

- **Demonstrate how the various roles on your Scrum-agile Team specifically contributed to the success of the SNHU Travel project.** Be sure to use specific examples from your experiences.

- The final product of SNHU Travel wouldn't be possible if it wasn't for the entire development team working together in sync. The process began with the *Product Owner* meeting with a client on the potential for a new program being introduced to the Scrum Team. The product owner engages with the client to gain a quality understanding of the vision of this program and immediately starts working on a product backlog that best represents this vision. This vision is then expressed to the *Scrum Master* who is then responsible for the creation of the scrum team, and develops scrum events and a workplace for the development team to work. The Scrum Master created the Agile team charter as a way to introduce the roles and responsibilities of the scrum team, along with a very clear written explanation of what the client is expecting from our team. This charter also includes contact information for everyone within the team to promote collaboration, and has a schedule of Scrum Events to get the ball rolling on production. This charter's clarity and accuracy of what the client is trying to achieve is very important for the early stages of production. The time that the development team has to take to ask questions regarding lack of clarity within this sprint can take away from production for the product, so it is a very large responsibility on the Scrum Master to be on the same page as the client and Product Owner. This understanding can benefit from the user stories that the Product Owner receives from end users. The product owner held a focus group meeting where they received feedback from potential customers on what end users would be looking for in a travel booking site. The feedback from the customers was then taken as potential user stories for the development team. It is up to the product owner to order these user stories in the correct prioritized order on the product backlog for the development team. These same priorities are expressed to the *tester* as they are the ones that pass/fail the programs submitted for final approval. Testers are responsible for having an excellent understanding of the acceptance criteria and checking the developer's code to make sure that it represents what the end user is looking for. In SNHU

Travel's test cases, our tester initially created test cases that stemmed from the user stories given by the product owner. These cases had to do with the end user experiences regarding the price sorting feature within SNHU Travel's website, profile customization, and filtering out unwanted vacations from the end user's search results. The tester has to be very clear as to what the result of the test should be, and what the user is expected to be doing to reach the result. Our tester then revised these test cases to match the slideshow-style of search result so that the tests could be more specific. Our product owner and tester have communicated in several instances to the point that they are on the same page regarding end user expectations. The tester must also maintain a strong line of communication with the developer of the scrum team. The developer is most responsible for the coding side of the program. It is equally important for the developer to be proficient in scripting as they are in the comprehension of what the tester is looking for. The skill of a team of developers can often be the ceiling of potential within a scrum team, but agile's foundation of communication can raise these ceilings even higher. Our developers customized the slide show result images to correspond with the destinations that appeared within the search. These images were inputted into the program and then supplied by lines of text specifying what kind of vacation this particular slide was portraying. Programs with a lot of different working components can be very difficult to follow if they have several working parts, so it is crucial that the developer supply their code with clear comments explaining which part of code does what. The protocol for most programmers is to comment often and precisely.

- **Describe how a Scrum-agile approach to the SDLC helped each of the user stories come to completion.** Be sure to use specific examples from your experiences.
 - These user stories have a great impact on the production of SNHU Travel. Depending on what kind of methodology a team uses between waterfall and agile, the timing of these user stories is also a crucial component. In waterfall, these user stories have to be received in the early stages of development or else they won't

be considered until the Sprint Retrospective. This will shorten the development lifecycle, but the product's quality will suffer as a result. In the agile development of SNHU Travel, our scrum team received these user stories and worked together to incorporate them into our product as much as possible. Our tester revised test cases based on our own work so far and worked to incorporate end user feedback. This work included emailing our product owner for more information, browsing through code and making minor changes, and collaborating with developers to bring the user stories to life.

