**Introduction**

In this document, I will reflect on the work completed during the sprint for the SNHU Travel application. As the scrum master, I helped guide the team through out transition to the Scrum-Agile methodology. The goal was to improve collaboration, increase flexibility, and deliver a better product for our clients. I will discuss how each role contributed to the project’s success, how we handled interruption, and the different kinds of tools and processes that allowed everything to run smoothly.

**Applying Roles**

In a Scrum-Agile team, each role plays a key part in making sure we deliver the product on time and with the right features. Here’s how the team came together:

* **Scrum Master:** My job as a Scrum Master was to keep the team on track, ensuring that we followed the Scrum principles, and removing any obstacles blocking our progress. I made sure everyone had what they needed, whether that was answering questions or facilitating communication with the Product Owner and Tester.
* **Product Owner:** The Product Owner made sure we understood the vision and the features needed to meet the client’s goals. For example, when the focus shifted from a “Top 5 List” of popular destinations to detox/wellness packages, the Product Owner made sure we knew Exactly what needed to change and why. The Product Owner knows best in their respected field and was key to keeping us aligned with the client’s interests.
* **Developer:** The Developer was in charge of the heavy lifting such as coding the application and implementing the changes. When the direction of the project changed, the developer was able to update the UI and swap the images and text, making sure we stayed on track without starting over.
* **Tester:** The Tester’s role was to make sure that everything worked as expected. They kept the quality of the application high by verifying that each feature met the acceptance criteria.

**Completing User Stories**

The best part about Scrum is how it breaks down larger tasks into smaller, more manageable chunks called user stories. This made it easier for us to stay on track and adapt to changes.   
We used this format in order to create user stories:   
“As a(n) <type of user>, I want to <perform some task>, So that I can <achieve some goal>”  
for example, with our top 5 list, I created a story as “As an **End User**, I want to **click a link to view the top five or ten destinations list** so that I can **see the most popular locations for travel**”. This simple structure made it clear what needed to be done.  
When the Product Owner decided to shift the focus from popularity to detox, wellness packages, this Scrum process allowed us to quickly update the list. We had no need to recreate the entirety of the project, but instead simply swapped out the images and description for each location. This flexibility is one of Scrum’s biggest advantages.

**Handling Interruptions**

Scrum really shines when unexpected changes happen. In our case, the direction of the project shifted midway through development when the Product Owner changed the content focus. This could have been a huge setback, but because of the Agile approach, it was easy to adjust.

* Agile Flexibility: instead of going back to square one, we just updated the UI with new images and text. This is one of the things I really appreciated about agile, it lets you quickly pivot without losing too much time or effort. The Developer was able to make the necessary changes in the code, and the Tester quickly verified that the new content met the acceptance criteria.
* Collaborations: The key to handling changes smoothly was communication. I made sure to keep in touch with both the Product Owner and the Tester, checking in regularly to make sure everything was aligned. This open communication made it easier to adjust and keep the project moving forward.

**Communication**

Effective communication was essential in making sure that everyone was on the same page. I made sure to keep the team updated though daily stand-ups, and I made sure to keep the lines open with both the Product Owner and the Tester.

For example, I sent emails to both the Product Owner and the Tester to clarify any questions I had about the project:  
**Email to Product Owner:**

In the email to the Product Owner, I asked for clarification on the UI. *“Would you want a line separating each package or would you like to see it in a grid formation?”* I wrote in the email along with many other questions. I also wrote down my progress along with potential changes that may be considered for adjustment   
 “*I currently open a window upon clicking the link that shows #1 with a picture and a brief description. I set it up as a slide show for now but wanted to clarify if you would like it to be a slideshow with each result showing one by one or for the list to all be in one page.*”

For the email to the tester, I reached out with questions about legibility and overall design. *“Does the current slide show format provide a smooth user experience?” “How does the blue background work in terms of text legibility”*, these are some of the questions I ask in the email. This feedback helped us refine the user experience.

Both these emails helped make sure that we kept good communication and collaboration as well as ensuring that every team member was on the same page of the project.

**Organization Tools**

Scrum provided us with the structure and tools we needed to stay organized and focused. Some key events and practices that helped were:

* **Backlog Refinement:** The Product Owner kept the backlog prioritized, which meant we knew exactly what to focus on next. When the project direction changed, it was easy to shift priorities because we had a clear view of what needed to be changed.
* **Sprint Planning:** At the start of each Sprint, we broke down the user stories into smaller tasks. This helped the team focus on specific goals without getting overwhelmed by the bigger picture
* **Daily Stand-ups:** These quick check-ins helped keep everyone aligned. If something wasn’t going as planned, we could adjust quickly before it became a bigger problem.
* **Sprint Review and Retrospective:** These events helped us reflect on our progress, identify what went well, and figure out what we could improve on for the next sprint.

**Evaluating Agile Process**

The Scrum-Agile approach worked well for the SNHU Travel project, but line any methodology, it had its pros and cons.

**Pros:**

* **Flexibility:** We could quickly respond to changes, like shift from popularity to wellness-focused destinations, without major disruptions
* **Collaboration:** Agile encourages constant communication, which helped us make sure we were meeting the client’s needs.
* **Continuous Improvement:** The Sprint Retrospective allowed us to reflect on the process and make adjustments for future sprints, ensuring we keep getting better

**Cons:**

* **Learning Curve:** For a team transition from waterfall, the shift to Scrum was a bit of an adjustment. It took some time to get comfortable with the more iterative approach
* **Managing Scope Creep:** The flexibility of Agile can also lead to scope creep if the Product Owner keeps adding and changing the project direction. It’s something we have to manage carefully.

**Was agile the right approach?**  
Given the nature of the SNHU Travel project, things can change quickly based on customer feedback. Because of these potential changes, a Scrum-Agile approach was definitely the best fit for this project. It gave us the flexibility we needed in order to adapt and improve as we went along, ensuring we delivered the right product.

Conclusion

Overall, the Scrum-Agile approach worked really well for this project. It helped us stay flexible, communicate effectively, and deliver a product that met the client’s needs. While there were challenges during the transition, the team adapted and thrived. I’d recommend using this approach across the company, as it helped us improve both our process and our product.

Cobb, C. G. (2015). *The Project Manager’s Guide to Mastering Agile: Principles and practices for an adaptive approach*. John Wiley & Sons.