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In the Scrum-Agile approach, each role plays a critical part in ensuring the success of the project. As the Scrum Master, my primary responsibility was to facilitate communication and ensure the team adhered to Agile principles, enabling each role to contribute effectively.

The product owner was instrumental in making the product backlog. Before Sprint Planning, the Product Owner provided a well-structured backlog, ensuring that the team knew what work was planned and the priority of the user stories. This prioritization was proven to be beneficial when we shifted our focus to include features for wellness travel.

The **Development Team** provided estimates for each user story before Sprint Planning, allowing the team to collaborate and agree on the size of each user story. We needed this to manage our workload and set realistic sprint goals. For example, when tasked with developing the user interface for the SNHU Travel application, developers collaborated with the Product Owner and tester to ensure the design met user expectations and had a semi-working build within the sprint duration.

As the **Scrum Master**, I facilitated the Sprint Retrospectives and ensured that the team’s work was visible to the stakeholders. By organizing daily stand-ups, Sprint Reviews, and Retrospectives, I maintained clear communication and helped the team stay aligned with project goals. We identified areas for improvement such as handling scope changes and implemented changes in the next sprint to improve our workflow.

The Scrum-Agile approach significantly streamlined the completion of user stories. The nature of sprints allowed us to break down the project into manageable chunks and focus on delivering specific features within each sprint. For example, user stories related to creating a user-friendly booking interface were completed in early sprints, allowing us to gather feedback and make improvements in subsequent sprints. Daily stand-ups and constant communication ensured that any roadblocks were quickly addressed which kept the team on track. The collaborative effort of the team members ensured that each user story was thoroughly discussed, estimated, and assigned.

One of the key strengths of the Scrum-Agile approach is its ability to handle interruptions and changes in project direction. During the development of the SNHU Travel application, we encountered a major change when the focus shifted to include wellness travel features. The Scrum framework allowed us to adapt quickly by re-prioritizing the Product Backlog and adjusting our sprint goals. We conducted an emergency Sprint Planning session to incorporate the new requirements, and the team collaboratively decided on the most critical tasks to address first which allowed us to implement the changes immediately. This flexibility ensured that the project continued to progress despite the change in direction.

In terms of communication, it was absolutely necessary to succeed. Scrum allowed us to share our progress and collaborate effectively. Here is an example of an effective discussion:  
**Developer:** "Yesterday, I completed the user authentication feature. Today, I’ll start working on the booking interface. I’m facing a challenge with the API integration and might need some help from the team."  
  
**Tester:** "I’ve tested the user authentication feature and found a few minor issues that need fixing. I’ll work on writing test cases for the booking interface today."  
  
**Product Owner:** "I’ve updated the Product Backlog with the new wellness travel features. We need to discuss the prioritization of these new stories in our Sprint Planning session tomorrow."  
  
This exchange not only gives valuable information to the team, but each member is satisfying their role and responsibility.

Agile project management tools such as JIRA helped us coordinate and increase efficiency within the team. JIRA allowed us to track tasks, manage backlogs, and monitor progress in a structured manner. Features like task boards provided real-time visibility into the project status. It also allowed team members to create and assign user stories, track the status of tasks, and generate reports on sprint performance.

The pros of the scrum-agile approach that we used are flexibility, continuous updates, and collaboration. These are obvious benefits of any agile methodology. The one con we faced, however, was the learning curve. Coming from a waterfall method, the agile approach proved to be slightly overwhelming as it requires a bunch of new fundamental concepts like Sprint Reviews and Retrospectives. While it can seem overwhelming to welcome these new concepts, attaining the pros of this approach is crucial.

Overall, the Scrum-Agile approach was well-suited for the SNHU Travel project. Its flexibility, continuous improvement, and collaboration allowed us to deliver a product that met the changing needs of the client and kept the stakeholders and users in the loop.