

Group member	First name	Last name	Student id number
1	Vedantsinh	Gohel	101398199
2	Maharshi	Barot	1031380593
3	Abhishek	Sanghria	101172285
4	Meha	Modi	101371431
5	Kushal	Patel	101378751
6	Dhwaneel	Seth	101415993

EXECUTIVE SUMMARY

Problem:

ABC Rental Management Inc.'s company operations are inconsistent and inefficient as a result of the outdated information systems it currently uses to manage different aspects of its properties. The acquisition of smaller property management companies and rental properties has increased the need for a consolidated information system across Canada.

Results expected: ABC Rental Management Inc. will have a centralised system to keep track of all information pertaining to its properties, employees, tenants and leases, maintenance expenditures, and more with the development of a new software system. This will improve their business operations' effectiveness, consistency, and accuracy, which will result in better decision-making and overall corporate growth

Recommendation:

The development of new software that will provide ABC Rental Management Inc. with a unified platform for all of its commercial operations is advised, in our opinion.

BUSINESS CASE ANALYSIS TEAM:

The project's business case analysis team will be composed of project managers, business analysts, programmers, and quality assurance engineers. The team will work closely with the client to understand their business needs and develop a solution that suits them.

Role	Description
Operations Manager	Manages all activities involved in producing services of a business.
Project Manager	Manages the business case and the project team.
Technology Support	Provides all the technology for the project.
Software Support	Provides all software support for the project.

PROBLEM DEFINITION

Problem Statement:

By utilizing outdated and fragmented information systems, ABC Rental Management Inc. makes it difficult to keep track of information on its properties, employees, renters, and leases. Because they lack a centralized framework, their company's operations are inefficient, unreliable, and inaccurate.

Organizational Impact:

The lack of a centralized system has an impact on ABC Rental Management Inc's business operations because of inefficiencies, inconsistencies, and mistakes in their management and decision-making processes. A new system will provide a single platform for all of their operations, promoting efficiency and consistency in their corporate operations.

Technology Migration:

The development of a new software system will require a technological transition away from the existing antiquated systems. Data migration from the old system to the new system, system integration, and new system architecture development are needed to do this.

PROJECT OVERVIEW

Project Description

This project will design and develop a centralized software system to manage ABC Rental Management Inc.'s rental firm activities across Canada. Buildings, tenants, leases, rent responsibilities, maintenance duties, staff, vehicles, and maintenance equipment will all be managed by the system. Also, the system will provide a website where prospective tenants can acquire fundamental details about the company and its buildings, submit rental applications, review data regarding their leases, and seek maintenance.

Goals and Objectives

The project's primary aims and objectives are:

To manage the rental business operations of ABC Rental Management Inc. across Canada, establish a centralized software system.

It is necessary to merge and replace the current, outdated information systems with a single system.

Increase the overall efficiency and effectiveness of the rental business's operations.

Provide a website where potential renters and tenants can go to get information and services.

Project Performance

The project's success will be evaluated using the performance measures listed below:

Timely, cost-effective, and on-time project completion as well as system acceptance and user satisfaction a rise in productivity and efficiency across the rental industry

Procedures for maintenance have been improved, and maintenance expenses have dropped.

improved rental prices and rent collection to boost income.

Project Assumptions

For this project, the following presumptions have been made:

For the purpose of gathering requirements and conducting tests, ABC Rental Management Inc. will make all required information and resources available.

The technologies and tools essential for the system's development will be available to the project team.

Throughout the project, the project team will be able to collaborate directly with the employees and stakeholders of ABC Rental Management Inc.

Project Constraints

For this project, the following limitations have been identified:

resources and budget for the project are limited.

Complicated system functionality and requirements Restricted timeframe for project completion

Including existing databases and systems in a project

Major Project Milestones

The significant project milestones consist of:

Collection and analysis of requirements

Design and development of systems
testing for user acceptance
System deployment and implementation
maintenance and assistance following implementation.

Vision Statement

For rental management companies in Canada

Who requires a centralized software system to streamline their rental business operations?

The ABC Rental Management System

That improves efficiency, reduces maintenance expenses, and increases revenue through improved occupancy rates and rent collection

Unlike other outdated property management software systems

Our software comes with a web site for potential tenants to access information and submit rental applications, as well as a contemporary and user-friendly interface with a full range of functions to manage properties, tenants, leases, and maintenance tasks. The ABC Rental Management System is the ideal option for Canadian property management firms looking to offer top-notch rental management services to their clients.

Our product's goal is to build ABC Rental Management Inc. a centralised software system that would streamline their rental business operations across Canada. The system will provide a single source of truth for buildings, tenants, leases, maintenance tasks, people, cars, and maintenance tools. The system will also feature an online page where prospective tenants may look up basic information about the company

and its buildings, submit rental applications, and review data regarding their lease and maintenance needs. Our goal is to improve the productivity and efficiency of the rental business operations while increasing revenue through increased occupancy rates and better rent collection. Lastly, by providing these services, ABC Rental Management Inc. will be able to maintain its position as the leading rental management company in Canada.

