# Components of a decent requirement

## Key

**FRAMEWORK – Template**

**Input – Data that is obtained or provided by the client / business**

**[DESCRIPTOR] – Removed once story has been written, describes what the Input needs to be**

## Pre-requisite

A Problem to overcome**:** *“We have no idea how many tickets we have outstanding at any given point, and as a result, SLAs are being breached”*

## Story Structure

### User Story

The User story details want the business/client needs, and what value it will bring to the business/client. This is not a solution, rather a question that can be asked of any suggested solution.

**AS** **A** **Service Desk Admin** **[WHO WILL BENEFIT FROM THIS STORY / WHO IS THE END USER]**

**I WANT** **a Regular report of all tickets raised** **[INVERSE OF THE PROBLEM]**

**SO THAT** **ticket lifecycle can be managed** **[WHAT VALUE IS ADDED]**

### Acceptance Criteria

The Acceptance Criteria is a checklist that confirms a User Story has been delivered. This is also used to help define test cases

**AC 1.3.2.1 [REFERENCE FOR TRACEABILITY]**

**GIVEN a record of all tickets logged [STARTING SCENARIO]**

**WHEN Month End is reached [TRIGGER]**

**THEN All tickets created in the current month are added to a ‘new tickets report’ [EXPECTED RESULT]**

**AC 1.3.2.2**

**GIVEN the new tickets report**

**WHEN it is generated**

**THEN the below data items are included in the report: Ticket ID, Business Area, Description, Date Created, current status, days until SLA breach**

## Test cases

Each AC will generally have at least one test case assigned to it. Passing test cases is how we prove AC have been met, which in turn prove a User story has been delivered

**Testcase 1.1 – AC 1.3.2.1**

Steps:

1. Create 10 Tickets in Service Desk
2. Set System date to last day of the month (where last day of the month is a working day)

Expected Result:

A report is generated containing data for all 10 tickets

**Testcase 1.2 – AC1.3.2.1**

Steps:

1. Create 10 Tickets in Service Desk
2. Set System date to last working day of the month (where last day of the month is **not** a working day)

Expected Result:

A report is generated containing data for all 10 tickets

**Testcase 1.3 – AC1.3.2.1**

Steps:

1. Create 10 Tickets in Service Desk
2. Set System date to penultimate day of the month (where last day of the month is a working day)

Expected Result:

No Report is generated