📌 **Welcome to This Documentation Guide!**

To make things simple and easy to follow, I've chosen a common example: **User Login** 🔑. You'll see how the same information is structured across different types of documents.

📂 Each template is available for **separate download**.
📚 At the end, you'll find **useful resources** to explore!

Let's dive in! 🚀

User Story

Description:
A short, simple description of a feature told from the perspective of the stakeholder who desires the new capability.

Template Example:

As a: [*User/Role*]

I want to: [*Need/Goal*]

So that: [*Benefit/Value*]

📝 *This structure is not required,* ***As a, I want to, so that*** *however creates discipline and help the team to focus on the goal*

Example:

As a registered user,

I want to securely log in using my email and password,

So that I can access my personal dashboard

Use Cases

Description:
Use cases describe how users will interact with a system to achieve specific goals in a narrative form.
They are Process-driven, Goal-centric and User-focused.

They should be independent of UI design. So we exclude components as wireframes, business rules or technical specifications.

Template Example:

- ID: Use Case ID
- Title: Use Case [Scenario Name]
- Description: Brief description of the Use Case
- Actor(s): The user or system that initiates the scenario
- Preconditions: Conditions that must be true before the use case starts
- Flows: Step-by-step interactions between the actor and the system
    - Basic Flow: Simplest set of steps taken by the actors to achieve the goal. There is only one basic flow per use case.
    - Alternate Flows: Alternative paths for the actors to accomplish the goal.
    - Exception Flow: Paths where the actors' goal is not met
- Postconditions: The state of the system after the use case is completed

Flows Components:

Step ID: Unique identifier for the step in the flow
Actor: Person or system performing the action
Action: What is done in that step
Notes/references: Explanations, references to other entities, etc.

Example:

UC-001: User Login

Description	This use case describes the process by which a registered user logs into the system.
Actor	Registered user
Preconditions	The user is registered and has a valid email/password pair
Postconditions	User logged in successfully and redirected to the dashboard.

Basic Flow

Step ID	Actor	Action	Notes/references
1.	User	Navigates to the login page.	

2.	User	Enters email and password.	
3.	System	Validates credentials.	AF-1 EX-1
4.	User	Is redirected to the dashboard.	

Alternate Flows

AF-1: Invalid Credentials

Step ID	Actor	Action	Notes and References
1.	System	If credentials are invalid, display an error and prompt password recovery.	
2.		[Return to BF-2]	

Exception Flow

EF-1: Unexpected error

Step ID	Actor	Action	Notes and References
1.	System	If an unexpected error is encountered (an exception error occurred), display an error message with a proposal solution.	
2.		[End Use Case]	

Note: To simplify the document and avoid repetition, I have included only one alternate flow. Different alternate paths will be included in the feature below.

Feature

Description:

A distinguishing characteristic of a solution that implements a cohesive set of requirements and which delivers value for a set of stakeholders. The document outlines the functionality of that particular solution, including detailed requirements and design aspects. So we include components as wireframes, business rules or technical specifications.

Template Example:

- Title: Feature Name
- Overview: Brief description of the feature
- Functional Requirements: Detailed list of functionalities
- Acceptance Criteria: Conditions that must be met for the feature to be considered complete
- User Interface and other references: Wireframes or design details (if applicable)
- Actor(s): The user or system that initiates the scenario
- Preconditions: Conditions that must be true before the use case starts
- Flows: Step-by-step interactions between the actor and the system
    - Basic Flow: Simplest set of steps taken by the actors to achieve the goal. There is only one basic flow per use case.
    - Alternate Flows: Alternative paths for the actors to accomplish the goal.
    - Exception Flow: Paths where the actors' goal is not met
- Postconditions: The state of the system after the use case is completed

Flows Components:

Step ID: Unique identifier for the step in the flow
Step Action: What is done in that step
Step Expected results: The expected outcome of a given action.
Notes/references: Explanations, references to other entities, etc.