Agile Team Charter:

Vision:

Our vision as a team is to work collaboratively to deliver a high-quality software system that meets the needs of our client, ABC Rental Management Inc. We will utilize the Agile methodology to achieve this vision, focusing on continuous improvement and delivering value to our clients.

Mission:

Our goal is to collaborate as a strong team, utilising our individual abilities to develop software that will manage ABC Rental Management Inc.'s rental business operations in an easy-to-use, efficient, and successful manner. To ensure the project's success, we will place a high priority on teamwork, open communication, and openness.

Success Criteria:

We'll base our success criteria on the following:

completing all project deliverables and milestones on schedule and on budget

obtaining favourable comments from the client regarding the functionality and usability of the software system

exemplifying teamwork and communication in an efficient manner
Constant process and methodology improvement for Agile

Project Team

Name	Role
Vedantsinh Gohel	Product owner
Maharshi Barot	Scrum Master
Abhishek Sanghria	Web developer
Meha Modi	Web developer
Kushal Patel	Quality Assurance
Dhwaneel Patel	Tester

Rules of Behaviour:

Together, we commit to upholding the following standards of conduct:

Show all team members regard and respect.

assume responsibility for our duties and obligations

Always communicate in an honest and open manner.

Teamwork and collaboration should be prioritized. Accept comments and use it to improve.

Communication:

Conduct regular stand-up meetings to discuss progress and pinpoint any obstacles in order to guarantee good communication among the team.

Track progress and assign tasks using project management tools like Jira and Tello.

Conduct retrospectives to evaluate our achievements and pinpoint opportunities for development.

Set the importance of direct, honest communication above anything else.

User Personas for ABC Rental Management Inc. Software System:

Property Managers:

Jane: He has ten years of solid expertise in property management. He is in charge of overseeing many high-rise buildings and is constantly on the move. He wants a software system that is user-friendly and easy to explore so that he can quickly obtain information on his properties and tenants.

Nic: She just started working as a property manager for ABC Rental Management Inc. She needs software that is easy to use and provides clear directions on how to perform various tasks if she is to study and develop her skills.

Rajesh is a property manager who enjoys working from home. He needs a piece of software that he can use on the fly and access from anywhere to manage his rental properties and tenants.

Renters:

Sarah: A new college grad looking for a place to live in Toronto's financial sector. She needs software that is easy to use and provides precise information on the available properties, rental rates, and leasing options.

Mike: He lives in a suburban flat as an elderly guy seeking quiet. He needs software that is straightforward to use and provides accurate information on the location, amenities, and accessibility of the home.

Cindy: She's a college student looking for a low-cost residence nearby. She needs software that is straightforward to use and provides accurate information on how close a property is to grocery stores, public transportation, and other amenities.

Maintenance Staff:

Tom: He is a maintenance supervisor who is in charge of managing the upkeep of several properties. He needs software that makes it simple for him to keep track of maintenance requests, assign jobs to his team, and check in on how they're doing.

Lisa: She works as a maintenance technician and is in charge of responding to requests for maintenance. She needs a software programme that enables her to quickly access each request's specifics, get in touch with renters, and modify the request's status.

Dan: He works in maintenance and is in charge of keeping track of the stock of tools and supplies. He needs software that makes it simple for him to keep tabs on inventory levels, order supplies, and get alerts when they are getting low.

Tenants:

Jitendra Singh :

- Demographic: 40-year-old divorced mother of two
- Occupation: Full time associate

- Lifestyle: Busy with work and family responsibilities
- Tech-savvy: Comfortable using technology for basic tasks
- Needs: Easy access to rental payments, ability to submit maintenance requests online, ability to view lease information and rental history, ability to set up automatic rent payments, ability to receive email or text message reminders for rent payments and maintenance appointments

Yu wong:

- Demographic: 45-year-old recent graduate
- Occupation: full time freelancer
- Lifestyle: Active social life, enjoys trying new things
- Tech-savvy: Highly comfortable using technology for daily tasks
- Needs: Easy access to rental payments, ability to submit maintenance requests online, ability to view lease information and rental history, ability to view rental vacancies and apply for rental properties online, ability to connect with other tenants in the building through an online community platform

Sarah li:

- Demographic: 40-year-old retiree
- Occupation: Retired
- Lifestyle: Relaxed, enjoys leisure activities and travel
- Tech-savvy: Comfortable using technology for basic tasks
- Needs: Easy access to rental payments, ability to submit maintenance requests online, ability to view lease information and rental history, ability to set up automatic rent payments, ability to access information about building amenities and events through an online portal, ability to receive email or text message alerts for building announcements and maintenance work.