- **Describe how a Scrum-agile approach supported project completion when the project was interrupted and changed direction.** Be sure to use specific examples from your experiences.
 - Our scrum team had to be able to adjust when the client had changed their minds from the trendy vacation packages theme to a more relaxed, detox style of vacation theme. This ability to adjust to incoming changes is the core benefit of the agile approach. This request for change was received by our product owner which was then relayed to the rest of the team in an in-person meeting. This allowed our scrum team to have their questions answered in a real-time scenario and promoted discussion as to whether or not this was a possible option going forward. Our team developer expressed that this may extend the sprint due to the maintenance required on the code due to the new vacation theme, and the product owner made the decision that this was worth the extension. Our developer changed the slideshow to represent the customer's newfound focus and our tester revised their test cases to do the same. This adjustment allowed for the product to be exactly what our client intended it to be.
- **Demonstrate your ability to communicate effectively with your team by providing samples of your communication.** Be sure to explain why your examples were effective in their context and how they encouraged collaboration among team members.

- Our team's communication depends on every single one of us to make an effort, but our Scrum Master has done a great job at getting us all involved. When SNHU Travel was initially created, the scrum master sent out the Agile team charter which included all of the people included in the scrum team, their specific roles, and their contact information. This charter was used throughout the sprint for contact purposes in case we needed to collaborate with any of our teammates. An additional contribution from the scrum master was the setup of our information radiator and our daily scrum events. Communication can exist in many forms, and a primary one during our sprint was the scrum team info board that we would have our daily scrum meetings around. This board acted as an information radiator, and kept everyone in the loop in regards to the progress of the sprint. The daily scrum meetings also acted as an opportunity for communication for everyone. Our product owner even visited a scrum meeting to explain to the team that our SNHU Travel primary vacation theme was shifting to another idea. This change was discussed between all team members in person so that we could all be on the same page regarding the new expectations for this sprint.
- **Evaluate the organizational tools and Scrum-agile principles that helped your team be successful.** Be sure to reference the Scrum events in relation to the effectiveness of the tools.
 - A primary tool that was effective in the communication processes for the team is the information radiator. This tool was represented by the board we used in our daily scrum meetings to represent our product backlog and to monitor progress throughout the sprint. A principle that was taken from the Amazon Case Study discussion that is applicable to our SNHU Travel project is "Primary focus is on customer need facilitated by constant improvement on customer experience." This principle is heavily dependent on the customer review tool at Amazon. I believe this is applicable to our project by comparing the review tool to our use of the user stories. The team's focus on customer feedback derived from these user stories is

what drove our production to what we believe is an excellent final product. This practice of customer obsession was adopted by our team with the admiration of the success that Amazon has had with the same model. Agile's dependence on employee communication is just as dependent on interpreting the information given to you by the end users.

- **Assess the effectiveness of the Scrum-agile approach for the SNHU Travel project.** Be sure to address each of the following:
 - Describe the pros and cons that the Scrum-agile approach presented during the project.
 - I believe that the advantages and disadvantages are very dependent on the perspective of this sprint. I believe in the perspective of the customer; the scrum-agile approach is absolutely the strongest methodology in terms of the final product. The customer would prefer their final product be exactly what they want rather than to have a faster service with an unsatisfactory result. The scrum-agile approach gives the team the opportunity to adjust to customer needs and make whatever changes necessary to make sure we get our clients the product they are looking for. From the perspective of upper management, I can see how the waterfall method can be more appealing to those who are looking to take on more clients. A waterfall approach sets a sprint time period to be an exact length of time, and does not take outside influence as a priority over interior production. This approach allows for upper management to work with clients on a more consistent basis and can set up sprints to begin exactly when they want.
 - Determine whether or not a Scrum-agile approach was the best approach for the SNHU Travel development project.
 - I believe the scrum-agile approach was absolutely the best methodology to approach this project. Of course, hindsight is 20/20 now that we know that the customer wanted a change in how they wanted their website's travel recommendations to be presented.

This change in model would not have been possible in a waterfall method, as the team would have been too deep into the sprint to be able to accommodate such a request from the end users. The customer focus is what launched Amazon into the empire that it is today, and I believe that this principle is a quality foundation in the making of any company involved in customer service. Scrum-agile promotes collaboration, teamwork and enhancing the potential of all of our team members by pushing them into prominent roles. This process is a promising long-term solution for our development team and will be used going forward for any projects that may present themselves in the future.

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