# CS 250 Agile Team Charter

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## SNHU Travel App

| Item | Response |
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| **Business Case/Vision**  (value to attain) | To develop a user-friendly, responsive travel booking application for SNHU that streamlines trip planning, increases student engagement with university-sponsored trips, and simplifies administrative processes. |
| **Mission Statement**  (result to accomplish) | Deliver a functional, intuitive, and scalable travel booking solution that meets user needs within the given timeline and scope using Agile and Scrum principles. |
| **Project Team**  (team members and roles) | Scrum Master: Matthew  Product Owner: Kristy  Development Team:   * Dev 1: Front-End Developer-Abby * Dev 2: Back-End Developer-Chai * Dev 3: QA/Test Engineer-Chloie * Dev 4: UX/UI Designer-Taylor |
| **Success Criteria** | Start date: June 1, 2025  Expected completion date: August 30, 2025  Final deliverable: A fully functioning SNHU Travel booking application (web + mobile)  Key project objectives:   * Implement secure booking and payment functionality * Ensure accessibility and responsive design * Provide real-time itinerary and notification features * Seamlessly integrate with SNHU user authentication system |
| **Key Project Risks** | * Resource constraints due to summer schedules * Integration challenges with existing SNHU systems * Potential delays in stakeholder feedback * Scope creep due to evolving user requests |
| **Rules of Behavior**  (values and principles) | * Respect all team members’ ideas and roles * Be on time for all Scrum ceremonies * Be transparent about blockers or challenges * Strive for continuous improvement and adaptability * Take ownership of tasks and deliverables |
| **Communication Guidelines**  (scrum events and rules) | * Daily Scrum: 15-minute stand-up at 9:00 a.m. * Sprint Planning: Biweekly on Mondays * Sprint Review: Last day of each sprint * Sprint Retrospective: End of each sprint * Use Slack for daily updates, Jira for task tracking, and email for formal communications * Follow up with Product Owner after backlog grooming |

The Daily Scrum, also known as the stand-up meeting, is a critical Agile practice that ensures teams remain aligned and adaptive throughout the sprint. Its purpose is to enable the Development Team to synchronize efforts, inspect progress toward the sprint goal, and adapt plans accordingly. The meeting is typically limited to 15 minutes and centers around three core questions: (1) What did I do yesterday? (2) What will I do today? (3) Are there any blockers or impediments? These questions provide structure while keeping the team’s focus on collaboration, transparency, and continuous progress.

In the video provided by Scrum Training Series (n.d.), the Scrum Master plays a key role in keeping the meeting focused and productive. She acts not as a project manager but as a facilitator, ensuring that each team member has the opportunity to speak and that the discussion does not derail into problem-solving or lengthy side conversations. For example, when one team member mentioned access issues with the staging environment, the Scrum Master acknowledged the issue but suggested resolving it after the meeting, preserving the time-boxed format. This demonstrates a strong grasp of Agile best practices by reinforcing the principle that the Daily Scrum is for planning, not for resolving issues in real-time.

Moreover, the Scrum Master subtly reinforced team accountability by asking clarifying questions when updates were vague, encouraging team members to be more specific about their progress and next steps. However, while her facilitation was effective, there is room for improvement. At times, she provided updates of her own, which, while helpful, could distract from the Development Team’s ownership of the meeting. According to the Scrum Guide (Scrum.org, 2020), the Daily Scrum is for the Development Team to plan their day, not for the Scrum Master to manage the meeting or contribute updates unless asked.

To improve, the Scrum Master could further empower the team by encouraging peer-to-peer interaction, rather than team members reporting primarily to her. Encouraging developers to raise concerns with each other and self-organize solutions would align more closely with Agile principles of team autonomy and collective ownership. (Hoda et al. ,2018) emphasize that Agile teams perform best when roles are clearly understood, and responsibilities such as removing impediments or resolving conflicts are shared collaboratively rather than top-down.

In summary, the Daily Scrum is essential for maintaining team focus and transparency. The format of the meeting centered on concise, relevant questions, keeps it efficient and goal-oriented. The Scrum Master’s role in facilitating the meeting without dominating it is critical to its success. When done effectively, the Daily Scrum becomes a daily discipline that reinforces trust, clarity, and momentum; which are key ingredients for delivering working software consistently and incrementally.

**References:**

Hoda, R., Salleh, N., Grundy, J., & Tee, H. M. (2018). Systematic literature review of Agile values and practices: Conceptual development for a new Agile maturity model. *Information and Software Technology, 100*, 246–264. https://doi.org/10.1016/j.infsof.2018.04.005

Scrum.org. (2020). *The Scrum Guide*. <https://scrumguides.org/>

Scrum Training Series. (n.d.). *Daily Scrum Meeting*. <https://scrumtrainingseries.com/DailyScrumMeeting/index.html>