



# Writing efficient user stories

## - answering wh[o|at|y]

### Admiral Technologies

Andreas Kleinbichler, 26/09/2025, Linz



# Speaker

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    "MongoDB", "RabbitMq", "Docker", "K8s",  
    "Microservices", "AWS", "LINUX"  
  ]  
}
```



SUBMIT  
 INDICATE FAV. ARTISTS LOCATION ON MAP  
 FACEBOOK TWITTER EMAIL  
 VOTING RULES  
 ART PRIZE EVENTS  
 SHOW TO 2 LIST  
 FILTER ARTIST BY FAVORITES  
 ARTIST DETAIL SCREEN  
 ABOUT ATOMIC OBJECT  
 PUBLIC EVENTS  
 VOLUME TO 2 IN NEW LIST  
 SYNC WITH WEB FAV.  
 VENUE DETAIL SCREEN  
 FAQ  
 SPONSOR EVENTS  
 VOTE STAGES  
 Together  
 Ideal Favorite Artist  
 EVENT LIST SCREEN  
 SOCIAL MEDIA LINKS  
 REFRESH  
 LINK TO  
 GROUP BY DAY  
 LINK TO  
 CUSTOM MESSAGE  
 LINK TO  
 FILTER FAVORITE VENUES  
 Q's  
 Q's  
 Q's

- Back in 1990 the XP (Extreme Programming) approach looked out for an alternative to **rigid requirements documentation**.
- Development teams should connect better with **business**.
- Requirements should be handled by **conversations**.

# What is a user story?

- This brought us the story card.
- We get a brief and simple statement, that describes a feature from a user's perspective.
- This statement can then be used to facilitate discussion.

As a speaker at Socrates  
I want to share my presentation,  
so that the audience can prepare  
for subsequent discussions.

Id:1

By: Andreas Kleinbichler

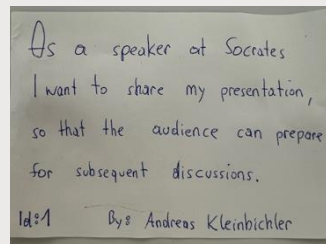


# What is a user story ?

Let's compare the concepts of user story and requirement.

ID	BUSINESS REQUIREMENT	BP-	PRTY
BR-010	Ability to securely complete up to 4 daily ATM withdrawals for a cumulative maximum daily withdrawal of \$500	001	M
BR-011	Ability to restrict any ATM withdrawal that will result in an account's available balance dropping below \$100. <b>Deferred: Out of Scope</b>	001	M
BR-024	Ability for a customer to create a unique user ID and strong encryption password to establish an online profile linked to one or more accounts and use these credentials to access their accounts at an ATM	002	M

VS.



As a speaker at Socrates  
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for subsequent discussions.  
Id:1 By: Andreas Kleinbichler

User Story	Requirement
Brief description	Detailed description
Editable and flexible	More rigid and less flexible
As a <role> I want to <feature>, so that <value>	The system shall <feature>
Describes a problem	Specifies a solution

# What is a user story ?

Scenario: “Improve customer sign up”.

We are working on a web site where customers need to create an account (sign up) before they can use the application and generate revenue for the company.

The customer acquisition manager Alex observed, by evaluating tracking data and KPIs, that with the current solution customers are often failing by entering the address of their residence. Therefore, he approaches the development team to increase the usability of the form. Alex knows that the team is very experienced and has a great understanding of the business as well. He is totally fine handing over the problem statement and keeps himself available for discussing details.

We are in the role of a software architect and our job is setting up a project for the development team.

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# What is a user story ?

- Scenario: “Improve customer sign up”.
- How would you do this with the team ? Let’s give it a try.

Questions we can ask ourself:

- Do we need to invest in a detailed requirements document upfront ?
- Do we need more upfront specification or can we leave the details to the team ?
- Is it difficult specifying related quality requirements ?
