CS 250 Agile Team Charter Template

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SNHU Travel Niche Vacation Booking System

Item	Response
Business Case/Vision (value to attain)	Expand the SNHU travel customer base and presence by offering new vacation packages to maintain their position as one of the leading travel agencies in New Hampshire and position them to become one of the leading travel agencies in the United States.
Mission Statement (result to accomplish)	Diversify the SNHU travel website within 5 weeks by offering a new booking system that offers niche and trendy vacation packages in order to expand relevance within the travel industry and grow their audience nationally.
Project Team (team members and roles)	Client: Amanda—President of SNHU Travel Product Owner: Christy Role: Ensure the Product Backlog is clear and keep it groomed. Prioritize the work to be done to ensure the value of the product is maximized. Scrum Master: Ron Role: Ensure the Product Backlog is being managed effectively. Proactively remove impediments of the team's progress. Facilitate Scrum events. Tester: Brian Role: Execute tests and analyze results. Collaborate with development team to clarify ambiguity in the code. Developer: Nicky Role: Design and develop code according to the Product Backlog. Collaborate with the team to produce just enough to meet the definition of done.
Success Criteria	Start date: 11/17/2025 Expected completion date: 12/23/2025 Final deliverable: Updated Website with new booking system Key project objectives: 1. Launch updated SNHU travel website by 12/23/2025 2. Introduce new vacation packages and booking system to national audience 3. All work must adhere to the Definition of Done
Key Project Risks	1. Timeline—5 weeks is a short period for updates and testing 2. Quality—The strict deadline could reduce functionality and level of design initially requested. 3. Market—New packages may not attract the anticipated national expansion
Rules of Behavior (values and principles)	Commitment: The Scrum Team will support each other and take responsibility for the fulfillment of each user story. Focus: The Scrum Team will stay on task and focus during meetings and sprints to make quick progress to meet the short deadline. Openness and Transparency: Communicate impediments during Stand Ups so that other team members can step in to not stall progress. Seeking Truth: Create an environment that fosters trust and allows each member to feel safe to be honest. Respect: Always speak and act respectfully toward each other, especially in time of conflict management. Capability: Each team member will take ownership of their user story Responsibility: Accept responsibility for mistakes

Communication Guidelines (scrum events and rules)	The Daily Stand Up will be a 15-minute meeting held daily at 9 am in the board room to track sprint progress and adapt the Sprint Backlog. Ron will proactively seek to remove impediments of the Scrum Team's progress and communicate effectively with Product Owner when necessary. Ron will also ensure the Product Backlog is visible and understood by all. Nicky and Brian will update the Sprint Backlog throughout each sprint in a timely manner. All Scrum Events must remain positive, productive, and within the timebox limits. Christy will be expected to be available to answer questions during all Scrum Events. A Sprint Review will be held with the Scrum Team to approve results and adjust the user stories. A Sprint Retrospective will be facilitated by Ron after every Sprint to identify strengths and weaknesses and reevaluate impediments.