

## **Sprint Review and Retrospective**

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CS 250: Software Development Lifecycle

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August 14, 2022

Our team at ChadaTech was tasked with creating a new website for our client SNHU Travel. SNHU Travel was looking to expand their client base with new tools for their customers. In order to do that, we put together a Scrum-agile team to develop the application and achieve our goal.

Every team member in each role contributed to the success of this project. Our Product Owner was accountable for collecting user stories and building our Product Backlog. The Product Owner conducted user interviews to get first hand accounts of what real world end users would like to see in the finished product. Then, these stories were used to create an acceptance criteria for development down the line.

Our Developers worked hard on creating the best product they could for our Stakeholders. The Testers wrote test cases in order to determine what filters were needed to consider an aspect of the project working and complete. These test cases were based off of the user stories presented to us by the Product Owners. They then began to create code for the application.

As the Scrum Master, it was my job to keep the team aligned and in compliance of Scrum Principles. Following the Scrum Guide, I organized and mediated our Daily Scrum Meetings. We kept to a 15 minute timeframe, focusing on what was completed, what was not completed, and any obstacles that caused hiccups. I then made it my mission to remove those impediments from afflicted teams to ease the development process.

The Scrum-agile approach helped bring the user stories to life because it gave us room to reiterate over any steps necessary to solidify their wants and needs in the finished product. Because this approach leaves room for testing in each Sprint, Developers were able to fine tune the code they wrote for each facet of the application. Without this amount of flexibility, Developers would have been left to test at the end of the timeline and essentially cross their fingers and hope that the finished project met a definition of done.

When our project was interrupted and subsequently changed due to the Client's needs changing, the Scrum-agile approach again gave us the padding to tweak the code Developers had already written to add new features that fit the new direction SNHU Travel was taking. Because the Scrum-agile approach is so heavily involved with Stakeholder communication, the client gets to demo working parts of the product after each Sprint week. They can then make any comments or additional requests necessary to fit their vision. If we did not follow this approach, any features of the application would have to have been decided prior to the beginning of the development process. No changes would have been accepted after the fact, and we would have very little communication with our client.

Communicating effectively is an important competency for a successful Scrum team. Daily Scrum meetings were important to keep the team informed on the progress we were

making. Face to face communication eliminates obstacles like poor connection/bandwidth, lost emails, and lack of participation. Software like JIRA makes it easy to have a digital dashboard that hosts sections for tasks at any stage. It can even consolidate data into sprint reports and burndown charts which made it easier to share progress with the team.

The Scrum-agile principles that helped our team reach success was the ninth principle. The ninth principle is "Technical excellence and good design are central to maintaining pace and agility". Technical inability leads to hiccups, a slower development pace, and in the long run a larger hole burned in your pocket. Because of this principle, our development team took pride in their work and held themselves to a high standard. They ensured that each facet of their program operated at the accepted criteria while leaving a little room for advancement. Technical excellence on the backend shines through when the customer is using a website that works properly. With that in mind, our end users will have an enjoyable experience.

Approaching the SNHU Travel project with a Scrum-agile approach was beneficial overall. We saw many pros from it, like room for flexibility and adaptability, focus on a collaborative environment, and a hands on approach from the client. However, a con we ran into was an overly engaged client who wanted to shift the direction of the project midway. Had we taken a Waterfall approach, the client would have no room to request for such large changes to be made. A Waterfall approach may have worked for this project as well, so long as the client was solid in their wants for the finished product. There generally were not many obstacles and changes, and the user stories were clear from the beginning so test cases were easier to write. In spite of that however, Scrum still had more benefits for the overall project.