**7-1 Final Project: Sprint Review and Retrospective**

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**Demonstrate how the various roles on your Scrum-agile Team specifically contributed to the success of the SNHU Travel project. Be sure to use specific examples from your experiences.**

The success of the SNHU Travel project can be attributed to the collective role of our Scrum-agile team in adopting agile methodologies to assess the stakeholders/users needs, designing and implementing a tangible solution, then adjusting to requested changes.

The Product Owner worked with the client and three end-users throughout the development process to establish detailed yet concise user stories which helped identify program requirements, code specificities, and feature prioritization. The Product Owner created a prioritized Product Backlog to communicate what needed to be done to the Scrum Team and worked closely with the Scrum Master and Tester to keep the team updated on changes requested from the client such as moving the application to mobile devices and adopting a ‘wellness/detox’ approach to the top destinations. Most importantly, the Product Owner engaged with the Scrum Team, users, and client as an advocate and spokesperson for any product feedback and/or updates.

The Scrum Master ensured attendance of daily Scrum events in strict 15-minute windows to keep everyone on the same page and address three questions: What did I do yesterday? What will I do today? Are there any impediments? The Scrum Master maintained an open communication with the Product Owner, Tester, and Developer because it is important to establish a positive relationship for optimal effectiveness in moving the team along efficiently. The Scrum Master also worked with the Scrum Team to create Sprint goals such as prioritizing which user stories were more important to work on for the week.

The Tester contributed by analyzing each user story and testing the product for specific expectations, known as “Acceptance Criteria”, as an end-user of the product. The user stories made sure to outline these expectations as well as providing a “User Story Statement” which basically provides a general focus of the feature being tested. The Tester looks for any impediments while using the product as well as any other obvious performance flaws or undesirable aesthetics. The Tester also works closely with the Product Owner to create a feedback loop between the Scrum Team and the stakeholders/users. Additionally, the open communication of a Scrum-agile team is important here between the Tester and Developer because the feedback from the Tester is pivotal for changes from the Developer and can be a bottleneck for impediments.

The Developer contributes to the Scrum-agile team by being transparent with the intent to communicate progress, implementation, design impediments, and act as the workhorse of creating what is ‘under the hood’ of the product. The Developer presents issues between sprints to try to address any impediments. The Developer also communicates progress to the Product Owner such that stakeholders/users are up to date with how features are coming along. The most important contribution across all Scrum-agile team members is to maintain that open line of communication on progress, changes, and impediments because doing so saves critical time and resources and serves as flexibility and adaptive capacity for the Scrum-agile team as a whole.

**Describe how a Scrum-agile approach to the SDLC helped each of the user stories come to completion. Be sure to use specific examples from your experiences.**

The Scrum-agile approach to the SDLC helped each of the user stories come to completion by the user stories themselves being written by the Product Owner who performs interviews of the client and end-users. In other words, the Product Owner asks the client and users what they want to see in an ideal vacation booking application, and they tell the Product Owner specific features they want to see. The Product Owner then takes these requests, creates ‘user story statements’ accompanied by acceptance criteria for each statement, decides upon a priority for each user story, then sends the user stories to the Scrum Team. The Scrum Team then takes these user stories, develops each feature, then has the Tester test each feature. The Tester provides feedback and the Product Owner makes some changes, and the cycle is able to repeat itself as an agile methodology.

**Describe how a Scrum-agile approach supported project completion when the project was interrupted and changed direction. Be sure to use specific examples from your experiences.**

The Scrum-agile approach supported project completion when the project was interrupted and changed direction by allowing the change to occur mid-development. The Product Owner was made aware of the requested changes by having the open line of communication with the client and end-users. Then, because of agile methodologies, the Product Owner was able to make adjustments to the user stories and submit them to the Scrum Team for review and development. The Scrum Master coordinated with the team to adapt to these changes. The developer made the changes and the Tester tested the new features. Again, this cycle was able to repeat mid-development because of having a Scrum-agile approach.

