

Writing Good User Stories

The Key to Defining Agile Requirements

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A bit about us



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A bit about you

Time for a quick poll...

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Writing Good User Stories

The Key to Defining Agile Requirements
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CBAP™

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Debunking the Myths


In Agile projects we don't just sit down and write code like free-form poetry!
– James King




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The Agile Lifecycle



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Progressive Elaboration

Vision

Personas & Goals

Epics

Stories

Acceptance Criteria

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The Agile Lifecycle

Concept Envision 5%

Initiate Speculate 10%

Deliver Explore 80%

Deploy Close 5%

Define the Vision & Goals Here

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Vision

- Common understanding across the whole team of what the project is for and what success looks like

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Example: Vision Box

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Why?

- convenience
- efficiency
- increased sales
- loyalty - rewards
- market leader
- competition
- reliability

MOBILE COFFEE

coffee join
joe fast
simple run
mobile

TIME

Coffee now
Hot drink express

MOBILE COFFEE

order coffee anywhere
for instant pick-up

simple, quick, convenient
mobile or desktop
personalize your order
in no waiting time
cashless payment

- create site
- sign on and order anytime, anywhere
- offer loyalty rewards
- web, iPad
- pick up your perfect coffee at any coffee shop nationwide

Personas & Goals

Role	Profile	Goal
Call Centre Operator	Casual employee taking calls in the call centre. Shift worker. Receives training when joining the company.	Accurately process reservations and changes.
Hotel Guest	Person off the street who stays in our resorts. Our primary customer. May be leisure or business traveller	Have a pleasant experience dealing with us, and have an enjoyable stay at our resorts
Call Centre Manager	Person who uses the software occasionally, recipient of exception and status reports	Ensure SLA's and KPI's are met. Maximise profitability and return business, reduce staff turnover in call center.

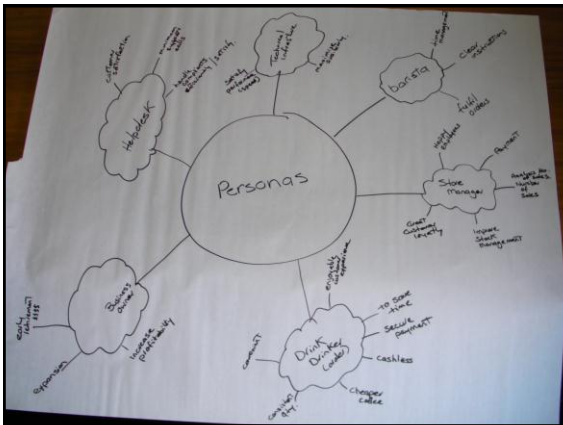
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Example: User Profiles

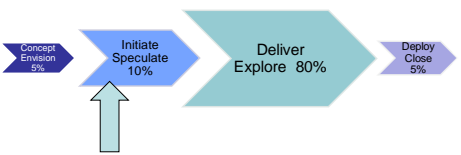


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The Agile Lifecycle



Identify the Epics & Stories Here

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Epics

- Elementary Business Process
 - *One person, one place, one time*
- Could come from a process map
- Someone doing something
- Enough to prioritise
- Fulfil to the Vision & Goals



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Epic Model

Actor <As a>	Event <When>	Process <I want>	Object <Using>							Objective <so that>
			Guest	Reserv ation	Resort	Room Type	Room Availability	Account	Food Order	
Call Centre Operator	Reservation Requested	Record New Reservation	Record Details	Record Reservation	Check Location	List Types	Update Availability Details			Efficiently service reservation requests
Receptionist	Guest arrived	Check in a guest	Check details	Check Details			Update Status	Open Account		Meet and greet our guests
Receptionist	Guest ordered meal	Take a room service order						Check Validity	Record Food Order	Service food orders efficiently
Chef	Order Received	Cook the food							Food Ready	Prepare meals to the highest standard
Receptionist	Food Delivered	Charge for meal						Update account	Get value	Ensure all charges are recorded
Clock	Nightly Charge Time Passed	Charge for accommodation						Update account		Ensure all charges are recorded

Thinking About Quality

- Architecturally Significant Non-functional Requirements
- Some aspects can't be refactored



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Example: Identify the Epics



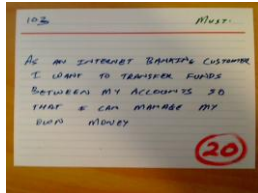
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Actor	Event	Process	Object order	resource	steps at	resource	value	Objective
Drink Drinker	I want coffee	place coffee order	place	verify id	select type	resource made	selected	To request to get my drink
Version	wait-to-serve make order order	schedule order	resource + system					I know what what I want to make drink. drink available
*	wait to make order	make coffee	make					
Drink Drinker	time for my coffee	collect coffee						get my drink.
Store manager	end of day	analyse sales	check orders made.			check payments made		know my stock.
Business owner	end of monthly	analyse business reports	"			"		put stock
Marketing	new drink described	provide new drink / add to availability			update drinks list			able to sell new drink.

User Stories

- User Stories
- Guidelines for success
- Just-in-time
- Three C's
 - Card
 - Conversation
 - Confirmation



Common format:

"As a <role> I want <thing to be delivered> so that <reason for the need>"

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What Makes a Good Story

- I - Independent
- N - Negotiable
- V - Valuable to the user or purchaser
- E - Estimate-able
- S - Small
- T - Testable



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From Epic to Stories

- Identify the key process elements
- Each piece of CRUD
- Consider the UI components
- “Happy days” steps
- “When things go wrong” – preventing bad things from happening



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Example: Stories



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Acceptance Criteria

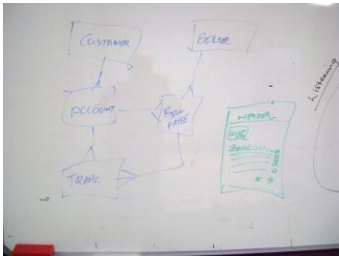
- 3rd C - Confirmation of the story
- Just-in-time
- Add details as needed
 - Process flows
 - Data structures
 - UI mockups
 - Technical notes
 - Whatever is needed . . .
- BDD Format
 - <given> <when> <then>
 - Test design criteria



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Keep it Simple



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How do your stories smell?

- The Value of quality
 - Performance
 - Efficiency
 - Reliability
 - Functionality
 - Useability
 - Maintainability



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How Did That Go?



Retrospective:

- What went well?
 - How can we do this again next time?
- What didn't go well?
 - How can we avoid (or allow for) this next time?
- What didn't we do, that we should do next time?
- What trends are emerging across iterations?
 - What previous discoveries would we now question?
- What else have we discovered?
- What are we still puzzled by?

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Any questions?



Contact me:

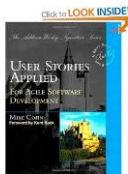
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Acknowledgements & References

- Thanks to Kim, Donna & Paula for building our example project
- An excellent reference book:
User Stories Applied
Mike Cohn



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Upcoming Courses

More about User Stories:

Agile Initiate Phase Start-Me-Up	Auckland	25-26 July
	Brisbane	25-26 July
	Wellington	27-28 July
	Sydney	8-9 August

Agile Delivery Phase Start-Me-Up	Melbourne	25-26 July
	Brisbane	1-2 August

In-house dates available on request.

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