User Stories

1. As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the most.
2. As a renter, I want to submit a maintenance request online, so that the property management team can address the issue quickly.
3. As a renter, I want to create an online account, so that I can easily view my lease information and payment history.
4. As a property manager, I want to easily view and manage all the tenants, leases, and rent payments, so that I can efficiently manage the rental properties.
5. As a property manager, I want to track the maintenance requests and expenses for each property, so that I can allocate the budget and resources effectively.
6. As a maintenance staff member, I want to receive notifications of new maintenance requests, so that I can quickly address them.
7. As a maintenance staff member, I want to easily view the maintenance history of each property, so that I can identify recurring issues and plan for preventive maintenance.
8. As a human resources staff member, I want to view the employee information and payroll records, so that I can manage the payroll and benefits efficiently.
9. As a marketing staff member, I want to update the property listings and rental rates on the company website, so that potential renters can view the latest information.

10. As a financial staff member, I want to generate financial reports and analysis, so that I can make informed decisions and provide accurate information to the management team.
11. As a renter, I want to receive automatic rent payment reminders and alerts, so that I can avoid late payments and fees.
12. As a property manager, I want to view the occupancy rate and rental income of each property, so that I can monitor the business performance and identify areas for improvement.
13. As a renter, I want to receive notifications of upcoming lease renewals and options to renew online, so that I can avoid the hassle of paper-based processes.
14. As a property manager, I want to track the move-in and move-out dates of each tenant, so that I can plan for the turnover and minimize the vacancy rate.
15. As a renter, I want to view the maintenance schedule and history of each property, so that I can plan my own schedule accordingly.

Estimate story priority and story point for each story using planning poker

Sr No.	User Story	Story Points	Priority
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1	As a property manager, I want to easily view and manage all the tenants, leases, and rent payments, so that I can efficiently manage the rental properties.	20	8
2	As a renter, I want to create an online account, so that I can easily view my lease information and payment history.	50	3
3	As a renter, I want to submit a maintenance request online, so that the property management team can address the issue quickly.	10	5
4	As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the most.	70	1
5	As a property manager, I want to track the maintenance requests and expenses for each property, so that I can allocate the budget and resources effectively	30	2
6	As a maintenance staff member, I want to receive notifications of new maintenance requests, so that I can quickly address them.	100	4

7	As a maintenance staff member, I want to easily view the maintenance history of each property, so that I can identify recurring issues and plan for preventive maintenance.	30	7
8	As a financial staff member, I want to generate financial reports and analysis, so that I can make informed decisions and provide accurate information to the management team	40	10
9	As a renter, I want to view the maintenance schedule and history of each property, so that I can plan my own schedule accordingly website	50	9
10	As a human resources staff member, I want to view the employee information and payroll records, so that I can manage the payroll and benefits efficiently	50	6
11	As a property manager, I want to view the occupancy rate and rental income of each property, so that I can monitor the business performance and identify areas for improvement.	30	12
12	As a renter, I want to receive notifications of upcoming lease renewals and options to renew online, so that I can avoid the hassle of paper-based processes.	10	11
13	As a property manager, I want to track the move-in and move-out dates of each tenant, so that I can plan for the turnover and minimize the vacancy rate.	50	13

14	As a property manager, I want to view the occupancy rate and rental income of each property, so that I can monitor the business performance and identify areas for improvement.	30	14
15	As a marketing staff member, I want to update the property listings and rental rates on the company so that potential renters can view the latest information.	10	15

Prioritized product backlog

Tasks	Estimated Time (Days)
Receive new maintenance request notifications	7
Set up automatic notification triggers	2
Implement expense allocation feature	3
Create online account	10
Implement account creation process	3
View and manage tenants, leases, and rent payments	1
Integrate lease and rent payment tracking	10
Integrate form with property database	5
Create online account	12
Build frontend interface	14
Create property database	4

Tasks	Estimated Time (Days)
Implement recurring issues identification feature	2
View maintenance history of each property	8
Implement personal schedule integration	4
Generate financial reports and analysis	12
Update property listings and rental rates	8
Implement rental rate management feature	13
Integrate payroll and benefits tracking	8
Implement data analysis tools	12
Implement revenue forecasting feature	9
Integrate alert triggers with payment system	3
View occupancy rate and rental income	4
Receive rent payment reminders and alerts	10
Receive lease renewal notifications and options	8
Develop tenant turnover tracking system	7
Track move-in and move-out dates of tenants	6
Integrate automatic renewal option	2
Implement vacancy rate minimization feature	6
View maintenance schedule and history	9
View employee information and payroll records	6

