The product owner is the go between for the team and the client. During the course of this class the product owner not only got the original requirements from SNHU Travel but when the requirements got changed, they reprioritized the backlog to reflect those changes so the development team focused on showing detox / wellness travel. Because the product owner kept up to date with the client and promptly relayed the information back to the team there was not much time wasted developing something that the client did not really want at that time. The scrum master works as the facilitator for the team. For our work with SNHU Travel the scrum master not only kept the team on track during meetings but they worked on removing any obstacles that the team might have run into. During one of the daily scrum meetings the scrum master informed everyone that they had worked to get blinds for the office because the sunlight was making it difficult for some to see their screens throughout the day, they also talked to the sales manager to inform them to stop bothering the development team and go through the product owner to get updates and changes to the priorities. The developers and testers work very closely together to both develop the product and to ensure that the final product is completing all of the tasks that the client needs. The developers use the user stories and input from the product owner to design and create the product that the client has requested. The testers use the same information along with input from the developers to ensure that the product they created is not only functional but covers all of the requirements that the client has given them.

The scrum agile approach helped the user stories be completed in multiple ways. The largest was the fact that there were daily scrum meetings so the team could come together and ensure that everyone agreed on the details of the user stories and make any changes to the stories when the client changed the requirements for the project. Another major part to the user stories was the product owner meeting with the client and collecting all of the relevant data and recording it so the team could use it later to create complete user stories. Once the team agreed on the details of the user stories the developers could get to work on creating the code to meet each stories requirements and the testers could develop the tests needed to ensure that the code covered all of the client's needs.

When SNHU Travel changed the direction of the project so that it was to focus on detox / wellness travel instead of general travel it forced the entire team to pivot from what it was working on to focus on the new needs of the client. The scrum agile process was able to meet this challenge quite easily due to its flexibility. Once the product owner was given the new information with the new requirements, they brought that to the daily scrum meeting. During that meeting the team got the new requirements and was able to access the situation to quickly determine what they were currently working on and if it was relevant to the new needs and what needed to be deprioritized to free up the manpower to work on the new priorities. Because of the way information is quickly shared in a group setting and that the team clearly knows who is working on what and the status of that work it is much easier for the team to change priorities and shift direction to a change that the client has sent their way.

There were many points during the course of this class that communication between team members was both needed and effective. The first point during a normal day where it was used was during the daily scrum meetings. During this I found that each member of the team addressing the three questions, what did I do yesterday, what will I do today and what impedes me, during the meeting keeps the team very informed on everything currently going on with the project. Having each team member answer these questions during the daily meetings keeps everyone up to date on what was accomplished the prior day, what will be accomplished that day and if there are any problems that a member of the team may be facing. This not only keeps the flow of information going between team members but it keeps an open line of communication which helps build a trusting and transparent line of communication for the team. There are always things that will come up outside of the meetings that need to be addressed or the possibility that someone misses a meeting for some reason. For these instances I find that unless it is something that a quick in person talk can cover an email that the team is copied in is a good solution. This is also good if there are questions that need to be answered in the next daily meeting because it will give the person a chance to get the information prior to the next meeting so things can be addressed quickly.

Having a board with the backlog so the team can easily track the status of the user stories was a great organizational tool. Not only having the board as a visual representation of the status of each of the user stories but having it at the daily scrum meetings so the team could discuss any updates or changes and interact with the backlog on a daily basis not only helped the team stay on track and ensure that each story was accounted for and accomplished but it helps keep the team motivated by letting them see in real time the progress of the overall project. While having a physical board to display the backlog has benefits, I do think that going with a software-based option gives the team more flexibility and is an overall better option than the physical board. The software options not only let the team have a backlog board but they have many other features that are greatly beneficial to the team and its organization.

The scrum-agile approach has many benefits over other approaches for software development. One of the biggest benefits is its flexibility. With the scrum approach the project is broken down into multiple small parts. Each of these parts can be worked on independently from each other allowing the client to make changes without derailing the entire project. Also, with the daily scrum meetings the team will get together to discuss what has been done, what they will work on that day and if there are any problems that are slowing them down. Because of this the team has more insight as to what the other members are doing and if they can help resolve any problems that other members could be having or if they need to reallocate manpower to help with something that is taking longer than expected. Without these meetings it would be possible for part of the project to lag behind because of issues that the rest of the team may be unaware of. Another benefit of this set up is that it helps to promote teamwork in the group. By having everyone come together and discuss the status of the project they not only get to see what everyone has been working on but they discuss what they have been struggling with so each member can better understand what the others are facing with their tasks. One of the major cons with the scrum-agile approach is that teams that are unfamiliar with the process, lack strong leadership or does not fully understand the purpose of the process may struggle adapting to it and start to cut out the parts that make it function. While not a difficult process to understand on paper it could prove difficult to follow through with due to the need of the team to fully commit to the process and fully trust the other members of their teams.