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CS-250

Southern New Hampshire University

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7-1 Final Project: Sprint Review

During the development of the SNHU travel application, each member of our Scrum-Agile team played a critical role in ensuring the project's success. As the Scrum Master, I facilitated daily stand-ups, sprint planning and retrospectives to maintain focus and communication across the whole team. The Product Owner provided clear priorities by refining and maintaining the product backlog, ensuring that user stories aligned with the client's vision of improving customer engagement and travel booking efficiency. Our developers worked collaboratively to transform the backlog items into functioning code, using iterative builds to deliver working features at the end of each sprint. Testers validated each increment through continuous testing, providing rapid feedback that helped the team address issues before moving on to the next sprint. An example of this teamwork was during the development of the "Trip Customization" feature. The Product Owner clarified acceptance criteria; the developers built the front-end interface and connected it to the back-end APIs, and the testers ensured the customization settings performed as intended. My role as Scrum Master was to remove barriers, such as delayed API dependency, by coordinating directly with an external vendor. This collaboration across roles demonstrated how the Scrum framework fosters shared accountability and adaptability.

The Scrum-Agile approach helped ensure user stories were consistently completed and met customer needs. Each sprint began with a sprint planning session where the Product Owner presented prioritized stories, and the team estimated the work using story points. By breaking larger requirements into smaller, achievable stories, we could deliver incremental functionality and receive stakeholder feedback more frequently. For example, the "User Account Login" and "Secure Payment Integration" stories were completed over two consecutive sprints. Because of our Agile approach, we received early input from SNHU Travel on the login interface design and adjusted it before integrating the payment gateway. This iterative process reduced rework and kept the client engaged in shaping the final product. Traditional waterfall methods would have delayed feedback until much later, but Agile allowed immediate validation at each stage.

During development, the Product Owner received feedback from SNHU Travel's customers requesting improvements to the trip recommendation feature. Customers wanted more personalized travel suggestions based on their previous searches and destinations. In response, the Product Owner brought this feedback to the team during a sprint review, and we collaboratively decided to adjust the backlog priorities to address it. Because we were working within the Scrum-Agile framework, these changes were implemented quickly and efficiently. Instead of delaying progress or restarting the design process, the team adapted the existing user's stories and incorporated the new personalization functionality into the next sprint. This responsiveness demonstrated one of the key strengths of Agile methodology, the ability to respond to customer needs in real time while maintaining steady progress toward the project goals. The result was a more user-centered product that aligned closely with client expectations and enhanced customer satisfaction.

To leverage the Scrum method, choosing the appropriate tools to help enable clear communication and collaboration is of upmost importance. To help encourage the Travel Team to apply these principles, I used these organizational tools such as Microsoft Teams to provide a proper line of communication with all team members. I applied these principles also to sprint meetings and the daily stand-up meetings. During these Scrum events, Agile principles helped guide task prioritization, maintain transparency, and emphasize active communication among team members. By consistently focusing on adaptability and improvement, the team was able to stay organized, aligned, and responsive to changes throughout the project lifecycle. This approach ensured that every team member understood priorities, progress, and goals, ultimately contributing to a more cohesive and efficient development process.

The Scrum-Agile approach provided numerous benefits for the SNHU Travel project. It enabled faster feedback loops, greater adaptability to client changes, and improved collaboration between cross-functional team members. Incremental releases allowed the client to see tangible progress early, fostering trust and satisfaction. Additionally, the emphasis on retrospectives encouraged continuous learning and process improvement. However, the team faced challenges when it came down to choosing locations for vacations near the end of the development which led to the team being frustrated. Despite that frustration though, the agile method led to a significantly quicker development time of the Travel project, which ultimately leads me to believe it is the best approach to development.

Example of Communications:

Dear Christy,

Our development team is excited to continue improving the SNHU Travel platform by refining the trip recommendation feature to deliver more personalized travel suggestions for users. We value your feedback and would appreciate your input on prioritizing enhancements that best align with customer expectations.

Call to action:
 Please share your thoughts on the following areas so we can address user needs effectively and align development efforts with stakeholder goals:

1. Should we use previous searches to help recommend vacation locations?
2. Should we add a filtering system to help customize the customers' search options, such as price or destination type?

Your insight will help guide our next sprint and ensure we focus on the highest-impact improvements for the upcoming release. We sincerely appreciate your continued collaboration and look forward to reviewing your feedback.

Best regards,
Zackery Fite