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CS250 – SDLC

Professor Martinez

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Sprint Review and Retrospective

* **Demonstrate how the various roles on your Scrum-agile Team specifically contributed to the success of the SNHU Travel project**. Be sure to use specific examples from your experiences.

**Product Owner**: During the SNHU Travel project, the Product Owner was instrumental in getting to the crux of what the customer wanted out of the expansion of their web offerings. The Product Owner was in constant communication with the customer and with various stakeholders. The Product Owner conducted stakeholder interviews which quickly identified important user stories that were then added to the Product Backlog. This meant that the Development Team was then able to translate those user stories into real features, and that they knew which features had the highest precedence. The Development Team was able to request pertinent additional information about these user stories from the Product Owner, and the Product Owner’s knowledge of the customer’s needs enabled them to create these features in a way that the customer desired. When the customer sought to make a major change and shift to a Wellness and Detox vacation service, the Product Owner quickly conveyed this to the Development Team, allowing them to pivot to the customer’s intended direction.

**Scrum Master:** The Scrum Master enabled the Development Team in various ways. First, because the Chada Tech Scrum Team was new to an Agile methodology, the Scrum Master trained and filled any gaps in knowledge that the team had while conducting their Sprint Events. The Scrum Master held the daily scrum meetings, which ensure open communication of the team regarding any issues they may be encountering, but also to make sure that all team members were aware of what was going on in the team and what all team member’s goals were. The Scrum Master worked to make sure that there were no roadblocks for the Development Team and served as a go between for necessary information needed from the Product Owner.

**Development Team:** The development team, with the help of the Product Owner and Scrum Master, created the deliverables that the client requested. They responded to changing customer needs and molded a product that the client desired. They conducted Sprints to deliver on the user stories that were decided for that sprint cycle, then conducted Sprint Reviews and Retrospectives to see what was working best and what they could improve on as a team. They requested information from the Product Owner and Scrum Master that enabled them to complete those deliverables in their allotted time, then showed each iteration of the product to their customer for feedback. After the user stories were delivered, Development Team Testers built test cases for those user stories to ensure they were functional and adequately implemented.

* **Describe how a Scrum-agile approach to the SDLC helped each of the user stories come to completion**. Be sure to use specific examples from your experiences.

To complete user stories, the Product Owner must first identify them. This task involves communicating with the customer and stakeholders to get to the heart of what they want out of the product. In our case, it meant talking with the customer but also conducting stakeholder interviews to identify key desired features. Then, the Product Owner created user stories while also identifying the level of their importance. Entered into the Product Backlog, the Product owner identified the most important stories and ranked them accordingly. Once the backlog was created, the Product Owner with the Scrum Master and Development Team decided the difficulty or time it would take to complete each user story and fit those user stories into their sprints. During those sprints, those user stories were completed, then verified by testers who were able to verify the completion of user stories using test cases they made specifically to check different facets to ensure they worked and that they fit the customer’s expectations. The product was then shown to the customer during Sprint Reviews to verify its completion and to receive feedback for further revision.

* **Describe how a Scrum-agile approach supported project completion when the project was interrupted and changed direction**. Be sure to use specific examples from your experiences.

When the customer decided to pivot the SNHU Travel project to a wellness and detox vacation package service, the Product Owner notified the Scrum Master and Development Team as soon as possible. Together, they worked to modify user stories and features to fit this new direction, and the Development Team was able to quickly make the necessary changes to the product to fit the customer’s vision for their product. The testers then modified the appropriate test cases to verify that these changes were in accordance with the new expectations.

* **Demonstrate your ability to communicate effectively with your team by providing samples of your communication**. Be sure to explain why your examples were effective in their context and how they encouraged collaboration among team members.

The following is a sample of e-mail communication used to request more information from the Product Owner about the required changes, as well as to ask the Development Team testers to make the necessary changes to their test cases:

Hello Christy and John,

In light of recent customer feedback, we will be changing the next iteration of the SNHU Travel site to fit a theme of providing wellness and detox travel destinations. Before our next sprint begins, we would like to know the following:

* How does the customer want to adapt the theme/feel of the website in light of this change?
* Should the site still include Hot Deals and Top 10 Destinations? How would you like to rename these features?
* What categories of wellness vacations should be specified and used on the website? For example: retreat, spa, isolated getaway, etc.