Story to Task mapping

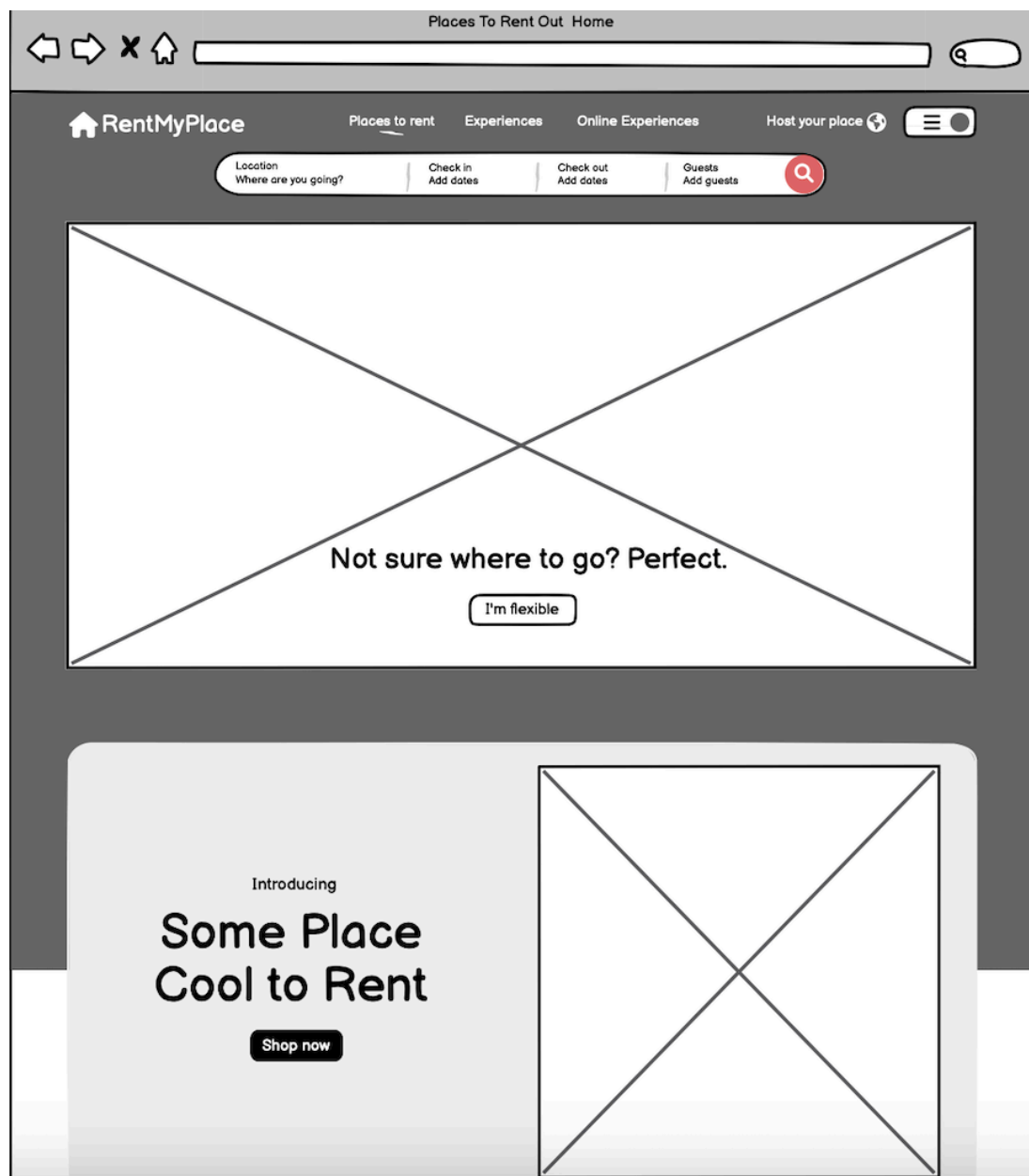
Story	Tasks	Estimated Time (Days)	User Story#
As a property manager, I want to view the occupancy rate and rental income of each property, so that I can monitor the business performance and identify areas for improvement.	Receive lease renewal notifications and options	8	12
As a renter, I want to submit a maintenance request online, so that the property management team can address the issue quickly.	Integrate form with property database	3	2
As a renter, I want to submit a maintenance request online, so that the property management team can address the issue quickly.	Create online account	4	2

Story	Tasks	Estimated Time (Hours)	User Story#
As a renter, I want to create an online account, so that I can easily view my lease information and	View and manage tenants, leases, and rent payments	5	3
As a property manager, I want to easily view and manage all the tenants, leases, and rent payments, so that I can efficiently manage the rental properties.	Integrate lease and rent payment tracking	10	4
As a property manager, I want to easily view and manage all the tenants, leases, and rent payments, so that I can efficiently manage the rental properties.	Track maintenance requests and expenses	7	4
As a marketing staff member, I want to update the property listings and rental rates on the company website, so that potential renters can view the latest information.	Implement rental rate management feature	5	9
As a property manager, I want to track the maintenance requests and expenses for each property, so that I can allocate the budget and	Implement expense allocation feature	12	5
As a property manager, I want to track the maintenance requests and expenses for each property, so that I can allocate the budget and	Receive new maintenance request notifications	8	5
As a maintenance staff member, I want to receive notifications of new maintenance requests, so that I can quickly address them.	Set up automatic notification triggers	4	6
As a maintenance staff member, I want to receive notifications of new maintenance requests, so that I can quickly address them.	View maintenance history of each property	3	6
As a human resources staff member, I want to view the employee information and payroll records, so that I can manage the payroll and benefits	View employee information and payroll records	6	8
As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the	Build frontend interface	7	1
As a maintenance staff member, I want to easily view the maintenance history of each property, so that I can identify recurring issues and plan for preventive maintenance.	Integrate payroll and benefits tracking	12	7
As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the	Create property database	5	1
As a property manager, I want to track the move-in and move-out dates of each tenant, so that I can plan for the turnover and minimize the vacancy rate.	Develop tenant turnover tracking system		14
As a maintenance staff member, I want to easily view the maintenance history of each property, so that I can identify recurring issues and plan for preventive maintenance.	Update property listings and rental rates	9	7

