**4-3 Journal: Tester**

Christopher King

Southern New Hampshire University

CS-250 Software Development Lifecycle

Professor Rangitsch

July 23rd , 2023

* **What elements of the user stories were the most helpful in developing your initial test cases?**
  + User stories are very important when developing test cases. The user stories help provide the essential information for what is considered as “pass” criteria. With the users telling us what they expect and what they would like, we can use this information to create the test cases to make sure the users needs/wants are met.
* **What was missing from the user stories that would have been helpful?**
  + Something that was missing from the user stories that would have been more helpful would be more details. The users provided us with fairly vague wants/needs, so anything outside their short statement we either have to guess or request more information. It would be better to request more information since guessing would just be a shot in the dark. More detail is always better.
* **How might you go about getting this additional information?**
  + We can reach out to the product owner to see if they could contact the users that were interviewed for more information pertaining to our questions. This can be done in person, over the phone, or even via email. If we are unable to contact the users from the initial interaction, we could utilize another pool of users with more direct questions.
* **Create a sample email that would effectively relate your needs and prompt a proper response. Be sure to identify the recipient of the communication and the specific information you expect to receive.**
  + **Sample Email:**

To: Product Owner

Subject: User Story Clarifications

Dear Product Owner,

I am reaching out to you for some clarifications on the user stories that were provided to us for SNHU Travel. We are currently working on creating the test cases for this project and would like to see if we could get more details as to what the users are expecting? If there are more details of what the users would like, could you please send them over to my team at the earliest convenience? If we already have all the details provided, would it be possible to set up a meeting with my team and the users interviewed so we could get some clarification to what they would like to see and possibly ask some more detailed questions to ensure we are providing what is expected? Thank you for you help and I look forward to your response.

Thanks,

Chris King