- Do we have any risks which needs to be communicated to stakeholders ?

Hands On !

# What is a user story ?

Scenario: “Implement customer’s data verification”.

Beth is working as a compliance manager for a company with around 100k clients. The system needs to store customer related data (e.g.: address, name, birthdate, sex...) in it’s database.

Because of a change in law a new regulation requirement is popping up. At least once per year every customer needs to confirm the correctness of data. Without this confirmation it is not allowed to provide any service to the customer. The legal requirement needs to be in place within one month.

As this feature neither adds some business value nor has a positive impact on the revenue, the budget for implementation is limited by a cycle time of 1 team sprint.



# What is a user story ?

Scenario: “Implement customer’s data verification”.

In alignment with the legal department, which must approve the solution, Beth needs to create a concept. Together with software architects and project management she has to make sure that the budget is not exceeded and the delivery happens in time.

The solution is showing annually a modal window to the customer that displays the personal data. The customer has the options whether to confirm, cancel or to navigate to a form where the data can be edited. The date of the confirmation needs to be stored and should be visible to auditors.



# What is a user story ?

Scenario: “Implement customer’s data verification”.

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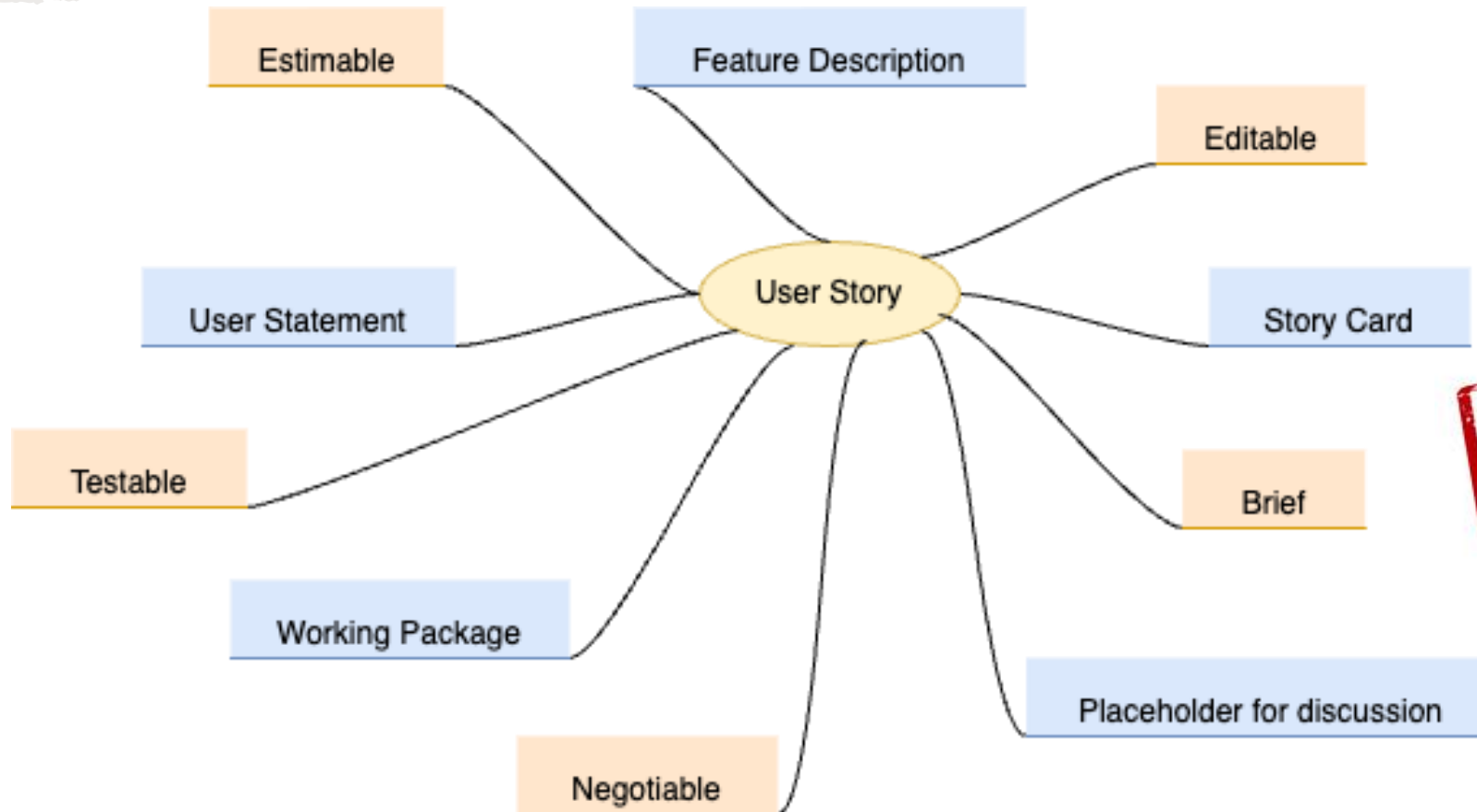
How would you do this with the team ? Let’s give it a try.

