**USER STORIES**

What is a user story?

A user story is an informal, general explanation of a software feature written from the perspective of the end user. Its purpose is to articulate how a software feature will provide value to the customer.

A key component of agile software development is putting people first, and a user story puts end users at the center of the conversation. These stories use non-technical language to provide context for the development team and their efforts. After reading a user story, the team knows why they are building, what they're building, and what value it creates.

User stories are one of the core components of an agile program. They help provide a user-focused framework for daily work — which drives collaboration, creativity, and a better product overall.

A user story is a short, simple description of a feature told from the perspective of the person who desires the new capability, usually a user or customer of the system. User stories typically follow a simple template:

As a < type of user >, I want < some goal > so that < some reason >.

A screenshot of a template

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**Examples of User Stories**

* As a site member, I can fill out an application to become a Certified Scrum Trainer so that I can teach Certified Scrum Master (CSM) and Certified Scrum Product Owner (CSPO) courses and certify others.
* As a trainer, I want my profile to list my upcoming classes and include a link to a detailed page about each so that prospective attendees can find my courses.
* As a site visitor, I can access old news that is no longer on the home page, so I can access things I remember from the past or that others mention to me.
* As a site visitor, I can see a list of all upcoming “Certification Courses” and can page through them if there are a lot, so I can choose the best course for me.

User story examples for banking systems

To understand the needs and desires of customers using online banking platforms, let’s look at some user story examples related to banking systems.

=>As a customer, I want to receive e-statements for my bank account, so that I can reduce paper waste.

=>As a user, I want to schedule future payments, so that I can ensure my bills are paid on time.

=>As a customer, I want to categorize my transactions, so that I can better understand and manage my spending habits.

Historically user stories were deliberately kept informal, written on index cards or sticky notes, stored in a shoe box, and arranged on walls or tables to facilitate planning and discussion. Their impermanence made it easy to tear them up, throw them away, and replace them with new stories as more was learned about the product being developed.

Don't let the fact that a user story exists in a tool make you any less willing to discard stories when they are no longer needed!

=>user stories are an agile software development/ project management tool that provides users with simple, natural language explanations of one or more features written from end-user's perspective.

=>user story doesn't go into detail. It just mentions how certain type of work will bring value to end user

=>end - user can be internal user or external users

=>user stories forms epics and initiative

epics ===> large work broken down into user stories

initiative ===> group of epics

1. **Initiative:**
   * An initiative is a high-level effort or objective that aligns with the strategic goals of the organization.
   * Initiatives provide a broader context for the work being done and help prioritize the allocation of resources towards achieving strategic objectives.
   * Initiatives are often broken down into smaller, more manageable pieces of work, such as epics, which represent the major functional or technical components required to fulfill the initiative.
2. **Epic:**
   * An epic is a large body of work that can be broken down into smaller tasks or stories.
   * Epics represent major features or functionalities that deliver significant business value.
   * They are too large to be completed in a single iteration or sprint and are typically broken down further into smaller, more manageable user stories or tasks.
   * provide a way to organize and prioritize work within the context of an initiative, allowing teams to focus on delivering value incrementally while keeping sight of the larger strategic goals.

Agile user stories are composed of three aspects that Ron Jeffries named in 2001 with the wonderful alliteration of card, conversation, and confirmation:

Card: Written description of the story, used for planning and as a reminder

Conversation: Conversations about the story that serve to flesh out the details of the story

Confirmation: Tests that convey and document details that can be used to determine when a story is complete.

User stories have many advantages, but the most important might be that every user story is a placeholder for a future conversation.

Note that you don't see any user story, "As a product owner, I want a list of certification courses so that..." The product owner is an essential stakeholder, but is not the end user/customer. When creating user stories, it's best to be as specific as possible about the type of user.

Consider the following when writing user stories:

* Definition of “done” — The story is generally “done” when the user can complete the outlined task, but make sure to define what that is.

* Outline subtasks or tasks — Decide which specific steps need to be completed and who is responsible for each of them.

* User personas — For whom? If there are multiple end users, consider making multiple stories.

* Ordered Steps — Write a story for each step in a larger process.

* Listen to feedback — Talk to your users and capture the problem or need in their words. No need to guess at stories when you can source them from your customers.

* Time — Time is a touchy subject. Many development teams avoid discussions of time altogether, relying instead on their estimation frameworks. Since stories should be completable in one sprint, stories that might take weeks or months to complete should be broken up into smaller stories or should be considered their own epic.

Once the user stories are clearly defined, make sure they are visible for the entire team.

**EXAMPLE:**

**Amazon user story example**

We picked out this [Amazon user story example](https://www.techbeamers.com/agile/) because it gives us an insight into the type of story expected in an agile environment in a large multinational tech company. The interesting thing is, it’s really straightforward. There’s no technical jargon and anyone from any discipline can understand it, which is what user stories are all about.

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In this example, the user is registered with them and wants to buy a kindle for their friend. One of the ways the team might respond to this story, depending on who their user persona is, might be to include a gift section on the home screen. It might say something like “The perfect birthday gift”. On the other hand, they might choose to display a message that tells the user they can instantly send gifts as they browse items like the kindle.

Another action they might want to follow up on is to ensure that the customer can add new addresses or choose their current address list swiftly and easily. If you use Amazon you’ll see that this is actually the case!