Ron Bal

CS-250 Project Two Sprint Review & Retrospective

10/13/22

The SNHU Travel project has come to a close and with great success. As we sit here, we’ll talk about what went well, what didn’t go well, and what we can improve upon.

Being the Product Owner, it was my responsibility to define the goals based on the customers' needs and effectively prioritize the work for the team in order for you all to have equal amounts of responsibility as well as keep you on task. I engaged with the stakeholders to get their input on how they wanted the final product to look and operate. In this particular project, I gathered information on how the end user would like to traverse their bookings through the travel software.

The information I gathered I put into user stories which has a snapshot of what the end user and customer would like to implement, what the intended implementations should do to operate properly, and define how big of a job I think that task would be through a small, medium, and large denomination. These denominations are to help you as the team to create a prioritized list of tasks to accomplish.

The biggest help in creating the user stories on this project came from the interviews and user meetings I held. In these meetings, I got a further understanding of what the users wanted the program to feel and operate like. I was able to clarify what the users wanted based on what we could accomplish to ensure there weren't any nonrealistic expectations.

It was during one of these meetings I found out the customer wanted to shift their focus to health and wellness retreats. I feel you all took the news rather well considering the shift that had to take place in the middle of the project. I will let you all as the team members implementing the final product reflect on how that went as it affected you the most. I do feel that the agile approach enabled us to handle this shift quite well as I was able to give you all that information promptly allowing us to quickly adapt in the middle of the project as opposed to having to implement it at the end of the project where we may have seen happen with a waterfall methodology. I can't say there's anything in particular that could be improved upon concerning this project as I feel you all handled it quite well from my perspective.

As the Scrum Master on this project, it was my duty to plan each sprint for the team. We only had five weeks to produce the final product so I felt three sprints was the best way to go about this. I feel as if this would give us the best opportunity to adapt to changes, which we ended up seeing a quite large change of direction in this project. It was also my duty to facilitate the daily Scrum, the fifteen-minute meeting we would have each day to talk about what we did, what we will do, and any impediments we have. During this meeting, I was to keep the meeting on topic and sidebar anything that may need more attention or didn't apply to the team or project.

The backlog was my responsibility to update and refine as the project progressed. I made sure it was up to date so that the whole team had accurate visibility of the project's progress. The product owner's implementation of the program JIRA I feel was a great help in this as we had visibility at all times and not just the whiteboard we use as the physical representation for the work.

On top of the Daily Scrum, I also held a Sprint review where we would look at what we were able to accomplish and see if we were able to meet our goals for that sprint. Our results were presented to the stakeholders and I feel they were quite impressed with how we were doing each step of the way.

Finally, is the Sprint Retrospective that we’re holding now for the first time and I hope we all learn something from this to better prepare ourselves for future projects.

I feel what went well was the choice to have three Sprints. This allowed us to effectively adapt to the direction change the project took. Early on, we had a team member that often worked late on the project but was habitually late for a couple of weeks. While I greatly appreciate the effort, I hope moving forward we can all stay on time and show up for the Daily Scrum.

Developer here, it was my responsibility to get any clarifications on user stories, epics, and personas that may be needed to ensure I had a strong understanding of what was being asked of the team. These clarifications allowed us to be able to efficiently obtain the definition of done we had defined for the sprint. I also followed up with the testers on the team to see if they had any issues they may encounter so we could tackle them before committing that particular item to a sprint.

Whenever I reached out to the Product Owner, I would keep the Scum Master in the loop to make sure in my absence or when I was too busy, the Scrum Master could relay the information obtained from the interaction.

Like others have said, I feel the shift change of the project focusing on wellness and detox retreats was handled very well by the team. I think something we could implement in future projects is to be ready for drastic changes like we saw in this project so it won't be such a morale hit.

I was the tester on this project. It was my responsibility to come up with test cases for the project to ensure the final product would operate as intended. I gather information for my test cases from the user stories that I feel were done relatively well but, I did need some clarifications of what users were looking for exactly with their suggestions. For instance, in User Story #5 the user story wanted vacation packages to be displayed based on profile settings. I wasn't sure if they would like to be able to toggle those vacation queries without navigating to their profile.

I think the Product Owner did a great job at fielding our questions and getting the clarifications we required to successfully implement the user stories in the final product. Moving forward, I think we should try to field as much clarifying information up front in the user interviews if possible.

