**CS 250 Agile Team Charter Template**

To complete this template, replace the bracketed text with the relevant information.

**SNHU Travels**

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| **Item** | **Response** |
| **Business Case/Vision**  (value to attain) | Expand our overall presence and give customers an interesting and memorable experience while booking travel. |
| **Mission Statement**  (result to accomplish) | Create a travel/event booking site that engages clientele. |
| **Project Team**  (team members and roles) | Jeff: Scrum Master  Loraine: Product Owner  Thomas: Developer  Dwight: Tester |
| **Success Criteria** | Start date: 05/15/2024  Expected Completion: 11/01/2024  Final Deliverable: Full working website  Key Project Objective: Achieve full customer satisfaction and receive weekly and monthly consumer feedback on the product. |
| **Key Project Risks** | * Loss of team members/talent * Lack of enthusiasm for the project * Maintaining deadline requirements * Scale of project |
| **Rules of Behavior**  (values and principles) | * Full open communication amongst peers * Attend and be prompt on arrival to any/all meetings * Minimize costs while maintaining a high work flow and production output * Accept consumer feedback both good and bad and adapt accordingly |
| **Communication Guidelines**  (scrum events and rules) | **Sprint Planning** – once a week for 2-3 hours to collaborate and discuss the project and the sprint goal(s)  **Daily Scrum** – promptly at 9am for 20 minutes  **Sprint Review** – allow the team to discuss what went right, issues either internal/external, room for improvements  **Retrospective** – held at the end of the sprint to cover the  previous sprint and any improvements towards the next sprint  **Backlog Refinement** – allows team members to review the items on the  backlog and ensure it contains all necessary items for delivery |

Meetings in general are never exciting or interesting, let alone daily meetings; however, Scrum meetings are far different, instead of hearing about goals from your boss and being nagged or talked down to, you conference with your peers and run the meeting yourself, you’re your own boss!...in a sense. Some key questions that the Scrum Master will have for the team to help guide the conversation are: what did you do yesterday to achieve the sprint goal and what will you accomplish today to achieve the sprint goal. These two questions help the team to achieve their goals because they look back at what has been completed, how much of the overall work is done and locked in ready for delivery and how much is left to do to make sure there is a final product available. Asking these questions helps stimulate the conversation amongst the development team and allows them to take over and run the conversation almost completely with limited interference from the Scrum Master.

The Scrum Master leads by keeping the meeting and everyone on track at all times. The meeting starts off with the Scrum Master answering questions and allowing the team members to do the same as well with each team member bringing up an issue they are experiencing and allowing cohorts to offer advice and solutions to the problems. The Scrum Master would jot down any questions that weren’t related to the meeting to discuss after the meeting and redirect everyone back to the topics at hand. The Scrum Master could improve by offering clearer feedback to team members, she did good at keeping everyone on track but she herself veered off by talking about issues with other scrum masters that were irrelevant. It’s the Scrum Master’s responsibility to ensure everyone is on track 100% of the time.