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Hands On !

# What is a user story ?

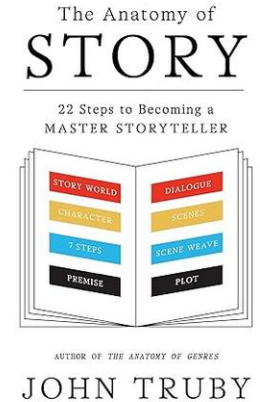


**SUMMARY**



# Anatomy of a user story ?

First of all, let's have a closer look at the title.



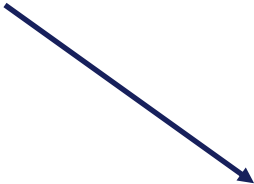
As a **speaker** at SoCraTes I want to **share my presentation**,  
so that the **audience can prepare for subsequent discussions**.

As a **<role>** I want to **<feature>**, so that **<value>**.



# Anatomy of a user story ? <role>

WHO



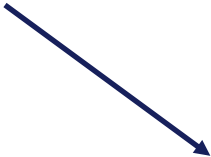
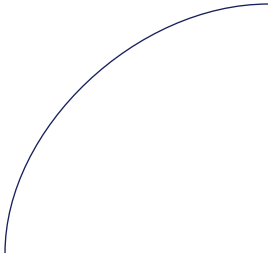
STAKEHOLDER  
KYS

KYC

===

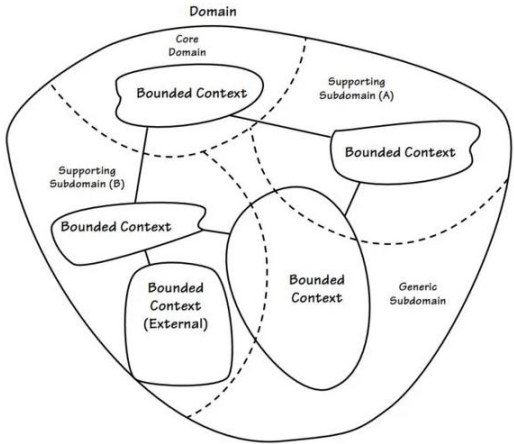
Know Your Stakeholders

Role	Contact	Relevance for approval	Expectation
Project leader	Ms. Foobar, Ph.D.	High	Overview technical risk, external interfaces
Project sponsor	Mrs. Lovelace, Ph.D.	High	Proof that the top-3 quality goals can be achieved
Backend Developer	Bruno Batch	None	Persistenz and reporting concept, Details DWH interface



SRP

Separation of Concerns



# Anatomy of a user story ? <value>

Everything we do as an engineer improves the system and generates some value.

We should not overachieve quality goals.

Stakeholder should tell us their problems and not propose a solution.







