7-1 Final Project Submission

Craig A Nelson

Department of Computer Sciences, Southern New Hampshire University

Professor Joseph Rangitsch

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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.  
  
 As Scrum Master, and being the first time commenting on a Sprint Retrospective for SNHU Travel. I found an interesting article, where a scrum master is questioning his role at a retrospective. “Just talked to an Agile coach who told me I should not be doing that at all (only facilitating). But another coach told me previously that I am part of the team, and I should also participate a bit because that is part of team continuous improvement. Very confusing.” (Trapps, 2020)

The article is followed by advice from experienced Scrum Masters, and they also vacillate about the role of the Scrum Master in the retrospective. I choose to look at it as I am part of the team and should participate in the retrospective but carefully choose my words so that they have value. Also, that I am not looked upon as an “anchor” where my input influences other’s opinions.

Looking at what went well during this sprint. We started with our Business Case/Vision:

“Help SNHU Travel develop to improve by expanding their software offering niche vacation packages that are trendy. They will attract a larger audience and give customers the same great deals they have in the past.”

That paired with our Success Criteria:

* Expected completion date: Within 5 weeks
* Final deliverable: 5 weeks
* Key project objectives: Goal is to create a niche vacation booking system.

When we examine those points that the team set out to accomplish. We fulfilled our expectations as well as those at SNHU Travel.

As for the roles we assumed throughout the sprint:

* Client: Christy
* Scrum Master: Ron
* Product Owner: Amanda
* Product Tester: Brian
* Developer: Nicky

I could not be happier with our team’s performance, the product owner (Amanda) was insightful by inviting the “top” customers of SNHU Travel and encouraging their input into the project. We had stellar communication throughout the sprint between the team members. Brian with his interrogative email to Amanda to extract as much “valuable” information as possible and to clarify any ambiguity. Brian and Nicky with their “pair programming” approach to the sprint, testing as they programmed. The moral was very high during the sprint. The team stayed focused on completing the goal within the assigned timeboxes.

In summary this project was a SUCCESS!!.

**Agile Manifesto: Working software over comprehensive documentation**

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.

**Agile Manifesto: Customer collaboration over contract negotiation**

As mentioned above, the product owner (Amanda) invited the “top” customers at SNHU Travel to participate in a survey. The customers were asked what they would like to see on the website. This was an effective addition of “value” and insight into the project. We had three customers that participated. Nick, Maria, and Brent and they wanted the top 5 to 10 destinations shown. Nick wanted cruise deals shown. Maria added that she wanted “Hot Deals” listed and deals listed by price. Brent wanted deals to encompass the user’s history of travel and the user’s profile. With the spirit of going above and beyond. The team merged most of these requests. Omitted was the history of travel and the user profile. This would require the history of the customer’s travel. Also, backend capability would have to be utilized to accomplish these tasks. Amanda would have to contact the Client for approval.

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.

**Agile Manifesto: Responding to change over following a plan**

After meeting with the Client. The Client (Christy) decided to pivot from the original requests. The Client wanted to highlight rejuvenation spa vacations on the website. Christy departed from the original user stories. The team had already started completion of some of the tasks. The developer (Nicky) seemed upset. Nicky was thinking everything had to be scrapped. Amanda adapted very well by saying we could use the same framework. The team and I were concerned about having to extend the time allotment of the product goal. Amanda did not do this. She decided to keep the timeframe the same. The team accepted these conditions and pursued as usual.

Let’s compare what happened to our team to the advice given of what happens during a Sprint from the Scrum Guides TM.

During the Sprint:

* No changes are made that would endanger the Sprint Goal
* Quality does not decrease
* The Product Backlog is refined as needed; and,
* Scope may be clarified and renegotiated with the Product Owner as more is learned. (The 2020 scrum GUIDETM)

Although there was a change made the Product Owner deemed that it would not endanger the Product Goal. The team made sure the quality did not decrease. The Product Owner adjusted the Backlog appropriately. Lastly the Scope was clarified. There was no mention of estimation of cost being changed. Ultimately that would be the Product Owner or maybe the Scrum Master’s responsibility. They could also involve the team in that discussion.

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 team had our initial Sprint Planning meeting, and the Product Owner introduced our Product Goal and worked with the rest of the team members to answer these main items.

* Business Case/Vision - value to attain
* Mission Statement- result to accomplish
* Project Team- team members and roles
* Success Criteria
* Key Project Risks
* Rules of Behavior- values and principles
* Communication Guidelines - scrum events and rules

The communication throughout the Sprint was stellar. Below are the guidelines the team agreed upon.

