# Billy Lewis

CS 250

Professor Mason

September 14, 2025

# CS 250 Agile Team Charter for SNHU Travel

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

**SNHU Travel Niche Vacation Booking System**

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| Item | Response |
| **Business Case/Vision**  (value to attain) | SNHU Travel has been a leading travel agency in New Hampshire for over 10 years, known for securing great deals for clients. To expand its customer base, the company aims to create an online niche vacation booking system. This system will allow users to easily browse and purchase trendy, specialized vacation packages, enabling SNHU Travel to reach a wider national audience and remain competitive in a digital marketplace. |
| **Mission Statement**  (result to accomplish) | Deliver a functional and user-friendly travel booking website within five weeks that highlights niche vacation packages, provides a seamless booking experience, and supports the company’s goal of attracting new customers. |
| **Project Team**  (team members and roles) | - Client (Amanda): Provides vision, business requirements, and feedback. - Product Owner (Christy): Manages the Product Backlog, prioritizes user stories, ensures alignment with client needs. - Scrum Master (Ron): Facilitates Scrum ceremonies, removes impediments, coaches the team in Agile values. - Developer(s): Build the features and implement the booking platform. - Tester(s): Validate quality, ensure each increment meets acceptance criteria. |
| **Success Criteria** | **Start date:** 09/14/2025  **Expected completion date:** 10/19/2025  **Final deliverable:** A functional prototype of the SNHU Travel niche vacation booking system **Key project objectives:** 1. Deliver a responsive website prototype with core booking features. 2. Provide working increments at the end of each Sprint. 3. Ensure quality through continuous testing and refinement. 4. Align product with client’s goal of expanding market presence. |
| **Key Project Risks** | - Tight five-week timeline may create scope pressure. - Misalignment between client expectations and backlog priorities. - Technical risks with system integration or deployment. - Poorly defined or incomplete user stories leading to rework. |
| **Rules of Behavior**  (values and principles) | - Commit to transparency and accountability during all Scrum events. - Respect and support each other’s roles. - Collaborate openly and provide constructive feedback. - Keep communication concise and focused. - Prioritize delivery of working, high-quality increments. |
| **Communication Guidelines**  (scrum events and rules) | - Daily Scrum: 15-minute check-in to discuss yesterday’s progress, today’s goals, and impediments. - Sprint Planning: Define Sprint Goal and select backlog items. - Sprint Review: Demonstrate the increment to stakeholders and gather feedback. - Sprint Retrospective: Reflect on successes and identify improvements. - Backlog Refinement: Ongoing refinement and reprioritization of user stories. - Team will use transparent communication tools (e.g., backlog board, email, chat). |
| **References** | Alami, A., et al. (2022). How Scrum adds value to achieving software quality? BMC Software Engineering. https://doi.org/10.1186/s13174-022-00133-2  Katic, M. (2024). Effects of Daily Scrum Meeting on Software Quality. In Proceedings of SQAMIA 2024. CEUR Workshop Proceedings. https://ceur-ws.org/Vol-3845/paper24.pdf |