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CS 250 – Software Development Lifecycle

Southern New Hampshire University

August 13, 2023

**Scrum Master Report**

Each person in the scrum team was a critical component to the contributed success of the SNHU Travel project. Each team member brought unique skills and expertise to the table, allowing everyone to work efficiently and effectively towards our goals. The product owner was instrumental in ensuring that the project was aligned with the needs and goals of the clients. The product owner worked closely with the user focus group collecting vital information to assist with the user stories. The collected information is vital to the production of a higher-quality product more likely to meet end-user expectations. The product owner also worked closely with the development team and the testers when changes needed to be made to the SNHU Travel project. The quick reaction by the product owner allowed the team to pivot quickly from general top five destinations to a focus on detox and wellness. “A great Product Owner is empowered to take decisions related to the product. Sure, creating support for his decisions might take some time, but swiftly taking important decisions is a primary condition for a sustainable pace of the development team.” (Overeem 2016). This helped the development team stay on task and focused on what was most important to the end users. The developers also did well in asking the right questions when it came to the development of the travel site. Being able to identify missing information and notifying the right parties are critical to the success of the project.

The scrum-agile approach helped support the software development life cycle by breaking down the user stories into smaller tasks. Breaking the user stories into smaller tasks aided in being able to identify what functions would be needed to meet end-user requirements. This process also identified additional information that was needed in order to progress with the project as well the length of the description or font size and color as examples. Prioritizing user stories by user size was also helpful in identifying which user story to work on first. A strong focus on user stories aided in the success of the travel site because it targeted all the requests made by the focus group users. When the project was interrupted, the project owner did well in notifying the scrum team. Because of the scrum-agile approach, the team was able to recover and move forward with very little information being discarded. The team was able to use their ongoing information to design a travel site focusing on wellness and detox.

**Sample Communication**

To: Christy (Product Owner)

Subject: User Story Clarifications

Hello Christy,

I have taken a look at the user stories and I am in development for the test cases for the different features. I need more information and details so I can be more specific with the metrics on the test cases. Can you answer the following questions?

**User Story #4**

* Should we list the top five based on price from high to low or low to high?
* Should we build the feature for the user to set high to low and low to high?
* To be more specific, should we have an option for length of stay and number of visitors?

**User Story #6**

* What types of travel packages is the customer looking for?
* Should we add the feature to filter more than one type of travel package listed?
* How long do you want the descriptions to be?

**User Story #2**

* Should we add the feature to set profile settings for a better user experience?
* Do we want to display the top destination on the top or the bottom?
* Is there a particular font or size?

Let me know when you get a chance.

Thank you,

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The above is a sample communication from an email I sent to Christy a few weeks ago regarding specifics on the user stories. This email was a good example of communication among team members because it encourages collaboration through information exchange resulting in a higher-quality product. Bullet points for the questions allow for specific information making it cleaner and more organized for Christy to read and respond to when she gets to the email. The organization of the user story details helps with the development of the SNHU Travel project by meeting end-user acceptance criteria. The user story template acceptance criteria help the developer know what kind of results the user expects, so he/she can design around these acceptance criteria.

The pros to a scrum-agile approach allowed for the team to react quickly to changing events. It also allowed the team to frequently produce and test the product in multiple phases with very quick turnarounds. The cons to a scrum-agile approach are that due to the constantly moving parts and changing requirements, it can be difficult to get precise information on the first few runs therefore active communication and open collaboration are needed in a scrum-agile environment. The scrum-agile approach was the best approach for the SNHU Travel development project. The project would have not been able to make it through the change from top five destinations to wellness and detox in a waterfall environment. The team could not afford to scrap the project and start over when the foundation already existed. The scrum-agile approach allowed for a quick pivot to wellness and detox.

**References**

Module Five: Product Owner and Scrum-agile Team Video

[CS250-Module Five: Product Owner and Scrum-agile Team (snhu.edu)](https://snhu-media.snhu.edu/files/course_repository/undergraduate/cs/cs250/storyline/mod5/story_html5.html)

Overeem, Barry. (July 2016). *Characteristics of a Great Scrum Team*. Whitepapers. Scrum.org

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