**Demonstrate your ability to communicate effectively with your team by providing samples of your communication. Be sure to explain why your examples were effective in their context and how they encouraged collaboration among team members.**

Here is a sample of effective communication with my team where I emailed the Product Owner as the Scrum Master to request some additional details to heighten customer satisfaction:

**To**: Product Owner

**Subject**: Additional User Story Details

Dear Christy,

Looking over the user stories, there is an exceptional amount of detail covering a vast range of attributes and concepts that does well to leave very few stones unturned. As a Scrum Team, we’ve discussed the ins and outs of this app’s potential versatility and how it can sustain interest and marketability in the travel industry. We propose gathering a few additional details to blossom our reach in attaining an even further level of customer satisfaction and retention:

1. **Target Audience** – new/returning/premium customers? Where does most of our business come from and what can we do to amplify/reward those customers?
2. **Budget Expectations** – People like to know what they’re getting into and what to expect when booking vacations or leisure trips.
3. **Preferred Platform** – any information we can get as far as what the majority of our customers are using for devices will ease the guessing game on customizing portabilities.

Thank you for considering the additional details, and we look forward to you response!

Best Regards,

Ron, Scrum Master

This example was effective in its context because I gave a little bit of praise to the user stories to establish a good connection with the e-mail recipient. Then, I finish the email by being objective in looking out for the best interest of the customer, the product’s marketability and all with the best intentions. Finally, I conclude the email by being polite and mentioning respectfully that I am expecting a response.

**Evaluate the organizational tools and Scrum-agile principles that helped your team be successful. Be sure to reference the Scrum events in relation to the effectiveness of the tools.**

The organizational tools and Scrum-agile principles that helped our team be successful were the Scrum events, the Agile Team Charter Template, the Excel worksheets containing the Product Backlog and User Story Details and Test Cases, the Eclipse IDE, and e-mail correspondence. The Scrum events provided visibility for the team to see the effectiveness of the tools pan out as well as provided a venue for addressing any issues and/or changes with the content of these tools. The Agile Team Charter Template helped to convey the vision, the mission statement, the contact information of each team member, the success criteria, the key project risks, rules of behavior, and communication guidelines. The Excel worksheets served as our spreadsheet tool for organizing Product Backlog, User Stories, and Test Cases. The Eclipse IDE served as our development interface and, of course, e-mail provided our communication media.

**Assess the effectiveness of the Scrum-agile approach for the SNHU Travel project. Be sure to address each of the following:**

**Describe the pros and cons that the Scrum-agile approach presented during the project.**

One pro that the Scrum-agile approach presented during the project was the ability to adapt to changes by having re-iterative methodologies in place at-the-ready to quickly pivot feedback into a tangible solution. Another pro of the Scrum-agile approach is having that open line of communication with investors and users outside of the development team because the waterfall approach does not allow this communication without a hefty cost of time and resources. What this does is create a great rapport so that those invested are more likely to keep investing and perhaps encourage additional investors to join because of being able to see these changes be consistently acknowledged and performed successfully by a team who cares about their product.

One of the pros that the Scrum-agile approach presented during the project actually doubles as a con. The fact that stakeholders and users can change their mind mid-development can cause frustration because the Scrum Team invests much of their time and effort into making sure the initial designs and intentions are met. Although Scrum Teams are built for such changes, the waterfall approach would not allow this change which would most likely lead to more research of the initial design to begin with. With that said, it is an arguable con because the reality is that for anyone to change their mind is natural and product development is no exception. The Scrum-agile approach was designed to account for these changes because it was a frequent occurrence with waterfall methodologies. Thus, I would go out on a limb and say there is not much to say for ‘cons’ in the world of agile methodologies when you look at the grand scheme of product development.

**Determine whether or not a Scrum-agile approach was the best approach for the SNHU Travel development project.**

In conclusion, a Scrum-agile approach was absolutely the best approach for the SNHU Travel development project because had there not been an agile Scrum Team in place, the changes requested either would not have happened or would have happened at a great cost of time and resources. The vacation booking application depends on user satisfaction because of being such a niche tool; therefore, developing any product outside of what the users wanted was out of the question. In other words, ignoring their requests of adopting a wellness/detox approach could have rendered the product useless and/or risked losing customers to competition.

**References**

Charles G. Cobb. (2015). The Project Manager’s Guide to Mastering Agile : Principles and Practices for an Adaptive Approach. Wiley. Retrieved April 17, 2021.