# Sprint Review and Retrospective

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The overall success of the SNHU Travel project was heavily determined by the effectiveness in which each member of the Scrum team fulfilled their specific duties properly. The Product Owner served as a direct line of communication between the client and the rest of the Scrum team. One of the essential duties that ensured the success of the SNHU Travel project was the creation of user stories that came from The Product Owner using insights from real people that use the product. These stories served as a basis for development and testing purposes. The Scrum Master contributed to our success by facilitating the Scrum Events, and by making sure that our Product Owner has all of the support needed in order to produce a backlog for the project. The Development and Testing members of the Scrum team ensured that we had a working product by the end of each sprint. These roles also helped the overall success by accommodating quickly to any changes that needed to be made.

One of the greatest Scrum-agile approaches we used that helped each of the user stories come to completion was focusing on the most important features to develop and test first. This approach can also play into customer satisfaction. By first developing what our users and clients find most important, we make them feel heard and we satisfy them by not only delivering the product in a timely manner, but also make sure that it’s something that they want and will use. For example, adding a feature that allows you to plan a family vacation was very important in one of our user stories; therefore, it was one of the first features implemented within our application. This process of focusing on what the customer finds important also builds trust between clients and the Scrum team. The clients trust that we are listening to their needs, and in return we trust the clients to give valuable suggestions.

The Scrum-agile technique of having very short Sprints helped our team overcome challenges when the project was interrupted and changed direction. Since the average Sprint runs between one and two weeks, only very small increments of work are being completed at any given time. These short iterations allow us to be more flexible should a detail or feature needs changing, which is exactly what happened within our SNHU Travel project. Open communication is another Scrum-agile approach that helped us manage these urgent changes in the middle of our Sprint. Our Product Owner and Scrum Master delivered the requirements of the upcoming changes in a timely manner, while explaining why the changes were important and necessary in order to deliver a successful product.

As already mentioned, participating in active communication is a large requirement of working in an agile environment. The agile framework offers many opportunities for the team to communicate effectively with each other. One sample of effective communication comes from my experience using an email system to ask questions and get clarification from other members of the Scrum team. The email tool was an efficient way to prompt an answer by being able to directly state visible questions for the recipient to see. Email encourages collaboration because we have the ability to add other members to the address list so that more members of the Scrum team can participate in asking and answering questions that are more specific and targeted to what they are working on.

One of the organizational tools that helped lead my team to success with this project would be the product backlog. The product backlog was created by our Product Owner and consisted of all of the tasks to be completed in order of importance. Sprint Planning is where our Scrum team comes together in order to define the tasks provided by the backlog and distribute the tasks based on agreement within the team. The organization that comes with discussing who is best for what job played a huge role in our success and ultimately saved us time by providing less trial and error when assigning tasks.

Communication is another tool that helped our Scrum successfully complete the SNHU Travel project. Communication must happen at a revolving rate in order for any agile team to succeed. The Daily Scrum is a successful Scrum event that promotes healthy levels of communication. The Daily Scrum offers a short, daily burst of highly productive, and targeted communication between active team members. Scrum teams are often small which encourages participation from each member. This is a time to update the team on any difficulties you are having, or any successes that you want to share. Another important factor is that The Daily Scrum makes sure the entire team is on the same page when it comes to the completion of the current Sprint.

One of the pros of using a Scrum-agile framework for this particular project was the approach towards customer satisfaction. Since SNHU Travel is ultimately a business, they were driven to provide a targeted product that would increase sales. The insightful user stories created by our Product Owner really expressed the customers need for customization. Furthermore, because we used an agile framework, we also welcomed change in order to produce better results. Making changes to our software design in the middle of a Sprint for the sake of a better customer experience was definitely an agile approach that made our product stand out, while still delivering on time.

One con of using the Scrum-agile approach for the SNHU travel project is that we lost any and all predictability. It is sometimes valuable to know exactly what we need to do and how it needs to be done. The unpredictability of an agile environment causes more stress within the team especially for our developers and testers who often work under tight deadlines in order to accommodate the needs of our client. Ultimately, the agile approach seemed to work best for this project as it ensures the best results are delivered to our client quickly.