

## **SNHU Travel: Sprint Review and Retrospective**

Lewis Quick

Department of Computer Science, Southern New Hampshire University

CS 250: Software Development Lifecycle

Professor Terry

October 17, 2021

Chada Tech is contemplating shifting all their development teams from using the traditional waterfall development approach to employing the Agile methodology and Scrum framework. To test the feasibility, duration, cost, and risks associated with the Scrum-Agile framework, the SNHU Travel development team was selected before the organization fully transitions. The Agile SDLC shares similarities with the traditional waterfall approach but is mainly differentiated by the frequency at which phases occur in both models. The Agile methodology splits project development into several small iterations that encompass requirement analysis, designing, building, and testing. These iterations are called Sprints, which are repeated until the project meets its Definition of Done. Through the Agile project development model, Chada Tech hopes to improve their overall development process, increase efficiency, and promote adaptability.

One of the crucial concepts that the Chada Tech development team had to adopt and prioritize was the restructuring of their new Scrum team. The most substantial alteration in restructuring the team was the shift in interactions between the Product Owner, Development Team, stakeholders, client, and newly added Scrum Master. By transitioning to the Agile methodology, there has been a significant increase in communication among all Scrum team members and its peripherals, unlike the traditional waterfall project management approach that limited interactions between the Product Owner, Development Team, and stakeholders. Chada Tech recognizes how vital it is to have open communication for the success of their projects, and restructuring their Scrum team aligns with their goal of delivering quality services to their clients.

The Product Owner had to adapt to the transition to Agile by increasing involvement with team interactions. Scrum events required the Product Owner to be accountable for the

management, optimization, and presentation of the Product Backlog for the Scrum team.

Throughout the Sprint, Christy, the Product Owner of the SNHU Travel application, had many meetings with the client, end-users, and development team to create and prioritize the Product Backlog. Christy was able to develop a clear vision statement from the initial meeting with the client. Christy compiled user stories that clearly defined the subject, clause, task, and desired goal to optimize the Product Backlog after receiving input from SNHU Travel customers. The user stories created by Christy acted as a platform for communication in a simplified common language between the Development team and end-users. The user stories broke up the Sprint goal into small chunks for incremental development, which contributed to the success of the SNHU Travel project.

The SNHU Travel development team is highly enthusiastic about the increased interactions among the Product Owner, stakeholders, and end-users. However, during their transition to the Agile project development methodology, the team had to overcome numerous obstacles to ensure success. The development team had to embrace the idea of interruptions and continuous changes throughout the project development stage, which was a significant adjustment from the traditional waterfall approach. Despite the challenges, Nicole and Brian, the developer and tester, respectively, exceeded expectations throughout the SNHU Travel project and the transition to Agile.

Toward the end of the Sprint, Christy informed the development team about a new trend in the travel sector, explaining that SNHU Travel wants its new booking tool to focus on detox and wellness vacation packages to stay ahead of the competition. The development team's initial reaction was apprehensive, and they had many questions regarding the newly required updates. However, Christy was clear that progress would not be lost, which eased the development team,

and they accepted the changes to the project. The Agile SDLC's short iterations allowed the Scrum team to be flexible and responsive to the requested changes by the client, enabling them to achieve all their Sprint goals.

Nicole, the developer, carefully reviewed the Product Backlog and identified the slideshow feature showing the top five vacation places that needed an update to match the new theme. The Product Backlog's user stories, provided by Christy, aided Brian, the tester, in developing functional test cases for the slideshow feature, incorporating specific user types, tasks, and objectives. Since Agile project development significantly emphasizes frequent and dynamic testing, Brian was able to update the test cases promptly to meet the acceptance criteria. Brian's improved interactions with Christy, concerning the acceptance criteria's requirements, resulted in efficient and prompt performance.

The development team worked together to update the slideshow's features and test cases to suit the detox and wellness vacation package theme. The improved interactions among the Scrum team members significantly contributed to the project's successful delivery, ensuring that the entire team embraced changes positively, resulting in an efficient and effective project.

As the Scrum master for our new Scrum-agile team, I understood the importance of advocating transparency, communication, and motivation throughout the development of the SNHU Travel project. Implementing organizational tools is a great way to improve communication and guide the success of the project. Scrum events, such as Sprint Planning and Daily Scrum, are critical tools that enhance communication, planning, and transparency among team members.

The Daily Scrum is particularly important as it allows the team to communicate daily for fifteen minutes, update each other about their accomplishments, plan what still needs to be done, and identify any issues that may impede the project's progress. During the Daily Scrum, team members can be flexible, dynamic, and cross-functional, as those with experience or expertise in particular tasks can offer their assistance to other team members, fostering an environment of teamwork for optimal efficiency.

The Agile methodology is known for its rapidly changing information, which is why having a tool to track and manage information and changes to the Product Backlog becomes vital. Therefore, I decided to implement an information radiator to share information effectively, which our new Scrum-agile team used to display real-time updates on a large display in the meeting room. And even better, I discovered new tools in the transition to the Agile methodology that allowed our Scrum team members to access the information radiator remotely or their desk at work. Jira and Microsoft Azure Boards are great examples of such tools that enable Agile teams to plan Sprints, track progress, and create user stories.

Adopting the Scrum-agile approach has changed my perspective on project management and development. It is an ideal approach for small teams working on small to mid-sized projects that may experience interrupted changes and updates. The Scrum-agile methodology improves communication, flexibility, and the ability for a team to be cross-functional, making Scrum events effective in creating transparency, tracking progress, and accomplishing project goals.

Despite the benefits, it is essential to recognize that the Scrum framework can become challenging to manage Scrum Events when the organization's size grows. Another potential downside is that Daily Scrum can become tedious and frustrating for team members, leading

them to lose focus of the true meaning of Agile, as depicted in the Agile Manifesto. Therefore, it is crucial to have experienced Scrum-agile team members onboard to prevent such scenarios.

In conclusion, I strongly encourage Chada Tech to transition more teams to the Agile methodology that leverages the Scrum framework. The organization will benefit significantly from improved communication, flexibility, and the ability to deliver projects more efficiently.

## References

- Chandana. (2021, July 5). *Scrum project management: Advantages and disadvantages*. Simplilearn.com. Retrieved October 14, 2021, from <https://www.simplilearn.com/scrum-project-management-article>.
- Cobb, C. G. (2015). *Project Manager's Guide to Mastering Agile: Principles and practices for an*. John Wiley & Sons.
- What is Scrum?* Scrum.org. (n.d.). Retrieved October 16, 2021, from <https://www.scrum.org/resources/what-is-scrum>.