**ChadaTech – SNHU Travel Project**

**Applying Roles**

During this pilot sprint our Scrum-Agile team rotated through the classic roles of Product Owner, Scrum Master, and Development Team (West, 2024). Product Owner (PO): Set the vision for the SNHU Travel app, and prioritized the backlog. Their weekly refinement sessions let us re-rank items when marketing requested a mobile first slideshow. Scrum Master: Facilitated daily standups, removed blockers, and guarded the sprint goal. When the data API failed mid-sprint, the Scrum Master escalated the outage, letting developers stay productive on UI tasks. Developers & Testers: Built the “Top Destinations” feature, wrote unit tests, and paired with QA on acceptance tests. Cross functional pairing shortened handoffs and surfaced defects earlier. These clear role boundaries kept accountability visible and reduced duplicated work.

**Completing User Stories**

Scrum practices touched every phase of the software development life cycle. In the planning phase, regular backlog refinement meetings broke the large “View Travel Packages” epic into five smaller, shippable user stories. During design and build, the team worked in focused two-week sprints and produced a working slideshow prototype by the tenth day. In the testing phase, continuous integration pipelines ran automatically, ensuring that every merged branch passed its unit tests. The review phase took the form of a sprint review, where stakeholders interacted with working software instead of static slide decks. Finally, the improvement phase unfolded in the retrospective, where the team agreed to automate UI smoke tests for the next sprint. Because work was time-boxed and potentially shippable at each sprint, user stories closed more predictably than in past waterfall projects (West, 2024).

**Handling Interruptions**

Halfway through the sprint the PO added a price range filter, a classic scope creep. Scrum helped byre-estimating the new story, and removing a lower-value item to stay within velocity, and using the “Definition of Done” to ensure the last-minute story still met quality gates.Research shows Scrum teams maintain delivery pace even when priorities shift because unfinished work simply rolls to the next sprint (Demirag et al., 2023).

**Communication**

Key communication artefacts were:

* Daily standups: 15-minute syncs exposed blockers early.
* Slack channel: Threaded discussions kept decisions transparent for dispersed members.
* Clarification email to PO (see Journal #4) listing bullet questions about UI behavior. The numbered format lets the PO reply inline, preventing ambiguity.

These practices matched guidance that “effective Agile communication is short, frequent, and uses visual aids” (Scaled Agile, 2025). Using a concise, numbered bullet list let the Product Owner reply inline to each question, eliminated email ping pong, and gave the team one clear, traceable thread of decisions.

**Organizational Tools**

Jira Kanban board: Visual work-in-progress limits prevented multitasking. GitHub Actions: Ran tests on every pull request; failures blocked merges. Agile Manifesto principle #1 (“satisfy customer through early delivery”) guided sprint goals. The combination of lightweight ceremonies, plus automated tooling kept lead time to under 14 days for each increment.

**Evaluating the Agile Process**

Pros:

* Faster feedback from real demos, not lengthy design reviews.
* Ability to pivot when the slide-show requirement emerged.
* Higher team morale: developers owned the whole feature.

Cons:

* Requires constant stakeholder availability as time-zones cause delays.
* Upfront estimates can be less precise than waterfall Gantt charts.

**Was Scrum-Agile the best choice?**

Given shifting requirements and the client’s desire for incremental value, Scrum outperformed a waterfall plan that would have frozen scope early (Fair, 2023). Waterfall might still suit future projects with fixed regulatory specs, but for SNHU Travel the Agile approach clearly delivered quicker learning and a better user-focused product.

**Sources:**

West, D. (2024). *A deep dive into Scrum team roles.* Atlassian. <https://www.atlassian.com/agile/scrum/roles>

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Fair, J (2023). *Agile versus Waterfall: Choosing the right approach.* Project Management Institute.<https://www.pmi.org/learning/library/agile-versus-waterfall-approach-erp-project-6300>

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