**Sprint Review and Retrospective**

**Applying Roles**

In the SNHU Travel project, the Scrum-Agile team’s roles were pivotal to success. As the Scrum Master, I facilitated daily stand-ups and resolved impediments to maintain sprint momentum. For example, when a developer faced issues integrating the payment gateway, I coordinated with the vendor to resolve the issue within 24 hours, ensuring the sprint stayed on schedule (Highsmith, 2021). The Product Owner prioritized the product backlog and defined user stories, aligning development with business goals. When market feedback highlighted the need for mobile responsiveness in the booking interface, the Product Owner reprioritized the backlog to include this feature in the next sprint, enhancing user satisfaction (Rubin, 2018). The Development Team, including software engineers and testers, used pair programming to implement the search functionality for niche vacation packages, reducing errors and ensuring robust code that allowed filtering by themes like adventure or relaxation (Cohn, 2019). These role-specific contributions ensured the project met its objectives efficiently.

**Completing User Stories**

The Scrum-Agile approach to the software development life cycle (SDLC) facilitated user story completion through iterative cycles and continuous feedback, unlike the rigid Waterfall model (Sommerville, 2021). For instance, the user story “As a traveler, I want to search for vacation packages by location and price so that I can find affordable options” was completed in a two-week sprint. We estimated effort using story points during sprint planning, developed the search algorithm in the first week, tested it in the second, and refined it based on stakeholder feedback during the sprint review. This iterative process ensured the feature met acceptance criteria, including performance benchmarks (Rubin, 2018). Another story, “As a new user, I want to create an account easily so that I can save my preferences,” was prototyped quickly, allowing early feedback and iteration, completing the feature ahead of schedule. Agile’s focus on incremental delivery accelerated progress and ensured quality (Cohn, 2019).

**Handling Interruptions**

Agile’s adaptability was critical when the SNHU Travel project faced interruptions. Mid-project, a stakeholder requested social media integration—an unplanned feature—after a competitor launched a similar capability. During a backlog grooming session, we added the new user story and adjusted the sprint scope by deprioritizing less critical tasks, such as minor UI enhancements. As Scrum Master, I facilitated negotiations with the Product Owner to maintain team velocity, ensuring the feature was integrated without delaying the release (Highsmith, 2021). This flexibility aligns with Agile’s principle of responding to change over following a fixed plan, unlike Waterfall, where such changes would require costly rework (Sommerville, 2021). Agile’s iterative structure allowed us to absorb this interruption while delivering on time.

**Communication**

Effective communication fostered collaboration in our team. Using Slack for daily updates and Jira for task tracking, I ensured transparency and alignment. For example, during sprint 3, I posted in Slack: “Team, we’ve hit a snag with the API endpoint for package details. @Developer1, can you investigate? @Tester, prepare test cases once fixed. Let’s discuss in today’s stand-up.” This message was effective because it was concise, assigned clear responsibilities, and invited discussion, encouraging collaboration (Rubin, 2018). Another example was an email summarizing the sprint review: “Hi Team, Great job on completing 85% of committed stories! Stakeholders loved the demo. For the retrospective, please think about what went well and improvements. Meeting tomorrow at 10 AM.” This promoted a culture of openness, leading to actionable insights during retrospectives, such as improving test automation, which enhanced future sprints (Cohn, 2019).

**Organizational Tools**

Jira, Slack, and Zoom, aligned with Scrum principles, were instrumental in our success. Daily stand-ups via Zoom ensured alignment, with Jira tracking tasks in real-time for transparency. Sprint planning in Jira allowed accurate work estimation, while retrospectives identified tool improvements, such as adding burndown charts to monitor progress (Highsmith, 2021). Tools tied to Scrum events like sprint reviews and planning, reduced miscommunication and improved efficiency by providing clear visibility into project status (Rubin, 2018).

**Evaluating Agile Process**

***Pros and Cons of Scrum-Agile in SNHU Travel***

**Pros**:

* Agile’s flexibility enabled rapid adaptation to changing requirements, such as adding mobile features mid-sprint.
* Iterative delivery provided early value, with working prototypes after each sprint, boosting stakeholder confidence.
* Enhanced collaboration improved team morale and product quality (Highsmith, 2021).

**Cons**:

* Frequent meetings, like daily stand-ups, caused fatigue, reducing productivity.
* Scope creep risked delays if not managed, as seen when stakeholders requested additional features.
* The initial Agile learning curve slowed early sprints for new team members (Cohn, 2019).

***Best Approach?***

The Scrum-Agile approach was optimal for SNHU Travel due to its evolving requirements driven by market dynamics. Unlike Waterfall’s rigid structure, Agile’s adaptability ensured we met user needs, delivering a user-friendly app on time. Agile’s iterative feedback loops and flexibility were critical to the project’s success, aligning with industry findings that Agile projects have an 88% success rate versus Waterfall’s 47% (PM Center Bellevue, 2024).

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