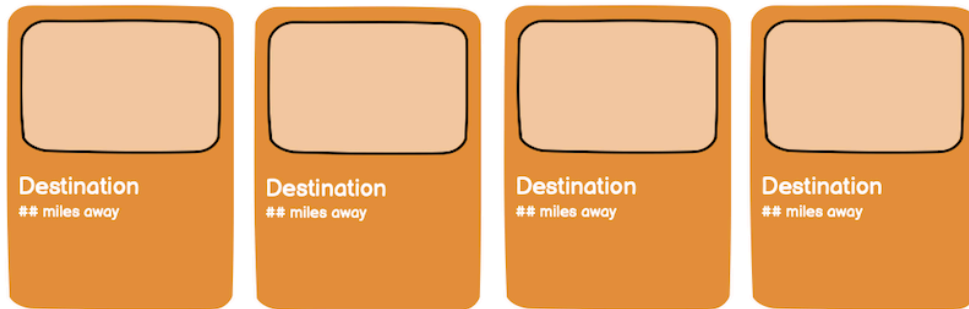
Story	Tasks	Estimated Time (Hours)	User Story#
As a maintenance staff member, I want to receive notifications As a human resources staff member, I want to view the employee information and payroll records, so that I can manage the payroll and benefits efficiently	Implement recurring issues identification feature	8	8
As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the most	Build frontend interface	7	1
As a financial staff member, I want to generate financial reports and analysis, so that I can make informed decisions and provide accurate information	Implement data analysis tools	15	10
As a financial staff member, I want to generate financial reports and analysis, so that I can make informed decisions and provide accurate information	Receive rent payment reminders and alerts	10	10
As a renter, I want to receive automatic rent payment reminders and alerts, so that I can avoid late payments and fees	Integrate alert triggers with payment system	4	11
As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the most	Build frontend interface	7	1
As a renter, I want to receive automatic rent payment reminders and alerts, so that I can avoid late payments and fees	View occupancy rate and rental income	3	11
As a potential renter, I want to view all available properties managed by ABC Rental Management Inc, so that I can choose the one that suits me the most	Build frontend interface	7	1
As a renter, I want to create an online account, so that I can easily view my lease information and manage my rental	Implement account creation process	3	3
As a property manager, I want to view the occupancy rate and rental income of each property, so that I can monitor the business performance and identify areas for improvement.	Implement revenue forecasting feature	10	12
As a renter, I want to receive notifications of upcoming lease renewals and options to renew online, so that I can avoid the hassle of paper-based	Integrate automatic renewal option	8	13
As a renter, I want to view the maintenance schedule and history of each property, so that I can plan my own schedule accordingly	View maintenance schedule and history	9	15
As a marketing staff member, I want to update the property listings and rental rates on the company website, so that potential renters can view the latest information.	Generate financial reports and analysis	8	9
As a renter, I want to receive notifications of upcoming lease renewals and options to renew online, so that I can avoid the hassle of paper-based	Track move-in and move-out dates of tenants	6	13

Story	Tasks	Estimated Time (Days)	User Story#
As a property manager, I want to track the move-in and move-out dates of each tenant, so that I can plan for the turnover and minimize the vacancy rate.	Implement vacancy rate minimization feature	7	14
As a renter, I want to view the maintenance schedule and history of each property, so that I can plan my own schedule accordingly	Implement personal schedule integration	6	15

