**Module 7 Assignment 7-1**

Amanda Violet Moore

Southern New Hampshire University

CS 250 Software Development Lifecycle

Professor Nicholas Schnack

August 9, 2022

The Product Owner contributed to the success of the SNHU Travel project by communicating with the client, SNHU Travel and their customers. Creating user stories and a product backlog were also important tasks that the Product Owner completed. By completing these tasks, the Product Owner allowed the rest of the Scrum team to focus on development tasks.

The Scrum Master helped keep the Scrum team on task by arranging Daily Scrums and reviewing sprints. The daily scrum meetings helped the Scrum team stay focused on the goals of the SNHU Travel project. When the Scrum Master reviewed sprints, they helped the team identify ways they could improve the next sprint. The Scrum Master was a servant-leader and helped developers and testers with any issues that came up during the Daily Scrums.

Testers created test cases to ensure that the developers were meeting the needs of SNHU Travel. One thing that was important in this project was that the destination listings would generate a new web page that had a slide show of destinations. The testers were able to use the program as a customer and ensured that the slide show loaded properly and was simple to use. Having testers ensured that SNHU Travel and its customers would have excellent experiences using the SNHU Travel program.

The Developers worked together during Sprints to complete the development tasks in the product backlog. The developers were also involved in Sprint planning and in Daily Scrums, communicating challenges and successes they had. Developers would communicate with testers to receive feedback about how areas of the program they developed did in testing. After the feedback, developers were responsible for implementing necessary updates or placing the task in the appropriate area on the Scrum board.

The Scrum-agile approach to the SDLC helped each user story for SNHU Travel come to completion because of the flow of tasks in the approach. For example, the Product Owner created user stories for the product backlog. After that, the Scrum team met in daily scrums and broke the user stories into tasks for the developers to complete. In each daily scrum, team members would choose their task for that day and update the team on any new developments. One user story that was worked on was, "As an end user, I want to customize my profile information, so that I can have my interests saved in my profile and not need to re-enter them each time I log in." The developers created a profile system in the SNHU Travel program. It allowed users to enter their travel interests and created custom links to destinations that were compatible with their profile information. For the custom profile user story, testers ensured that they could create a custom profile, that a custom link was generated to custom destinations, and that the destinations generated were compatible to the profile information. Testers communicated their findings to the team. The team then made updates to the code or moved the task to the completed area. Another way the approach helped the user stories to completion was by keeping completing tasks a top priority. By breaking down user stories into tasks and moving tasks from the product backlog, to in progress, to complete everyone on the team knows where the project is at during a sprint. Tasks do not get lost in the progress or receive too much of the team's focus, letting the rest of the project be neglected. The approach also supported completion when the project changed from a vacation destination project to a detox/wellness project. The Scrum team was able to review user stories that no longer applied to the project and remove them from the backlog. They also updated the code that had been written to fulfill the requirements for the detox/wellness update.

As the Scrum Master, I oversaw keeping the project moving forward through serving the Scrum team. Effective communication was a crucial part of serving my team and allowing the SNHU Travel project to succeed. During Sprints, I would keep notes on strategies that worked well for the team and strategies that didn't so they could be discussed during Sprint reviews. This communication was helpful because it allowed the Scrum team to see areas of the project that could be weaknesses or assets for them. The following Sprints were executed more successfully because the team had in mind tested strategies that were successful and should be tried again or were unsuccessful and should be avoided.

I also communicated with the Product Owner throughout the SNHU Travel project development. When SNHU Travel shifted their program’s focus during development, I set up a meeting between myself, the Product Owner, and the Scrum Team to ensure that everyone was on the same page with the project's new direction. Having everyone involved in the meeting was a successful communication strategy because the team was able to ask clarifying questions immediately instead of sending emails and waiting for responses. The Product Owner was also able to update the client that the team would be able to complete the project within the original timeline. Having these communications gave both the Scrum team and the client peace of mind knowing that they had all the necessary information and that the project was estimated to be completed on time.

Several organizational tools and Scrum-agile principles helped the Scrum team be successful in the SNHU Travel project. One tool that helped was using JIRA software to organize the product backlog and scrum board for the team. The software was helpful because it allowed all team members to easily view those boards remotely from their own computers. Instead of having to go to the conference room and get distracted by other team members, team members could simply log in to JIRA and see everyone's statuses. After Daily Sprints, I would update the boards according to what tasks everyone had taken on for the day. Then the team could update the task with feedback and move the task to a tester or to the completed section. Another organizational tool we used was Sprint planning. During planning, the team would decide on the goals of that Sprint and discuss if they had set realistic expectations.

A Scrum-agile principle that helped the team was keeping the project customer focused. I reminded the team of the feedback from the SNHU Travel customers interview. Customer focus was discussed in Sprint planning and was also a focus of testers. Testers having a fresh set of eyes to the program helped the team see areas of the program that needed improvement so that the customer would have a good experience using the program. Another Scrum-agile principle that helped the team was working in short Sprints. Focusing on just that Sprint's tasks allowed the team to increase productivity by not wasting time worrying about or developing tasks that would be implemented later, allowing the Sprint to be completed with excellence and timeliness.

Some of the pros of using the Scrum-agile approach for the SNHU Travel project were that the team was able to pivot immediately when the client realized they needed to shift the focus of their program. Regular communication between the Product Owner and client allowed the change to be updated to the entire team. The team updated the product backlog to meet the new specifications. Another pro to the Scrum-agile method was that quality was implemented into the SNHU Travel program. Having the Scrum team focused on specific tasks during each Sprint allowed quality code to be written. After the code was written, testers went to work ensuring that the program not only didn't have bugs but met quality standards the Scrum team had set for completed tasks. The Scrum-agile method ensured that the client received a high-quality program in the allotted time.

While I believe Scrum-agile was the best method for completing the SNHU Travel project, it is not a perfect method. A con of using the Scrum-agile method is that sometimes it feels like one person could complete the project or tasks quicker than working together on a team to do so. When these feelings grow within a team, it takes a strong Product Owner and Scrum Master to keep the team focused on the advantages that come with working as a team. Another con that comes with the Scrum-agile method is sometimes team members can feel like their voices are not heard or valued. Pushy or confident team members can sometimes drown out other team members. The focus can shift from the customer to the lack of teamwork within the team. It can also create jealousy and instead of feeling like a valuable part of the team, someone can feel like they are just wasting their time on the Scrum team.

The SNHU Travel project needed an approach that was flexible and able to be customer focused. The program needed to help SNHU Travel grow their customer base and give them a competitive edge in the travel market. A Scrum-agile approach was the best option for the SNHU Travel project. This approach allowed each aspect of the program to be tested as it was being developed to ensure it met quality and customer expectations. The approach also gave the Scrum team the flexibility necessary to change focuses when they learned of the change from SNHU Travel. While Scrum-agile will not work for every SDLC project, it was definitely the best fit for the customer focused SNHU Travel project.