Final Project

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Our team adopted a Scrum-agile approach and each team member contributed to develop our product for SNHU Travel. Our product owner, along with the Scrum Master, met with the client of SNHU Travel to get the known requirements of the product. The Product Owner then met with customers of SNHU Travel as a focus group to determine what they would like to see in the product. The Product Owner was then able to develop User Stories from their meeting and began the Product Backlog with prioritizations and sizes. The Product Owner met with the client again to receive new requirements for the project and met with the rest of the team to share the new information and updated the Product Backlog. As Scrum Master, I met with the client with the Product Manager in the beginning to hear the client’s vision as well as tell the client what would be happening next with our team. I also wrote an agile team charter that included the business case, mission statement, team members and roles, project risks, rules of behavior, and communication guidelines. From the User Stories, the developer was able to correct the top 5 list with the design requirements. Once the client shared their new vision of niche packages, the developer modified the top 5 list with the new requirements. The product tester used the User Stories to develop test cases for each which included the required inputs and expected results. Upon receiving further clarification from the Product Owner, the tester revised the test cases to ensure the functional requirements of the client.

Our new approach to software development helped the user stories come to completion as it started out very vague, but through the ongoing communication and meetings with the focus group and the client, the Product Owner was able to add more detailed user stories as well as the types of packages the client wanted. Through the meeting with the focus group, they described their desires of user profiles, price limits, travel history, and vacation types. The client was able to convey their new requirement of incorporating detox and wellness which the Product Owner was able to add to the User Stories and modify the backlog. The agile approach gave us the ability to roll with the changes and communications as opposed to using waterfall with a strict plan up front when we did not have all of the necessary information to do so.

The Scrum-agile approach gave us the opportunity we needed to accept changes as they came instead of continuing a product that was not wanted which would have required additional time at the end to incorporate. For example, the client began with a vision of a travel site offering niche vacation packages, then after some time decided they wanted to incorporate detox and wellness vacations. Our developer was able to take the new requirements given by the Product Owner and modify an existing function to satisfy the updated needs of the customer.

As Scrum Master I participated in a meeting with the client as well as face-to-face meetings with the team. When a new requirement came from the client, I asked the Product Owner about the schedule as it was an important question for the team. I also made and shared the team charter which detailed our communication guidelines which included our daily stand-ups and encouraged face-to-face communication seen in the following image.

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| Rules of Behavior(values and principles) | We will ask for help when needed and give feedback on issues promptly.  We will share our ideas openly at our scrum meetings and update the backlog as we go.  We will be respectful to each other and dependable.  We will welcome changes from our client and strive to implement them with simplicity.  We will keep attention to detail and strive for excellence. |
| Communication Guidelines(scrum events and rules) | We will communicate face to face and update documentation as necessary.  We will have a Daily Scrum every morning at 8:30 am to go over where we are in the sprint, update the backlog, and discuss our plan for the immediate future.  Any impediments will be reported to the scrum master immediately for a quick response.  We will be respectful in our talks as well as share ideas and criticisms. |

Our team members continually held meetings, shared pertinent information as it came, and used detailed emails to effectively communicate design specifications that were unclear. Our tester emailed the Product Owner for clarifications needed in developing test cases and our developer emailed the Product Owner and tester for clarifications in regard to making required changes in the code.

Agile tools that helped our team be successful were the Product Backlog and User Stories. The principles of constant communication and transparency helped us prioritize the backlog, create test cases, and implement changes without delay. The principle of communicating with the client during the development process also made us successful to deliver a finished product with all of their requirements by the due date.

The biggest upside to our approach was accepting input and changes to create a wanted product as soon as possible. The difficulty in beginning a new process is changing mindsets to take the changes as they come and implement them, however, the communication techniques were most helpful and made it possible. Our agile-Scrum approach was necessary because we only had a timeline and a concept, not all specifications. The client wanted something else incorporated, had it been waterfall, we would not have gotten to the changes until after we created a product that would later prove incomplete.