Example:

AUTH: Authentication - User Login

Title	Authentication
Description	The Authentication feature allows users to securely sign in to the application, sign up for a new account, and manage

	password recovery if they forget their password. This page provides essential user authentication functions while ensuring that the user's data is secure and that errors are clearly communicated.
Functional Requirements	UC-001: User Login UC-002: Create Account UC-003: Recover Password ....
Acceptance Criteria	The login form allows users to enter their email ID and password. If the user enters incorrect credentials, an error message is displayed. The user is not allowed to proceed without entering both the email ID and password. If the user clicks "Forgot Password" they are redirected to a password recovery process where they can reset their password via email. If the user clicks "Create Account" they are redirected to the Sign-up page where they can create a new account.
Wireframes	Link to Figma (Note: In this example, I will insert screenshots of the mockups into the document. However, the best practice would be to provide a link to the visualization tool, such as Figma in this case.)
Other references	Links to Business Rules (BR), TDD (Technical Design Document)

User Login Example

Basic Flow
UC-001: User Login

Actor(s): Registered user
Pre-Condition(s): The user is on the Login Page.

Step ID	Step Action	Step Expected results	Notes and References
1.	User navigates to Login page of the application from the Home Page	System displays the following elements: -Email address input field -Password input field -"Sign In" button -"Forgot Password" and “Create Account” link	
2 .	The user enters email address and Password and clicks on “Sign In” button	The system validates the fields (length and format) and verifies the credentials	AF-1: Mandatory fields missing AF-2: Invalid format fields AF-3: Invalid credentials AF-4: User Not found EX-1: Unexpected error
3.	System accepts the credentials	The system redirects the user to the User Dashboard	

Post-Condition(s): The user is either logged in successfully and redirected to their dashboard, or they remain on the Login Page with an error message if credentials or data input are incorrect.

Alternate Flows:

AF-1: Mandatory fields missing

Step ID	Step Action	Step Expected results	Notes and References
1.	System validates the format and data for the fields (Mandatory field missing. E.g.: Missing email address)	System displays an error message below the corresponding missing field: **[Field Name] is Required**	
2.	[Return to basic flow step 2]		

AF-2: Invalid format fields

Step ID	Step Action	Step Expected results	Notes and References
1.	System validates the format and data for the fields (Field format incorrect. E.g.: Missing @ for email address)	System displays an error message below the corresponding invalid field: “Invalid [Field Name]” along with the accepted format guidelines for the corresponding error.	Message examples: "Invalid Email Address. Please include an '@' symbol in your email address." "Invalid Email Address. Please include a valid domain extension such as .com or .net."
2.	[Return to main flow step 2]		

AF-3: Invalid credentials

Step ID	Step Action	Step Expected results	Notes and References
1.	System validates the credentials entered (Credentials do not match with the system)	System displays an error message: “Incorrect Email or Password” along with a proposal solution message: “Please click on ‘Forgot Password link’ if you forgot your password”	

AF-4: User Not found

Step ID	Step Action	Step Expected results	Notes and References
1.	System validates the credentials entered (Email address do not exists in the system)	System displays an error message: “The email address you have entered does not match any account” along with a proposal solution message: “Please click on ‘Create Account link’ if you want to register”	

Exception Flows:

