In this project for Chada Tech, the team has been expected to develop an application for SNHU Travel to help them expand their customer base and keep up with the current trends in travel. To accomplish this goal, we have built a Scrum team consisting of a product owner, scrum master, developer, and tester. The product owner has done the crucial work of engaging with the customer and end users to develop user stories. They have used interviews and have gathered the data necessary to outline what this project will need, and they have kept in continual contact with the customer to manage changes. One of the user stories that they identified included the need for the application to have a top 5 list of destinations. This was used to develop the top 5 list view part of the application later by the developer.

The Scrum master has been important to the agile process by engaging with the team, providing support where necessary, managing team expectation, following the agile methodology, and holding the meetings necessary to Scrum development. Part of that agile process is this sprint retrospective itself, which has been developed to help the next sprint improve and to aid the team in using agile to the best of its capability. Another event facilitated by the Scrum master was the daily Scrum. These meetings helped keep a finger on the pulse of the team, and it enabled us to notice and make changes quickly and efficiently in response to any issues that came during the development and planning of this sprint. The Scrum master has been a pivotal part of upholding the agile process, and they have done their part to push the team towards autonomy.

The tester has done the work of paramount importance of ensuring quality, not just at the end of development, but during the entire process of development. Agile is well suited to baking quality and testing into development during every step of the way. During the sprint, the tester defined the test cases necessary to test the use cases against. Using these test cases ensured that the product was developed to the highest standard to meet or exceed the customer’s expectations.

The developer did all of the technical work required to code the application for SNHU Travel. They built the application to the exact standards set forth by the team, and they ensured that they built quality code, a pleasing UI, and a well-made UX. During the sprint, there was a change made that required the application to recommend the top 5 destinations for detox/wellness vacations. This required the developer to be agile, embrace change, and adapt the code to bring about the change requested by the customer.

Using the agile methodology and Scrum, the team brought all of the needs set forth by the user stories. These user stories were developed by listening to the needs of the customer and their users. When the product owner developed the user stories, they were then put into a list of tasks to be completed by the team in order to satisfy every part of the stories. The time it would take to complete these tasks was estimated in an agile manner, and then the tasks were prioritized based on importance and time to complete. This agile approach to development helped the team take ownership of each task, be involved in the entire process, and increase quality by logically dividing up work.

The Scrum-agile approach helped this project be successful by helping the team respond quickly to changes and remain flexible. As was previously mentioned, during the sprint the customer requested a change by informing us that they needed the top 5 destination recommendations to be detox/wellness locations. This change was to help them keep up with the current changes that had evolved in the travel market. We helped them stay competitive by responding quickly and embracing these changes. Without using an agile approach, this change would have likely caused a very large upheaval in a classic waterfall project management methodology. Fortunately, the team embraced Scrum, which has helped us to embrace change and increase customer satisfaction due to our timely response to their ever-evolving demands in an increasingly transforming market.

When the major change was made by SNHU Travel, it caused a bit of unrest amongst the team. They were worried that all of the work that they had done thus far would have to be scrapped, and then they would have to start over again. With the help of the product owner, I helped the team to cross this hurdle by assuring them that their work would not have to be thrown out altogether, and that their opinion was valued. We let them inform us what would have to be done to make this change, and we made a plan together to accomplish that goal. This effective communication helped build trust and gave the team the support they needed to accomplish this goal successfully and rapidly.

The event just prior to the sprint was the sprint planning. During this event, we decided what we would be able to accomplish within the given time frame and which tasks were most important. These tasks were developed in accordance with the user stories. This event and the agile principles necessary to facilitate it were very helpful in guaranteeing the success of the project, product, and team.

Using the Scrum-agile approach came with pros and cons. The pros for this methodology were the ability to adapt to change, the customer involvement in the project, the teams increased level of participation in all aspects of development, the fact that quality was part of every step, and the management of tasks leading to greater work-life balance and a higher job satisfaction. The cons for this approach were that embracing change was somewhat difficult at first, the more relaxed set of tasks that could cause rework instead of an air-tight contract and increase requirement of each member of the team to understand each other’s roles and responsibilities. All in all, I believe that the Scrum-agile approach was paramount to accomplishing this sprint on time and will help the project in every phase of development. We leveraged the advantages of agile to build the best possible product for the customer, and we managed the disadvantages through effective communication and working together as a team to support each other and the project as a whole.