Wireframing/ UI-UX design



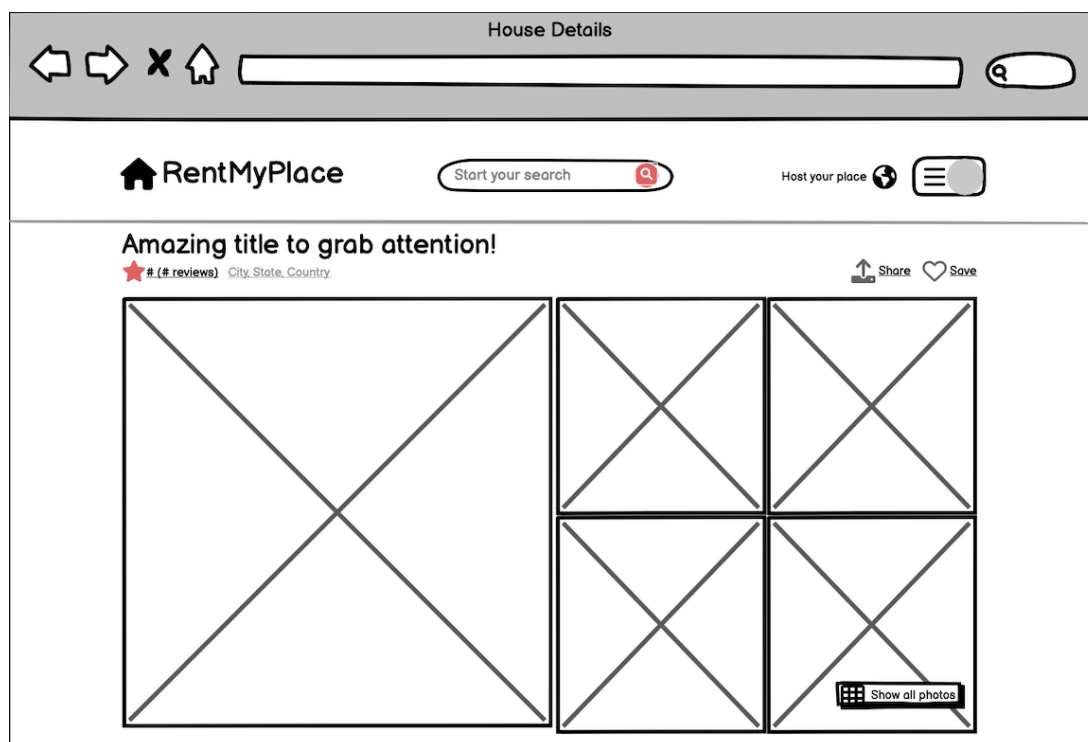
Inspiration for your next trip



Discover Fun Experiences



Questions



Listing title, hosted by Name

guests • # bedroom • # beds • # baths



Entire home

You'll have the condominium to yourself.



Enhanced Clean

This Host committed to Airbnb's 5-step enhanced cleaning process. [Show more](#)



Self check-in

Check yourself in with the lockbox.



Free cancellation for 48 hours

Welcome! This is a brief description of the spacious, beautiful, comfortable, and incredibly located home in the heart of this great city. It has everything you need to take in all of the city and what it has to offer. You are going to love this place!

[Show more](#) >

\$\$ /night

★ (# reviews)

CHECK-IN
12/27/2021

CHECKOUT
1/1/2022

GUESTS
6 guests



Reserve

You won't be charged yet

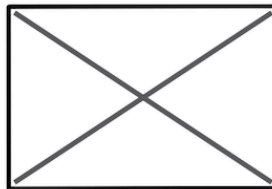
\$\$ x # nights	\$\$\$
Cleaning fee	\$\$\$
Service fee	\$\$\$
Occupancy taxes and fees	\$\$\$
Total	\$\$\$

This is a rare find. Sean's place on Airbnb is usually fully booked.

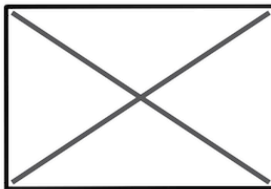


[Report this listing](#)

Where you'll sleep



Bedroom 1
1 queen bed



Bedroom 1
1 queen bed

What this place offers



Kitchen



Free parking on premises



70" HDTV with Amazon Prime Video, Disney+, HBO Max, Hulu, Netflix, Roku, standard cable



Free dryer - In unit



Bath



Wifi



Pets allowed



Free washer - In unit



Air conditioning



Security cameras on property

Show all 67 amenities

5 nights in Chicago

Dec 27, 2021 - Jan 1, 2022

December 2021							January 2022						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30	31					



[Clear dates](#)

★ # ● # reviews

Cleanliness 5.0
Communication 5.0
Check-in 5.0

Accuracy 5.0
Location 5.0
Value 5.0



Name
Date

Review on how amazing the stay was. The unit has everything you need, it felt like we were right at home. We highly recommend this Airbnb!

[Show more](#) >



Name
Date

Review on how amazing the stay was. The unit has everything you need, it felt like we were right at home. We highly recommend this place!