EX-1: Unexpected error

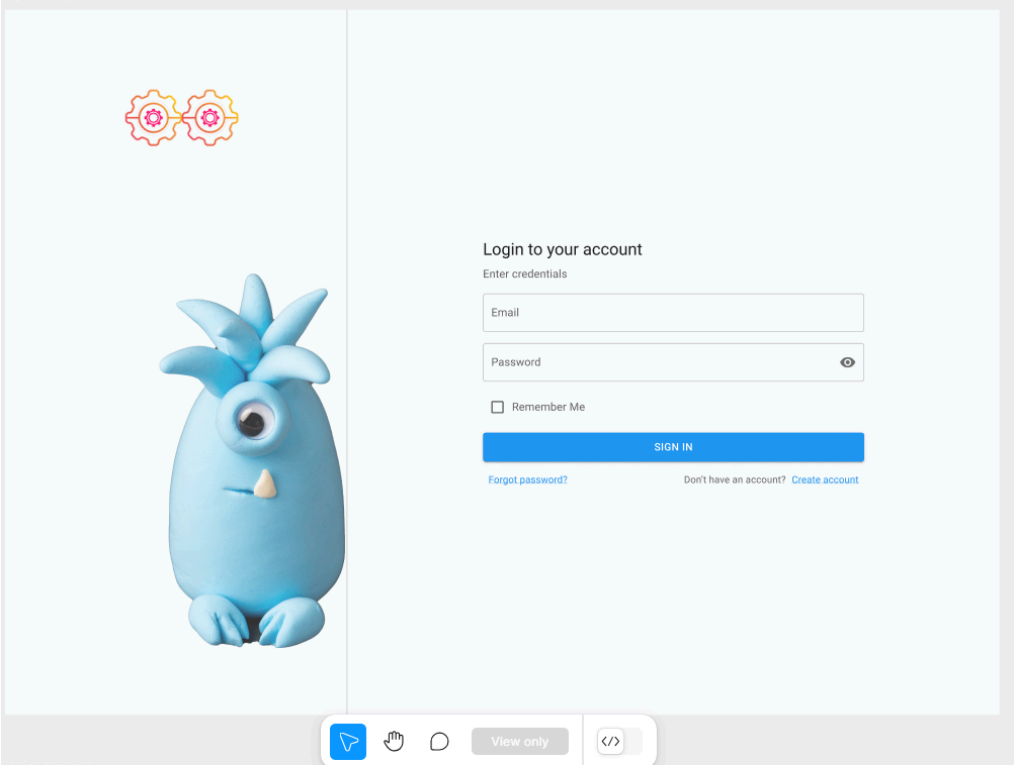
Step ID	Step Action	Step Expected results	Notes and References
1.	System encountered an unexpected error (Exception error occurred)	System displays an error message: “Something went wrong. Please try again in a few minutes” along with the accepted format guidelines for the corresponding error: “We couldn’t authenticate you. This could be due to a network problem. Please click here to contact our Support Team.”	
	End Flow		

Note: Wireframes will be systematically associated with each flow, along with any design specifications. Each will include a proper link to the corresponding document or diagram, ensuring that every team member has access to the necessary tools.

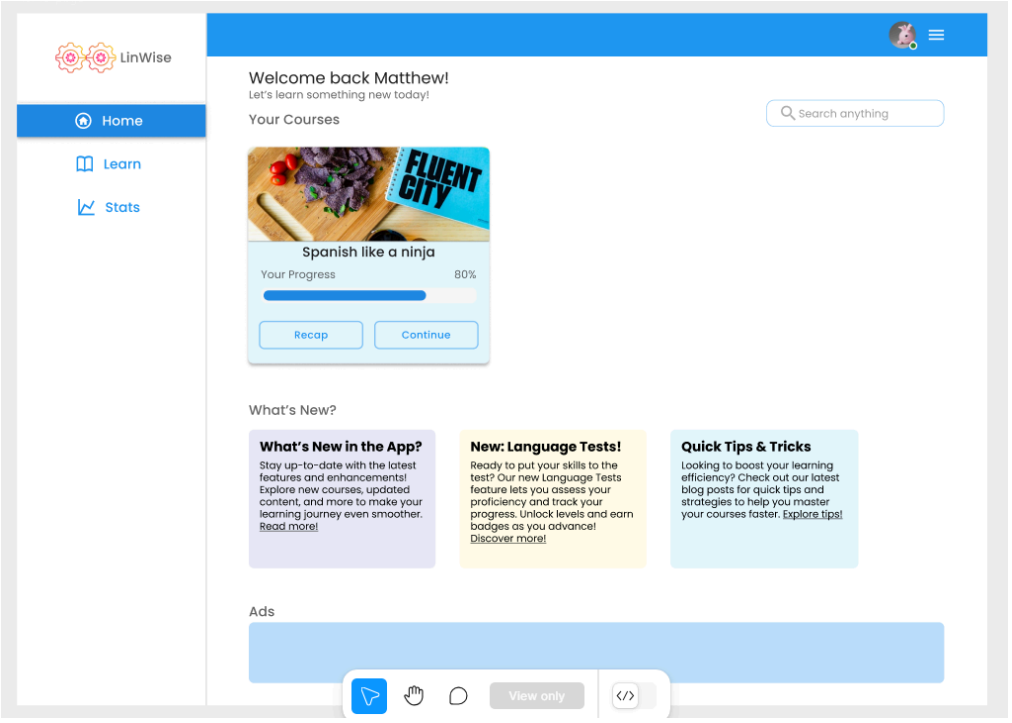
For this example, I have placed all wireframe mockups together in one place to provide a clear overview.