# Anatomy of a user story ?

*Let's find a good title for a user story.*

## ***Feature Description:***

During the registration process our customer's need to upload a picture of an ID document. This helps us preventing fake accounts in the system. The name and birthdate in this document must match the entered data at registration. If not, the customer is not allowed to finalize the registration. The compliance team requested a proper extension of the registration for the upload.

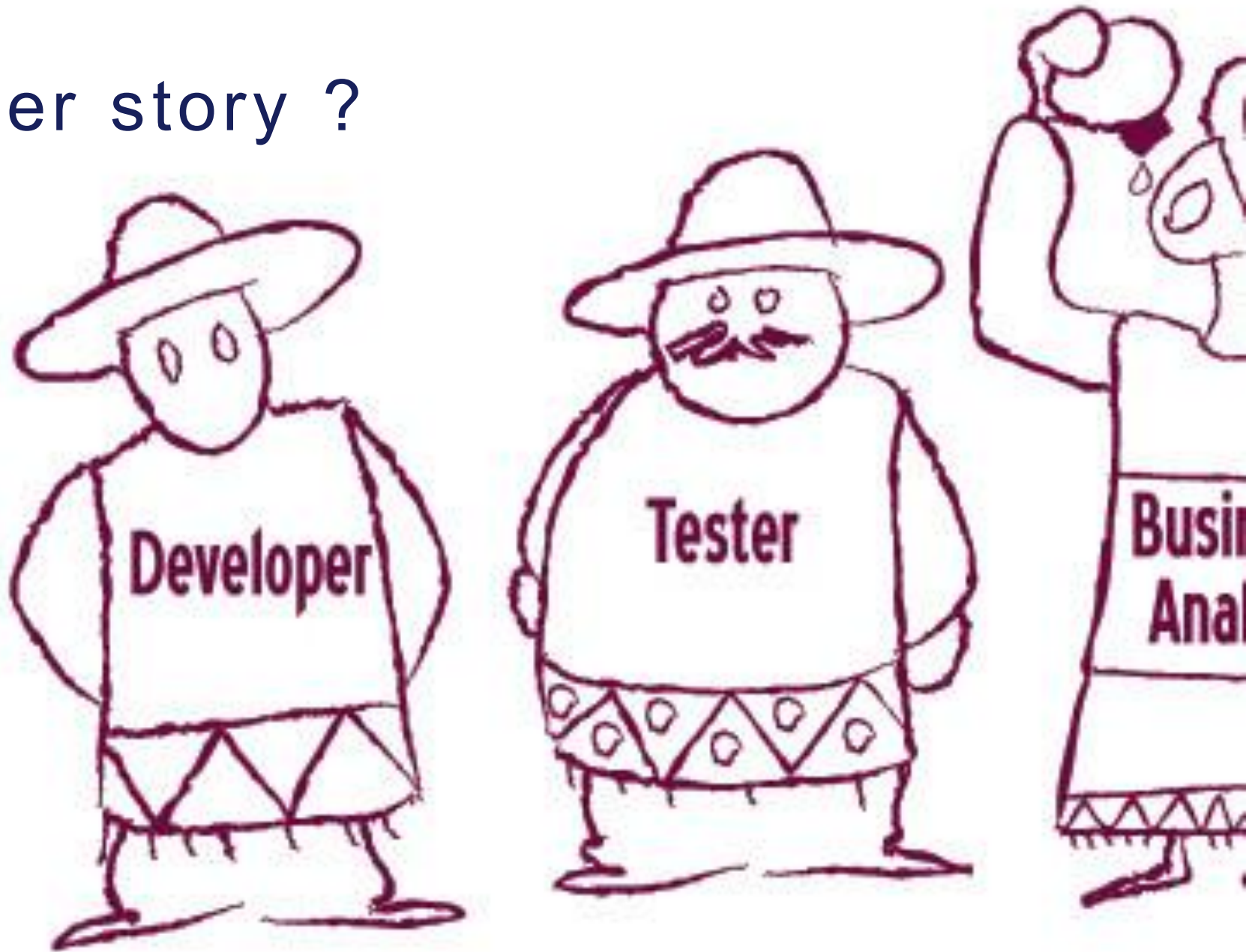
**Hands On !**