Name
Date

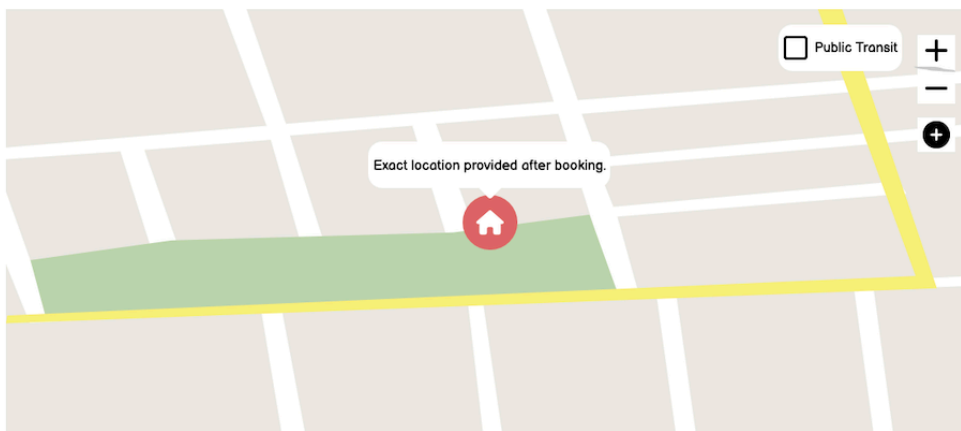
Review on how amazing the stay was. The unit has everything you need, it felt like we were right at home. We highly recommend this place!



Name
Date

Review on how amazing the stay was. The unit has everything you need, it felt like we were right at home. We highly recommend this place!

Where you'll be



City, State, Country

A brief description of the area. How great the neighborhood is, one of the best places to live in the city. This place has beautiful surroundings with cool museums, art galleries, and parks. Don't get us started on the restaurants!! There are many wonderful culinary diversity making it great for eating around the area.

[Show more](#) >

Hosted by Name
Joined in April 2015

★ # Reviews ✓ Identity verified

During your stay

Happy to help throughout your stay, and available anytime day or night.

Policy number: 123456

Languages: English, Español

Response rate: 100%

Response time: within an hour

Contact Host

To protect your payment, never transfer money or communicate outside of the Airbnb website or app.

Things to know

House rules

- Check-in: After 4:00 PM
- Checkout: After 10:00 AM
- Self check-in with lockbox
- No smoking
- No parties or events
- Pets are allowed

[Show more](#) >

Health & safety

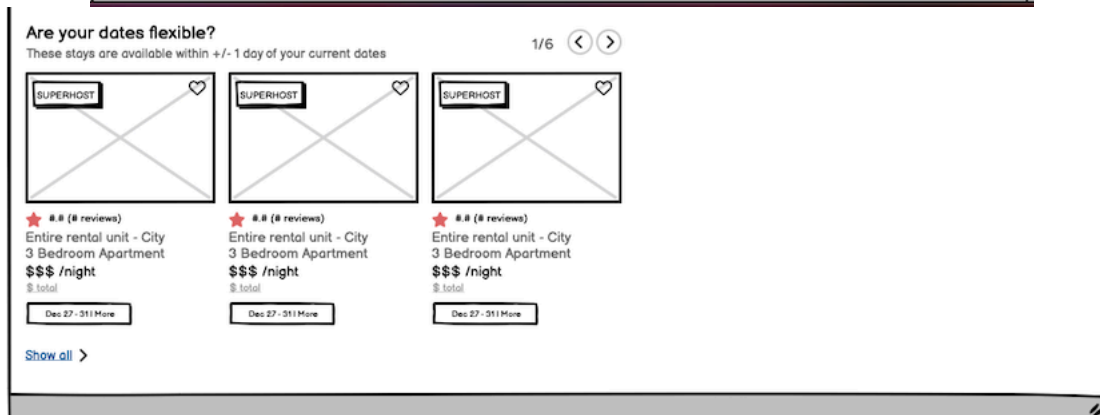
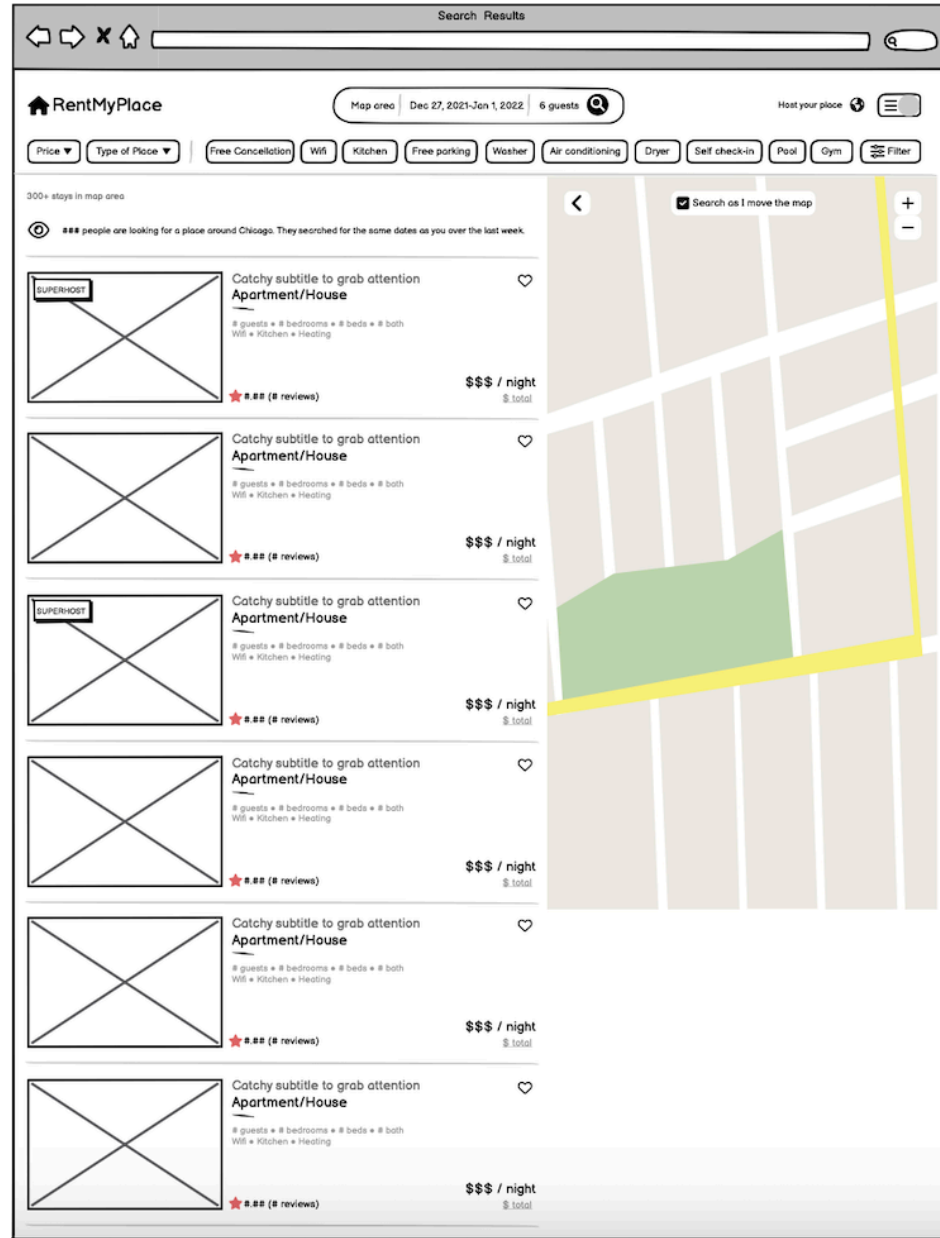
- Committed to Airbnb's enhanced cleaning process. [Show more](#)
- Airbnb's social-distancing and other COVID-19-related guidelines apply
- Security camera/recording device [Show more](#)
- Carbon monoxide alarm
- Smoke alarm

