**Title:**  
**Sprint Review and Retrospective: SNHU Travel Project**

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Chada Tech initiated the SNHU Travel project as a pilot to explore the benefits of adopting Agile development through the Scrum framework. As the Scrum Master, I led the team through a series of iterative sprints focused on building a travel booking web application designed to help SNHU Travel expand its client base through innovative technology. I was also responsible for keeping the team engaged, facilitating collaboration, and helping members work through any roadblocks that arose during development.

The success of the SNHU Travel project relied on clear role definition and collaboration within the Scrum team. Each member fulfilled a specific responsibility that aligned with Agile principles and supported consistent progress throughout the sprints.

**Scrum Master:**

As the Scrum Master, I facilitated sprint planning meetings, daily stand-ups, and retrospectives to keep the team aligned and focused on our sprint goals. I also removed obstacles that slowed down development and encouraged open communication among team members. For example, when the team experienced delays integrating the destination search feature, I helped coordinate a discussion between the developers and the Product Owner to clarify requirements and adjust priorities.

**Product Owner:**

The Product Owner served as the bridge between the client and the development team. They were responsible for maintaining the product backlog, setting priorities, and ensuring that the features delivered provided value to the customer. During the project, the Product Owner helped clarify user stories such as “Book a trip” and “View top destinations,” which gave the developers clear direction and measurable goals for each sprint.

**Development Team:**

The development team was responsible for designing, coding, testing, and delivering working increments of the SNHU Travel application. They collaborated closely during sprints to divide tasks, share progress during daily stand-ups, and ensure that all features met the Definition of Done. Their teamwork led to the successful implementation of features like user registration, trip booking, and destination listings.

Together, these roles created a balanced and efficient Scrum team. Each role supported the others he Scrum Master facilitated progress, the Product Owner provided vision and priorities, and the Development Team turned user stories into functional software. This collaboration ensured that each sprint ended with a usable product increment and measurable improvement.

**Completing User Stories**

The Scrum-Agile approach to the software development life cycle (SDLC) helped ensure that user stories were completed efficiently and with continuous feedback from stakeholders. Because Scrum divides the project into short, time-boxed sprints, our team was able to focus on a small number of user stories at a time, giving each one the attention and iteration it needed to meet client expectations.

During each sprint planning session, the Product Owner and team collaborated to select high-priority user stories from the product backlog, such as “Book a Trip,” “View Top Destinations,” and “Create User Account.” These stories were broken down into smaller, manageable tasks that could be completed within the sprint. The daily stand-up meetings helped maintain progress by allowing team members to discuss what they completed, what they were working on next, and any blockers they faced.

For example, in one sprint, the team focused on the “View Top Destinations” story. Early testing revealed that users wanted more visuals and easier navigation. Because of the Agile framework, the team quickly adjusted by adding image-based cards and refining the layout before the sprint ended. This adaptability ensured that each story delivered true customer value rather than just meeting technical requirements.

The iterative nature of Scrum combined with constant communication, sprint reviews, and retrospectives helped the team complete stories faster while improving quality. Each sprint ended with a working increment of the SNHU Travel application that could be demonstrated to stakeholders, allowing for early feedback and continuous improvement. This process ultimately made the development cycle more flexible, transparent, and aligned with client needs.

**Handling Interruptions**

One of the greatest advantages of the Scrum-Agile approach is its ability to adapt when projects face interruptions or unexpected changes in direction. During the SNHU Travel project, our team encountered several moments where stakeholder feedback required us to shift priorities mid-development. Instead of disrupting progress, the Agile process allowed us to quickly reorganize and continue delivering value.

A key example occurred when the client requested the addition of a new “Wellness and Detox Vacations” feature after the second sprint had already begun. Under a traditional waterfall approach, this change would have delayed the project and required re-approval of design documents. However, because we were using Scrum, the Product Owner simply updated the product backlog and reprioritized user stories for the next sprint. During the following sprint planning meeting, we broke the new feature into smaller tasks such as adding a wellness category filter, integrating new destination data, and updating the homepage banner to ensure steady progress without derailing existing work.

Throughout this transition, daily stand-ups and sprint reviews played a critical role in maintaining communication and alignment. Team members discussed how the new feature affected current tasks, and we adjusted our workload accordingly. As Scrum Master, I helped remove obstacles by coordinating between the developers and the Product Owner to clarify requirements and prevent confusion. By maintaining transparency and flexibility, the team was able to deliver the new feature while still meeting our overall sprint objectives.

This experience demonstrated how Scrum’s iterative structure supports resilience and adaptability. Rather than viewing interruptions as setbacks, the team treated them as opportunities to enhance the product based on real-time feedback, ensuring that SNHU Travel’s evolving needs were met without sacrificing quality or momentum.

**Communication**

Communication was a key factor in our team’s success during the SNHU Travel project. As Scrum Master, I encouraged open dialogue through daily stand-ups, sprint planning, and reviews, which kept everyone aligned and aware of progress. Team members shared updates, discussed blockers, and quickly resolved issues. For instance, when a developer struggled with the destination images, I connected them with a teammate who had already solved a similar problem. We also used Slack for quick updates and Jira to track tasks and sprint progress. These tools helped maintain transparency, accountability, and teamwork. Overall, consistent communication allowed the team to stay organized, adapt quickly, and deliver quality work each sprint.

**Organizational Tools**

Our team relied on several organizational tools and Scrum principles to stay productive throughout the SNHU Travel project. We used Jira to manage the product backlog, assign tasks, and track progress during each sprint. Lucidchart helped us design system diagrams, while GitHub supported version control and collaboration. Scrum events such as sprint planning, daily stand-ups, and retrospectives kept everyone aligned and focused on priorities. These tools and events promoted transparency, efficiency, and accountability, ensuring that each sprint ended with a completed, high-quality product increment.

**Evaluating Agile Process**

The Scrum-Agile approach proved highly effective for the SNHU Travel project. It allowed the team to adapt quickly to client feedback, maintain consistent communication, and deliver working software at the end of each sprint. The iterative structure encouraged collaboration and made it easier to identify and fix problems early. Stakeholders appreciated seeing progress through sprint reviews, which built trust and ensured the product aligned with their needs.

However, the process also had challenges. Frequent meetings required strong time management, and estimating story points accurately took practice. Despite these minor drawbacks, the benefits of flexibility, teamwork, and transparency outweighed the drawbacks. Overall, Agile was the best approach for the SNHU Travel project because it supported continuous improvement, faster delivery, and a stronger connection between the development team and the client.

**Conclusion**

The SNHU Travel project demonstrated how effective the Scrum-Agile approach can be in delivering high-quality software through collaboration, flexibility, and continuous improvement. Each role on the team contributed to the project’s success by communicating clearly, adapting to change, and staying focused on customer value. As Scrum Master, I saw firsthand how iterative development and regular feedback led to a better product and stronger teamwork. This experience showed that Agile not only improves the development process but also builds a more engaged and motivated team culture.