User Stories
Assignment Instructions

For this assignment, you'll develop user stories based on the work you did in the first assignment, Personas, Problem Scenarios, & Propositions, including:

- An introduction to guide your peer reviewers
- User story
- Storyboard
- Child stories and test cases

You can do this using the templates that follow, or you may want to start working from a complete 'Venture Design Template' (this template requires use of Google Docs). In addition to the following instructions and assignment rubric, the Your Best Agile User Story reading may help as a written reference.

Complete the following FOUR steps for this assignment:

1. **Intro for your peer**
   a. Briefly introduce your area of interest, using the Positioning Statement you developed in the last assignment.
   b. You should also include the personas and problem scenarios from the last assignment to help your peer reviewers understand what you've done so far.
   For example, "For HVAC technicians, getting parts to a job is time-consuming, difficult, and unpredictable. Right now, they have to call the office and request the part then wait for an update on the phone or through a call-back. The persona I'm focusing on is Trent the Technician. He's an HVAC technician."

2. **Develop a user story that flows from your persona.**

This will be an 'epic' that you'll detail out with a storyboard child stories. That said, remember, most feature ideas are a lot more involved than we think. Make sure your epic deals with relatively specific, atomic interactions, like Ted the Technician figuring out how much a part will cost and when he can get it so he can plan next steps with the customer. *This is not the story of your whole product/project.*

   a. Use the formula, "As a [persona], I want to [do something] so that I can [derive a benefit]."
   For example, "'As Ted the HVAC technician, I want to identify a part that needs replacing so I can decide my next steps."

   b. Be sure to fully think through the [derive a benefit] clause, since this is where you establish why you think the software will be valuable to the user. Make sure your idea on this is testable and focused on a specific functional area. If you put working software or a prototype in front of the customer and asked them to accomplish a specific goal, how would you tell if they accomplished it or not?

   For example with Ted the Technician, after he finds the part he wants and sees its cost and availability, we might ask 'Based on this, what would you do next?' and see if he describes

clearly what he'd say to the customer and his dispatch. (It probably wouldn't be a good idea to just ask him if it was enough info; he'll probably just say 'yes' to be nice/so he can be done.).

3. Create a storyboard

Storyboarding helps make sure that you've got (and/or are developing) real, functional empathy for your persona and problems scenarios.

a. I recommend starting with pen and paper. If you take a sheet of paper and fold it in both directions and rip at along the lines you create, you'll have four pretty good sized squares. Remember, the idea isn't to create art; it's a sketch whose only use is helping you think through your understanding and communicate it to collaborators. You'll want 3-6 squares at the end so you'll probably need a few sheets of paper.

   Note: You may use the online tool, Storyboardthat.com, but remember to keep it simple. Avoid colors—and give the 'pencil' setting a try for the shapes and figures.

b. Create a storyboard with 3-6 squares (or more as needed) that starts from the beginning and follows your persona through the use of your solution, your proposition in solving a discrete problem. Add notes that explain what the persona is doing and why. Probably the best way is to number the squares and then add the notes by number using text.

c. Once you're done, just snap a photos with your phone (steady hands!) to include with your assignment.

4. Develop a complete list of child stories and test cases

These should detail all the steps involved from the beginning to end of your epic. Add test cases and definitely add notes to yourself in areas where you know you have some discovery to do, some questions to ask.

Below is an example and there are more in Appendix A of Your Best Agile User Story.

'As Ted the HVAC technician, I want to identify a part that needs replacing so I can decide my next steps.'

Child story	**Test cases**
'I know the part number and I want to find it on the system so I can figure out next steps on the repair.'	Make sure it's possible to search by part number. Make sure descriptive info appears as the search narrows (photo?) to help avoid error.
'I don't know the part number and I want to try to identify it online so I can move the job forward.'	Make sure it's possible to search by make/model of units Make sure it's possible to search by type

'I don't know the part number and I can't determine it and I want help so I can move the job forward.'	Make sure an estimate of the turnaround time for an expert to review is available
'I want to see the cost of the part and time to receive it so I decide on next steps and get agreement from the customer.'	Make sure it's possible to dispatch a request by email to the customer in case they order their own parts and/or carry their own inventory of spares. NOTE: How would the customer respond so we can help structure the next steps as we would otherwise?
	Make sure it's possible to indicate priority Make sure cost associated with priority delivery are available

a. Detail your stories and test cases in a table like the one below.

Child story (one for each storyboard panel)	**Test cases** (as many as you can think of for each child story)

b. Check your work using the INVEST checklist (click on "Revisiting INVEST" in the Your Best User Story reading).

Remember to upload your work in ONE document (PDF format), including:

- An introduction to guide your peer reviewers
- A user story
- Photo(s) of your storyboard
- Child stories and test cases