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**SNHU Travel Project: Sprint Review and Retrospective**

Now that this project is complete, it is time to look back at how we got here. As the Scrum Master, it is my privilege to create this record for the team. We’ll review how our team was built, what their roles were, and how they worked together. Then we’ll look at the project starting with meeting the customer and reviewing the request through to delivery of the product. Finally, there will be an analysis of what went well and what can be improved for the next project.

The project was developed using Agile approaches to software development. These principles favor communication, transparency, and teamwork.

**The Team**

The Product Owner (PO) works directly with the clients to develop a starting set of requirements for the product. Using a tool known as User Stories, like an interview regarding the project, the PO captures the heart of what the client is trying to accomplish. With these stories she then creates the product backlog that the team will work from to create the product. During the process, she keeps in regular contact with the client. If there are any changes, she communicates them to the team, and adjustments can be made mid-stream. This happened during the SNHU travel website project. Initially, the website was to be a general travel and vacation package site. Part way through, though, the client made a significant change to have the vacation packages only be exclusively for detox/wellness options. The team was able to pivot and make the changes with little impact to the overall project.

The Scrum Master must facilitate team communication. Communication within the team and then out to the stakeholders, as well. This role is also necessary to overcome any roadblocks that may come up during a sprint. To help clearly convey the needs of the project, I implemented a burn-down chart as an information radiator. This chart had the user story backlog in order of importance for the team and stakeholders to see. Any changes would be immediately evident and as each story was completed, it would come off the chart, showing the progress to completion. When the change to the website was required, the chart was adjusted, and the team continued to work on the defined goals. For more granular information tracking, we use Jira as a management tool. This allowed us to keep track of specific issues with any individual story along with comments and notes from the team members. This is all in one central location that everyone has access to, further improving overall communications within the team.

The developers and testers used the agile approach of Test Driven Development or TDD. This approach has the testers writing the test before the code is developed. When the User Stories were delivered, the testers would create the rules for the software to “pass”. Then, they could work directly with the developers when the code was written to eliminate bugs while in development and get to code that passes the test quickly. Then the code can be refactored and cleaned to be ready for delivery. When the vacation style change was announced, the testers quickly reworked the tests needed and the developers could correct the code more easily to match the new tests.

As noted earlier, communication is the key to successful agile development. During the project, if we had need to acquire more information, we could do so at the daily Scrum. But, if an urgent need arose, getting an answer immediately could be done with a simple email. See the included communication by the developers when the change request for the site to move to a detox/wellness model came in.

*Christy,*

*Good morning! After this morning’s Scrum, I believe I understand the direction we need to head for the client. I do have some additional questions, though.*

1. *Does the client want to revise the landing page to call out that the vacations will all be “detox/wellness” type?*
2. *Can you provide the updated user story so Brian and I can work on the TDD for this sprint?*

*I’m happy to meet in person at your convenience if that makes this easier.*

*Best*

*Bob*

This was followed by a return email from Christy with a copy of the new user story that Brian was able to work from to create the test cases.

The project with SNHU Travel was a success. Using agile approaches was a key factor in this achievement. From the outset, using tools such as User Stories provided the insights to start off the project. The testers then built the pass-criteria tests from these stories which the developers used to write the code. When the client changed the requirements for the project, the team was able to pivot quickly and finish the project on time. I believe agile was the correct approach to use for this project due to the changing requirements and that generally, the features of the project were not perfectly clear. The downside to the approach is experience. If the team is new to agile, it is very easy to fall into old habits, but the Scrum Master should be there to help guide and coach the team. Using a waterfall approach would have drawn out the project. Since communication would have been sparse, when the clients decided to make the change to the requirements, the team likely would not know about it until late in the development cycle causing delays to delivery.

For the next project, I would like to increase the amount of face-to-face communication. While there was the daily Scrum, we still had several emails to clarify details. I think this can be reduced the following ways. First, the Product Owner could be more detailed when building the users stories. It might even be good to have a team member attend the interview sessions, if allowed. When the stories are delivered, maybe it could be useful to have the team as 5 whys of the stories to address any uncertainty. There will always be room for improvement for every team, it is the willingness to adapt that will help us succeed.