

# System Analyst User Stories

## Healthcare System Example (Patient Management System)

Role	Story	Benefit
Patient	Book an appointment online	Schedule visits without calling the clinic
Staff	Schedule and update patient appointments	Manage clinic's calendar efficiently
Patient	Pay for my appointment online	Avoid waiting in line at the clinic
Patient	Access my medical records online	Review treatment history anytime
Staff	Update patient records	Keep information accurate and up-to-date

## Corporate HR System Example (Employee Onboarding)

Role	Story	Benefit
Employee	Complete personal information online	HR has my details before first day
Manager	Assign onboarding tasks	New employees know responsibilities right away
HR Staff	Track training completion	Ensure compliance with company policies
Employee	Request laptop and ID badge online	Be ready to start work immediately

## E-Commerce Example

Role	Story	Benefit
Customer	Search for products by category and price	Quickly find items I want
Customer	Track my order status	Know when items will arrive
Warehouse Staff	Update inventory in real-time	Customers see accurate stock levels
Customer	Request returns online	Avoid calling customer service

## System Analyst–Focused Additions

Role	Story	Benefit
System Analyst	Enable payment at booking	Patients can pay seamlessly during booking
System Analyst	Log all access to patient data	Comply with HIPAA regulations
System Analyst	Ensure system handles 1,000 concurrent users	No interruptions during peak hours
System Analyst	Generate monthly usage reports	Leadership monitors adoption and ROI