**Angel Silva**Southern New Hampshire University  
CS-250: Software Development Lifecycle  
October 16, 2025

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### 

### **Introduction**

The SNHU Travel project served as a pilot initiative for ChadaTech’s transition from a traditional waterfall model to an Agile methodology using the Scrum framework. The objective was to develop a travel booking application capable of managing customer itineraries, reservations, and personalized recommendations. As the Scrum Master, my role was to facilitate collaboration among the team and ensure adherence to Agile principles throughout the development cycle. This retrospective reflects on the experience of leading the Scrum team, analyzing how Agile roles, communication, and iterative development contributed to the project’s success and what lessons can guide ChadaTech’s broader adoption of Agile practices.

### **Applying Roles**

The success of the SNHU Travel project relied heavily on clearly defined roles within the Scrum-Agile framework. Each role—Scrum Master, Product Owner, and Development Team—played a critical part in maintaining structure, transparency, and adaptability.

As Scrum Master, I facilitated daily stand-ups, sprint planning sessions, and retrospectives to ensure that the team remained aligned and focused on sprint goals. The Product Owner prioritized the backlog, refined user stories, and communicated stakeholder expectations, ensuring that development stayed user-centered. The Development Team—consisting of designers, programmers, and testers—collaborated closely to deliver functional increments at the end of each sprint.

For example, during the sprint to implement a “Quick Booking” feature, the Product Owner clarified requirements with stakeholders while developers worked in pairs to build and test the user interface. I ensured that impediments—such as integration issues with the payment API—were addressed promptly through cross-team coordination. This clear delineation of responsibilities enhanced accountability and efficiency across the project lifecycle.

### 

### **Completing User Stories**

The Scrum-Agile approach proved instrumental in guiding user stories from conception to completion. Rather than waiting until the end of the project to deliver a finished product, each sprint produced a working increment that could be reviewed and refined based on feedback.

User stories were written from the perspective of the customer, such as, *“As a traveler, I want to save my favorite destinations so I can plan future trips more easily.”* These stories were added to the product backlog, estimated during sprint planning, and moved through the Kanban board as progress was made. Regular sprint reviews allowed the Product Owner and stakeholders to provide input early, which reduced the risk of rework later.

By focusing on iterative delivery, the team maintained flexibility and ensured that customer priorities—like a user-friendly interface and efficient booking system—remained central to development efforts. Each completed user story represented a measurable improvement in the product’s functionality and usability.

### **Handling Interruptions**

One of the defining advantages of Agile is its ability to accommodate change without derailing progress. Midway through the project, the client requested an additional feature: the ability for users to receive automatic email confirmations after booking. This new requirement, introduced during Sprint 3, initially disrupted the sprint backlog.

Instead of postponing the request to a future release, the team used Scrum’s adaptability to re-evaluate priorities. We discussed the change during a sprint planning meeting, reassigned lower-priority tasks, and incorporated the new user story into the sprint. The developers and testers collaborated to integrate the email confirmation system while maintaining the integrity of existing functionality.

This experience illustrated the power of Agile’s iterative design—changes were handled dynamically, communication remained transparent, and the project continued without major delays. The ability to pivot mid-sprint demonstrated how Scrum supports customer satisfaction while preserving team momentum.

### **Communication**

Effective communication was central to our success. The team relied on multiple Agile practices—daily stand-ups, sprint reviews, retrospectives, and the use of information radiators—to maintain alignment. We also used a shared **Kanban board** to visualize work progress and dependencies, allowing all members to see which tasks were in development, testing, or completed.

Daily scrums were especially valuable for surfacing obstacles early. Each team member briefly discussed what they had accomplished, their next goal, and any blockers they faced. These short, structured meetings built trust, promoted accountability, and encouraged collaboration.

Additionally, we used project-management tools like **JIRA** and messaging platforms similar to **Slack** to maintain asynchronous communication. These digital spaces centralized updates, reducing confusion and enabling faster issue resolution. This consistent, transparent communication structure mirrored real-world Agile environments and reinforced team cohesion throughout each sprint.

### **Organizational Tools**

Agile project-management tools played a vital role in keeping the SNHU Travel project organized and efficient. **JIRA** was our central hub for managing user stories, assigning tasks, and tracking sprint progress. The use of digital **burndown charts** helped visualize progress toward sprint goals, while automated reporting features allowed the Scrum Master to analyze sprint velocity and identify trends.

Other Scrum events—such as sprint retrospectives and sprint planning—ensured continuous improvement. During retrospectives, the team discussed what worked well, what could be improved, and which practices should be carried forward. For instance, the team decided to improve backlog refinement sessions after realizing that some user stories were too broad for a single sprint. This change enhanced focus and allowed for more accurate time estimates in future sprints.

The integration of these tools and principles aligned the team with Scrum values of transparency, inspection, and adaptation. They helped maintain organization and provided measurable insights that improved both process and product quality.

### **Evaluating the Agile Process**

The Scrum-Agile approach offered several key benefits during the SNHU Travel project. The **pros** included improved visibility through iterative delivery, greater flexibility in responding to client feedback, and stronger collaboration across roles. The continuous review cycles also promoted accountability and reduced technical debt by allowing issues to be resolved early.

However, the Agile process was not without **challenges**. The frequent meetings and need for constant communication required significant time management and commitment from all members. Additionally, defining clear and testable user stories at the start of each sprint took practice and refinement.

Despite these hurdles, the advantages of Agile far outweighed its drawbacks. The iterative development model led to a more refined, user-centered application, with stakeholders consistently engaged throughout the process. For SNHU Travel, adopting Scrum proved to be the optimal choice—its adaptability and focus on continuous improvement supported the creation of a reliable, functional, and customer-driven product.

### **Conclusion**

The SNHU Travel project demonstrated how the Scrum-Agile methodology can transform software development into a more collaborative, transparent, and adaptive process. Clear role distribution, open communication, and iterative progress enabled the team to deliver meaningful results within tight timelines while maintaining flexibility for change.

The lessons learned from this pilot strongly support ChadaTech’s potential company-wide adoption of Agile. With proper training, consistent communication, and continued reflection through retrospectives, Agile can enhance productivity, team morale, and client satisfaction—ultimately driving innovation across all future projects.

### **References**

Beedle, M., Schwaber, K., & Sutherland, J. (2020). *The Scrum Guide: The definitive guide to Scrum: The rules of the game.* Scrum.org.  
Cohn, M. (2019). *Succeeding with Agile: Software Development Using Scrum.* Addison-Wesley Professional.  
Rigby, D. K., Sutherland, J., & Takeuchi, H. (2016). *Embracing Agile.* *Harvard Business Review.*