**Various Role Contribution**

Each person within a scrum team works together to ensure the product being delivered is both up to the customer expectations and the expectations of the team. Depending on the role of each team member, they contribute differently to the success of the overall team. These roles include product owner, scrum master, developer, and tester, though other roles may be included depending on the team. For this specific team, working on the SNHU Travel project, those were the roles included, with each role having one individual filling it.

The product owner is the individual who could be considered a supervisor or lead of the team. They are responsible for communicating between the team and other stakeholders, keeping strong relationships between the two, and resolving potential problems on the team. The product owner is crucial to team success, and this is no different with the SNHU Travel project team. For this team, the product owner gains insight from the customers to determine what exactly they are asking for while conveying this to the team. They also assisted the team in coming up with stories that match those requirements, and organized them in a backlog of activities ranging in difficulty and priority. Organizing meeting times, holding members accountable, and setting deadlines are all responsibilities the product owner fulfilled during this project.

The scrum master is another important member of the team. While the product owner sets up meetings, stories, and backlogs, the scrum master is there to assist in following agile methodology. These individuals plan out and organize agile sprints, determine which tasks can be effectively done during sprints, and ensure team members are following Agile methodologies. The scrum master for this team ensured meetings were done daily, hold backlog refinements and retrospectives, and encouraged frequent collaboration among teammates to guarantee there is an efficient workflow with consistent updates.

Developers are often a part of teams like this, as someone has to work to develop the actual task. Developers work on tasks to fulfill stories, which are often discussed with the team after information gathering is done. These tasks have specific requirements, such as pictures need to be visible, lists need to be created, or so forth. In this task, the developer was creating a web application for the customer which included a list of the top destinations. This task also required a refinement, or refactor, part of the way through to change the types of vacations included. The developer’s responsibilities include refactoring the code to fit the new needs of the application.

Finally, the tester is the individual that tests the product, in this case a website. This entails acting out what the customer might do when using the website, and checking if things function as expected. They often may have to clarify what is being requested by the stakeholders, as happened during this project. There were some questions about what exactly was being tested for, such as if they wanted a list or a presentation to appear when a link was clicked on. The tester communicates these questions with the team to guarantee that they are testing for the appropriate parameters.

**Scrum-Agile Approach**

To work with the different needs of the stakeholders, stories are often created to ensure the team knows what they are working on and what quantifies a task being “complete.” The scrum-agile methodology requires setting up of these stories with clear expectations and descriptions, along with a method of organizing them in priority. It also encourages quick sprints that are a week or a few weeks long. These give the team a shorter period of time to focus on specific tasks within the backlog instead of being bogged down with a disorganized mess of what needs to be accomplished. Finally, because the methodology works on a circular approach instead of a strict waterfall approach, versions of the product are created quickly to present to stakeholders and improve upon.

Using a scrum-agile methodology means that the process of development is continuous with frequent collaboration and communication. This ensures that products are not only delivered quickly, but builds are also always being worked on and it is easy to refactor. More frequent, and sometimes daily, meetings are held to keep communication high and allow all team members to be updated on progress. In the case of the SNHU Travel project, a refactor came through midway into the project involving changing the types of vacations involved. Because of the frequent communication and collaboration required on Agile teams and the ability to efficiently refactor the code, the team was able to make the changes requested within the story in a quick manner. Stories are also often clarified during these meetings, the backlog could be refined, or team members can set up pair time to solve problems. Overall, the methodology allows for efficient handling of tasks and changes to the product.

**Communication**

As with every development team, communication was crucial to the successful development of the SNHU Travel application. Communication needs to be frequent and specific, with details on what has already been done or considered and what the current difficulties are. For example, in this project, there was some confusion on how the application should appear when certain links are clicked on. Below is a sample of the communication type expected:

Hello Product Owner,

I have some clarifying questions to ask you and the team. I understand that we are focusing on wellness packages. Are we focusing on a specific kind, such as outdoor or indoor? What about location, such as inside or outside the united states? Finally, I was wondering if we wished to change some of the design features to focus on a more relaxing feel to the presentation, such as changing the background color to a more neutral color.

The above email is from the developer, and is concise and gives enough detail to understand what the concerns are and potential solutions for those concerns. The email is also calm and professional. Overall, communication among team members should follow this format and should be as frequent as possible.

**Organizational Tools**

There are different methods to keeping a team on track, but the scrum-agile methodology follows a specific method of using events such as daily meetings, backlog refinement, initial meetings, and sprint retrospectives to keep the team organized and working efficiently. These events create clear expectations while also ensuring the frequent communication among the team. Backlog refinement also guarantees that the team knows where to focus and has clear goals in mind for each sprint. Finally, sprint reviews are needed so the team can discuss what went well and what did not during the sprint. This allows the team to adjust for the next sprint by focusing on the aspects that did work while stepping away from the aspects that did not. Following this methodology encourages high levels of organization among the team.

**Effectiveness of Scrum and Conclusion**

For this project, the scrum-agile methodology seems to be an appropriate approach. This is due to the way the team was able to communicate expectations using stories and even pivot directions when needed. There are some factors that may be difficult for the team to deal with. For example, requiring the team to refactor the code with no change in deadline did work in this case, but that may be a difficult task for a different project depending on the complexity of the refactoring. Another con is that the frequent daily meetings could be frustrating for some team members. The positives are that because of the frequent communication, turn around for task changes and concerns was quick, allowing for those changes to be rolled out to the product efficiently. In the end, this methodology was an overall positive for the project and the team seems to have worked well to accomplish the task at hand.