The scrum team helped contribute to the success of SNHU Travel. In module two, the **product owner** and scrum master had a meeting with the client. While in module three, the product owner held a focus group with some of SNHU Travel’s customers. From this, the product owner was able to get a better grasp on what the customers wanted to see in the future updates. This provided ideas for the initial website/booking system and ability to create the user stories. Later on throughout the project, the requirements for the project changed. In module five, the product owner had to re-prioritize the product backlog so that the team can still reach the deadline. Afterwards, the team had a meeting on what was discussed with the SNHU Travel management and what changes they needed to accommodate. During module two, after the talk with the client, the **scrum master** had to put a team together. In this project, there was not much contact with the scrum master but in other settings, the scrum master would hold daily scrums and be more involved throughout the development process. In module four, the user stories gave the **tester** an outline on what test steps needed to be created; this is called test cases. The test cases gave the developers a more in-depth look on what input steps were required in order to accomplish the users wishes. Which would then be used by the tester to say if it passed or failed the test cases. The **developers** job is to take all the information that they got from the product owner, scrum master, and the tester in order to create their visions. While in module five, the developer had to make adjustments to the product/code as the requirements changed. Overall, all of these roles are intertwined and are needed to help contribute in making the best replica of the customers vision/ideas.

User stories are the first step of different priority levels and in the process of design. As the product owner created the product backlog, they wrote down an estimated size as well as the priority of that story. While the user stories carried on from the product backlog, user stories are more in-depth of what is needed for completion; such as giving the acceptance criteria. The acceptance criteria slot was used for stating things such as telling that ‘it will be a link to get to a webpage and/or what the webpage will contain/look like (rows, scattered, side-by-side, etc.)’. From there, the product owner delivered the user stories to the tester. The tester gets even more in-depth to determine if the test cases assess the needs outlined by user stories. They create cases to make sure that in different scenarios, it still meets the criteria for the desired product. This will then be passed on to the developer to create the project. As new needs come up throughout the process, scrum-agile made it easy to change some of these user stories/test cases. This helped each of the user stories come to completion because changing one story does not mean every story has to change due to using agile methodology.

The scrum-agile approach allowed the project to change direction. During module five, the customer wanted to change their packages to wellness and detox vacations instead of the top destinations. Due to using the scrum-agile approach, the short sprints allowed the smaller changes (individual stories) without having to change the entire project. In order to still reach the deadline, the product owner managed to change and prioritize the product backlog. Scrum allows on-the-spot adjustments which was needed and used for the SNHU Travel project.

For this project, the main communication between the team was throughout

emails. When first creating the email, it is important to put something eye-catching in the subject section; such as “Clarifications needed: SNHU Travel.” This will allow the recipient to know the general idea of what the email will contain before opening it. From there, creating a brief paragraph explaining what the email is about and finishing with something similar to “The clarifications needed are below.” When writing down the clarifications or information needed, it is important to be straight to the point. It is also beneficial using bullet points instead of writing out a paragraph for what you need answered. Using bullet points for questions will allow the recipient to answer each individually and help minimize the possibility of skipping over a subject/question. In another scrum-agile setting, daily scrums would also allow communication and more collaboration between the team members.

One of scrum’s principles is transparency between the team. A scrum team is successful in that by constant communication. This can be done throughout daily scrums; which is a brief meeting held every day to go over what they accomplished, what they will be working on the next day, and what is holding them back from accomplishing something. Allowing transparency gives the team the ability to get feedback and possible future improvements from their team. If we take for example, information radiators. Information radiators can either be a digital or real-life board that displays the progress from each member. The board would be updated frequently and allow team members, product owner, stakeholder, etc. to review it at any time. These organizational tools are so important because it allows all members to engage in the projects process, which then creates transparency.

The scrum-agile approach was the best approach for the SNHU Travel development project. Reason being, changes were being made all throughout the different modules; from a list to slideshow of places and from top travel to wellness/detox destinations. If we would have used a different methodology, these changes would not have been completed as quickly and efficiently. It’s also likely that more errors would have shown up with another approach, causing other sections having to be edited too. It’s unlikely that someone would be able to predict everything that will happen throughout the process. So to counteract that, one of the scrum-agile pro’s is that it is adaptive to the customer’s needs and has the ability to make adjustments at any given time. Another pro is that it is short sprints which break up the project into different priority levels. One of the cons of scrum during this project was the lack of daily scrums. Daily scrums would have been beneficial to understand the specifications needed, and to discuss what was holding me back to further move forward.