

User Stories

Software
Maintenance

User Story Format

As an [X], I want to [Y], so that I can [Z]

Roles

Role – “hats” people wear. One person can perform different roles.

Role attributes:

- Frequency of use

- Domain expertise

- Computer expertise

- General goal

Can create “persona” for each role.

Persona – imaginary person described with lots of detail.

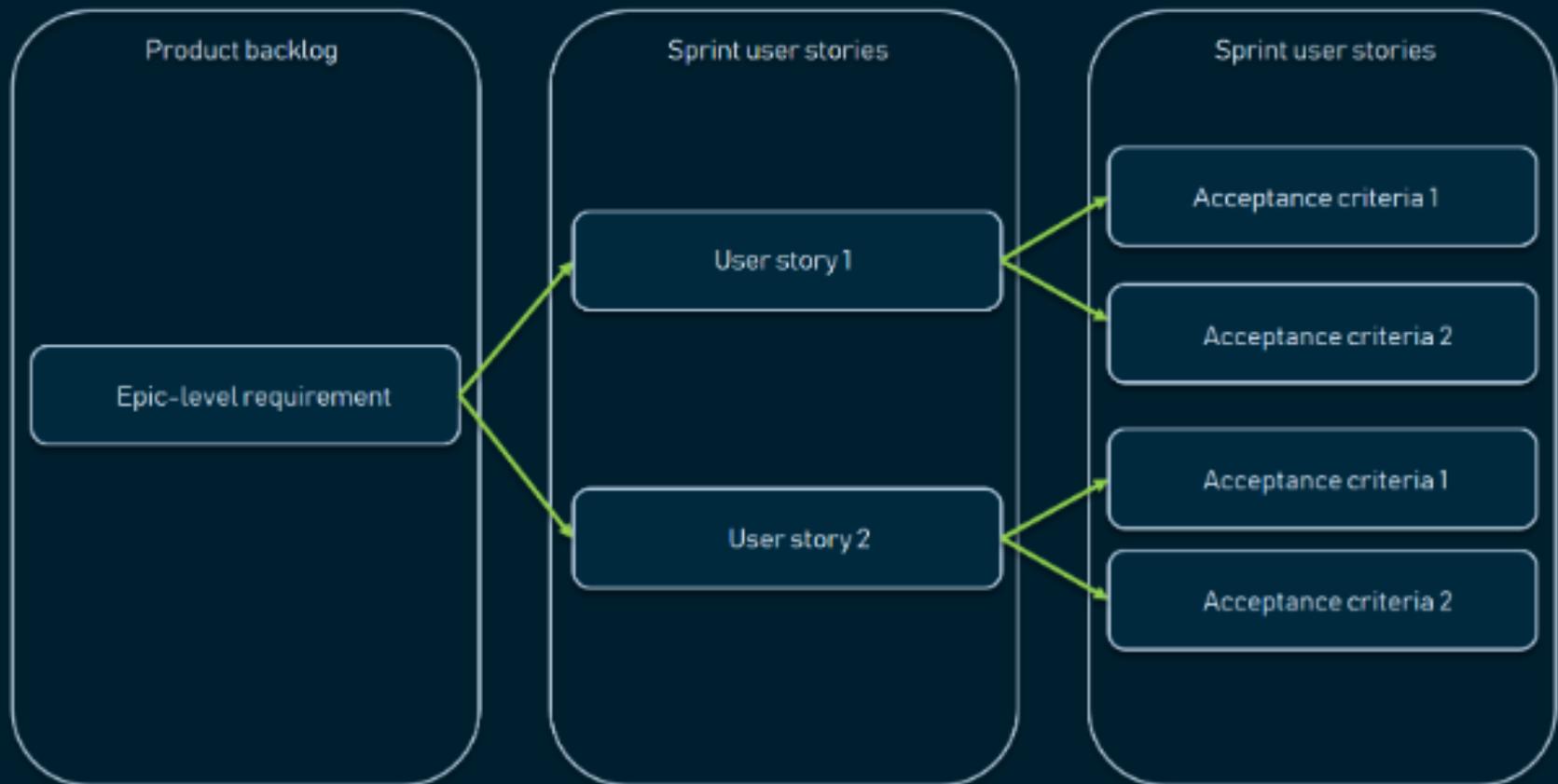
Acceptance Criteria (AC)

Acceptance criteria are the conditions that the software product must meet to be accepted by a user, a customer, or another system. They define the behavior from the end-user's perspective.

