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Final Project

During the process of the SNHU Travel project, every person on the team from the Product Owner, Scrum Master, developers, and testers played an essential role in completing this project. The Scrum Master oversaw the execution of various scrum events that included Daily scrums, backlog refinement, sprint reviews, and spring retrospectives. During these events, most notably the Daily Scrums, the Scrum Master took the initiative to facilitate people’s opinions and questions for effective communication over the project’s possible issues and progress. The Product Owner took the liberty of keeping in touch with the stakeholders and end users to find areas of improvement for the product. This involved talking directly with end users and asking them specific questions and taking detailed feedback which led to new user stories for the developers to follow. Using user stories, a product backlog can be created and in coordination with the Scrum Master prioritization and importance can be determined. The tester played a role in creating test cases with acceptance criteria that the developers could follow when coding to help them stay on task and have easy criteria to follow. The tester worked directly with the Product Owner to make sure that the test cases made sense and if additional information was needed communication was had to have the Product Owner get information from end users or stakeholders. Our developers kept on task with our test cases and asked questions during the Daily Scrums. If changes were being made by the Product Owners' discussions with the end users and stakeholders, developers were quick to ascertain the best way to contribute to the changes made while the Scrum Master and Product Owner moved prioritization around to keep deadlines on track.

Using the Scrum-agile approach to the Software Development Life Cycle allowed us to approach our user stories and effectively complete them within our timeframe. Each user story was prioritized in a way to figure out what would need to be done first. This was accomplished by figuring out which user stories we were going to take the most time and which user stories would take the most resources to accomplish. The user stories were designed in a way to be a template for the developers to work off of which means they were kept simple and had clearly defined aspects to work on. This allowed the developers not to worry about creating aspects on their own and rather follow the design laid out. Once user stories were completed this began the testing phase, using the acceptance criteria made by the tester, the stories were tested, and then if any issues or improvements were to crop up, they were reiterated over until completed. This process was done over and over with each user story until the whole application is finished.

As the project is being worked on the product owner may talk to end users and stakeholders about improvements and or design choices. These design choices or improvements may come in the middle of the project and may go over work that may have already been done. In these cases, the scrum master and product owner will have discussions with developers and testers over new design choices. They will then go over previous user stories and reprioritize and deprioritize to better fit the new decisions. This agile approach allows the team to effectively stop what they're doing, switch stories and or fix previous stories while not compromising the deadline.

Communication is extremely important within the agile process and there are plenty of examples of where communication prospers. As an example, in the previous statements when the product owner is discussing with end users and stakeholders over new designs it is imperative that he gets to be developers as soon as possible to ensure that they aren't wasting time on stories that don't need to be prioritized anymore. This can either be handled within a daily scrum meeting or handled as a separate meeting altogether. The tester should also be in constant communication with the product owner to ensure acceptance criteria fits the design that they're going for. This can be accomplished simply through emails or if they want to do one-on-one calls this can also be done there too. When planning initial timings on stories it is important as a team that it’s understood how difficult some stories may be. The way we accomplished this was through a poker game that let the team deliberate over the difficulty and timings of each user story through arbitrary numbers on cards. This method lets the team collaborate and understand different points of view of possible struggles of each story.

As a team, we also communicated through a Kanban board which let the team visually understand where we were in the process of the project. Using this method to visually understand our work we can assign work, see who's working on what work, and see what has been done all in one place. This method is used in the daily scrum meeting which also lets us understand any problems that arose for the team member on a specific story. This led to new prioritizations and help from other team members when necessary. As a team we focused on being open-minded, outgoing, and respectful, these principles let us as a team to collaborate effectively and find solutions to problems that we faced swiftly.

Overall, the Scrum-agile approach was very effective for the SNHU Travel project. Using agile methodology, we were able to increase our customer satisfaction through adaptability and efficiency. We were able to stay within our deadlines with specific prioritization while delivering a quality product that end users and stakeholders were asking for. Unfortunately, during this project, we had some lost work due to deviations in the direction of the project but losses were mitigated through communication and reprioritization. Overall, the team communicated very efficiently, which allowed us to stay on task and get our product on the market faster. One major con for our agile development was we couldn't predict what the end users and stakeholders wanted the product to be. This is the only major drawback besides documentation of our process that hindered us by using the agile methodology. Again, I believe the scrum-agile approach was the best approach to this project. If we were to approach this again, I would like to add more research upfront to help predict the future of the project but overall it was a success.