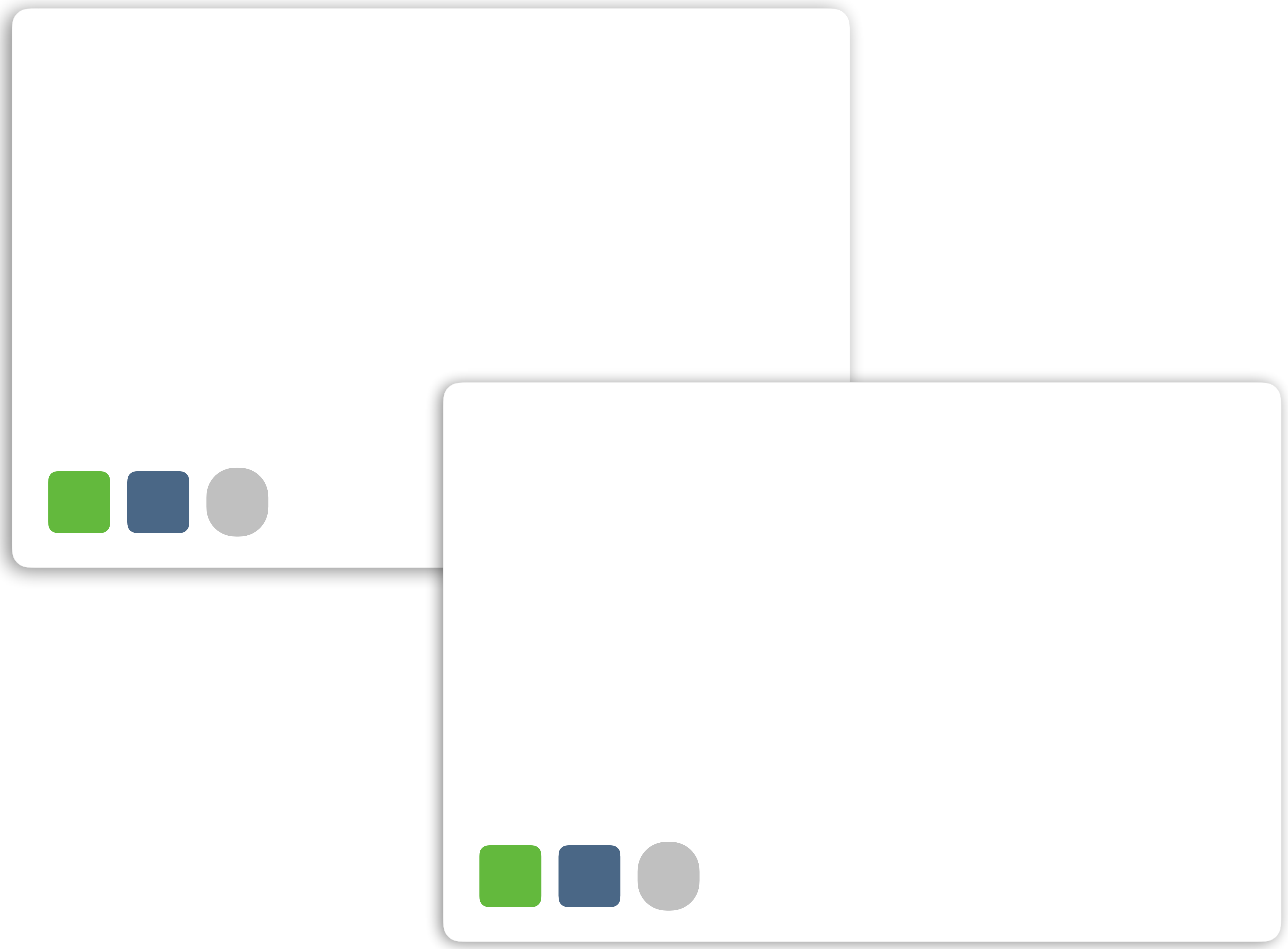
WORKSHOP

Writing User Stories



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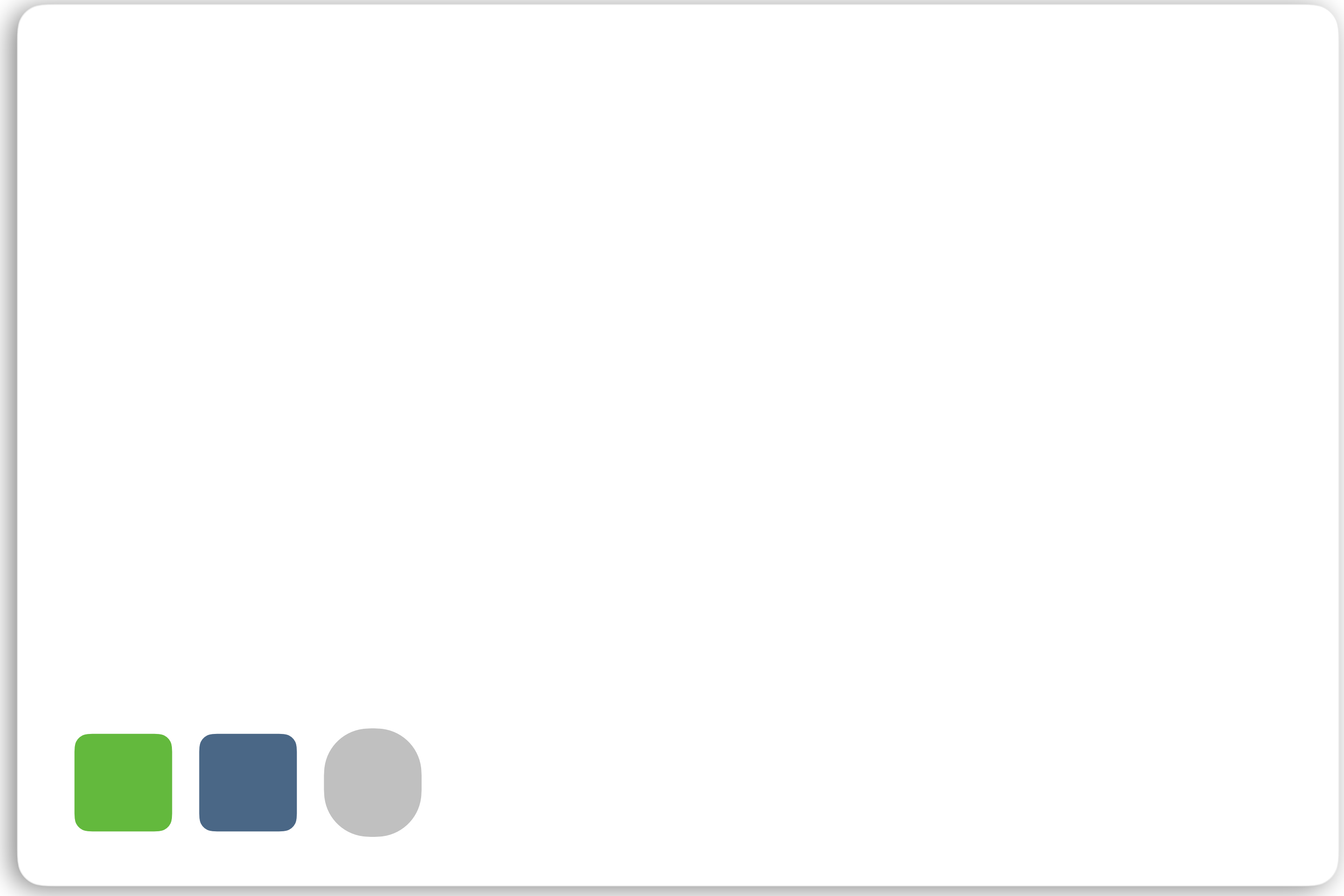
What Is A User Story?



definition: user story

> *A user story is a tool used in agile software development to capture the description of a software feature from an end-user perspective. The user story describes the type of user, what they want and why, A user story helps to create a simplified description of a requirement.*

A user story often follows the following 'equation':

As a <type of user>, I want <some feature> so that <reason>

A simple example of this could be:

As an online shopper, I want to add an item to my cart, so that I can purchase it

user story template

WHO are we building it for? Who is the user?	**As a <type of user>**
WHAT are we building? What is the intention?	**I want <some goal or objective>**
WHY are we building it? What is the value for the customer?	**So that <benefit/value>**

examples: user stories

As an internet banking customer
I want to see a rolling balance for my everyday accounts
So that *I* know the balance of my account after each transaction is applied

As an administrator
I want create other administrators
So that I can delegate tasks

As a marketer
I want create automated email campaigns
So that I can keep evaluators engaged

user story checklist

- ☑ Keep them short
- ☑ Keep them simple
- ☑ Write from the perspective of the user
- ☑ Make the value/benefit of the story clear - what is the reason for the story?
- ☑ Describe **one** piece of functionality. If you have to write **and** break it into 2 stories
- ☑ Write stories as a team
- ☑ Use acceptance criteria to show a MVP

why not just use ‘tasks’?

user stories	tasks
a user story = the WHAT	the task = the HOW
user stories describe a piece of functionality from the point of view of the user	“what are the activities we need to perform in order to deliver outcomes (user stories)”
divided features into business processes	tasks are individual pieces of work

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Writing Acceptance Criteria

