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The Scrum-Agile framework is a widely adopted methodology in software development that emphasizes iterative progress, collaboration, and flexibility. Within the framework there are important team roles that enable progress: the product owner, scrum master, and development team. In the SNHU Travel Project, the combined efficacy of Agile methods and Scrum team roles led the project to a successful conclusion.

The Scrum Master is responsible for facilitating the Scrum process and ensuring that the team adheres to Agile principles. During the SNHU Travel project, the scrum master was instrumental in organizing sprint planning sessions, daily stand-ups, and sprint retrospectives. For example, when our team needed to adapt our product goals to new demands, the Scrum Master engaged the whole team in reorganizing initiatives and developing a new plan of action.

The product owner, whose job it is to ensure the customer’s needs are met, helped us to reach a timely and satisfactory product delivery by talking to the scrum master and the whole development team and encouraging us to meet our goals with feedback from the customer. When our booking system needed new features but we were unsure how to accommodate the customer’s request, he consulted the customer with updates on our work in the form of emails and personal talks and asked for feedback to ensure the course we were taking with the project was the right one. The product owner’s tenacity ensured that the team could focus on delivering high-quality features that met the client's needs.

The development team, consisting of developers, testers, and other specialists, is responsible for implementing and testing features. Our developers took the sprint plan and turned it into functional software which was then tested and rebuilt as necessary simultaneously through the whole project until completion. There were numerous times that the newly added features did not work as intended. When this occurred our developers checked code, debugged, and rebuilt software. Within the agile process, all of the features were worked on by different teams as necessary so that the project never came to a standstill when there were broken parts.

User stories are a fundamental component of the Scrum-Agile framework; they determine what sprint goals will look like based on what the customer wants. The Scrum-Agile approach to the software development life cycle (SDLC) helped us accomplish our goals and deliver a solid product by using these stories as a guide. Throughout the SNHU Travel project, user stories were the basis of sprint planning. For example, one user expressed desire for travel recommendations based on travel history. This user story led to an outline of what that feature might look like in the mobile system. We would have a single page dedicated to recommendations based on the user’s previous travel and profile preferences.

One of the primary benefits of the Scrum-Agile approach is its flexibility, which enables teams to efficiently adapt to changes. During the project, we faced several interruptions, one of which was a failure of the search feature to work properly. When progress slowed, the scrum master organized an impromptu meeting to get everyone back on track with the necessary tasks to solve our problem. Then our development team re-attacked the issue and got the system’s functions working correctly.

Effective communication is essential in a scrum team. We used several methods during the project to ensure good communication including consistent, transparent meetings; conference calls; and plenty of face-to-face conversations. In our daily stand-ups, we consistently updated each other on our progress and roadblocks. We also used virtual board tools as a means of communication.

The Agile-Scrum process necessitated our project involve tools for planning and status updates. Our team decided on using Jira to keep track of our tasks so that we could all see what had been done and what remained. Jira was instrumental in managing our backlog and sprint planning.

Agile offered this project a unique set of benefits: Agile’s adaptable nature and focus on communication led to our delivering a completely satisfactory product. However, there were some drawbacks to Agile: in constantly doing meetings and stopping to check everyone’s progress, work sometimes was not done as quickly as it could have been.

Overall, the Scrum-Agile approach mostly benefited this project as it fostered collaboration and allowed us to deliver incremental value. The flexibility of Agile practices enabled us to respond to changes quickly and maintain the project's momentum. However, a more traditional approach might have been beneficial for managing the project's scope, especially when dealing with fixed requirements.

In conclusion, the Scrum-Agile methodology played a crucial role in the success of the SNHU Travel project. The various roles within the Scrum-Agile team, the process of completing user stories, handling interruptions, effective communication, and the use of organizational tools all contributed to the project's success. While the Scrum-Agile approach had its challenges, its benefits in fostering collaboration, flexibility, and continuous improvement made it an effective methodology for this project. Reflecting on my experiences, I believe that the Scrum-Agile approach is a valuable framework for managing software development projects, particularly in dynamic and fast-paced environments.