CS-250 Retrospective and Scrum Review

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Overall, I would say that the SNHU Travel website project was a success. The team made a website that conformed to the customer’s expectations, updating it with their needs when necessary while still staying on time, and that ultimately resulted in the customer’s satisfaction. Everyone on the team had an impact on getting this delivered on time and in high quality; the Product Owner regularly communicated with the customer and gave us timely updates with the customer’s new requests so we could act as quickly as possible, the Developers wrote the initial code and updated it accordingly, replacing all of the vacation packages that would not fit in with wellness vacation packages, as the customer requested a full conversion for only those vacations, the Testers tested that code to ensure that it was bug-free, and I, the Scrum Master, organized all of the Scrum meetings that brought the team news and organized the day.

Because we used Agile, user stories were easily finished. We maintained an effective backlog that was measured by three levels of priority; while not everything could be finished in the timespan we had, every high priority task was completed, which was essential to completing the project. As good work estimation practices are key to determining how successful a team will be in a certain timeframe, we also used Story Points for a rough estimate of the amount of effort required for the number of user stories in the project, and it was barely exceeded, meaning that the customer got everything required, such as the website layout, a page with some of the top destinations and a package change to wellness vacations, and a few optional features.

When the customer requested the wellness package change, it was no problem for the team. We were still able to get it done despite all the work on the packages we already did and the other required features we had yet to work on because we bumped it up to the top of the backlog as the customer stressed that this is an essential change, and therefore, is high priority.

A Scrum Master needs to be able to communicate effectively with the team in order for them to succeed, and I feel that I communicated well. Every day, at the beginning of the day, I set up a Scrum Meeting with the whole team, and one exercise I did was to have them take turns answering a few questions, such as “What did I do yesterday?” in order to get the team up to speed on what is currently happening with the rest of the team. Keeping everything within a fifteen-minute timebox while mentioning that no detail is too small, it was easy for me to communicate to my teammates about what they should tell each other.

This team had a variety of helpful tools at their disposal, including an information management tool called Jira. Jira helped our team in a variety of ways. It worked as an information radiator, a constant, referenceable source of information that can be used at any time by anyone. It contained a detailed layout of all our goals on the backlog, and included features such as assigning work to those goals, tracking progress by a percentage for easier remaining time estimation, multiple ways to visualize tasks, the ability to see progress on multiple teams and projects for larger companies that may have multiple departments, integration with multiple apps such as Gmail and Microsoft Teams and even Atlassian Intelligence, an AI assistant that suggests tasks in order to break big tasks into small ones (Atlassian, 2025). While this tool does not replace Scrum meetings, it makes it easy for people to reference information discovered in a Scrum meeting later on if needed, such as people who were out due to inclement weather making it unable to reach the office and were unable to attend but still needed to reference the tasks needed to finish a goal because they can still work at home.

Overall, using a Scrum-Agile approach was beneficial to the SNHU Travel project. One large benefit of this approach is what Agile is named for, the flexibility of the system and the ability for the team to go back and change things if necessary. That was how the customer’s package type change was no big issue for the team, because of the backlog capabilities allowed by Agile. The daily Scrum meetings also encouraged feedback and frequent testing to ensure that everything will be working on schedule. However, the issue with Agile that may drive some people away is the level of communication required within the team. If one person, such as the Product Owner in this case, is away for even one Scrum meeting, crucial information may not reach the team, and not as much on the backlog will be able to be strategically completed, so preparations must be made should such an event occur. Nevertheless, Agile is leaps and bounds better than the old Waterfall method because of its teamwork and efficiency-boosting practices and the ability to not be as linear in development, and this project has proved its worth.

Works Cited

Atlassian. (2025). *Great outcomes start with Jira*. <https://www.atlassian.com/software/jira>