<https://www.altexsoft.com/blog/business/acceptance-criteria-purposes-formats-and-best-practices/>

User Stories and Acceptance Criteria

HOW USER STORIES RELATE TO ACCEPTANCE CRITERIA



Scenario-Oriented Acceptance Criteria Format

Scenario-oriented acceptance criteria is given as GWT, Given/When/Then:

Given some precondition

When I do some action

Then I expect some result

GWT Scenario-Oriented AC

Each acceptance criteria has the following:

1. Scenario – the name of the behavior that will be described
2. Given – the beginning state of the scenario
3. When – specific action that the user makes
4. Then – the outcome of the action in “When”
5. AND – used to continue any of three previous statements

Example 1

User story: As a user, I want to be able to recover the password to my account, so that I will be able to access my account in case I forgot the password.

Scenario: Forgot password

Given: The user has navigated to the login page

When: The user selected forgot password option

And: Entered a valid email to receive a link for password recovery

Then: The system sent the link to the entered email

Given: The user received the link via the email

When: The user navigated through the link received in the email

Then: The system enables the user to set a new password

Example 2

User story: *As a user, I want to be able to request the cash from my account in ATM so that I will be able to receive the money from my account quickly and in different places.*

Acceptance Criteria 1:

Given: that the account is creditworthy

And: the card is valid

And: the dispenser contains cash

When: the customer requests the cash

Then: ensure the account is debited

And: ensure cash is dispensed

And: ensure the card is returned

Example 2

Same user story: *As a user, I want to be able to request the cash from my account in ATM so that I will be able to receive the money from my account quickly and in different places.*

Acceptance Criteria 2:

Given: that the account is overdrawn

And: the card is valid

When: the customer requests the cash

Then: ensure the rejection message is displayed

And: ensure cash isn't dispensed

Times When GWT Scenarios Aren't Effective

Times when the GWT scenario may not work:

- User story describes system level functionality that needs other methods of quality assurance
- Target audience for acceptance criteria doesn't need precise details of the test scenarios
- GWT scenarios don't fit to describing design and user experience constraints of a feature. Developers may miss a number of critical details.

Rule-Oriented Acceptance Criteria Format

Rule-oriented acceptance criteria entails a set of rules that describe the behavior of a system, typically as a bullet list.

Example 3

User story: *As a user, I want to use a search field to type a city, name, or street, so that I could find matching hotel options.*

Basic search interface acceptance criteria

- The search field is placed on the top bar
- Search starts once the user clicks “Search”
- The field contains a placeholder with a grey-colored text: “Where are you going?”
- The placeholder disappears once the user starts typing
- Search is performed if a user types in a city, hotel name, street, or all combined
- Search is in English, French, German, and Ukrainian
- The user can’t type more than 200 symbols
- The search doesn’t support special symbols (characters). If the user has typed a special symbol, show the warning message: “Search input cannot contain special symbols.”

Other Formats for Acceptance Criteria

Sometimes criteria is specified as a table.

STRONG PASSWORDS ACCEPTANCE CRITERIA

Data	Expected result	Expected message
Aa9ab\$\$	Fail	Too short
AAbbCC11	Fail	No special characters
\$\$\$bbb111	Fail	No upper case
AAA%%1111	Fail	No lower case
AAA%%1111	Fail	No numbers
AAAA(((bbb	Fail	Bracket is not a special character
BBBBB)))hhhh	Fail	Brace is not a special character
256 characters input	Fail	Max password length is 255
IsThis\$AGood11	Pass	
IsThis-Good11	Pass	

How Acceptance Criteria are Created

HOW ACCEPTANCE CRITERIA ARE CREATED

Product owner adds user stories to a sprint backlog, may also add AC

Business analyst, requirements analyst, or project manager reviews user stories with AC or adds AC

Whole team discusses the stories and AC