John, please adapt your test cases for this new theme, as per Christy’s feedback.

Thank you,  
 Brooklen

To effectively communicate, I opened the e-mail with background information about the necessary changes so the Product Owner and tester would immediately know the context for my questions. Then, I asked specific questions about particular features that would need to be changed, and how. Then, I directly requested that John, the tester, modify his test cases based on these questions and the detail that Christy would supply in her response. I also made sure to give examples for the specific information I was looking for so that I wouldn’t have to follow up with a clarifying message for more detail.

* **Evaluate the organizational tools and Scrum-agile principles that helped your team be successful**. Be sure to reference the Scrum events in relation to the effectiveness of the tools.

Scrum events keep the Development Team on track, ensuring that they exercise good communication and accountability while also ensuring that they have what they need to self-lead. Sprint planning allows the team to understand the broad picture of what needs to get done and also allows them to divvy up responsibilities in a way that makes sense to them, which is crucial. Daily Scrums give the team a chance to communicate the current status of their projects, as well as gives them a chance to share their roadblocks so that other team members or the Scrum Master can help alleviate them. Sprint Retrospectives are important to understand progress, get feedback on what needs to be changed, and also continuously improve the sprint process. Sprint Reviews present an important opportunity to collaborate with the client, showing them current progress and allowing the team to receive important feedback so that they can move forward in a direction that is best for the customer. Backlog Refinement is crucial to make sure important user stories are completed, but also ensures that there are no prerequisite conflicts.

Other organizational methods that were helpful during the project were the Agile Team Charter, which ensured that all team members knew what the overall expectations of the project were going into the project. The collection of User Stories and ranking those stories by their size helped the team fit the appropriate amount of work into each Sprint, which is vital to delivering progress on the most important features as soon as possible. Development testers using test cases ensured that features met the expected requirements of each user story.

* **Assess the effectiveness of the Scrum-agile approach for the SNHU Travel project**. Be sure to address each of the following:
  + Describe the pros and cons that the Scrum-agile approach presented during the project.

Pros:

* An Agile team works directly with the customer to meet their goals in a very direct and concrete way, incorporating the customer’s feedback as the product is developed.
* An Agile project does not require a lot of upfront planning
* A sudden change in a product vision has the least negative impact because it is incorporated during development, and not after a product has been finished.
* Agile methods promote cross-training and equity among developers, removing the need for specialists, which can make team member absences difficult

Cons:

* Because The Agile Methodology does not recommend extensive upfront planning, estimation, risk assessment, and progress assessment can be difficult
* Agile is best for smaller teams, and does not scale well in enterprise applications (Cobb, 2022)
* Because the customer is so vital to the process, an uncommunicative or unclear client can mean the project becomes aimless or is steered in the wrong direction (SDLC – Agile Model).
  + Determine whether or not a Scrum-agile approach was the best approach for the SNHU Travel development project.

I believe that the Scrum-agile approach was the best approach for the SNHU Travel project for many reasons, but specifically because it allowed us to pivot easily. The customer could not provide all of the information needed to plan the product on Day #1, and indeed the initial product was very different from the final. If the Waterfall approach had been used for this project, the product would have been planned and mostly finished before customer feedback was given. This would have made it very difficult to change to the customer’s new vision, and therefore the project would not have likely met the customer’s intended time frame and launch deadline. If a product cannot meet customer expectations *when* the customer expects them, as launch windows are important, then the customer will not end up getting what they asked for, which can mean a loss of future business for the company.

References

*Cobb, C. G. (2015). The Project Manager's Guide to Mastering Agile : Principles and Practices for an Adaptive Approach. Wiley.*

*SDLC - Agile Model*. Tutorials Point. (n.d.). Retrieved February 17, 2023, from https://www.tutorialspoint.com/sdlc/sdlc\_agile\_model.htm