Each Scrum-agile team member had a key contribution to the success of the SNHU Travel project. The client meetings with the product owner and scrum master were key in determining customer goal and expectation for the project. The product owner then met with a control group which helped narrow specific goals for the project which were made into user stories to help build sprint objectives for the development team. This was key in establishing directive for the project.

The scrum master was behind the scenes somewhat but played an important part in meeting with the client alongside the product owner, assisting in refining the product backlog, meeting with the development team to set sprint length and discuss number of story items that could be completed.

The development team contributed most of the tangible work in the form of working software for the customer. The commitment to the agile value of responding to change over following a plan was of great importance to this project as the development team had to shift the goal of the project at the mid-point in completion.

With the scrum agile approach user stories were completed in sprints. Daily scrum helped progress the completion of user stories. During scrum meetings, a key question the development team must answer is what challenges exist that could impede daily progress. This helps the team address potential challenges before they arise to discuss possible solutions if need be to avoid a stop in progress.

Each user story is given acceptance criteria. The tester on the development team used this criterion to test written software for completion. The measure of progress is working software. Working software must be tested before it is considered “done”.

One of the key principles of Scrum-agile is embracing change. The customer requirements for the project changed midway through project completion. Embracing this principle, the development team met with the product owner and scrum master to discuss the changing requirement and address concerns. Because of the scrum-agile approach, the development team was able to pivot after requesting updated user stories and product backlog. The benefit of incremental progress was that the development team could adjust the user stories affected by the change instead of having to recreate a new plan for the entire project.

Communication was important throughout the project and took on various forms. A scrum board was used to track progress of development team tasks and was effective in communicating team progress. When a team member was not making progress on a task, this provided the opportunity for another teammate to step in and help move the task forward. The scrum board was not only a visual aid for scrum meetings but also provided real time information of project progress.

A face-to-face meeting was held to discuss the change in project direction at the request of the customer. The change was communicated to the team and because it was face-to-face the team had to opportunity to understand why the change was made, ask questions on what to do with completed user stories, and begin to plan the implementation of the change in requirement.

In the planning phase, the agile principle of simplicity is emphasized by setting acceptance requirements for user stories. This way, no unnecessary work is done. Once requirements are met software should proceed to testing. During the sprint, this efficiency helps the development team follow the principle to produce working software regularly to allow for customer feedback. Face-to-face communication was a tool utilized in daily scrums as well as meetings between customer and product owner. This was also an important tool when the project shifted direction.

The benefits of the scrum-agile approach are flexibility and adaptability, customer satisfaction, regular customer feedback. Employee satisfaction can also be a pro since employee’s have more input and ownership of work as opposed to simply following top-down directives. The downside is increased uncertainty and risk due to less time planning and harder to project time to completion since project goals will almost certainly change due to increased customer input.

For the SNHU Travel project, scrum-agile was the best approach. A waterfall approach would not have been adaptable enough to respond to the change in project requirements by the customer. The detailed upfront planning would only allow for smaller changes to the project and customer feedback would come at a much later stage in development.

1. Peek, S. (2021, December 21). *What is agile scrum methodology?* Business News Daily. Retrieved April 24, 2022, from https://www.businessnewsdaily.com/4987-what-is-agile-scrum-methodology.html