**ChadaTech Sprint Review and Retrospective**

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As the Scrum Master on this team, my responsibility was mainly gaging the productivity of our team and maintaining clear, open lines of communication between all parties. In this report, I aim to assess the strengths and weaknesses of the Scrum-agile Team, members and practices, in regard to the SNHU Travel project.

One of the main attributes within the Scrum-agile approach is its focus on the customer/client experience and steering focus to building useful and usable assets for the people who would most benefit from them. It enables less planning ahead of time when compared to the waterfall method, as well as being able to adjust need based on actual customer feedback instead of locking in mistakes or misunderstandings into the final product. Generally, it allows the customer themselves to be a part of the development process of their final product. This is why user stories are such a big part of the communication between all the various team members. Having properly defined user stories allows for the testers to develop their success definitions more clearly, which in turn helps the developers make properly functional code that will actually be useful in the final product. Having properly defined user stories can also tell the Product Owner as well as me, the Scrum Master, how we should prioritize certain aspects of the product backlog. For example, in our work on the SNHU Travel Project, one of the ideas listed in the initial meeting was the implementation of various travel filters that the users of the site would like to have when searching for destinations, such as based on price, vacation type, or even against personal saved preferences. Each of these was broken down into separate user stories, each given a priority on the backlog, and then sent to the testers for definition of success conditions. Even at this stage, any of these user stories could be handled/developed independently of one another, and already have assigned priorities in the product backlog. After the testers define the success conditions and send them to the developers (barring any other needed clarification or details), the development process is practically complete. The developers fulfill the test conditions, and we now have useful code that does precisely what the user needs to achieve.

With the user-centric intent discussed thus far, it is also important to bring up the flexibility that Scrum-agile offers to the project as well. Mid-way through the project, the Product Owner informed us of some changes that the client wanted to implement in the original design of the project, typically not manageable through the waterfall method since the customer can’t typically present feedback until after the project is completed. This change in direction was shared with the team through extensive communication practices, the Product Owner relaying the feedback to the testers and developers in the Daily Scrum Meeting where questions and concerns were raised and addressed in the meeting. Follow-up from the testers was important in redefining the changes needed to the original conditions to get to the devolpment team took a bit of time, but was negligible when compared to the overall project timeline. We managed to adapt the project to shift to wellness and health destinations such as the client wanted, with minimal changes to the current project progress. Some of these communication practices were emails sent between the team members to ensure we were maintaining the project's efficiency while adjusting the plan for the new feedback. One of our developers sent this message to the Product Owner in response to these changes. *“In response to the news on the shift in project development, I have some questions that need to be addressed, as well as further steps needed from the testing team. First and foremost, I need to know what has changed priority-wise in the project; are we reworking the completed systems or simply moving forward with a new task to implement the new requirements? Furthermore, any new requirements need to be defined in regard to what has already been completed, which will require aid from the tester in the definition of success parameters. If possible, please share any of these changes with supporting user stories to the testers so that we can move forward with implementation of the requirements, and I will begin work on the prioritized tasks that you have already discussed with me.”*

Encouraging this type of communication is essential in creating the environment for Scrum-Agile to succeed in its implementation. All team members are responsible for the project and have ownership within the project, breeding a sense of pride and good work ethics in each of their operations. Organization-wise, the Product Owner has the most oversight working with the client and managing the backlog, while the testers use information and ideas collected from the client to help the developers complete pieces of the project, and the Scrum Master manages the efficiency of the team through support, training, and maintaining open communication. Many of these team members may switch roles or work on various tasks together as well, eliminating the monotony of tedious work and encouraging teamwork and cross-training, which waterfall fails to accomplish.

Overall, the Scrum-agile approach is an effective system for the SNHU Travel project, especially when compared to the waterfall method that was previously used in the other projects. Agile overall is more flexible than Waterfall, evidenced by the sudden change in direction that we had in the SNHU Travel project half-way through and how we adapted the timeline and current progress into a workable application format. Progress may have seemed slower from an external perspective with initial startup but considering that the project would have been scrapped and restarted through the traditional waterfall method, we have gained a great deal of time and productivity through the flexibility of Agile. Speaking on productivity, the adaptability of our team also aided in the deviation from the original product plan, allowing us to take responsive action instead of focusing on redoing weeks of planning. Through the open communication practices that Agile encourages, we could adjust as needed to produce excellent results along each step. I believe that the SNHU Travel Project, as well as ChadaTech as a whole, did and will benefit from the implementation of Scrum-agile processes.