In Scrum teams there are multiple roles designed to fulfill various functions and necessities for product development. Starting with the Product Owner, the product owner is the representative of the client and stakeholders for which the product is being designed. Their job is to be the voice of the company, telling the development team what it is that the client is seeking and setting expectations in regards to practices and policies. The product owner collects user information to form the backlog which they are in charge of managing, a collection of user stories used to mold the end product into whatever shape that the client desires. An example of this was assignment 3-2: User Stories. In this assignment we were tasked with writing and organizing user stories to establish who wanted what and for what purpose. In these user stories the Product Owner is also tasked with giving a general measurement for the scale of the project, ranging from small to large, as well as setting acceptance criteria for said stories. The Product Owner also dictates what the expectations are in regards to the products capabilities, one such example being MoSCoW, which is short for Must have, Should have, Could have, and Won’t have. These are used to prioritize which user stories should be prioritized for development. They are also in charge of keeping the Agile team up to date with the clients and stakeholders expectations in order to match the product as closely to their desires as possible, even should those desires change. This is achieved and communicated through constant editing of the product backlog, moving user stories around based on priority. The backlog is pruned and added to as necessary based on the clients demands and can shift the goal of development between sprint sessions.

The Scrum Master is in charge of coaching the team and managing the daily scrum, they are an assistant role that exists to help set and reinforce scrum values and practices. An example of the work they do is the daily scrum meeting. A stand-up meeting which lasts typically 15 minutes and serves to allow the team to communicate their progress, expected projects, and possible complications that may impede progress. An example of this would be found in Assignment 2-3, where we discussed Scrum Events, specifically where we discussed the discussions in the supporting presentation “Initial Client Meeting Animation”. We reviewed a model stand-up meeting to discuss what was done by the scrum master such as setting the pace, and discussed shortcomings such as her failing to get involved sooner when the conversation started to veer off-topic. There simply is not room for sidebars when you only have fifteen minutes for your meeting. Scrum Masters also help lead sprint reviews and retrospectives, the team reflecting on the progress. The Sprint review collects feedback on a sprint, it provides the development team a moment to present what they have managed to achieve and get feedback from the Product Owner. The Sprint retrospective on the other hand is for the team to reflect on a sprint that had been completed, it primarily looks back on processes and practices as well as how team members worked together and expectations that had developed such as what the definition of done is (Online PM Courses - Mike Clayton, 2022). The team reflects on what worked and what did not, ridding itself of what had not proved worthwhile. The Scrum Master smoothes out unnecessary communication by establishing resources such as information radiators which passively spread information throughout the team which minimizes the need to ask about progress. The specific tool used would be Azure Boards, serving effectively as a digital kanban, it was used to post all the tasks that were part of the development and provided additional tools to communicate more information without the need for direct conversing. The flagging tool served as an excellent way to inform the team of delays and complications at a glance which is invaluable in minimizing downtime. This tool also has the benefit of being updated in real-time which enables the team to have access to a constant reliable source of information and minimizes potentially acting on outdated data. This means that the team is able to maintain constant momentum on the development of user stories, such as was discussed in 6-1: “Vision Quest Software Case Study”, where my group originally researched and discussed the value of Azure Boards for the development of Agile Development at Vision Quest Software.

The Developer is the role that handles the actual development of the product. They are in charge of developing products that fit the expectations put in place by the user stories provided to them from the user backlog by the Product Owner. Developers during Sprint Planning play a role in estimating the size of the projects through various means such as Planning Poker. In this practice the Product Owner reads a user story to the team who in turn produce a number based on how lengthy they believe the task will be. If there are discrepancies then discussion ensues so the team has a better understanding of the length and intensity of the project. This allows the Agile team to establish an estimate for the time they will need to invest into the work and sets general understanding among the team as well as the product owner. They are in charge of keeping their progress up-to-date, we’ve already noted a few methods through which this is done such as during daily Scrum meetings and with the usage of Kanban boards. In discussion 5-1, we reviewed yet another means of prediction, the burn-down chart. The burn-down chart takes the chunks of a work predicted for user stories based on practices such as the earlier mentioned Planning Poker and sets a system in place by which to pace the project. In the provided example I mentioned Danmaku and its failure to employ something akin to that leading to a massive underestimation of the scale of the task leading to a massive delay from its predicted release. All this to say the developers' roles are as much about estimating user stories as it is in actually developing on user stories, this is all necessary to estimate how to maximize return on investment. This is combined with the MoSCoW method of prioritization which was mentioned during the discussion of the Product Owners role.

The Tester is in charge of establishing test cases and passing criteria, they work with the product owner to establish what is expected from the product and then establish what inputs are expected and what the expected outputs from said inputs should do. When the product is able to clear all established criteria then it can be considered feature complete. Testers are also in charge of revising old test cases as the expectations and criteria change based on input from the product owner. In assignment 4-2, we established some criteria for the SNHU Travel Project. In these test cases the testers were in charge of not only the aforementioned test steps but establishing priority as well, this is based on the expectations of what the product is expected to do, see the earlier mentioned of MoSCoW.

The Scrum-Agile approach is very effective in responding to ever-changing needs of clients, as the adjustable goals for sprint planning and the multiple methods of swiftly communicating new expectations as well as the regular face-to-face meetings attest to. It does however mean that the team will likely need to spend more time planning out sections of work than a traditional waterfall team might due to the regular meetings that might eat into time and the practices used for estimation that might simply be side-stepped if the team had a plan out the gate. I believe that a Scrum approach was the correct one in regards to the SNHU Travel project, travel trends come and go and web design can feel outdated quickly. An Agile approach allows the team to make adjustments as needed so that the project can always keep up with the newest fads, as well as stay on top of any potential issues with the site's operations.

**References**

Online PM Courses - Mike Clayton. (2022, April 20). *What is a Sprint Retrospective?* Youtube. Retrieved 4 19, 2025, from https://www.youtube.com/watch?v=5eu1HotNmWs

(I broadly tried to establish multiple points at once with the Applying Roles bit being used as an overall wrap. I hope it came across as compact and efficient rather than cluttered and confusing)