

CS 250 Agile Team Charter Template

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

Southern New Hemisphere Travel Software

Item	Response
Business Case/Vision (value to attain)	Create a specialized vacation booking platform for SNHU Travel that focuses on popular and trending vacation packages. This system aims to broaden SNHU Travel's customer reach throughout the United States by offering unique and in-demand travel experiences.
Mission Statement (result to accomplish)	Develop an easily navigable and intuitive vacation booking system for SNHU Travel that allows customers to discover and reserve popular, specialized travel packages. This platform will strengthen SNHU Travel's reputation as a premier travel agency in New Hampshire.
Project Team (team members and roles)	Christy: Product Owner Ron: Scrum Master Brian: Tester Nicky: Developer
Success Criteria	<p>Start date: July 14, 2024 Expected completion date: August 18, 2024</p> <p>Final deliverable: A fully operational, specialized vacation booking system seamlessly integrated into SNHU Travel's existing website.</p> <p>Key project objectives:</p> <ol style="list-style-type: none"> 1. Create a user-friendly interface with intuitive navigation 2. Implement real-time integration of travel deals and packages 3. Develop a mobile-responsive design for on-the-go users 4. Incorporate a secure payment gateway and robust user data protection measures

Key Project Risks	<ol style="list-style-type: none"> 1. Integration challenges with SNHU Travel's existing website 2. Potential delays in obtaining real-time travel deals and packages from partners 3. Ensuring compliance with data protection regulations across different states 4. Possible scope creep due to evolving travel trends 5. Competition from other travel agencies launching similar niche platforms
Rules of Behavior (values and principles)	<ol style="list-style-type: none"> 1. Foster a culture of open communication and transparency 2. Respect team members' ideas and contributions 3. Commit to continuous improvement and learning 4. Prioritize delivering value to the customer 5. Maintain a sustainable work pace 6. Take ownership of tasks and be accountable for results
Communication Guidelines (scrum events and rules)	<ol style="list-style-type: none"> 1. 15-minute meeting each morning to discuss progress, plans, and blockers 2. Bi-weekly meeting to plan upcoming sprint work 3. Demonstration of completed work at the end of each sprint 4. Team reflection on process improvements after each sprint 5. Weekly session to clarify and estimate upcoming user stories 6. Use of a digital Scrum board for tracking progress 7. Prompt responses to team communications (within 4 business hours) 8. Clear documentation of decisions and action items from all meetings

The daily scrum meeting is a cornerstone of agile methodology, typically revolving around three questions: what was accomplished yesterday, what's planned for today, and what obstacles are present. These questions foster transparency, alignment and prompt problem identification with the agile team. The Scrum Master in the video played a very Important role which is facilitating the whole process, ensuring meeting starts and ends on time, making sure the team is staying focused, and encouraging equal participation of all team members.

Recent research by Shahzad et al. (2023) emphasizes the importance of effective daily Scrums in Improving teams' communication and problem resolution. Their study found that when properly facilitated by the Scrum Master, these meetings lead to better alignment with the sprint goals and overall project success.

Another research by Srivastava et al. (2020) highlighted the significant impact of Scrum Masters who actively engage in removing Impediments and fostering more team collaboration. Their research underscores the importance of continuous improvement in Scrum practices, including regular reflection on the effectiveness of Daily Scrums.

While the Scrum Master in the video was effective, her team has a Unique dynamic. Area of Improvement I would suggest is Maintaining consistent engagement, proactively addressing recurring Impediments and adapting the format to keep the topic relevant and effective for the team's evolving needs.

References:

Shahzad, B., Awan, W. N., Fazal-e-Amin, Abro, A., Shoaib, M., & Alyahya, S. (2023). Framework for Effective Utilization of Distributed Scrum in Software Projects. *Computer Systems Science & Engineering*, 44(1), 407–422. <https://doi-org.ezproxy.snhu.edu/10.32604/csse.2023.022601>

Srivastava, A., Bhardwaj, S., & Saraswat, S. (2017). SCRUM model for agile methodology. *2017 International Conference on Computing, Communication and Automation (ICCCA), Computing, Communication and Automation (ICCCA), 2017 International Conference On*, 864–869. <https://doi-org.ezproxy.snhu.edu/10.1109/CCAA.2017.8229928>