Within the Scrum framework, there are many people that make up the Scrum team. Each person plays a role in what gets done in the project the team is working on. The main roles of these teams are product owner, scrum master, developer, and tester. Some of the members may be more hands-on with the project while others may be more face-to-face with the client, but neither is more important than the other in the scrum framework.

The first role is the project owner. This role is all about the client and the client’s users. The project owner works closely with the client to receive feedback on what the client likes, wants, or suggests based on the sprint meeting. This person takes everything to heart from the client’s views and then passes it on to the rest of the scrum team. The project owner’s role is what helps keep the framework flexible. An example of the project owner’s role in SNHU Travel is when they were in a meeting with the client to switch top destinations to top detox and wellness resorts.

The scrum master is in place to keep everyone on track and following the scrum framework. They help to clear up all obstacles in the way of the project. It could be something simple like making sure the team members have access to water to stay hydrated or more complex like making sure the team has all the software and hardware needed to do the job. The scrum master helps lead the scrum meetings to allow all other team members to stay on the same page and allows them to discuss any issues that need to be addressed. The scrum master in SNHU Travel took the time to get blinds for the office to help with some lighting issues discussed by the team.

The tester’s job allows the team to help prevent any major problems before they even happen. This is a crucial part that let the scrum framework keep moving and lets the client see short increments of a working project as the project is completed. They use test cases in order to validate if a user story is running as it should be and also validate that the test can is as specific as possible to keep any problems from occurring. To validate everything in the user stories it is the tester’s job to ask questions. Asking questions allows the tester to get as much detail as possible to accomplish their job.

As a developer, the main goal is to produce a product that matches the client’s end goal. They work closely with every member of the scrum team. Communication between the project owner and the developer is vital to develop what exactly the client is expecting. They communicate from the being to the end any changes that the client makes or that needs to be done for the project to be successful. A developer would also have to communicate closely with the tester. Everything that the developer produces will go through the tester not just for functionality but for expected outcomes as well.

SDLC allows for the flexibility to keep changing. This methodology allows us to continuously update the backlog and therefore user stories. SDLC also lets the team have a close relationship with the client. The relationship between the team and the client lets us realize the client’s main objective and what the client’s users what. With the information we retain from the client, we are able to prioritize the segments within the backlog to create a prioritized user stories document that will help the team with the project.

The flexibility of SDLC is why change is excepted and expected in projects run in Scrum. Anytime the client feels that they need to change direction in the project it is always welcome. They may start to find a trend that will bring in more business than if they stick with the initial track then they could potentially lose business because users follow the trend. The client would discuss the changes needed with the project owner and the project owner would then update the backlog to discuss in future meetings with the rest of the team.

One of the best forms of communication using the Scrum framework is the daily Scrum meetings. The daily Scrum meetings are always brief 15 min meetings that are stand-up, which helps keep everyone in the Scrum mindset. These meetings allow the team members to communicate what they did and are planning on doing. This keeps everyone on the same track. The meetings are also used to bring up any obstructions that could be preventing progress in the project. There are other forms of communication as well. Some be face-to-face for example when the project owner has a meeting with the clients. The face-to-face approach excels when it comes to understanding exactly what the client wants as well as giving answers to immediate questions about new information.

There are many different tools that are very helpful to the Scrum-agile approach. The tools that are used have many different attributes that aim for the success of a project done within Agile. The first part that helps the team be successful would be how any member of the team can use and update the information on it. This is very useful because in some cases the team could be working remotely and not face-to-face. One thing that these tools have is a space to continuously update the backlog. Having the backlog at your fingertips allows for constant user story updating. Another part of the tool is all the reports that are usable. The reports are visibly able to be seen by the members of the team so they can also be reminded of what is done, in progress, or needs to be completed and continue their own work. Other than being helpful these tools can also be viewed as a type of communication tool or reminder tool.

The fact that SNHU Travel chose to approach the project with the Scrum-agile framework is what made SNHU Travel become successful. They found after the project started that there would be a shift in the trend and wanted to slightly change the approach. If they went with a waterfall approach the project would have to be pretty much scrapped and started from the beginning. This could have then doubled the amount of time it took for the project to be completed as well as increased the overall cost of the project. The flexibility of the approach chosen is what made the change possible. It is one of the biggest pros of agile. Another pro that worked in SNHU Travel’s favor is communication. With waterfall, everyone works on their own individual tasks assigned while agile works together to succeed.

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