**Sprint Review and Retrospective**

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As we reach the end of this sprint we now need to look back and reflect and gather feedback from this sprint. Through partaking in various roles during this project such as product owner, scrum master, developer, and tester, I was able to experience how the various roles on the scrum-agile team specifically contributed to the success of the project. Starting with the product owner, this role was key as it bridged the gap between businesses such as the stakeholders and users and the technical side such as the scrum team. This specifically was useful when user stories became unclear. For example, when developing test cases some of the user stories became unclear, it was very useful to be able to reach out to the product owner and have them get in contact with SNHU travel in order to clarify some of the stories. Having a product owner is essential for efficient and accurate communication and collaboration between the scrum team and development of the project and the users and stakeholders of the project as they can communicate between the two sides in different terms to fit each side’s needs. Without the product owner there would be lack of clarification and communication leading to potentially inaccurate results and an inaccurate product. Now with the scrum master, their role is crucial for team collaboration and communication and ensuring that the process of development within the team is run smoothly and efficiently. In this case, the scrum master had a key role in the organization of the team and the flow of development. With the scrum master, they were able to refine the backlog, have scrum events such as sprint planning, daily scrums, sprint reviews, and retrospectives and backlog refinement. I think the role of the scrum master specifically plays a role in the success of a project by keeping the team organized and efficient, making sure that everything flows correctly and that the backlog is completed accordingly. They are essentially the coach of the team and without them there would be no leadership and no direction and organization. Now to the developer, I think the developer plays a key role to success of a project by being the driving point of it all. Having communication between business and logic is great, leadership is great, but without someone creating the product and turning the stories into a real product there is no project. With the tester, this goes back to the communication and correctness of the product owner in a way. The tester ensures that everything such as the backlog and stories are completed correctly, working, and up to standard. In this particular case, the tester was the one who requested clarification to the product owner of the user stories. Without the tester doing so the product would have been completed not up to the client’s standards, and it would have resulted in wasted time and effort. The tester played a key role in this scenario in ensuring the deliverable was accurate to the user stories and product backlog. The scrum-agile approach to this project was key to completing user stories. For example, the tester-product owner scenario. As the tester reached out via email to the product owner for clarification, this allowed for a more accurate result of the user stories. The product owner having the meeting with SNHU travel as well as users of the travel site allowed them to get an exact idea of what the product needed and what they were looking for in the updated version. Using the scrum-agile approach this was possible due to being able to have refinement and go back and communicate with the client for clarification. As agile allows for reflection and feedback. The scrum-agile approach also allowed for communication between real users of the site in order to create a product backlog that would satisfy the customers’ wants as well. The scrum-agile approach also allowed for better communication, feedback, reviews, daily meetings, backlog refinement, revising, and providing a deliverable at the end of a sprint in order for better feedback. In this case that helped a lot as we were able to gather that the client wanted to add wellness beneficiary to the product. Using scrum-agile approach allowed us to go back into development and refine the product backlog for the development team to update the product according to the new client needs. This also touches on how the scrum-agile approach allows for interruptions and helps with handling them. As the client added a new user story to the product backlog, we were able to add this into the development by simply refining the product backlog and adjusting the stories per request. Having sprints allows this process to be done smoothly as we deliver a working product at the end of each sprint, this allows the client to give feedback and for the scrum team to review the feedback and add to the product effectively as it does not interrupt the flow of development as we are prepared to add it to the next sprint. This makes sprint reviews and sprint planning essential for the agile approach. Also in our testing clarification case, as we needed to get clarification on certain features of the site, our testing team was able to do so with this approach as they were able to keep development flow going even though they needed clarification as while this is happening the product owner can communicate the request to the client and then deliver the answer back to testing as they all have their different roles and responsibilities.

Here are samples of my communication between my team.

Dear Product owner & project tester,

I am reaching out in regards to the SNHU travel project that we are currently developing. There are a few areas that I were in hopes for some clarification in as I begin developing the prototype. I was curious if you could reach out to SNHU travel team to clarify as to where they wanted to focus on the wellness/detox aspect of the vacation destinations. Did they want a description highlighting the benefits per location? Or would they have wanted the images to highlight this? Or would they have wanted a completely separate section for this implementation. I am also wondering where the vacation destinations should be listed as the top five from, is this worldwide or just U.S. destinations. As I developed, I noticed that it was unclear where we were choosing the top five destinations from. As well as color scheme, imagine preferences, and if they simply just want images with descriptions as their site?