**5 Communication Guidelines**

* Businesspeople and developers must work together daily throughout the project. -This will allow for quick decision-making and pivots throughout the process.

* In a development team use face-to-face conversation- Due to the fast pace of agile development. Using clear information-sharing and productive face-to-face meetings.
* Working software is the primary measure of progress. – High value on functional deliverables. Prefers to show over tell during regular sprint reviews.
* Simplicity, the art of maximizing the amount of work not done—is essential. By reducing the steps, Agile artifacts convey project details at a glance to the customer.
* Regular intervals meetings where the team reflects on how to become more effective and adjusts.

From: How to nail your AGILE communication plan. Lucidchart. (2021, February 24).

We met every day at Scrum and answered the three questions suggested by Agile:

* What did I do yesterday?
* What will I do today?
* What are my impediments?

When face to face conversations were not available. We used email. There were impressive emails sent back and forth between the team. What made the emails impressive, was on how the interrogative questions were asked to extract the necessary information. The clarification of any ambiguities. Lastly the team communicated promptly, so no time was wasted.

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.

**Agile Manifesto: Individuals and interactions over processes and tools**

Although the suggestion from the Agile Manifesto states the above. Tools remain an important part of the Agile process. Let’s look at the Scrum Events and see what tools might be used.

**DAILY SCRUM**

The Daily Scrum is a 15-minute meeting usually at the beginning of the day where the team meets to discuss any obstacles. Some Tools that might be used are a timer of course. Others that may be used are Five Finger voting on issues or Roman voting. Five Fingers strongly agree. Four-agree, Three-somewhat agree, Two -disagree, One strongly disagree. A strategy is to get the participants with one or two fingers to express their concerns. Roman voting Thumbs up or down or sideways. (RedAgile, 2020)

**SPRINT PLANNING**

Sprint Planning should be timed (4 hrs for two weeks) according to what needs to be covered.

* Exploring the “Why” - Product Owner talks about the Product Backlog Items (PBIs) and Sprint Goal
* Exploring the “How” Developers estimate to part of the Product Backlog and break down any necessary PBIs
* Deciding on the “What” -30 to 60 mins: Developers selects PBIs to include in the Sprint Backlog
* “Commitments” Confirm Sprint Goal or adjust. Select time and place for the Daily Scrum and Sprint Review.

Some of the tools that might be used are variety of online tools such as Jira. Planning Poker is another tool and it integrates into Jira. (RedAgile, 2020)

**SPRINT REVIEW**

There should be a system available to run the demo.Time suggestion One Hour per one week Sprint. Introduce what tools will be used for everyone and to check they have access, and the Sprint Goal. The Developers should be able to demonstrate the finalized backlog items on a real system. Testing could be done by the Product Owner and/or end-users to test if applicable. New Backlog Items - allow time to create new backlog items if any issues or items have come up. (RedAgile, 2020)

**SPRINT RETROSPECTIVE**

Time suggestion 3 hours for 4week sprint. A whiteboard might be better if you are all in person. You can just use sticky notes and markers. Of course, again Jira or other online tools. The scrum Master should be the one to facilitate this meeting. (RedAgile, 2020)

**Of the 12 principles of agile:**

* Customer satisfaction
* Early and continuous delivery
* Embrace change
* Frequent delivery
* Collaboration of businesses and developers
* Motivated individuals
* Face-to-face conversation
* Functional products
* Technical excellence
* Simplicity
* Self-organized teams
* Regulation, reflection and adjustment

We learned and kept to the principles listed above. The main idea is to keep the communication open and transparent no matter what tool or event you are performing. As for our team at the scrum events we used whiteboard and sticky notes. We were all together and this was our first time at Agile. We concentrated on communication transparency and overall simplicity.

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.

I believe that you learn more from your mistakes. I will focus on the cons first.

One thing I see that could have been better was instead of the Product Owner working as a liaison between the top customers at SNHU Travel. She could have brought those top customers into direct contact with the testers and developers. By doing this there would not be so many open-ended questions. Other than that, everything proceeded smoothly in my opinion.

Determine whether or not a Scrum-agile approach was the best approach for the SNHU Travel development project.

This is a very difficult question to answer. As stated, the Scrum Agile approach worked well for this team and this project. But there are few other methodologies available, Waterfall, Lean, Kanban to name some. I am not an expert on Agile Scrum methodology. I also am not familiar using the other processes. The Scrum Agile approach worked well for the SNHU Travel development project.

**References**

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