# CS 250 Agile Team Charter Template

To complete this template, replace the bracketed text with the relevant information.

## [Insert Project Title]

| Item | Response |
| --- | --- |
| **Business Case/Vision**  (value to attain) | Help SNHU Travel increase their bookings by offering a streamlined web experience that allows customers to easily find and purchase a travel package. |
| **Mission Statement**  (result to accomplish) | Develop an easy-to-use travel booking website that allows customers to browse, evaluate, and book the various trendy, niche travel packages available through SNHU Travel. |
| **Project Team**  (team members and roles) | |  |  |  | | --- | --- | --- | | **Project Team** | | | | Name | Role | Phone | | A. Christy | Product Owner | (555) 123-4567 | | B. Ron | Scrum Master | (555) 123-4568 | | C. Nicole | Developer | (123) 555-0100 | | D. Brian | Tester | (456) 555-9210 | |
| **Success Criteria** | Start date: 05/14/2023  Expected completion date: 06/21/2023  Final deliverable: [Insert deliverable.]  Key project objectives:   * Website is feature-complete by 06/21/2023 * Increased bookings/traffic during coming travel season * Website is streamlined, easy-to-use, and emphasizes the unique, trendy, and niche travel packages only available through SNHU Travel |
| **Key Project Risks** | * Tight development timeline * Limited development personnel * Success of second key project objective to be determined throughout/following the coming travel season. |
| **Rules of Behavior**  (values and principles) | * All team members will display Respect for the Individual, making each member feel valued and respected. * Team members will prioritize clear and constant communication. * Meetings and discussions will be held in-person (where practicable) and personal cell phones will be switched to silent before collaboration begins. * Feedback and critiques will be welcomed and encouraged, but only directed towards ideas and processes, not individuals. * Decisions will be made collaboratively and inclusively, adopting a consensus approach. |

| **Communication Guidelines**  (scrum events and rules) | * Team meetings will be held each morning at 10AM. * Team members must make reasonable efforts to attend each meeting, with exceptions made for extenuating circumstances (illness/injury, childcare, etc.). * Meetings will be recorded and uploaded to the team’s collaboration hub (Sharepoint), so that members who are unable to physically attend can keep apprised of new developments. * Team will maintain a task board, tracking items in the sprint backlog. Team members will update the board daily at the team meeting, or as tasks are completed. * If a meeting is cancelled or postponed, it is the responsibility of the Project Owner to quickly notify other team members. * All team members are expected to be on time for each team meeting. |
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**Format and Effective Practices of a Daily Scrum**

1. What are the key questions that can be used to frame a Daily Scrum meeting? How do they help the team achieve their goals?

The three key questions are: What did I do yesterday? What can I do today? What impedes me?

These three questions can help team members understand what they and others have accomplished so far, what still remains to be done within this sprint, and what is potentially slowing down or standing in the way of the team’s progress. These questions help keep the team informed and productive, operating at peak efficiency. By each team member answering these questions in the daily scrum meeting, it allows other team members to better understand where they personally can contribute and allows them to offer feedback and suggestions in cases where they can’t directly contribute. Asking these three questions in a group setting allows team members to more easily find opportunities to collaborate with one another to quickly complete the product backlog.

1. How does the Scrum Master help facilitate the Daily Scrum throughout the video? Consider both the Scrum Master’s own updates and times when she responded to team members.

The Scrum Master starts off the status updates by listing her answers to the three key questions. She also keeps the meeting organized and on-track. For instance, when important topics not relevant to the daily scrum come up, she creates a list of sidebar topics that interested parties can review later. She calls the meeting to order and then passes off the “talking ball” to another team member to share their updates. After this, she largely just plays the role of facilitator and moderator, allowing the team to mostly self-organize.

1. What things did the Scrum Master do effectively? How could she improve?

Overall, I feel that the scrum master did a decent job of running the daily scrum. She kicked things off, established the overall tone and flow of the meeting, and then just largely kept to the sidelines. This allowed the team to work among themselves and self-organize. She did a good job of only chiming in when necessary to keep the scrum on track.

While she did a sufficient job, I feel that there are definitely areas that the scrum master could stand to improve. For instance, although she kept things fun and light by passing a beach ball around to indicate who should speak, I feel she could have done more to make the event fun and engaging. The event felt very straight-to-the-point, which is good given the short time window, but could prove lacking in team engagement. I also feel that she could have helped improve scrums moving forward by using the last minute of the scrum to ask team members to rate how effective they found the scrum to be. This would allow her to tweak future scrums to maximize their benefit.