

Shayne Rushton  
Sprint Review and Retrospective  
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Kalysa Wilson  
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### **Successes:**

The Product Owner role was imperative. After some work had been done, the client decided to change up what they wanted, and the Product Owner informed the development team promptly and set proper expectations to ensure the edit was done quickly, and it was done immediately. The scrum master was able to ask good questions and keep us focused. The development and testing team's willingness to roll with the changes and accomplish them quickly was a tremendous help. The client was very good about making their needs clear and the users of the product were essential in helping to understand what the customers want and need.

### **Scrum-Agile Approach**

A Scrum-Agile approach was used here and it really did help the success of the project. I would argue it was the only reason the project was successful. In traditional waterfall planning, there would have been no room to switch gears in development, a much more challenging environment in terms of communicating with teams and, in this case, would have led to the customer not being happy with the end result. Though it is not common to stop a sprint for a change, in this case, since it is not a hard and fast rule, it allowed us to identify a client need and fulfill that need, which is the ultimate goal of any project. When the client decided to focus on detox and wellness type vacations, a quick meeting was called, and the change was implemented during a sprint, but it was a successful change made possible by the Scrum-Agile approach.

## **Communication**

In a traditional setting, it may have taken days to just communicate something important to the team. This turned out to be a win for Scrum-agile since communication is open, and teams are dedicated. Having tools available and a dedicated team makes communication in real time extremely easy and even fun. Staying on task was easier in this environment.

Using discussions and the SNHU Travel scrums, the communication between the team was effective and helped us move quickly to adapt to the client changes and needs. Being able to ask questions, even such as “All the work I have done is not going to be used?” helped to be validating and transparent.

## **Tools and principles**

User stories were a great tool in determining the needs of the client. The daily stand up was also a great way to get the needs worked out and make sure work was balanced and roadblocks removed. Thankfully there was little in the way of this project. One major change mid sprint was handled well because of the tools and methodology used for this project.

## **Pros and Cons**

Scrum-agile has a major pro right from the start. The successful build of a product the client was happy with. This is a win in any situation. When a product can be developed quickly to the satisfaction of the customer, that is a success and it is worth repeating the steps taken in this project that worked well on the next project.

There are times when the project can lack clarity in this approach. A Waterfall approach lays out the requirements for the project, but the major drawback is the lack of flexibility, which from this experience shows is necessary in order to avoid the risk of creating the wrong product for the client.

For this reason, and because of the dedicated team as opposed to multi-departmental cooperation, made decisions easy to make and quick, this approach was the correct approach. If we had to do the work in a traditional approach, we would have clearly missed the mark of customer satisfaction. Scrum-agile achieved customer satisfaction, therefore it was the best approach for this project.