

# User Stories



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## Agenda

- *Why User Stories?*
- *Writing User Stories*
- *Verifying User Stories*
- *Estimation and Release Planning*

## What is a “User Story”

- **Card**
  - *Stories are traditionally written on index cards.*
  - *Cards may be annotated with notes, estimates, etc.*
- **Conversation**
  - *Details behind the story come out during conversations with customer, product owner*
- **Confirmation**
  - *Acceptance tests validate the story was correctly implemented in the application*

## The Card

**As a user, I want to purchase a book.**

**As a user, I want to cancel an order.**

## Communciating the Details

“As a user, I want to cancel an order”

- Does the user get a full or partial refund?
  - *Credit card? Site credit? Other?*
- Is a confirmation provided to the user?
  - *How?*
- Can you specify a subset of items from an order?

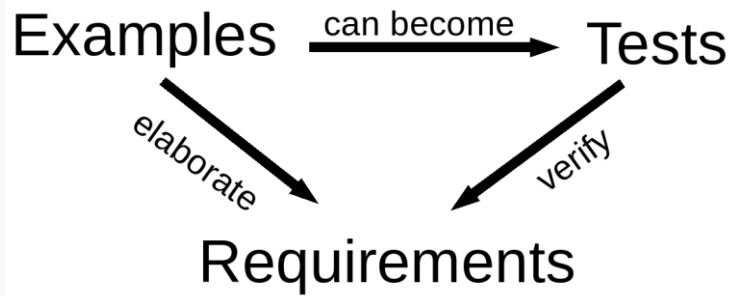
## Details are in the Confirmation

“As a user, I can cancel an order”

### Acceptance Criteria:

- Verify that the user canceling a credit card order is credited on their account.
- Verify the user receives an email confirmation.
- On an order of multiple items, cancel a subset of those items and verify the remaining items are still processed.

## Requirements Communication

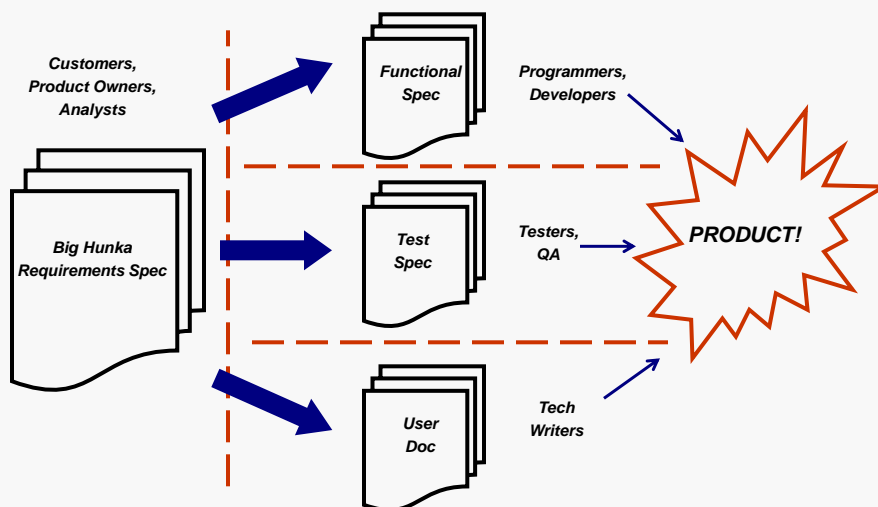


"Bridging the Communication Gap" - Gojko Adzic

User Stories

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## Traditional Flow



User Stories

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## Agile Flow

- User stories are the initial entry into the elicitation process.
- Further conversations and questions identify requirement details.
- Details are captured as acceptance criteria.
- **Acceptance criteria becomes executable test cases.**
- Developers implement to the acceptance test cases.
- Clarifications, changes generated new test cases.
- New requirements generate new user stories

## Why this Works

1. Words are imprecise – stories shift the focus from writing to talking.
2. Stories are equally understood by customers and developers.
3. Stories support iterative development.
4. Stories are the right side for planning.
5. Stories support participatory design.
6. Stories emphasize the user's goals.

**“The words we write on the story card are less important than the conversations we have”**

*“User Stories Applied” – Mike Cohn*

## User Story Template

As a <user role>,  
I want <goal>,  
so that <reason>

As a premium site member, I  
can cancel my reservation up  
to 24 hours in advance if my  
travel plans change.

## INVEST

- **Independent**
  - *As much as possible, stories should not be dependent on each other.*
- **Negotiable**
  - *Details identified in the conversation.*
- **Valuable**
  - *The story has value to the customer/user.*
- **Estimable**
  - *Story allows prioritization and planning*
- **Short**
  - *Story can be implemented in one sprint*
- **Testable**
  - *We do not develop what we can't test. Defines DONE!*

## How much?

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- **Too broad**
  - *A team member can view iteration status.*
- **Too detailed**
  - *A team member can view a table of stories with rank, name, size, package, owner, and status.*
  - *A team member can click a red button to expand the table to include detail, which lists all the tasks, with rank, name, estimate, owner, status.*
- **Just right**
  - *A team member can view the iteration's stories and their status with main fields.*
  - *A team member can view the current burndown chart on the status page, and can click it for a larger view.*
  - *A team member can view or hide the tasks under the stories.*
  - *A team member can edit a task from the iteration status page.*

Source: <https://help.rallydev.com/writing-great-user-story>

## Volunteer Support Site

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- **In groups hold a short user story workshop to write story cards for a generic web application that will support the coordination of volunteers for an event ( festival, sports tournament, fundraiser, etc.).**
- **Identify the primary user roles that would be using this application.**
- **Start by brain-storming potential stories, then collect similar stories and begin splitting as necessary.**
- **Collect acceptance criteria as it is identified.**

## Agile Estimation & Planning

- **Planning Levels:**
  - *Strategy*
  - *Portfolio*
  - *Product*
  - *Release*
  - *Iteration (Sprint)*
  - *Daily*

## User Stories & the Planning Process

- **Stories are estimated in unit-less “story points”**
  - *Estimates are based on size – not duration*
  - *Size estimate are relative to other stories*
- **As stories are selected from the product backlog for a sprint:**
  - *Teams identify tasks, estimated in duration*
- **The number of story points completed during a sprint is the team’s **velocity****
- **Velocity is used to predict what features can be completed for a release (collection of sprints).**



## ***Planning Poker***

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- **Variation on the Wideband Delphi technique used in the Rand Corp (~1946).**
- **Those who do the work, estimate the work.**
- **Requires justification of estimate.**
- **Involves ALL team members.**

## ***Homeowner chores***

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- 1. Replace sash cord on two bedroom windows**
- 2. Power wash deck (12x12)**
- 3. Stain deck (12x12)**
- 4. Install ceiling fan in living room**
- 5. Strip wallpaper in bedroom (10x11)**
- 6. Hang mirror in dining room**
- 7. Replace electrical outlet (1) in kitchen**
- 8. Seal driveway (20x100)**
- 9. Apply fertilizer to front lawn (2500 sq ft)**
- 10. Assemble new gas grill**