# Anatomy of a user story ?

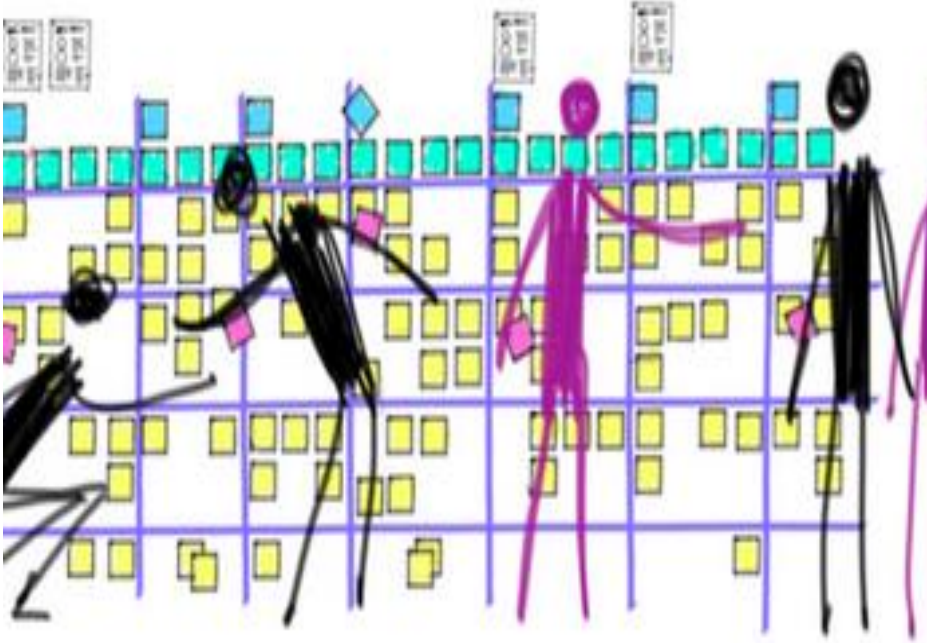
Let's now set up the whole story.

In our story discussion we are following the 3 amigos concept giving a voice to **Business, QA** and **Developer**.

To make this more efficient, the company provides a proper template for the story discussion.



# Anatomy of a user story ?



**Hands On !**

## ***Discussion***

Documents relevant parts of the discussion. Links requirement documents, meeting minutes of clarifications, risks ...

## ***Acceptance Criteria***

Lists the acceptance criteria.

## ***Estimation***

Contains an estimation of the story in time (person days) or story points (1, 2, 3, 5, 8, 13, 20, 40, 100).

## ***Priority***

Illustrates the priority of the story (low, medium, high ...).



# Stories driving projects

Explain the meaning of user stories for projects.

A feature/project can be visualized as a bundle of stories and once all of its stories are realized it is completed.

The user stories are the basis for **driving the project**, **estimating short time goals**, **risk-based architecture**, visualizing **dependencies** between teams and **tracking progress**.

## Do you agree ?

# Stories driving projects

Description of the feature: “Customers need to be linked to their IBAN.”

We are receiving following requirements from our compliance team:

1. The customer must enter his IBAN on the website and system must keep it persistent. Authorities may request the IBAN to a customer.
2. The IBAN must be validated by the IBAN Validation algorithm.
3. The IBAN needs to be unique (we must make sure that we never ever store an IBAN twice in the system).
4. The IBAN must undergo a name check. In case of a failing this check we must lock the customer's account at latest one month after the change. The name check is done by an external bank service (IBAN Online Check Service).