definition: acceptance criteria

> *Acceptance criteria or ‘conditions of satisfaction’ provide a detailed scope of a user’s requirements. They help the team to understand the value of the story and set expectations as to when a team should consider something done.*

Acceptance Criteria Goals:

- to clarify what the team should build before they start work
- To ensure everyone has a common understanding of the problem
- To help the team members know when the story is complete
- To help verify the story via automated tests

example: acceptance criteria

> *As an online banking customer, I want strong a strong password, so that my credit card information is secure*

Acceptance Criteria:

- The password must be at least 8 characters
- The password must contain at least 1 character from each of the following groups: lower case alphabet, upper case alphabet, numeric, special characters (!, @, #, $, %, ^, &, *)

example: acceptance criteria

> *As a conference attendee, I want to be able to register online, so that registration is simple and paperless*

Acceptance Criteria:

- A user can not submit a form without filling out all of the mandatory fields
- Information from the form is stored in the registrations database
- Protection against spam is working
- Payment can be made via Paypal, Debit and Credit Card
- An acknowledgment email is sent to the attendee after submitting the form

acceptance criteria should include

- ☑ Negative scenarios of the functionality
- ☑ Functional and non-functional use cases
- ☑ Performance concerns and guidelines
- ☑ What system/feature intends to do
- ☑ End-to-user flow
- ☑ The impact of a user story to other features
- ☑ UX concerns

acceptance criteria should NOT include

☒ Code review was done

☒ Non-blocker or major issues

☒ Performance testing performed

☒ Acceptance and functional testing done

why?

Your acceptance criteria should not include any of the above, because your team should already have a clear understanding of what your Definition of Done (DoD) means. This could mean:

- *unit/integrated tested*
- *ready for acceptance test*
- *deployed on demo server*
- *releasable*