To the tester for this project, I am requesting that we test the right dimensions of the program. Rather it includes expanding and minimizing the site/slideshow, to make sure that works correctly.

Overall, development is going smoothly, and I am in high hopes for the final product that we offer SNHU travel!

Best regards,

Development

This first email is an email from the development team to the QA tester and product owner. I believe this promotes collaboration within the team as it requires the product owner to collaborate with the development team in regards to gathering more information and clarification on certain user stories. It also promotes collaboration between the testing team and the development team as it requires the testing team to test for specific features that the development team is unsure of or wants tested specifically. It also will allow the product owner and testers to collaborate further if they find more clarification needed on certain features, they are going to test for in order to ensure user stories are developed accurately. This is effective as it not only is asking the product owner to directly contact the client for clarification, but it also is ensuring stories are accurate, testing is done precisely, and the final product at the end of the sprint is closer to “done”.

Dear Product Owner,

I wanted to reach out in regard to the development of the SNHU travel website that we are currently in the testing phase of. We wanted to hopefully have you reach out to the client to clarify some things in the site before we proceed through this phase of the development. With the site how is the client expecting the layout to be? Do they want the destinations to display not just locations but prices of travel, methods of travel, distance from your current location, entertainment options nearby, lodging nearby, etc. Or do they want the site to be simplified and straightforward such as an ordered list of destinations with just a description, photo, and name of location? Would they like the site to allow for further customization such as search, filtration, and profile settings, and do they want each search and filtration ordered in the same 1 through 10 formats? Thank you for working with us as we strive to make this site as best as possible!

Best regards,

QA test lead.

In this email I am acting as the QA test lead and reaching out to the product owner in hopes for clarification on a few features in the site that is currently being tested for development. By doing so this promotes collaboration between the product owner and tester as this allows the product owner to see where we are in development and the questions that have come up as they typically are not part of the daily stand-up meetings. It also allows the tester to get in direct contact with the product owner and get clarification on specific features they were curious about during testing from the client.

The tool that helped the team the most successful in my opinion was the product backlog. Using this allowed the team to prioritize user stories. The collecting of the user stories was also vital to this process although the organization and product backlog became key to knowing what to implement into the system and where our focus should be. I also think that the test cases were very important, as they helped when the tester went to validate something and the feature was not there, this allowed them to send it back to development for them to fix. If the test cases were not there and the testing phase was not apart of the process this would result in the “done” product being far from the client’s actual hopes. The user stories changed throughout the development process so using agile and being able to go back into development and refine the backlog allowed for us to provide a more accurate product and keep the customer happy.

The pros of using the scrum-agile approach during the SNHU travel project was the ability to go back into the product backlog and update it. This helped as priorities changed throughout development. User stories also helped guide the development with real needs. Another pro was being able to reach out to the client for clarification on certain features being implemented into the site. This helped as it allowed for a more accurate development of the site. Another pro was being able to go back into development to change things and put in new user stories that were requested. The frequent feedback was also a huge pro as this allowed for constant communication throughout the project and communication between the team and the users and clients. The team collaboration was also a big pro. Daily standups and emails between team members kept everyone on the same page and aligned with the same goals. Scrum made it easier to pivot throughout the entire project without derailing the entire project. Some of the cons while working with scrum-agile were, some of the user stories lacked clarification or structure. This led to having to rework features mid sprint and or stop development for clarification. I also believe that needs to be “done” or “demo” ready each sprint could have made the development rushed or resulted in poor quality. Another con was role overlap; this was more personal but sometimes playing multiple roles in a project resulted in confusion or blurred focus. Another one is limited real stakeholder feedback as not getting direct feedback from the actual client left things in a confusing state. With these pros and cons listed out I have come to the conclusion that although there were some struggles or low points, the scrum-agile approach was the best approach to take for this project. This allowed us to stay versatile and gather unlimited feedback throughout development. This heightened collaboration and communication throughout the team and allowed us to use real user stories for better development. We were also able to go back into development when needed to adjust to new user stories or clarifications that came about. Overall, using the scrum-agile approach allowed this project to be a success and allowed us to deliver a product that was more accurate to the clients request with low interruptions.