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CS - 250 - Software Development

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We are approaching the end of this project and I as a Scrum Master for this SNHU project would love to summarize, analyze and draw conclusions on the work that we completed during the course of the development. The first thing I would like to talk about is the roles on Scrum-agile Team that contributed to the success of the SNHU travel project. Product owners have been playing an important role in defining user stories, prioritizing team backlog and keeping good communications with users. In the SNHU travel project, the product owner acts as a bridge that connects ideas from users to developers. For example, most of the user stories are coming directly from users like seeing a top 5 popular destinations that includes pictures and a short description of each location. Without the product owner, it will be very difficult to imagine what the product should look like since the team will not know what to focus on. In this case, the product owner helps the team stay focused, prioritize their works, and maximize values that the team can offer.

The Developer's role is also important in the Scrum-agile Team. Since the Product Owner does not have the technical knowledge to build the programs themselves, developers are there to help bring that idea to life. In the case of SNHU travel projects, developers determine how much work is needed in each user story and prioritize them accordingly.

The tester’s role is a lot different in the Scrum-agile Team. Since testers are more focused in finding errors and fixing bugs, testers in the Scrum-agile Team will work closely with developers in order to prevent and minimize errors. This will reduce a lot of time and energy in the long run. In the case of SNHU travel projects, I have always kept in touch with testers to make sure that the program is running accordingly without any problem.

The last is the scrum master’s role. The Scrum Master is basically the backbone of this SNHU project. Scrum master will run meetings and make sure that the project is going as expected. Scrum master will also detect any obstacles and resolve them as quickly as possible. They will also hold the team accountable for their performance. Since SNHU travel projects will need to be delivered in a timely manner and everyone in the team will need to put in 100% effort, Scrum Master will be the person to make sure that the team understands the principle of agile, follows the process, and keeps the team stay focused.

Scrum-agile approach is more flexible than the waterfall approach. The flexibility of agile approach is the key to help each of the user stories come to completion. While developing the program, an agile approach can help the team deliver the project in the early phase and use it to analyze and detect any problems. The approach will require the team to be flexible and enable the team to implement any changes as quickly as possible without any interruption.

In the SDLC, communication and planning played a big role in this developing process. Agile approach enables the team to communicate with each other effectively and keep everyone in the close loop. The Scrum Master's role is very important in keeping this working culture.

For example, in the SNHU travel project, meetings played a big role in the development of this project. After each meeting, user stories will be created, analyzed and planned accordingly. At the end of each user story, the team will collect and share feedback in order to help improve the team's performance and the product's value. In comparison to the traditional approach, agile approach breaks the SNHU travel project into small pieces and these pieces can easily be accomplished by team developers in a timely manner. This approach will help increase the team's productivity and prevent burnout.

One thing that I like the most about the agile approach is we get to see the product in its early form. Our main focus on the SNHU project is the customer experience. We do want to create a product that offers the most value for our users. We want to satisfy user's needs. With this approach, users can also see how the program works in the early phase of development. From here, we can receive multiple feedbacks from team developers, testers, and users. Any changes here in this phase can easily be implemented quickly or it can be done even in the late stage of the development process.

For example, during the development of SNHU travel project, the product owner presented a very interesting topic about detox and wellness travel destinations. Since these destinations are trending on the internet, the product owner would like the team to start focusing on building this feature to satisfy our user's demands. Even though the team thinks that we will need to rebuild the program from scratch but with an agile approach, we don't have to. From here, the team can easily put the other project on the side and start building this new feature that was asked by the product owner. With the flexible and adaptable mentality from agile methodology, the team can easily complete the wellness and detox travel destinations list. This will help us increase the customer satisfaction by bringing them the product as early as we could with the functionality that users asked for.

Communication is one of the biggest pieces in the agile methodology. Without effective communication, it's impossible for the team to function and to deliver the project with the most value in a timely manner. When the product owner talked about the new project that she liked, it was a new feature in the SNHU travel project. At first, we knew that the purpose of the new project is about detox and wellness travel destinations. We do not know how the product owner would like it to be presented in the travel app. This is the missing information that developers and testers will need in order to complete the project. I, as a scrum master will need to reach out to the product owner as soon as possible to clarify this information as quickly as possible in order to meet the deadline of the SNHU travel project. I know that I might run into many problems while trying to reach out to the product owners, but I will do everything I can to resolve this issue as soon as I could. I will try to call the product owner and if that doesn't work then I will email her.

Here is what I would like to clarify with the product owner in the email.

Dear Product Owner,

Last week, we are excited to see the new feature that you would like to see in the SNHU travel project. This feature will include the list of detox and wellness travel destinations. This is a great idea and I believe that it will draw a lot of attention to our SNHU travel app. This will also help promote a healthier lifestyle.

With all of these benefits that this feature might bring to our users, developers are excited to deliver this as soon as they could to our users. However, they are running into many problems. First is what information would you like us to include in each destination. Since it's about wellness, would you like us to include information regarding activities or food that related to health and wellness?

Developers are eager to make this feature happen, but they also would like it to include all information that users desire. Please let me know what you think about this and how you like this feature to look like in the SNHU travel project.

Thank you,

Scrum Master Anh Tran

In my opinion, this is the best way to communicate between team members. First, I will talk about the project that we are working on and how important it is to our users. This will let the product owner know that this is an urgent matter. After that I will let her know the struggle that the team is facing. I like to be straight to the point and hopefully the product owner will reply back in a timely manner.

In the SNHU travel project, since there are many things that we have to do, the organization tools that enable us to complete the project are the user stories.

User stories are basically ideas from the customer. Collecting these ideas and breaking them into small tasks so that we can easily assign these tasks to team members. We can also assign story points in order to distribute the work evenly among the team and also expect the time it will take for each user story. By analyzing and organizing these user stories properly, it can help the team tremendously. The Scrum-agile principles that help my team be successful is the adaptability. Since the program is constantly changing, one must keep an open minded and be flexible with anything that comes. The product owner suddenly let us know that she wants to add another feature to the SNHU project. Without hesitation, teams can easily shift their focus and prioritize that work in order to get it done.

The pros of the Scrum-agile approach are that it's flexible and delivers the product faster. This is great for the SNHU travel project. Since the team needs to finish the project in a short amount of time, face many challenges, and adapt to changes as quickly as possible, being flexible is a key factor in completing this project. Deliver the product faster even though it's still in the early phase, it is perfectly fine for the SNHU travel app project. Everyone, especially the end users will get a chance to evaluate and analyze the product early, this can help reduce any errors. This will also reduce time and energy the team will spend in fixing the project.

The cons of the Scrum-agile approach in this SNHU travel project are that it's difficult to predict the final working product. Since there are many changes in the project in its early phase, the team is very flexible and applies an agile approach in order to accommodate any demands from the end user. This is good but at the same time it's very difficult to know what the product will look like in the end since everything is changing constantly, and an agile approach allows it to change rapidly. For the SNHU travel project, things can get complicated if the end users are more demanding and need more features on the project. This can complicate things a little bit more. However, I still believe that the Scrum-agile approach was the best approach for the SNHU travel development project.

Citation

Cobb, C. G. (2015). The project manager's guide to mastering agile: Principles and practices for an adaptive approach. Hoboken, NJ: John Wiley.