**Sprint Review and Retrospective**

As the Scrum Master for the SNHU Travel project, I am excited to share an overview of our journey and the progress we made. The goal of this project was to develop a new booking tool that would enhance our customers' experience by offering personalized travel options. Throughout this process, each team member played a vital role in ensuring our success, and I’m proud of how we worked together to achieve our objectives.

In our team, everyone had specific responsibilities that contributed to the project’s success. As the Scrum Master, my job was to help the team stay on track and overcome any obstacles that came our way. For example, if we faced a technical issue that threatened to delay our progress, I was ready to work closely with the team to find a solution, allowing us to continue moving forward. The Product Owner oversaw gathering feedback from our customers and deciding which features were most important to develop. She was instrumental in shaping the project’s direction by listening to what customers wanted—like when she led a focus group where customers requested a feature that would show them travel destinations tailored to their preferences. Our development team, the group that built the software, was incredibly collaborative. They turned the ideas and requests from our customers into real, functioning features, ensuring that we delivered what was promised.

The way we approached this project, using a method called Scrum-Agile, really helped us complete our work effectively. This approach allowed us to break down our tasks into smaller, manageable pieces, which we tackled one step at a time. For example, when we were asked to create a feature that would list the top travel destinations based on a customer’s interests, we didn’t try to build it all at once. Instead, we started with a basic version and then improved it over time, based on feedback. This step-by-step process made it easier to meet our goals and make sure the final product was something our customers would love.

One of the great things about the Scrum-Agile approach is its flexibility. During the project, we encountered several moments when we had to change direction based on new information or customer feedback. For instance, halfway through the project, our customers mentioned that they wanted us to focus on vocational packages that were geared towards health and well-being for detox destinations. Thanks to the flexible nature of Scrum-Agile, we were able to quickly adjust our plans, re-prioritize our tasks, and add this feature without disrupting the overall project timeline.

Communication was a key factor in our success. Every day, our team held brief meetings, known as stand-ups, where we each shared what we were working on, discussed any challenges we were facing, and made sure everyone was aligned. In one of these meetings, a developer mentioned they were having trouble integrating a piece of software. By bringing this issue up early, we were able to address it quickly and keep the project on track. These regular check-ins, along with our planning and review meetings, helped ensure that we were all working toward the same goals and that everyone’s voice was heard.

To stay organized, we decided a possible tool we can use called Jira, which would help us manage our tasks and track our progress. This tool would be especially useful during our planning sessions, as it allowed us to see briefly which tasks were on schedule, and which needed more attention. By keeping everything organized and visible, Jira would help us stay focused and efficient throughout the project.

Looking back at the project, I believe that the Scrum-Agile approach was the right choice for the team. The ability to receive and respond to feedback quickly was a major advantage, as it allowed us to create a product that truly met our customers’ needs. However, this approach wasn’t without its challenges. For example, it was sometimes difficult to keep the project’s scope from expanding as new ideas were introduced. Despite this, the benefits far outweighed the challenges, and I’m confident that using Scrum-Agile helped us deliver a successful product.

In perspective, the SNHU Travel project was a great example of how effective teamwork, clear communication, and a flexible approach can lead to success. While there were challenges along the way, we learned valuable lessons that will guide us in future projects. Overall, I’m proud of what our team accomplished, and I believe the experience has made us stronger and better prepared for whatever comes next.