating with the right people much easier. Positivity in communication and establishing open lines of communication by being an approachable teammate is also a necessity, and a facet at which I believe myself to excel. My team was also successful in expressing our individual needs, and expectations for the methods with which we would approach the project; we set these standards early in the project, allowing ample time for communication, and to make sure all team members were heard.

Daily communication in the Scrum meeting is one of the more important factors of Scrum-agile project management. This process allowed our team members to communicate their achievements, concerns, and needs for collaboration with the other members of the team. This communication also allows the team to identify any potentially large impediments to the project that the Scrum Master may need to address. If this meeting was not held daily, and inter-team communication was left up to individuals to express at their own pace, issues may go unacknowledged for long periods of time resulting in unnecessary completion of work, or additional errors that may need to be corrected.

Part of this daily communication comes in the form of the use of project management software, and Kanban boards. This tool, when used correctly, allows for real-time project updates on demand for each team member, and an always up-to-date backlog and sprint progress monitor. The use of this tool eliminates the need for excessive email or in-person communication, which can often be ineffective, leading to miscommunication or overlooked information.

The scrum-agile approach was ultimately successful in the SNHU Travel project because it resulted in the successful completion of a project for the Scrum team, as well as a satisfied customer, SNHU Travel, who has a product that meets their needs. As was mentioned previously, had Chada Tech not used an agile approach to this project, the customer would either have not received the product that they needed after there was a major scope of work change, or Chada Tech would have had to make costly changes to the project plan, likely resulting in lost wages as employees wait for work to be completed so that they can do their part. The one benefit of a waterfall project management method being used in the SNHU Travel project would be that SNHU Travel would have had to commit to the desired final product before development began, giving them no option to request a change in scope of work. This obviously would have created an easier time for Chada Tech, but ultimately would have resulted in an unhappy customer who spent a lot of money on a product that they cannot use.