**CS-250 7-1 Final Project**

**SNHU Travel Project Spring Review and Retrospective**

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During this course, I learned a lot about Scrum team in general. Scrum Teams are critical in an organization. Each part of a Scrum Team is very important, because they are responsible for a specific part of the overall project. I did not know anything about Scrum Teams, but as I began to learn about them, it just makes me understand that I have been part of a Scrum Team my whole professional career. From Boeing to Lockheed Martin, and now to Amazon, my understanding of Scrum Team has expanded. In this class, having the opportunity to once again be part of a Scrum Team helps me to understand each role within the team better. In my lab group, I was the Product Tester. Learning about my role on the team as a Tester, and learning about others roles within the Scrum Team was very interesting.

Scrum Master is a critical position of a Scrum Team, on most teams, they are not traditional managers. They facilitate processes and remove obstacles from the way of their team. Overall, they help their team follow agile rules and practices. Scrum Masters also help promote collaborations, and protect the team overall. They also make sure that things like instructions are understood within a team. One thing that people do not notice about the job of a Scrum Master is that, they make sure that meetings, gathering, and conversations are productive. They make sure that events are productive, and each individual stay within that framework/timebox. Consider stand-up meetings, spring planning, Spring Review, and more. Scrum Master enables productive communications, keep people focus, and much more. When it comes to customers engagement, they manage the product owner’s responsibilities

Scrum Masters ensure transparency to customers; they also help encourage feedback from customers/shareholders. Behind the curtain, they help the Product Owner as well. They are like a personal coach to the Product Owner. They help the Product Owner engage with customers much more effectively using agile practices. When it comes to quality and reliability, Scrum Masters are very effective. Are my work, Scrum Masters are Product Managers, they are always involved in meetings, reviewing potential problems that might cause a delay in production. They are reviewing priorities, and what are needed to be done to meet specific deadlines, and much more. Some of the questions that are asked during our stand-up meetings, or when we meet on slack are, how many productions units do we need to meet our goal this week? What are the problems that are or will be preventing us from achieving our goals? What are some of the changes in the work test plan or who do not understand the work test plan? Questions like theses helps the Scrum Master, or in my case the Product Manager to access the team and find a way to make sure our goal is achieved.

Just like the Scrum Master, the Product Owner is another important role within a Scrum Team. When I think about a Product Owner, I think about a bridge. They are like a bridge between the customers/shareholders and the overall team/Scrum Team. Product Owners are always in the mix, and ensuring that the team is always working on what is critical to the business. They are accessing what is most important to the customers, and making sure that the team values that, and are modeling their work through that. Product Owners must have a clear understanding of the overall goal of that product and the values it brings to then business and the customers as well. The Product Owner brings the customers/shareholders vision to life by introducing that to his/her team. The Product Owner manages the product backlog, they make sure things are transparent, make sure customers’ needs are met, and more.

Product Owners are constantly in engagement with customers. They are constantly collecting data, feedbacks, notes, meeting, and more. One of the most important things that Product Owners do are making decision. Within a Scrum Team, they are the decision maker. They are the extension of the customers within the team, and driving how the final product should be. Product Owners also clarifies any issue that the team my encounter. They even accept or reject the results of work at the Spring Review. A good Product Owner, helps that team delivers their customers’ dream, and keep that relations going. In my work group, I took the role of a Product Tester, it was great. The role of a Product Tester is to test the product and give feedbacks to the Product Owner, or the overall team about what were the findings. How the product performs giving the perimeters. Product tester identifies errors, and failures with the product. They also document those error or defects for Developers to verify and fix.

Product Tester test the functionality of the product, they test security, performance, usability, and much more about the overall product. At my work, most Product Testers are developers, quality engineers. Their goal is to test and validates the product. One of the common things that Product Tester does is communicate. They are constantly in communication with Product Owners about the performance and other attributes about the product. These tests are done within a certain framework, that allows the product any form of weakness. As a tester on my team, I was in communication with everyone. It is exciting to be one of the first to test out a new product, it is great to be in the front/mix of new technologies be created. But it is a huge responsibility, because your findings are acted upon. If a mistake is made during testing, it needs to be communicated right away.

**To: Product Owner**

**Subject: Clarification of User Stories**

**Hello Product Owner,**

I am writing this letter just to clarify somethings regarding the design detail. You mention pricing option the last time. Something with the filter being added to the webpage. I want to know if we are still doing that. I believe that you also mention that this will help customers to see the low and high prices options of things on the webpage. I want to ask you where will we put that filter on the webpage? I send some examples to you via slack, please review and get back to me. You can also choose the color of the filter as well. Something that grip attention from our customers. Anyway, I will be available on slack or eleven ten hours today, please let me know. You can also reach out to me after hours, I will check slack in the morning, thanks.

Best Regards,

**James Kofa**

Developers are another critical member of the scrum team. Just like everyone on the team, they are rich in skills. Developers can be programmers, databased engineers, DevOps engineers, and even Product Tester. Developers build the product; they create the foundations/framework of the product and build upon it. Developers are responsible for understanding main ideal of the product, and finding a way how to created what th customers wants. They also can communicate with the team and share ideas; they are able to reviews information and feedback from customers and certain changes and updates. Communication is a great skill as a developer. It enables you to reach out and express oneself about the product, process, and potential changes that might help the product. Some developers at my work shy away from talking, so it is not a necessary skill. But communicating to the scrum Masters and the overall team in some form is critical. This can be done through slack, Zoom, and other means of communication.

Using the scrum -agile approach was the best choice for this SNHU project. Because of search approach, the team was able to adapted to certain situations, we were more transparent in communications and opening up to our teammates about certain aspect of the project. We trusted each other, but we verify each other work as well. Every member was committed to their individual task and also to the overall goal of the team. Things were hard sometimes, when it comes to feedbacks and meeting deadlines, but we had the courage to keep pushing. The team were focus on the overall goal; during standup meetings everyone was engage. Respect is the most important thing to have in a Scrum team. Everyone was respectful of each other, of the process, and much more. Mistakes were made, the team knows that going into this project. And every mistake that was committed, we document it, learned from it. Adjust our plan, approach, or idea if necessary. People were supported; teammates always reach out to see if they can be an assistance to others. The scrum-agile approach is not great approach that help a team to reach their potential.

**Citation Page**

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