Identifying User Stories and Use Cases

Outline

- User Stories

- Use Cases

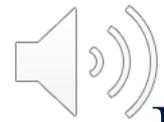- User Goal Technique

- Event Decomposition Technique

Functional Requirements

- **Defining functional requirements**: *User Stories* vs *Use Cases*

- **Similarity** of the two concepts: focusing on the goals of the user, and showing the list of functions at the appropriate level of detail

- **Difference**: approaches taken to identify them, and the amount of details captured in them.
  - User stories are usually favoured by highly Agile system development methodologies, where much detailed are filled in the design and coding stages.
  - In contrast, the documentation of use cases is more complete, with detailed steps carried out by the user and the system.

User Stories

- A User Story is a one-sentence description of a *work-related task done by a user to achieve some goal or result*

- Suitable in Agile development
  - Simplicity, value added and user collaboration
  - Less formal than UML diagrams

User Stories

- A User Story is a one-sentence description of a *work-related task done by a user to achieve some goal or result*

- Suitable in Agile development
  - Simplicity, value added and user collaboration
  - Less formal than UML diagrams

- The template for a user story description is:
  - "`As a <role> I want to <goal> so that <benefit/reason>`"

- Examples:
  - "As a teller, I want to make a deposit to quickly serve more customers."
  - As a bank customer, I want to withdraw cash and feel confident the stack of cash I get is the correct amount."

User Stories

- **Acceptance Criteria** identify the features that must be present at the completion of the task
  - For testing once user stories are implemented
  - Focused on functionality (functional requirements)
  - For verifying whether users are looking at the user stories they provide at an appropriate level

User Story

As a _teller_, I want to _make a deposit_ to _quickly serve_ more customers.

Acceptance Criteria:

1. Customer lookup must be by name or by account number.
2. Nice to display photo and signature of customer.
3. Any check hold requirements must be indicated.
4. Current balance and new balance must be displayed.

User Stories

- Sample User Story for the ROM CSMS system

User Story

As a *shipping clerk*, I want to *ship an order* as *accurately* as possible as soon as the order details are available.

Acceptance Criteria:

1. Available order details must pop up on the screen when available.
2. Portable display and scan device would cut time in half.
3. Sort the items by bin location.
4. Indicate number of items in stock for each item and mark backorder for those not available.
5. Recommend shipper based on weight, size, and location.
6. Print out shipping label for selected shipper.