ChadaTech Sprint Review and Retrospective

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This review and retrospective are to analyze on the work done for ChadaTech regarding the sprint for our client, SNHU Travel Agency. The goal is to conclude if ChadaTech should launch Scrum-agile across the organization, by using this pilot as an example of results. In the simplest terms, ChadaTech should adopt Scrum-agile. The results for SNHU Travel are sufficient evidence, as team collaboration and communication increased under this new model. Interruptions in workflow and changes in project direction are also minimized with this new model, as risks can be mitigated.

# Scrum-agile as a success for ChadaTech

This pilot case was an overwhelming success for ChadaTech. SNHU Travel had a product delivered that met expectations and was able to pivot for changes. All requests from the client were successfully implemented and each member of the team had input, according to their role. Team members should also take from this Sprint new knowledge on how to communicate and collaborate under Scrum-agile, which is also a success itself. This pilot Sprint should be seen as an example of how most other teams at ChadaTech should incorporate Scrum-agile.

### Collaborations within each Role.

The three roles of Product Owner, Scrum Master, and developer have a lesson that was gained through this pilot. The Product Owner gained knowledge of how to create user stories by using resource found in Scrum Events (user meetings). The Product Owner then took these user stories and created the Product Backlog, which lets the team know what needs to be worked on. The items are even organized in terms of priority and workload, which lets the team break down the items into bit-sized increments. These Product Backlog items that the Product Owner created were critical for the team, as it acted as a bridge from the client to the team on how they wanted to use the application; it creates a “story” on how to use the application.

The Scrum Master gained knowledge on creating a team charter. The team charter lets the Scrum Master to record how the team should proceed with Scrum in mind and gets to tailor it in a manner they see best. In the case of this Sprint, the Scrum Master recorded what the vision is, which is what the value they expect to attain. They also created a mission statement and recorded the team members and their roles. The success criteria are also created, explaining what needs to be done for the Sprint to be considered a success. Finally, the risks, rules of behavior, and communication guidelines are created so that the team has a framework to adhere to. All these elements let the team maximize their collaboration and communication in an ethical manner, which will maximize the product’s value.

The tester and developer are both accountable for the Sprint Backlog and reaching the Sprint Goal but do so in different ways. The tester created test cases to ensure the application is functioning as intended. The developers oversee developing the actual application and presenting it to the testers so they can test it. Both members must keep each other accountable as professionals (Schwaber and Sutherland, 2020) and must adapt their plan toward the Sprint Goal. All this is accomplished through communication

#### Communication between the Scrum Team.

Communication is bountiful in a Scrum-agile environment, meaning that all members are allowed to bring their input to the table and everyone else should hear them out. Though they all have different roles, all their work intersects to reach the Sprint Goal. The Product Owner communicates directly with the client to understand what it is that they want from the product. They then relay this information to the rest of the team in the form of user stories or other Scrum Events that the Scrum Master could create. The Scrum Master is the key to communication, as they are the coach to the rest of the team. They organize the Scrum Events like the daily stand ups and Sprint Reviews, which are crucial for the team. The team can learn what each member worked on the day before, what they will work on today, and what might impede them. The Sprint Reviews are for the entire team, where the Scrum Master organizes a meeting for all members to learn about the Sprint that was just finished. Finally, most communication will happen between the developers. Developers and testers should communicate everyday to ensure that information is being passed along (testers need to know what they are testing, and developers need to know if something is not functioning properly). If all this works like a well-oiled machine, then interruptions will be mitigated, and risk will be lowered. Though, interruptions could still occur just like in this pilot program.

##### Mitigation of interruptions.

An interruption occurred near the end of the Sprint, where the client changed their vision of the product, and the Product Owner changed the Product Goal for the rest of the team. At this point, a meeting was called to inform the Scrum Team that a change has occurred, and they need to pivot to this new goal. In a waterfall model, work would have to reset to the beginning of the phases, but not with agile. Agile is customer-focused, meaning that the team does what the client asks for. The team was able to communicate this new goal and create a new Product Backlog quickly so that developers could continue their work uninterrupted. This should be seen as a success, and only possible because of the Scrum-agile model being used.

**References**

Schwaber, K., & Sutherland, J. (2020). *The 2020 scrum GUIDETM*. Scrum Guide. Retrieved August 14, 2022, from https://scrumguides.org/scrum-guide.html#the-sprint