

CS-250 Module 7 Project

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CS-250

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10-17-2025

This report captures the story of our team's journey through the final Sprint Review and Retrospective for the SNHU Travel application development project. As ChadaTech's first team to pilot a transition from the traditional Waterfall model to the Scrum-Agile framework, we were entrusted with the mission to create innovative booking software to help SNHU Travel reach a broader audience. The experience was both challenging and rewarding, ultimately resulting in a functional site that met every success criterion. In this report, I'll reflect on how each team member's contribution, the Scrum framework, and our adopted processes shaped our success, and what these lessons mean for ChadaTech's future.

From the outset, our Agile Team Charter provided a sense of direction and purpose. By defining clear roles and responsibilities, we fostered a supportive and focused team dynamic that kept us all moving in the same direction.

- **Product Owner (Christy):** Christy guided the team with clarity and vision, always ensuring we understood what mattered most to our client. By skillfully managing the Product Backlog and prioritizing features, she kept our focus sharp. Her decision to place **User Story 1, "See a customized top-five list,"** at the top of our priorities meant we began by delivering the most valuable feature for our users, which was a choice that set a positive tone for the whole project (Grebic & Stojanović, 2021).
- **Scrum Master (Ron):** As Scrum Master, I saw my role as both facilitator and supporter. I worked to keep our daily scrums purposeful and efficient, and I took pride in helping the team overcome roadblocks whether they were technical snags or logistical headaches, so everyone could keep moving forward (Certified Scrum Master Training, 2025).
- **Developer (Nicky):** Nicky, our developer, brought user stories to life through high-quality, adaptable code. Her collaborative spirit shone as she worked with the team to design and build features, leaving space for iteration and improvement. Nicky's work on

the user profile settings and the "Hot Deals" integration stood out as technical highlights of our project.

- **Tester (Brian):** Brian's attention to detail and commitment to quality set the bar for our deliverables. By defining clear acceptance criteria, asking clarifying questions when things weren't clear, and running comprehensive tests, Brian made sure every new feature was reliable and ready for users. His meticulous work on test cases like those for "Customize List" (US2) and "Hot Deals" (US3), ensured we only called a story complete when it truly met our standards.

The Scrum-Agile approach made our progress visible and manageable, allowing us to deliver user stories in steady, meaningful increments. **User Story 4, "Be able to set my favorite travel types in profile settings,"** perfectly illustrates how this framework helped us bring ideas to life. Though a "small" story, it was a foundational piece for the application's personalization features.

1. **Sprint Planning:** Christy presented the story, and the team discussed its acceptance criteria (e.g., options for travel type, destinations, activities).
2. **Sprint Execution:** Nicky developed the code for the user profile interface and the back-end logic to save these preferences.
3. **Testing:** Brian executed the corresponding test cases, verifying that the system correctly saved user preferences and that these choices filtered other lists as expected.
4. **Sprint Review:** At the end of the sprint, we came together as a team to showcase the new feature to our stakeholders. Their immediate feedback was both encouraging and constructive, giving us confidence that we were on the right track. Marking the story as complete felt like a shared victory, and this rhythm of review and reflection ensured our

application was always grounded in quality and collaboration (Grebić & Stojanović, 2021).

Perhaps the biggest advantage of working in Scrum-Agile was our ability to adapt quickly when things changed. After one early Sprint Review, our stakeholders told us that focusing on users' past travel history wouldn't help new users personalize their experience. Hearing this feedback in real time allowed us to respond before we went too far down the wrong path.

In a Waterfall model, this would have caused significant delays. In Scrum, the change was managed smoothly:

- Christy, our Product Owner, acknowledged the feedback and immediately worked to reprioritize the Product Backlog.
- User stories focused on explicit user choices, like **User Story 5 ("Be able to set a price limit")** and **User Story 6 ("Be able to search by travel type")**, were elevated in priority for the upcoming sprint.
- This flexibility meant we could finish what we'd committed to in the current sprint, then seamlessly shift our focus in the next sprint to better match the client's new vision. The ability to pivot so smoothly is something we simply couldn't have achieved in a traditional Waterfall project (Grebić & Stojanović, 2021).

