# CS 250 Agile Team Charter Template

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## SNHU Travel Agency: Client Base Expansion

**Prompt Part I & II.**

| Item | Response |
| --- | --- |
| **Business Case/Vision**  (value to attain) | To remain one of the top travel agencies in New Hampshire while expanding their customer base and agency presence throughout the U.S. |
| **Mission Statement**  (result to accomplish) | Get travel site up and ready before their clientele starts to think about vacation travel for the year with a trendy niche vacation booking system. |
| **Project Team**  (team members and roles) | **Client:** Amanda  **Product Owner:** Christy  **Responsibilities:**   * Provide direction to the team on what will be built * Prioritize the work to be done * Maximize the value of the product and the work of the development team   **Scrum Master:** Ron  **Responsibilities:**   * Ensuring effective Product Backlog management * Helping the development team to create high-value products * Removing challenges slowing the development team’s progress * Facilitating Scrum events   **Tester:** Brian  **Responsibilities:**   * Defining acceptance criteria and acceptance tests * Clarifying any ambiguity found in the code and user stories * Executing tests and analyzing results * Collaborating with the team to resolve issues and defects   **Developer:** Nicky  **Responsibilities:**   * Designing and developing code according to solid software engineering practices * Participating in peer reviews * Collaborating with the team to produce just enough design so that we have room to iterate |
| **Success Criteria** | Start date: 01/14/2023 (Immediately)  Expected completion date: 02/18/2023 (5 weeks)  Final deliverable: Functional site with working booking system  Key project objectives: To have a larger presence throughout the United States as a top travel agency. |
| **Key Project Risks** | Meeting the set deadline.  Delivering a functioning, fully debugged system |
| **Rules of Behavior**  (values and principles) | **Communication**: Keep environment open with collaboration between all team members. Remain respectful and aware of other’s responsibilities and time constraints.  **Feedback**: All constructive feedback is welcome and should be directed towards ideas, not individuals.  **Focus**: Remain on task while productivity is present. If at a standstill, walk away and take a break to maintain efficiency upon return.  **Ask for help:** If you find yourself stuck, or with questions, reach out to a team member for guidance. |
| **Communication Guidelines**  (scrum events and rules) | 15-minute daily Scrum meetings to discuss each team members progress, successes, failures, and daily priorities.  Will speak one at a time and not interrupt other team members while in meeting. |

**Prompt Part III.**

1. What are the key questions that can be used to frame a Daily Scrum meeting?

* What did you do yesterday?
* What will you do today?
* Is there any impediment?

How do they help the team achieve their goals?

* Provides team with updated information, thus avoiding duplicated work.
* Tracks progress and helps manage expectations and adjustments that may be needed.
* Helps the team work together as a cohesive unit, promoting a collaborative and inclusive environment.
* Helps to identify any trouble areas that other team members may be experiencing that could be aided with collaboration.

1. How does the Scrum Master help facilitate the Daily Scrum throughout the video? Consider both the Scrum Master’s own updates and times when she responded to team members.

* Scrum masters are responsible for keeping the meeting on task, clarifying, and answering any questions the team members have during the meeting that relate to the project, and keeping the team as efficient as possible during the daily meetings.

1. What things did the Scrum Master do effectively?

* The Scrum master got the meeting started by reminding everyone of their teams three daily questions. I liked that she started off by answering these questions herself first, which would aid in making those who are less comfortable talking to a group feel more confident doing so. She let the team manage themselves and their topics well also.

How could she improve?

* There were a few instances that she could have stepped in sooner to pull everyone’s focus back to the meeting. Also, a review of how they were coming along with their sprints and if everything was matching properly with the mapped timeline or whether attention needed to be shifted or focused elsewhere. Lastly, the situation with Eddie always coming in late. The team would have been better served if the Scrum master immediately told him good morning and asked for a sidebar following their meeting. This would have eliminated the need for other team members to feel like they needed to reprimand him, or Eddie feeling cornered or scalded in front of the group.