CS-250 Final Project

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Working with SNHU travel has been a wonderful learning experience. Getting to see and understand how all the agile roles work together to deliver a finished product is inspiring. Each role had a major part to play, and I will cover each of them as I reflect on this experience.

The Scrum Master had a major role in directing the team towards his goal. The Scrum Master never ordered the Team around, but his work facilitated the team having the resources they needed to complete the job. A major part of that was leading the daily Scrum and ensuring that everyone stayed on topic. That often involved noting issues that didn’t need to be brought up in the daily Scrum and recording them for later so that the team could work through all issues that arose. Without the guidance of the Scrum Master the outcome of this project may not have been as good.

Since he is responsible with dealing directly with the customer, SNHU Travel, the product owner had a direct hand in deciding how the project was rolled out. It was his job to create the product backlog and shape the user stories to let the development team know what direction to take. As the project moved along, it was also his job to explain the changes that the team needed to make to the product and why it was so important to the customer. Excellent communication from the Product Owner led to a successful project.

For the purposes of this reflection I will break the development team up into its separate components. That isn’t how agile thinks of the team, but the Tester is vitally important to the outcome of this project, and we need to understand why that is. The tester was directly responsible for communicating with the Product Owner to ensure that we were delivering exactly what the customer needed. It was this close communication which allowed the team to seamlessly switch gears in the middle of the project and deliver a quality project.

The development team themselves were amazing on this project. Our developer didn’t miss a beat when the direction of the project changed, they just adapted what had been done so far and made it work without missing a deadline. It speaks to their ability to follow the agile method of creating code that they were able to adjust so easily.

Ultimately, it is a completely due to the Agile approach that we took with this project that we were able to deliver a quality product without going over the deadline. If we would have followed a traditional waterfall method, then we would not have known to change the project partway into working on it. It would have been disastrous for our team to develop the wrong software and then start the entire process over. The agile approach gave us the flexibility to respond to the changing needs of our customer, and the flexibility of our team ensured we executed the process flawlessly.

After the project changed in the process of developing it, our Scrum framework allowed us to adapt. This process started with the customer informing our Product Owner of the desire to change direction. The Product Owner then informed the team of the desired changes and updated the product backlog and user stories to reflect the changes. Using boards so that every member of the team could see and understand what changes were taking place allowed the team to work closely together to realize the changes.

Effective communication was a key component to handling the changes that were thrown our way. Emails were a vital component in keeping lines of communication open between team members. A sample email from the team would look something like this.

*To whom it may concern,*

*Using the user stories, I have made a strong start to making test cases. I just have a few questions to clarify a couple of things.*

*User Story #1: What attributes are determining the tailored list? How will the list appear on the page? Will it be numbered, or will it be a running slide show?*

*User Story #2: Where will the filter button be located? Should we filter for more than just price?*

*User Story #3: Where will the list of adventures that the user would like to try being located? What will be on that list? How will the list work?*

*Any help at all with these questions would be much appreciated.*

*Much Obliged,*

This email is a concise example of how the tester should communicate with the Product Owner. He asks direct questions concerning the product and what the customer needs. It is communication such as this that drives the entire lifecycle.

Using Kanban Boards around the office, as well as online tools to have the boards available to all team members all the time helped make this project a success. The Agile Framework relies upon organizational tools such as these to ensure that everyone is on the same page. On this project they were vital to success.

Overall, the Agile Methodology was a resounding success. I can’t see any other approach that would have delivered the right product on time. The flexibility of Agile as well as the tailored roles each member played meant that everyone had the tools to complete the job. Without a doubt this was the best approach we could have used for this project, and I believe it is the best approach to continue moving forward.