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The use of a Scrum-agile Team allowed for an effective and dynamic approach to accomplish the tasks set forth with the SNHU Travel project. The Product Owner provided the team with a clear direction and insightful information needed to accomplish the goals of each project. The product owner was tasked with intaking requests and wants from the management team and interpreting them into user stories. User stories are detailed explanations of a desired function that can be interpreted by other members of the team to be developed. The Scrum Master served as a moderator of the team. The Scrum Master helped remove roadblocks for the team and facilitate communication. The Scrum Master also ensured that the Agile process was running smoothly, and helped any member who might be having trouble. The Developers were the force behind the team, as they would daily meet to discuss their current tasks and develop new features, rework existing features, or brainstorm new solutions to the user Stories developed by the Product Owner. The Testers provided critical feedback to the team on improvements that could be made to the work previously done by the developers. They proved crucial in making sure that the product was right for production.

User stories provided detailed information about a desired function or feature from the perspective of the user, which is an important distinction. User stories are not from the perspective of someone working on the project, meaning that a user story can be interpreted in different ways. This allowed for some flexibility for the developers working on any user story. The user stories and other project to-dos were put into the Product Backlog to be combed over and prioritized by the Product Owner and Scrum Master. Once the Product had been established, the Product Owner met with the development team to discuss what could be accomplished by the team. Once a certain number of items were set for the Sprint, the team worked towards the designated user stories. The user stories provided a clear direction for the team to work toward with minimal technical requirements, allowing for a diverse number of approaches.

There was an instance during the work on the project that required a mid-Sprint interruption. The management team told the Product Owner of a feature that they had done some preliminary research on from other sites and wanted said feature to take priority on the project. While this came as a shock to the rest of the team, it did not hinder progress. Instead, the team simply shifted their focus on the new feature, and the items that were being worked on were put back into the Product Backlog to be worked on later while keeping the same project timeline.

Communication in the agile setting was considered a top priority, with several meetings happening between all members of the team. The Product Owner and the Scrum Master would have meetings to establish what items in the Product Backlog needed to be prioritized. The Product Owner and the Development team would meet prior to each Sprint to discuss what could be accomplished during a Sprint. There was a daily meeting for the Scrum Master and the Development team to discuss what had been done the day prior, what they would be working on that day, and any roadblocks they had encountered or anticipated. The meetings also used an organizational tool called a Kanban board that sectioned the Product Backlog to show what needed to be done for future Sprints, what needed to be done for the current Sprint, what was currently being worked on, what was in testing, and what was finished. This made it much easier to represent the project’s expectations at each phase.

The Scrum-agile approach allowed for a dynamic and effective approach to the SNHU Travel project. Agile allowed for ample communication between all members of the team, as well as the ability to work on new items without having to delay the project’s deadline, though it is not a perfect system. Agile is increment based, which means that it can be difficult to measure the progress of the entire project and predict the end of a project. Despite these problems, the progress made in each Sprint allowed for clear and precise progress to be made. It also allowed the team to check their work as it was being done, not at the end of the project. In total, this success of this project was largely due to using the Scrum-agile approach.