Project Two: Digital Discovery Summary

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The various roles in scrum agile software development lifecycle (SDLC) approach have contributed immensely to a successful project for SNHU Travel. The primary roles of product manager, scrum master, developer, and tester allow for a cross functional team in a flat reporting structure to avoid potential conflict of tasks and allows for a more psychologically safe and authentic culture. The scrum master held the team accountable for standups, sprint kickoffs and retrospectives to facilitate conversations which would hold team members accountable for their work. This role also addressed blockers in and outside the team such as members of the team not being present for standups, and bringing relevant information to other stakeholders like the product owner. Having a dedicated role evaluating how the team works and bringing agile tools to enhance the development process helps the developers and testers focus on the tasks themselves. The product owner focuses on grooming the backlog of user stories and making sure they are prioritized so development team can just focus on how to implement the user requests. The product owner can also help discuss progress and trajectories to management and be the bridge of communication between technical development and non-technical stakeholders. The testers allow for out of the box thinking on what development is creating to help make sure the end product satisfies the user story created. This role is essential in helping minimize disruption for developers by evaluating and finding potential issues prior to functionality release.

Together, the team uses this scrum agile process to agree on what the definition of ‘done’ is before marking the user story completed. For instance, the product owner works with users to gather relevant information for creating consistent user stories which the scrum master decides how to facilitate team discussions. With the team working together to rate the level of effort for each user story and the product owner prioritizing the functionality needed, less time can be spent on organizing and pivoting from task to task and dedicated solely on reaching a ‘done’ status on user stories to deliver to stakeholders.

Since work is planned out in smaller iterations through the sprint process, if there are changes in the requirements of the project, user stories can be altered to accommodate the change unlike a waterfall framework. When the project requirements changed in the SNHU Travel project to focus on trips focused on wellness, it created minimal additional work. The scrum master, developer, and product owners were able to evaluate current state of development and pivot faster to accommodate the original request.

Communication throughout a team is essential and is grounded by the culture of authenticity and transparency. Daily standups help keep conversations flowing while weekly or bi-weekly retrospectives on the team’s progress and ways of working together help to address any lingering issues. When using a form of communication such as email, having language such as “we are looking for guidance” and “thank you for your understanding” can help add soft skills to a list of questions needing answers.

Using scrum practices such as daily stand-up meetings, sprint planning and retrospectives, were all helpful to the success of staying on target and allowing for pivoting on any redirection needed. Tools such as Jira help to document user stories and all of the tasks required to consider the user story complete. Even the tester can add tasks to the user story or document on the primary ticket what tests will be performed to determine success prior to deployment.

The agile scrum approach for the SNHU Travel Project worked well with making any adjustments and allowing a quick feedback loop from stakeholders. Since it was a team new to the agile process, it proved difficult to evaluate whether the timeframe could be met. Once the team has more experience or even more work completed, tools can be used to evaluate timing of user stories being completed. Not having a straightforward way of estimating time can make project management reporting very difficult and unfortunately even with a team well established, a new project for the team can be underestimated for timing of completion.

REFERENCES

None.