**Retrospective Report**

**Scrum Master: Teh Yi Ting**

**Project Name: EzWayBusTicketingSystem**

**Number of Iteration: 3**

**Iteration Duration: 5 December 2016 to 11 December 2016**

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| Things That Went Well |
| -Project risks and trade-off were well understood  -Roles and responsibility were clear defined among team members  -Customer representative adequately involved throughout the project  -Focus on enhancing big user stories such as Process Ticket Change which is a part of process ticket transaction user story.  -Stakeholder and team members were updated on status by effective use of pivotal tracker.  -Project was deployed in a reasonable timeframe according to scope.  -High team collaboration was high throughout the project |

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| Things That Not Went Well |
| -Unclear user requirements cause the big user story have to break down to smaller user story. For example, process login user stories have to break down into authentication and authorization. Authorization user story have to be developed in latter sprint instead of current sprint. |