[Show more](#) >

Cancellation policy

Free cancellation for 48 hours

[Show more](#) >



Project Retrospect Report

Project Title: ABC Rentals Management System

Project Duration: 6 months

Project Summary: ABC Rentals Management System is an online platform developed to manage rental properties, tenants, leases, and maintenance requests. The system aimed to streamline the property management process, improve communication and collaboration among stakeholders, and enhance customer satisfaction.

Objective: The primary objective of this retrospective report is to identify the lessons learned, challenges faced, and actionable improvements for future projects.

Methodology: To achieve the objective, we conducted a retrospective meeting with the Scrum Core Team members and organizational stakeholders. During the meeting, we discussed and analyzed the project's key aspects, including project planning, team collaboration, communication, and delivery. We collected feedback and opinions from all participants and compiled them to create this retrospective report.

Key Findings: After conducting the retrospective meeting, the following key findings emerged:-

- 1. Team Collaboration:** The project team faced challenges in collaborating effectively, leading to misunderstandings and delays. To improve this, we recommend establishing a clear and consistent communication channel among team members, providing regular feedback, and promoting a culture of collaboration.
- 2. Project Planning:** The project planning process was inadequate, leading to scope creep, missed deadlines, and rework. To address this, we recommend adopting a more structured planning process, including detailed requirements gathering, user story mapping, and sprint planning.

3. Technical Challenges: The team faced technical challenges in implementing certain features, leading to delays and reduced functionality. To address this, we recommend investing in training and development programs for team members to improve their technical skills and knowledge. Agreed Actionable Improvements: Based on the key findings, the following actionable improvements were agreed upon:

4. Establish a clear and consistent communication channel among team members, providing regular feedback, and promoting a culture of collaboration.
5. Adopt a more structured planning process, including detailed requirements gathering, user story mapping, and sprint planning.
- 6.** Invest in training and development programs for team members to improve their technical skills and knowledge.

Conclusion: The retrospective meeting enabled the project team to reflect on the project's successes, challenges, and lessons learned. The agreed-upon actionable improvements will guide future projects and help the team achieve greater success. Overall, this retrospective report serves as a valuable document to continuously improve the Scrum process and ensure the success of future projects.