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The SNHu Travel project was developed under the Scrum Agile framework to design a web-based travel booking application for a client seeking to expand its digital reach. The project followed Agile principles that prioritized collaboration, adaptability, and iterative improvement. Each team role within the Scrum framework played a crucial part in ensuring project success. The Product Owner defined and refined user stories based on client needs, ensuring that the backlog reflected the most valuable features. The Scrum Master facilitated the Scrum process, helping remove obstacles and fostering team communication. The Development Team collaborated daily to deliver functional increments during each sprint. These roles worked together to ensure alignment and maintain progress toward delivering a functional and user-friendly travel booking system. According to Atlassian (2024), clear definition of Agile roles ensures accountability and supports incremental delivery of working software, which directly influenced the team’s success in this project.  
User stories were central to the SNHU Travel project’s success. The team created user stories that represented key functionalities such as user registration, flight booking, hotel search, and payment integration. The Scrum approach allowed these stories to be broken down into manageable tasks and completed in short, time-boxed sprints. This method provided flexibility, allowing the team to make quick adjustments based on stakeholder feedback. TechnologyAdvice (2024) explains that Agile user stories improve clarity and traceability by linking customer needs directly to deliverable outcomes. During each sprint review, completed stories were demonstrated to the Product Owner, providing transparency and a sense of accomplishment. Thiss iterative process helped the team deliver a high-quality product that aligned with user expectations.  
The Agile approach also proved valuable when the project direction changed. Midway through development, the client requested a new loyalty program feature to enhance customer retention. Rather than disrupting the project timeline, the Scrum team reprioritized the backlog to integrate the feature into a future sprint. This adaptability showcased the resilience of the Agile methodology. As PremierAgile (2024) highlights, Agile’s responsiveness to change enables teams to pivot without losing productivity or morale. The ability to adapt to client feedback while maintaining momentum was one of the most beneficial aspects of using Scrum.  
Communication was another key factor in the project’s success. Daily stand-up meetings provided visibility into each member’s progress, while sprint planning and retrospectives encouraged open dialogue and constructive feedback. These interactions built trust and enhanced collaboration across the team. Invensis Learning (2024) emphasizes that effective communication within Agile teams fosters alignment and accelerates problem-solving. During the SNHU Travel project, this communication structure helped the team resolve issues quickly, such as resolving API integration errors and coordinating design adjustments for mobile responsiveness.  
The team’s success was also supported by strong organizational tools and adherence to Scrum principles. Tools such as Trello and Jira were used to visualize progress, track sprint goals, and manage the backlog effectively. These tools aligned with Scrum events like sprint planning, daily scrums, sprint reviews, and retrospectives, ensuring consistent workflow and accountability. According to BrowserStack (2024), Agile tools that support transparency and visibility help teams identify bottlenecks early and sustain productivity. Overall, these practices allowed the team to maintain steady progress and deliver a working software product on time and within the scope. The retrospective for the SNHU Travel project provided the team with valuable insights into what went well and what could be improved. Reflecting on the sprint cycles, it was evident that team collaboration, adaptability, and time management were key contributors to success. Each sprint review offered opportunities for continuous improvement, and the team became more efficient with each iteration. The sprint retrospectives allowed open discussions about challenges such as delayed dependencies and integration issues, which were addressed in subsequent sprints through better task distribution and clearer role definitions.  
The team’s ability to communicate openly and respectfully fostered a sense of unity and shared ownership of the project. This environment motivated members to take initiative and share creative ideas for enhancing the user experience. For example, one developer suggested simplifying the booking interface, which improved usability during testing. The Scrum Master’s facilitation of these discussions ensured that feedback was actionable and that team members left each meeting with a clear understanding of next steps. While the Agile process proved highly effective overall, the team also recognized areas for improvement. Early in the project, the team struggled with estimating story points accurately, which affected sprint planning. Over time, these estimations became more precise as the team gained experience and established velocity metrics. Another challenge involved balancing multiple priorities when unexpected client requests arose. Future projects could benefit from incorporating buffer time within sprints to better handle such changes. Overall, the Scrum Agile approach was the most suitable methodology for the SNHU Travel project. It encouraged consistent collaboration, responsiveness to change, and continuous delivery of value to stakeholders. The iterative process ensured that the client remained involved throughout development, which strengthened trust and alignment with project goals. Through this experience, the team gained a deeper appreciation for the flexibility and discipline required in Agile development, and these lessons will guide future ChadaTech projects as the company transitions fully to Scrum Agile.

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