

How to Initiate Requirements Gathering with User Stories

Instructor-Led, On-Site Duration 1 day

Overview

For many information technology (IT) projects, the subject matter experts (SME) do not know what information technology could and should do for them, yet the IT team needs to know what to deliver. One of the biggest challenges at this phase of the project is overcoming this “IT – SME communications gap”. How can you deal with these difficulties, gather reasonable “business requirements” early, and not waste the effort?

This business analysis training workshop introduces a technique referred to as User Stories (not to be confused with use case). The user story technique focuses on business requirements, needs, and goals for the solution. It avoids the trap of trying to get the users to define the technical specifications. It starts with a facilitated workshop approach to capture, in business language, the goals, objectives, or wants for the business system in the form of very short stories. Detail is added over time as needed to understand each story at an appropriate level. Business driven test scenarios are used to expand everyone’s understanding of each requirement. User stories enable constant and efficient communication among all parties interested in getting to the right solution.

User stories complement and supplement any other business analysis techniques that you are using. User stories will make your requirements elicitation techniques easier and more complete without adding an extra burden of effort. As a bonus user stories can also help in very early cost forecasting when it is too early to “estimate”. (See our expansion course, “How to Estimate Early in a Project”).

Target Audience

Business Analysts

System Analysts

Business Process Managers

User liaison personnel

Business process users

Anyone involved in defining or deciphering business system requirements.

Subject Matter Experts

Learning Objectives

Upon completion of this seminar, you will . . .

- List the components of a user story
- Explain the strengths and weaknesses of User stories
- Identify the appropriate time to use user stories
- Describe how user stories support testing
- Explain the pros and cons of alternative ways to manage user stories
- List techniques for gathering user stories
- Describe what makes a “good” user story

Developed and presented by:



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1 Introduction to User Stories

What Are User Stories

- User Stories-Major Components
- User Stories: "First Rules"
- Case 1: individual: Great Jobs Website
- When Are User Stories Written?

2 Use Stories are Driven by Roles

When are user stories written

- Who Writes User Stories
- User Roles
- Case 2: group: User Roles
- Case 3: group: Organize the Roles
- Adding Role Details
- Rewriting the Roles "Second Rules"
- Case 4: individual/group: Role Details
- Case 5: individual: Combining Roles and Stories

3 How do user stories support testing

From User Stories to Test Scenarios

- Testing Begins with the First User Story
- Tests and Cards
- Questions to Guide the Test Process
- Case 6: group/individual: Discussable/Testable Stories?
- Case 7: pairs: Did You Write Testable Stories?

4 How do you get user stories (techniques)

How Do You Get to User Stories

- Standard Techniques
- Story Writing Workshops

- Case 12: group: Story Writing Workshop
- How Do You Manage User Stories?

5 What is a good user story

Business Focused User Stories

- Value and User Goals
- Case 8: group/ individual: Story Value
- Value Measurement-Right Sized (not too big)
- Value Measurement-Right Sized (not too small)
- Too Complex
- Case 9: individual: Are Your Stories the Right Size?
- Dependency
- Case 10: group: Dependent Stories
- Estimateable
- User Story Sizing Parameters
- User Story Sizing, the Initial Process
- User Story Sizing, the Estimating Process
- Case 11: group: Story Point Estimates

6 User Stories Summary

Good and Not-So-Good User Stories

- Properties of a Good Story (Part 1)
- Properties of a Good Story (Part 2)
- Properties of a Good Story (new)
- Properties of a Bad Story (Part 1)
- Properties Of Bad Story (Part 2)
- Not All Things Are Stories
- Summary