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**Retrospective**

The SNHU (Southern New Hampshire University) travel project was comprised of an Agile team that consisted of four individuals: Christy, the Product Owner, Ron, the Scrum Master, Nicole, the Developer, and finally Brian, the Tester. The client was represented by Amanda, the President of SNHU Travel.

The various roles worked synergistically to bring the best possible service to Amanda at SNHU Travel. Christy was our point person to the client, Amanda. By meeting with Amanda and other users she was able to provide guidance to the team on what should be built. This guidance helped to maximize the importance of what user stories ended up in the Product Backlog. It also ensured that only the most important user stories were prioritized.

Ron, the Scrum Master, worked closely with Christy to ensure that the Product Backlog remained relevant and effective. He also worked closely with the developer and tester to ensure that challenges were overcome quickly and effectively. By overseeing and organizing frequent Scrum events, he was able to tap into the morale of the group and address any concerns quickly and effectively.

Nicole, the developer, was on the ground level designing and developing the code according to the parameters of the user stories found in the Product Backlog. She voiced her opinion during the frequent scrum events to advocate for what she thought was important to the success of the product she was working so hard to contribute to.

Brian, the tester, brought integrity to the product by devising tests and acceptance criteria for each portion of the product. He removed ambiguities from the product code by finding redundant code or removing unnecessary steps. He frequently collaborated with Nicole during this process so that both parties could learn and grow better as developers. This communication helped to increase the first-time pass rates on acceptance tests and increased the efficiency of the product development. This helped the team to meet tight deadlines.

The Scrum-Agile approach proved an effective model to the software development life cycle of the SNHU Travel development team. For example, we can look at one user story, “As an end user, I want to have recommendations provided to me based on my past travel destinations so that the recommendations are relevant.” This user story began its journey with Christy. She discovered it during one her interviews with an end user. After noting it down and presenting it to Ron it was decided that it was of high priority and added to the Product Backlog. Nicole, seeing its high priority, began work on it immediately during one of the sprints. She sent her code to Brian who tested it. After revisions were made, it was added to the code base and marked down as complete. This is just one practical example of how the Scrum-agile approach was used to help advance the project.

At times, the project would change directions. For example, Brian, the Tester, sent an email to Christy with the subject line of, “User Story Clarifications.” This email addressed three of the user stories. Brian had questions for each of the user stories that would help to clarify some points. Due to the Agile nature of the team Christy was able to quickly check her notes or set up a meeting with the client to answer each of the questions. This is an example of how the Agile approach loops back around and iterates over itself rapidly. This rapid response to changes in direction serves to correct issues as they come up early rather than one massive change towards the end of the software development life cycle.

As an example, I will provide a sample of an email correspondence between myself as the Tester and the Product Owner, Christy.

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**To: Christy**

**Subject: User Stories – Additional Information Request**

**Dear Christy,**

**Thank you for providing the user stories from your initial meeting with the end users. It has provided us with a great starting point for the project. We have a question that will help clarify one point. The first user story “Smart Recommendations” is storing user information in the database so that it can be used to customize recommendations based on past user interests and clicks. Should we provide an option in their settings to turn this feature off? This will provide the user with added privacy if they choose to forgo the smart recommendation feature.**

**Thanks,**

**Anthony Spedaliere**

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The Scrum-agile methodology is organized in a way to maximize communication and rapid iteration of the product. Some events that help foster this are the following: Sprint Planning Meeting, Daily Standup Meeting, and Sprint Review.

Prior to the beginning of each sprint the team engages in the Sprint Planning Meeting. This meeting is typically split into two parts. The first part is spent deciding what stories will be comprised of within the sprint and the second part is spent deciding what tasks will be needed to implement the chosen stories.

The Daily Standup Meeting is crucial to keeping everyone accountable and on the same page. The team meets each day at a specified time and place addresses three questions:

* 1. What did you accomplish yesterday?
  2. What are you going to accomplish today?
  3. What obstacles are in your way?

These questions provide a means for the team to stay on the same page with one another.

The Sprint Review is the final review between the development team and the Product Owner. It is not the first time the Product Owner has seen the product. It is just one final test and acceptance of the product between the Product Owner and the team. It gives the Product Owner one last time to review everything with the team before final acceptance.

It is tools such as those described above that provide the Scrum-agile method with the ability to be successful whether it is on a small or large scale. The Scrum-agile method was highly effective for the work done for SNHU Travel. It allowed for the changing environment of software development, satisfied the customer by constantly delivering working samples of the software throughout the product development life cycle and supported a team that worked simultaneously together and autonomously.