# CS 250 Agile Team Charter Melissa Chessa

## SNHU Travel Expansion Project

| Item | Response |
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| **Business Case/Vision**  (value to attain) | To rapidly develop and launch an online platform that integrates trendy, niche vacation packages, and expands SNHU Travel's customer base and increasing market reach. |
| **Mission Statement**  (result to accomplish) | To deliver a robust and user-friendly online platform that enhances SNHU Travel's service offerings, ensuring a significant boost in customer engagement and satisfaction within a compressed timeline. |
| **Project Team**  (team members and roles) | Project Owner: Christy (Manages the project vision, prioritizes the product backlog, and ensures the project aligns with business goals.)  Scrum Master: Ron (Facilitates Scrum processes, addresses team impediments, and ensures project adherence to Agile methodologies.)  Developer: Nicky (Develops high-quality software that meets functional and non-functional requirements.)  Tester: Brian (Implements comprehensive testing strategies to ensure the platform is reliable, secure, and user-friendly.) |
| **Success Criteria** | Start date: March 10th, 2025  Expected completion date: April 14th, 2025 (five weeks from the start date)  Final deliverable: A fully operational platform for booking niche vacation packages.  Key project objectives:   * Launch the platform successfully by the set deadline. * Reach initial user registration and engagement targets within the first month of launch. * Ensure platform stability and address significant issues swiftly following user feedback. |
| **Key Project Risks** | * Rapid Development Risks: To reduce the risk of missed bugs and overlooked features due to fast-paced development, thorough testing should be implemented with phased rollouts. * Market Adoption Risks: Address market uncertainty by conducting market research and beta testing to understand user feedback and refine the product accordingly. * Technical Integration Risks: Overcome integration challenges by conducting early prototype testing and hiring integration specialists. * Risk of Team Overload: Manage team efficiency and prevent burnout with flexible scheduling and mandatory rest breaks. * Skills Shortage: Proactively assess skills and provide training or hire temporary experts when necessary. * Excessive Communication: Employ efficient communication tools to streamline information flow and maintain clarity. * Dependencies between Tasks: Maintain an updated dependency checklist to manage and reduce risks effectively. * Compromised Quality: Maintain high standards even under tight deadlines through automated testing and continuous updates. * Team Motivation and Focus: Conduct regular motivational meetings to keep the team engaged and aligned with project objectives. |
| **Rules of Behavior**  (values and principles) | * Accountability: Each team member is accountable for their deliverables and must keep commitments to meet project timelines. * Commitment: All team members must fully dedicate themselves to their responsibilities and deadlines. * Open Communication: Always keep lines open about project status, challenges, and achievements. * Respect and Professionalism: Maintain a respectful and professional attitude towards everyone involved to nurture a positive work atmosphere. |
| **Communication Guidelines**  (scrum events and rules) | * Daily Sync-Up: Brief daily meetings to coordinate activities and outline plans for the day. * Weekly Progress Meetings: To review accomplishments, discuss any changes in the project, and adjust plans as needed. * Reflection Sessions Post-Sprint: At each sprint's end, review successes, setbacks, and identify areas for improvement. |

The Daily Scrum meeting is a critical component of Agile project management, designed to streamline communication and keep the team responsive to evolving project needs. It typically focuses on three questions: what each member accomplished yesterday, what they plan to work on today, and any obstacles that might impede progress, which helps the team maintain clear goals, track achievements, and address issues early (Agile Alliance, 2023). In the video, the Scrum Master directs the discussion so that these questions remain the focal point, ensuring that updates stay concise and within the 15-minute limit suggested by Agile practices (Michael James, 2020). This facilitation style is exemplified when a developer mentions a database blocker; the Scrum Master briefly acknowledges it, noting it for later follow-up to preserve the meeting’s efficiency. However, further improvement could involve actively engaging the team in brief problem-solving whenever significant hurdles arise, thus encouraging deeper interactions and more immediate resolutions (Buzea, 2024). Additional strategies like quickly brainstorming next steps when multiple team members share related obstacles can reinforce a collaborative mindset and strengthen the team’s ability to adapt (7 Obstacles to enterprise agility, n.d.). By combining focused updates, timely obstacle mitigation, and a supportive environment for team interaction, the Daily Scrum becomes an even more powerful tool for alignment, continuous improvement, and sustained project momentum.

References

*7 Obstacles to enterprise agility | Scrum Reference Card*. (n.d.). https://scrumreferencecard.com/7-obstacles-to-enterprise-agility/

Agile Alliance. (2023, October 18). *Agile Manifesto for Software Development | Agile Alliance*. Agile Alliance |. https://www.agilealliance.org/agile101/the-agile-manifesto/

Buzea, V. (2024, August 13). Agile Methodology: Benefits and challenges for engineering leaders. *Forbes*. <https://www.forbes.com/councils/forbestechcouncil/2023/07/19/agile-methodology-benefits-and-challenges-for-engineering-leaders/>

Project Management Docs. (2024, July 24). *Free Agile Team Charter Template - Project Management Docs*. https://www.projectmanagementdocs.com/template/agile-templates/agile-team-charter/

Michael James. (2020, October 26). *Daily Scrum Meeting (aka. Daily Scrum Event), http://ScrumTrainingSeries.com/ Module 4* [Video]. YouTube. https://www.youtube.com/watch?v=9lZxfSEVzCk