# Stories driving projects

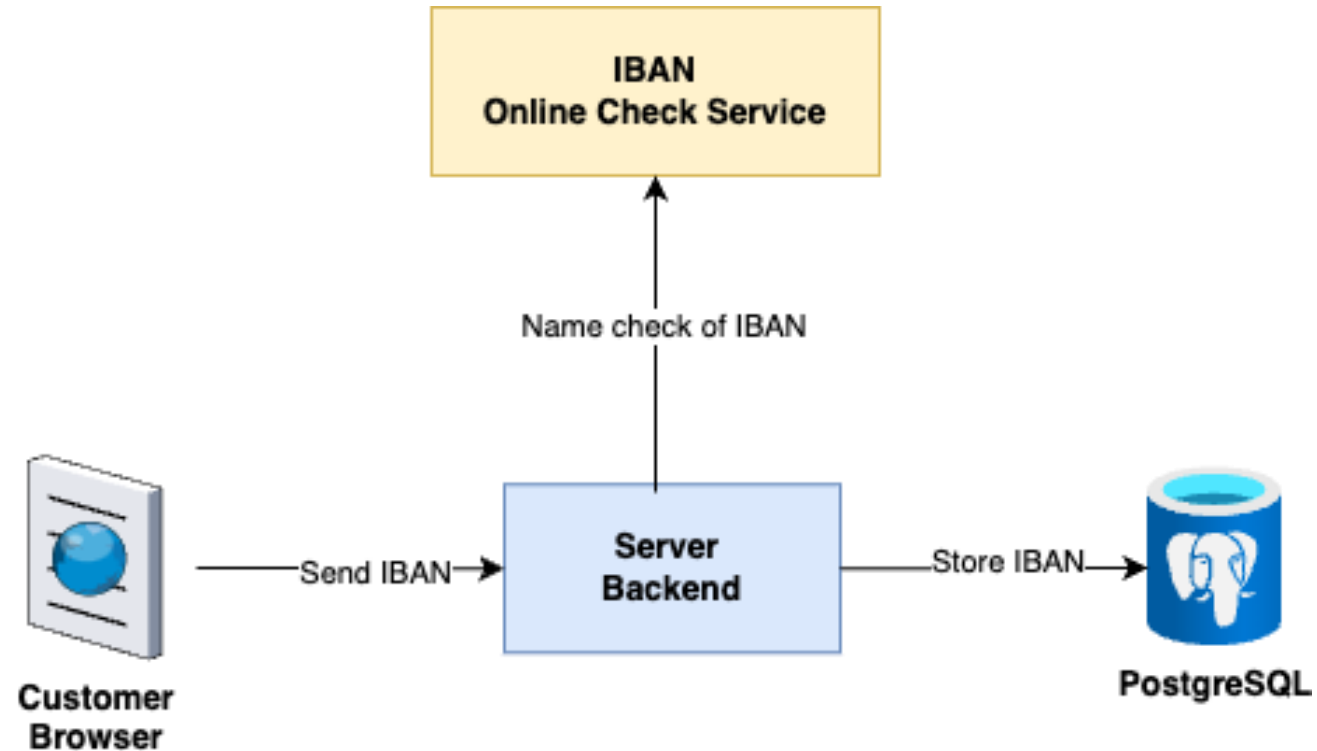
## Goals / Constraints:

- The feature needs to be available as soon as possible to be compliant. It is totally acceptable defining a kind of MVP which lacks some usability. The full solution can then be deployed in subsequent iterations and improve usability.
- We need to use a new database technology for the feature. The current database(MongoDB) setup is not sufficient as it is hosted in US and we are only allowed to store this data in Europe. Therefore, we got a PostgreSQL instance hosted by a cloud provider in Europe. Technology and deployment are totally new for the development team.



# Stories driving projects

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# Stories driving projects



Let's now create a couple of user stories in order to fulfill the goals as much as possible:

- Be compliant as soon as possible
- Each user story should generate a value
- Stay compliant in each iteration
- Prioritize the stories and define iterations for deployment
- Try to tackle risk early

Hands On !



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Any Questions ?





Thank you very much

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