Chada Tech

SNHU Travel Project: Sprint Review and Retrospective

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**Applying Roles**

Through the SNHU Travel project, our team had the opportunity to test the process before ChadaTech decided to fully transition its development teams to Agile utilizing the Scrum framework. I took on many Scrum roles like Product Owner, Tester, Developer, and Scrum Master during the SNHU Travel project, which helped tremendously in my understanding of how each component contributes to the success of the entire team.

As the Product Owner, I focused on capturing user needs and turning them into clear, actionable user stories. This required paying close attention to input from stakeholders and turning it into something that developers and testers could actually build and verify. One thing I found especially helpful was making sure each user story followed the format of “As a [user], I want to [do something] so that [value].” This made it easier for the rest of the team to see not just what was being built, but why.

As the Tester, I created test cases that reflected the functionality described in those stories, which showed me how detailed and clear requirements must be, and I discovered that even little details in the stories could have a major effect on how we tested functionality. For example, in one story, the wording around displaying travel destinations led me to test how the slideshow moved between slides, not just what content appeared. That helped me see the connection between the story's clarity and the team’s ability to deliver what users really want.

In the Developer role, it became clear how valuable it was to have all that upfront clarity. I was able to build with confidence because the stories were well-defined and the test cases were already anticipating possible issues. It kept me from making assumptions and helped avoid rework.

In my role as Scrum Master, I made sure we communicated regularly, eliminated obstacles, and maintained focus across sprints in order to keep the process moving forward. I learned from each role how important it is for everyone to collaborate, communicate, and that nobody’s job is truly separate.

**Completing User Stories**

It was easier to complete user stories when we used a Scrum-Agile approach because we weren’t stuck following one long, rigid plan. We tackled things in small pieces, which meant we could adjust quickly if something changed or didn’t make sense. One example is when we built a story around viewing top travel destinations. We started with just the basics, but after reviewing feedback and checking out the Product Owner’s wireframe, we realized the interaction flow needed to be changed. That wasn't an issue with Agile; we just updated the test cases and modified the story. The flexibility made it easier to complete stories without going totally off track.

For the SNHU Travel project, the stories were built from feedback and requests that came from users in the early stages. That was helpful because it made sure what we were building was actually something people needed. The format we used "As a [user], I want to [do something] so that [I can achieve a goal]" gave us a clear direction. It helped the team stay aligned and understand how their part of the work connected to the bigger picture.

**Handling Interruptions**

The SNHU Travel project wasn't entirely seamless; we had to make some adjustments to the wireframe that the Product Owner provided and adjust our course in response to user feedback. However, rather than being disruptive, the Agile framework made adjusting to those changes feel natural. One example was when we had to change how travel destinations were displayed in a slideshow format. At first, our test cases didn’t match the interface we ended up with. Rather than start over, we adjusted the test steps to reflect the new user interaction model.

**Communication**

Communication was definitely the glue that held this whole project together. Whether it was asking for clarification in the tester email, updating team members during stand-ups (in our discussion posts), or collaborating during the focus group exercise as the Product Owner, constant updates helped us stay aligned. We had to figure out how to modify the test cases to match the updated.jar file slideshow during one of the later stages. It would’ve been easy to just start making changes without checking in, but that could’ve led to confusion or even bugs.

I found it most helpful to reach out directly to both the Product Owner and Tester whenever I needed something clarified. Here’s an example of the kind of email I sent:

To: Christy (Product Owner); Brian (Tester)

From: Marwan (Scrum Master)

Subject: Follow-up on updated slideshow features

Hi Christy and Brian,

I’ve started reviewing the code changes for the new travel destination feature we discussed. From what I can tell, if we’re not changing anything in the existing setup, it should be a pretty smooth addition.

Christy, just to double-check, should the wellness destinations show up by default when the app loads, or should that be something the user chooses in their travel profile? Want to make sure we’re aligned with what the customer wants.

Brian, once you have a chance, could you send over a few test case ideas related to this new feature? That way, I can build with testing in mind and help make your side of things easier too. Thanks,

Marwan

Short messages like this helped a lot. To stay on track with the team.

**Organizational Tools**

We were able to stay organized during the SNHU Travel project thanks to a few tools. The Product Backlog served as our primary to-do list and provided us with a single location to monitor all of the tasks that needed to be completed. We broke that down into user stories using the User Story Template, which helped each team member understand what the user needed and why. In addition, to avoid overwhelming ourselves, The Sprint Planning worksheet we used during class was also essential in helping us determine what was truly possible throughout each sprint and helped us make more realistic goals instead of trying to cram too much into one cycle.

Even though we didn’t directly use something like JIRA, I can definitely see how tools like Trello, Asana, or even Azure Boards could improve the process even more. They’d help assign tasks, track progress, and visualize how far along we are in real time. With drag-and-drop boards, tags, and progress checklists, these tools make it easier to keep everything visible and organized, which is a huge deal when you’re trying to keep everyone on the same page. If we were working on a real software team, using something like that would save a lot of back-and-forth and keep everyone focused.

**Evaluating the Agile Process**

All things considered, I believe that the SNHU Travel project was a good fit for Scrum-Agile. The ability to make adjustments without completely disrupting the project was the main benefit. Getting real feedback from users and adjusting mid-sprint made sure the final product was something valuable. It also helped that communication happened all the time, not just at the beginning and end.

There were some challenges here and there. Because Agile is so flexible, it can be hard to pin down exact timelines. We had to stay on top of things constantly, which was a shift from what I was used to. It’s easy for the scope to grow if you’re not careful, especially when new feedback comes in. We definitely had to stay focused and keep the backlog prioritized. Still, the pros outweighed the cons. Agile gave us more transparency, faster response times, and better collaboration overall. In the end, the product we delivered met the team’s goals and gave the customer what they were actually looking for. That, in my opinion, is what made Agile the best option in this case, particularly for a project where customer preferences and demands were constantly changing.

**Resources**

Charles G. Cobb. The Project Manager’s Guide to Mastering Agile : Principles and Practices for an Adaptive Approach. Wiley; 2015. Accessed June 12, 2025. <https://research.ebsco.com/linkprocessor/plink?id=7668dde5-7ba6-35a3-8cf4-b4aeb8440d2d>

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