The Scrum-agile approach to the SDLC allows us to break a project into bite-size pieces of information that we can define individually with their respective size and requirements. The blueprint for these user stories is to answer the questions, "Who?", "What?", and "Why?". Having each of the stories have its size denomination and set of requirements gives us a snapshot of how that implementation should operate which allows us to effectively implement into sprints by perhaps lumping similar stories together that have similar results that could be implemented at one time instead of separate times.

The User Stories allow us to generate any clarifying questions. Being the developers and testers, we have foresight into aspects that users may not think of. The best example would be the user that wanted to have vacation packages displayed based on profile settings. They may not realize that what they wanted may only be accessible by navigating to their profile to change vacation packages that are shown to them.

The Scrum-agile approach handles changes in a direction very well. The agile approach implements sprints where some amount of work is done in some predefined amount of time before moving on to the next iteration of work in subsequent sprints. With the SNHU Travel project, we saw a pretty drastic change in direction from popular travel destinations to health, wellness, and detox destinations. Because of the agile approach, we were able to quickly adapt to this change by working on the new change in the upcoming sprint.

Below are a couple of the emails that were sent amongst the team members on the project. These communications allowed the team to get all clarifying information they needed to effectively implement each user story to meet or exceed the users’ expectations. These allowed us to expand upon user needs without creating a cumbersome experience within the SNHU travel program.

To: Christy

Subject: SNHU Travel Agency User Story clarification

Good afternoon, Christy,

I’ve looked over the user stories you have submitted and have begun setting up test cases for three of the stories sent over so I can create their pass/fail criteria and needed a few clarifications in order to move forward.

User Story # 2 - Adjustable profile settings

* + Are there any specific settings they’re looking for that can be adjusted? Perhaps airline preferences, car rental preferences, vacation destination distance

User Story # 4

* + Should there be an addition of age restrictions with vacation types to filter out kid-friendly vacations?
  + Should there be an option to select kid friendly/oriented vacation types?

User Story # 5

* + Should there be an option to turn on/off the vacation type filter defined in the profile settings in the standard search to easily search outside their vacation preference?

Thank you for your time.

Best Regards

Ron Bal

To: Christy, Brian

CC: Ron

Subject: SNHU Travel Project Detox/Wellness retreat amendment (Priority)

Good afternoon Christy and Brian,

I wanted to follow up on our meeting discussing SNHU Travel wanting to shift their focus to Detox and Wellness vacation packages.

The team and I are working on the logistics of making this switch and had a couple of questions.

Christy,

Does SNHU Travel want to focus solely on Detox and Wellness retreats or, implement them in parallel with the previously mentioned popular vacation destinations and just put the focus on Detox and Wellness retreats on the forefront?

Brian,

You mentioned in our meeting that you could develop new test cases and that it may take a little extra work. Do you have an idea of how much time it'll take you to put these test cases together? Do you need any help or support from any of the other team members? Let me know and I'll get you the help that you need.

I appreciate your prompt response on this matter.

Thank you and best regards,

Nicole

There is a plethora of organizational tools that aided our success in the SNHU Travel project. JIRA was one of the most helpful because it gave the team visibility of the backlog, what needed to be done, and what had been completed from their desks. Without it, the team members would have to go to our physical representation of work where we hold our daily scrum meetings. Azure DevOps was another fantastic tool we used to develop and manage our backlog, user stories, and our sprints for the project. The implementation of the Daily Standup was probably the most important as it allowed us to all be on the same page every day, seek help with our tasks if necessary, and discuss our impediments. I feel this brought the team closer and allowed us to work together better. We didn't have any team members working remotely on this project but, we would have used Slack for those that couldn't be in the office for the Daily Standup.

The Scrum-agile approach used for the SNHU Travel project was paramount in the success of the end product. We were given a short production date of five weeks and decided to use three sprints in order to efficiently produce results. The agile approach in conjunction with the implementation of three sprints allowed us to be flexible, which we saw a need for when the customer wanted to switch directions from popular vacation packages to wellness and detox destinations. I feel in a waterfall approach we would have had to scramble to make the change and likely would have not been able to deliver a final product within the given deadline. The con of the Scrum-agile approach is it's difficult to scale for large projects. Without extensive knowledge and training, it can be quite difficult to deliver a large project on time.

Because the SNHU Travel project wasn’t that large of a task, I believe the Scrum-agile approach was the best option for this project, especially with the shift change in the middle of the project. It allowed us to remain flexible and adapt quickly.