Open, honest communication was the backbone of our team. Our Team Charter set the tone, but it was our Scrum events, especially the Daily Scrum, that kept everyone aligned and in the loop.

**Sample Communication: Daily Scrum Structure** As outlined in our team's reflection on the process, our 15-minute daily meetings revolved around three key questions for each team member:

1. *What did I accomplish yesterday to help the team meet the sprint goal?*

2. *What will I do today to help the team meet the sprint goal?*
3. *What impediments are standing in my way?*

**Effectiveness:** This simple structure, a pillar of Scrum, kept us all accountable and made progress visible. When someone hit a roadblock, the team rallied around to find solutions on the spot. Not only did this help us meet deadlines, but it also fostered a culture where everyone's voice mattered. We learned to encourage quieter team members to speak up, further enriching our collaboration. Respect and openness, as outlined in our "Rules of Behavior," became more than just words; they were daily practices (Certified Scrum Master Training, 2025).

Jira became our digital home base. We used it to organize everything from user stories to testing, making it easy to stay on track and live out Scrum principles in our day-to-day work.

- **Product Backlog:** The prioritized list of user stories was maintained here, providing a single source of truth for the project.
- **Sprint Backlog:** For each sprint, we created a Kanban board in Jira. We would pull in high-priority stories like the "**Customized Top-Five List**" and their associated development and testing tasks.
- **Integrated Testing:** Brian's habit of linking test cases like "Select Vacation Type" directly to user stories in Jira made a big difference. Nicky could always see exactly what her code needed to achieve, leaving no room for ambiguity. This brought clarity, efficiency, and a shared understanding of what "done" really meant.

Looking back, the Scrum-Agile approach proved to be a game changer for our team and the SNHU Travel project.

**Pros:**

- **Increased Flexibility:** Being able to respond to stakeholder feedback and adjust our backlog, without throwing the whole project off course, gave us a huge advantage compared to the rigid Waterfall model (Grebic & Stojanović, 2021). (Grebic et al., 2021)
- **Enhanced Stakeholder Satisfaction:** Regular Sprint Reviews let us show real progress and get input directly from stakeholders. This built trust and helped us deliver exactly what the client wanted.
- **Improved Team Morale and Ownership:** Our "Rules of Behavior," especially the encouragement to "Ask for Help," fostered a sense of teamwork and shared ownership. This collaborative spirit made tackling challenges more manageable and kept morale high.
- **Early Risk Mitigation:** Our daily scrums gave us a chance to spot risks like delays or bugs early and address them before they became bigger problems.

**Cons: Every methodology has its challenges, and Scrum-Agile was no exception for our team.**

- **Initial Learning Curve:** Coming from a Waterfall background, we struggled at first to estimate user story sizes accurately. This made it tough to predict if we'd meet our sprint deadlines in the beginning.
- **Requires High Stakeholder Availability:** Scrum's effectiveness depends on having engaged stakeholders and a committed Product Owner. For SNHU Travel, this meant regular time investments from their team which, while worthwhile, could be a challenge for busy clients.

Was Scrum-Agile the best choice for us? Absolutely. Despite a few bumps along the way, the iterative, collaborative nature of Scrum gave us the structure and flexibility we needed to build

an innovative tool even as requirements evolved. For a project like SNHU Travel, this approach was the clear winner (Grebić & Stojanović, 2021).

Our journey with the SNHU Travel project showed firsthand how powerful Scrum-Agile can be. The process brought us together as a team, made us more responsive to change, and led directly to a working booking site that fulfilled our mission.

Given the overwhelmingly positive outcome of this pilot, I wholeheartedly recommend that ChadaTech move forward with transitioning all development teams to Scrum-Agile. Adopting this approach across the company will empower our teams, improve product quality, and help us build an even stronger, more connected company culture.

## References

Grebić, B., & Stojanović, A. (2021). Application of the Scrum Framework on Projects in It Sector. *European Project Management Journal*, 11(2), 37–46.

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