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CS-250 Project 2

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The success of the SNHU Travel project hinged on the teamwork and coordination of the Scrum-Agile team. Each role contributed significantly to achieving the project’s goals. The Product Owner prioritized features that provided maximum value to stakeholders, focusing early on the itinerary planner and user-friendly search tool to directly address client needs. The Scrum Master ensured alignment with Agile principles, always pushing for continuous improvement. For instance, when delays arose during the implementation of the payment gateway, the Scrum Master quickly convened stakeholders and experts to resolve the issues, ensuring progress continued efficiently. The Development Team handled design, coding, product testing, and delivering updates. Their dedication was evident during the implementation of the booking feature, which exceeded client expectations through careful design, rigorous testing, and seamless integration. This collaboration and focus on each role’s responsibilities were key to the project’s success.

The team’s ability to complete user stories effectively came down to the Scrum-Agile process. Breaking user stories into smaller, manageable tasks helped them maintain quality while making steady progress. Ex. the users feedback "As a user, I want the ability to search for travel packages by destination and date" this was then broken into multiple tasks such as setting up the database, integration of the search API, and finally building the end user interface. During sprint planning process, the team set clear goals and defined what the verbiage "done" meant as it pertained to each task, ensuring everyone was on the same page to avoid any confusion. Regular sprint reviews gave stakeholders the chance to provide feedback, which allowed the team to tweak and improve features as they went. By following this iterative process, every user story was completed to a high standard and aligned with the client’s expectations.

One of the biggest strengths of the Scrum Agile framework was how changes and unexpected challenges are handled. Midway through development the client requested a live chat feature implementation for customer support. This was something that wasn’t in the original project requirements. The team added it to the backlog and prioritized it for the next sprint instead of letting it drag the progress down. This new feature was smoothly integrated into the app without throwing off the project timeline. This ability to adapt and shift priorities highlighted the framework’s strength when managing dynamic projects.

Communication was another key factor in the project’s success. The team used a mix of real-time and asynchronous tools to stay on the same page. Daily stand-ups provided a chance for team members to share updates, discuss any roadblocks, and plan their tasks. One example that comes to mind is from a daily stand up when a developer flagged slow API response times. This led the team to brainstorm together and moving forward with implementation of a caching solution. Tools such as Jira helped the team track progress, manage the backlog, and update tasks asynchronously, ensuring everyone stayed informed and on the same page. The open communication style promoted collaboration between team members and made sure no one was left out keeping everything streamlined.

Organizational tools also had a significant impact on the team’s productivity. Kanban boards in Jira provided clear visibility into task progress and helped organize the backlog, while Confluence streamlined documentation and decision-making. Regular Scrum events including sprint planning, daily meetings, retrospectives, and reviews kept the team focused and goal oriented. One example, the team identified inefficiencies in the manual testing process during a retrospective, leading to the implementation of automated testing tools to streamline future sprints. These small but meaningful adjustments ensured high-quality deliverables and maintained efficiency.

The Scrum Agile approach was a good fit for the project due the iterative nature allowing for constant feedback which ensured that the final product met all expectations. This framework also encourages accountability & teamwork which helped keep the project on track and efficient. Not to say it was without challenges transitioning to Agile though it presented a learning curve, and the frequent stakeholder engagement added extra work. Overall, the benefits from this process far exceeded any drawbacks for a project like this where flexibility was of key importance.

For a project like SNHU Travel, Agile was clearly the right choice. A traditional Waterfall approach wouldn’t have been able to handle the project’s dynamic nature and frequent changes as effectively. The focus on incremental progress and delivering value with each sprint, the team was able to finish the project on time and to a high standard. This experience makes it clear that Scrum Agile is a great choice for future projects at ChadaTech. Its ability to foster creativity, adaptability, and collaboration will be essential for the company’s continued growth and success.

**References:**

Schwaber, K., & Sutherland, J. (2020). *The* Scrum Guide. <https://scrumguides.org>

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