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Module 4 Journal

What elements of the user stories were the most helpful in developing your initial test cases?

The elements of the user stories that were most helpful in developing the initial test cases were the customer reviews and input that the product owner gathered in the first meeting. Knowing the needs and experiences of past and current customers helped to develop test cases that were related to better future development of the project and test cases related to customer requirements.

What was missing from the user stories that would have been helpful?

More information about the type of user interface that customers would like to see would be helpful when developing test cases. A lot of the tester's job is to test the program and so there is a lot of user face interaction and most of the test case scenarios are developed based on that interaction. Having a better understanding of past experiences of user interface interactions, expectations and improvement suggestions about those interactions would help the tester tremendously.

How might you go about getting this additional information?

A good way to get this information would be to host another client meeting, user interviews or surveys etc. It is also important that customer review options are integrated into the system design so that test cases about user interface interaction etc. can continue to be updated and accustomed to customer needs even beyond the release date of the product.

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.

Dear Product Owner,

While developing test cases for the SNHU Travel website, it has come to my attention that I have very few user stories that are related to customer interaction with the website. More information about these reactions would help me and my fellow colleagues/ testers create test cases tailored to customer needs.

I think that it would be helpful to gather information about:

1. What does the user think about the webpage design?
2. Are there any accessibility issues that need to be addressed/ resolved?
3. Is the website easy to navigate?
4. Are there any suggestions about how to make the website better?
5. Are there enough tools available to maximize the customer experience on the website?

Thank you,

Sean Toon