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CS-250

20th August 2021

Final Project Retrospective

Our scrum team was comprised of many roles, each with their own unique purpose relevant to the product we are working on. I am the Scrum Master, and my responsibilities include helping the Scrum Team focus on high-value increments, establishing empirical product planning for a complex environment, and removing any barriers between stakeholders and the Scrum Team.

During the SNHU travel project, every role within the team played an important part in completing this project. For instance, the Product Owner arranged a focus group of three of SNHU Travel’s best customers to ask them what they would like to see in the future product. By doing this, the Product Owner was able to create specific user stories, allowing our development team to begin working toward their goals for the project. Another example would be when the Product Owner requested that SNHU travel packages needed to focus more on detox/wellness travel. When this happened, the developer and tester had to adapt to this sudden change. Although the change was small, sometimes the requests can alter the product in major ways, which can potentially demoralize the team and lead to late deliverables.

As I mentioned above, changes during the development of a project can often be difficult for the Scrum Team to manage. Luckily, the Scrum-agile approach makes it much easier for our team to handle any changes during development, no matter how big or small. If the Product Owner communicates with the Scrum Master and the Scrum Team, any changes can be morphed into new or even existing user stories. Without the Scrum-agile approach we have implemented in our team, changes and interruptions may be more difficult to handle and plan.

With our Scrum Team, communication and full transparency are crucial to the success of our products' development. Without proper communication, it would be difficult to create a deliverable that works correctly and demonstrates the users' needs. With our Scrum Team, we manage our communication constantly in a few different ways. The most important is our weekly Scrum meetings, which every member of the team is required to attend. This allows us to talk about the current week’s sprint, recap any issues or roadblocks with last week's sprint, and offer suggestions for anything else that may come to mind. Another important way that our team communicates is through messaging services like Slack. We use Slack throughout the week as something to update our team whenever necessary. Any major issues will be discussed at the weekly Scrum meeting, whereas smaller issues and minor updates will be discussed briefly on Slack. Email is also another effective tool of communication that we use, and I have a great example sent from a tester to the Product Owner, myself, and the Product Manger attached:

**To: <Scrum Master Name>, <Product Owner Name>**

**cc: <Project Manager Name>**

**Subject: Retrospect/Lesson learned over the past week**

**Hello everyone,**

**This week we dealt with user stories! Here are some of my observations.**

**- Many things went well, including requirement gathering, scope defining, planning, and writing functional and non-functional stories.**

**- However, there is always room for improvement. The user stories should be written with an adequate amount of information, and the scope should remain fixed so that the initial test cases can stand after the story is finished. Of course, there will be some cases where the scope will need to change but should be below 10% of all the cases.**

**We can try and implement better solutions as we move forward. Thank you!**

**Warm Regards,**

**Garrett Dunn**

As you can see from the email above, the tester had some great things to say, along with some areas of improvement. Using emails to plant a seed of thought before our weekly Scrum meetings is a great idea, and often results in more success, as people can ruminate on the suggestions.

Our Scrum team utilizes all agile principles, but there are a few that stand out to our team. As mentioned above, communication is vital to the success of our team and the deliverable. One principle that stands out is “The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.” This method helps us iron out any issues regarding development, allows us to gather feedback from users, and assists demystifying any roadblocks our shareholders or users might have. Another important agile principle that stands out from the rest is “Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.” Sometimes, it is easy for us to lose sight of what is important, which is the customers. Keeping the customer in the forefront of our minds' during development is crucial for developing any product. Making our product easy for the end user to navigate and use is our goal.

Using the agile methodology during the development of the SNHU travel project made it much easier for everyone involved. The team benefited greatly from the flexibility, speed, and steadfast communication values that come with using the agile method. However, there were a few cons, such as it is very hard to predict, and the documentation often gets left behind. Altogether, the Scrum-agile approach was most definitely the best choice for this project.