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### **Sprint Review and Retrospective:**

Hello. My name is *Jose Martinez*, and I am the *Scrum Master*. Welcome to the

*ChadaTech SNHU Travel Agency* platformsprint review and retrospective. We will go over each team members contribution to the platform, their frustrations and anything relevant to getting this product out the door, following the agile principle’s. We will begin with the *Product Owner*. Who acts as the representative for the *user/client*.

***Product Owner:*** By communicating back and forth with the client, we understood that the travel agency was not a platform we needed to create from scratch. It was successful in the pass as it was but wanted to focus more on adventure travel initially. Focusing on a niche rather than a general travel site. Also adding some user customization tools. For example, allowing the user to create a custom profile, which they could add an image to their profile, save credit card information or even save liked trips, to their profile to look at on a later date. All added to the user stories created initially. Adding multi payment options, like Venmo or PayPal. Seeing trips, the user may have looked at in the past, when they first log in. Adding search filters, so that the user may get a more narrowed down result when searching for a trip with a specific criterion. Prioritizing all these stories by the most difficult first and then solving the rest by placing them in the backlog. It was essential for the team’s success because along the projects process there was a revision on the course the *client* decided to go with the platform. The client decided that a detox and wellness focused travel site would be a better niche for the platform. So agile being able to adapt to changes on the go, I took on the task to inform the team that the user stories would change, the backlogged items might be removed completely, to attain this new direction of the application. Though the testers were concerned because of such a change, we exchanged emails regarding if under the current updates to the travel agency, would this new direction affect test from passing or failing to integrate with the site. The goal of the *Product Owner* is to visualize the *clients* preferred user experience (UX) of the travel agency.

***Tester:*** We start off with what the user stories per the priority, we test first. The test will fail initially. That’s on purpose. We define the test as failing at first to than gradually get the test to pass eventually. Not all test pass 100%, like not all features or stories get completed. Some functionalities just are not possible. That’s why we test them out prior to pushing them to the developers to code the features out. To than push them into production. Some examples were adding a custom profile for a user when they create an account. The user would be able to fill out a form with different inputs to setup or update their profile. Cache favorites and save credit card information. Most of the test passed but the feature from the user stories of caching favorites of passed similar destinations, to be shown on the next session was not working correctly. The saved vacations did stay in whatever favorites list the user created and added vacations too, but the caching passed looked at vacations did not work. The problem is that the travel agency has a opt out of tracking user data option, which most users take. Which made it impossible to cache data of passed visits to the site impossible. We can’t customize data from a user’s pass session without data to go off. The feature was pushed to the backlog but eventually scrapped from the board completely. Another major concern from the testing aspect was switching the theme of the travel site to a detox and wellness app. The testing team was not sure if this new direction would affect past test, backlog items, or erase current user stories being tested. In this case there weren’t to many issues, and it was rather simple in most cases to incorporate this new direction. We had issues in prepopulating the cached vacations from a prior user session anyway but could cache the most popular detox and wellness destination, already purchased. Which was much easier. Since that data is stored on the cloud database we created. So, the implementation was seamless and well thought out once we handed the passed test to the developers. The thumb down feature was half a success. Which was a feature that if the user pressed a thumbs down button, the destination would never be seen again in their user experience throughout the site. That was not possible since the api we fetch the data from controls how the api works. So, if that api receives an update, that same destination would pop up on that user. Still able to ship but a bug none the less. The only solution would be to create our own destination api but that is above the task that was ask by the product owner on this project. How quickly we were able to adapt to the agile way of handling the task of changing the theme of the site and write passable test, shows how seamless agile can be. If we were using the waterfall approach this task would not be possible.

***Developer:*** Upon receiving the initial user stories and going through their priority levels, me and the team consulted with the testing team on the best approach, in creating a custom profile. What would be possible with the test that were going to be implemented and if the user stories were clear for me and my development team. The tester had written an email to the product owner on some questions we had pertaining to the user stories presented. Questions like, when the user updates their profile, what can they update? Does the user have to use a real first and last name or can they use whatever name they want? When the user presses the thumbs, down button will they see the destination again in their user experience in the future? Once we hashed out what the *Product Owner* meant, we proceeded on creating the forms *user interface (UI)* for the custom profile. Then implemented the search filter. Known of the functionality was there yet but once the test that passed were pushed to the dev team from the testers, then we would implement the reactivity, to create, save and push the custom profile to the cloud. So that the new user profile was saved and stored. We communicated what we came across as issues. Which as the testers told us, the cache of data was not available for all users, since there was an opt out option on the platform, for users who did not want their data stored. Without any cached data it was very difficult to provide each user a custom showing on first entering the platform. Thought the user that did opt in would have this feature, it felt like if it did not work for all user, we should scrap it and just focus on providing that most visited by purchased destinations. Once the product owner informed us that the travel agency was shifting its theme to a detox and wellness destination platform, there were some minor UI changes needed. The UI did not need to be tested, so they were rather simple to add to the site. Which saved on time for this adjustment in that sprint. A couple of color changes and some background images were added to show more of a detox and wellness friendly platform. It provided the travel agency a look and feel of a vacation platform specifically catering to that type of vacation or destination. Since we were using agile as our projects approach, it worked out perfectly. User stories were revised and since it was a theme change not a complete rebuild, of the platform. We were able to implement the changes on mobile and web devices fast.

***Scrum Master:*** Throughout this project with the SNHU Travel agency platform, I have been monitoring and communicating with the *Testers, Developer* and *Product Owner* on their approaches to completing this project. By holding daily scrums, where we stand up in a circle with no electronic devices, focusing on the team’s plights, concerns, achievements, and obstacles. This project there were no internal conflicts between the developers or testers. They were on the same page in terms of how to handle each user story as two teams working as one. When needed the teams asked for my input and I did not attend every scrum meeting but when the project shifted to a detox and wellness platform, I felt it best to be hands on and speaking to the testers and developer teams on what impact if any this change of course would be. With a smile on my face and the team motivated they were able to understand the new approach and properly test and develop all aspects of the platform within the sprint. Very little was needed to implement this new approach. Being able to change on the go was a perfect example of the team using agile to adapt to any changing condition. The product owner and I kept in constant contact to see if the client had any other new input for me to bring up in future scrum meetings. Though the scrum meetings are only 15 minutes long, we were able to allow everyone to have their input and accomplish the task of shipping the updated travel agency platform with as little bugs as possible. The sprint planning was seamless because the product owner provided good user stories. Any issues that came up in not comprehending those user stories the tester team emailed the product owner, which informed me on a clearer outlook on a particular story. Once that story was clearer, we went over the revised story at the following scrum meeting. Which than helped us revise the backlog. I think this was a great opportunity to showcase agile development at its best.