Matthew Carrillo

Southern New Hampshire University

CS 250: Software Development Lifecycle

Professor Rangitsch

4/18/2024

**SNHU Travel Project Sprint Review and Retrospective**

Throughout this class I assumed the role of various members of a Scrum team. The team was transitioning from a waterfall approach to an agile approach to develop an application called SNHU Travel for the company ChadaTech. The team consisted of a Product Owner, Scrum Master, Developers, and Testers. This paper is meant to provide an analysis of the Scrum-Agile methods applied to this project.

**Roles and Contributions**

Every member of the team is a critical part of any agile project. The Product Owner role is important because it is a direct connection between the client and the development team. As the Product Owner, responsibilities are more in depth than traditional project management. The teams’ requirements of how the project would be implemented need to be defined, as well as some requirements coming directly from the client being taken into consideration. The product Owner is also responsible for creating and prioritizing user stories to add to the product backlog. These user stories would then shape the way the development team would approach the project throughout its cycle.

The role of Scrum Master is tasked with supporting the product owner with backlog creation and maintenance while ensuring total transparency at all levels within the Scrum team. They are essentially the ‘mediator’ between the development team and product owner. Once the Product Owner has defined the user stories, the Scrum Master then facilitates a sprint planning session to review each of the user stories that would get accepted into the first Sprint. Then, once the backlog items are defined, project development begins. My overall goal as the Scrum Master was to be a resource for the team and to provide guidance in the Agile Methodology.

Developers primarily structure program code using industry best practices. Testers are then responsible for collaborating with all members of the team in order to create test cases that identify any bugs that may be in the program. These roles work closely together through iterative development, where the program is coded, tested, and then updated with more coding. Both roles also serve as critical components to the Scrum-Agile process, as they create the business value.

**Scrum-Agile approach**

The Scrum-Agile approach helps to isolate critical functionality within a project, as software planning can be very complex if not executed properly. Having the ability to break down complex tasks into smaller increments is important to have a successful project deployment. User Stories can be defined for the functionality of these requirements. User Stories are meant to be short but descriptive enough to be understood by both users and developers. The standard practice for User Stories is to state the requirement and isolate the functionality and its purpose. Agile by definition means flexible and responsive, meaning it is not immune to changes and are expected to have some level of uncertainty.

**Effective communication and Organizational tools**

In general, communication within a scrum-agile team is important to ensure customer satisfaction and the overall success of the team. However, throughout the operations of my group in the SNHU Travel project, there was a significant lack of communication outside of the discussion board. That means I don’t have any specific examples of communication for this topic, as it essentially didn’t happen.

An example of an organizational tool is an online Kanban board, which helps visualize the work being done by the team and maximize the team’s efficiency. JIRA is an example of this, which allows for constant transparency in the team and offers many other useful features.

**SNHU Travel application**

I think the implementation of agile in this project had its benefits but it also had some drawbacks. The SNHU Travel project was also difficult to predict, because without a way to control the scope of the project, it can easily go off-track and over budget. Scope expansion is inevitable in an agile project as the needs of the customer can change at any point. The upside to the lack of predictability is that while requirements change, the quality of the product increases, as does the involvement and satisfaction of the stakeholders.

Overall, I think the implementation of agile to the SNHU Travel project was a great choice because it allowed for greater transparency and more flexibility. We also decreased the risk of having missed any critical requirements of the customer. In the end, a quality product was delivered that satisfied both the development team and customer.

In conclusion, agile is becoming more accepted amongst project management teams. However, not all projects are created equal. It is important to have a complete and in depth understanding of the requirements presented before committing to an agile approach. Access to resources can also help when implementing agile into any project. Quality in the product is beneficial and adds value. Value-based products are the key to stability within an organization as well as customer retention.