Wireframes:

Login Page - Main

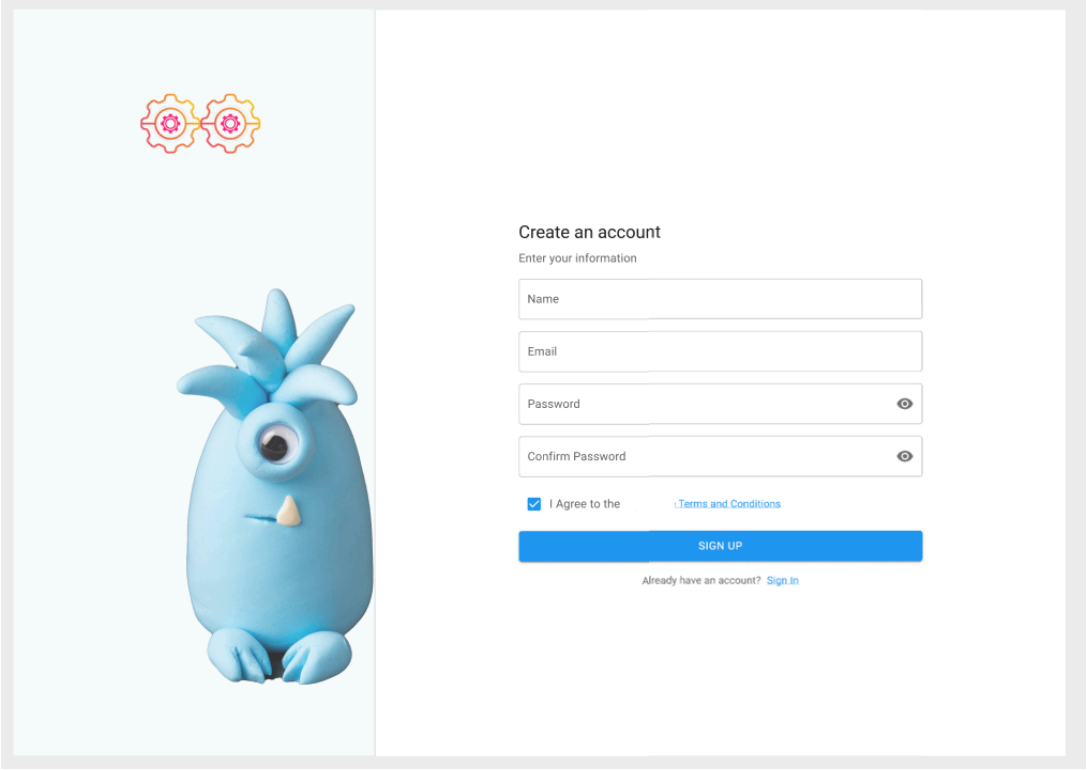


Successful Login - Dashboard redirects

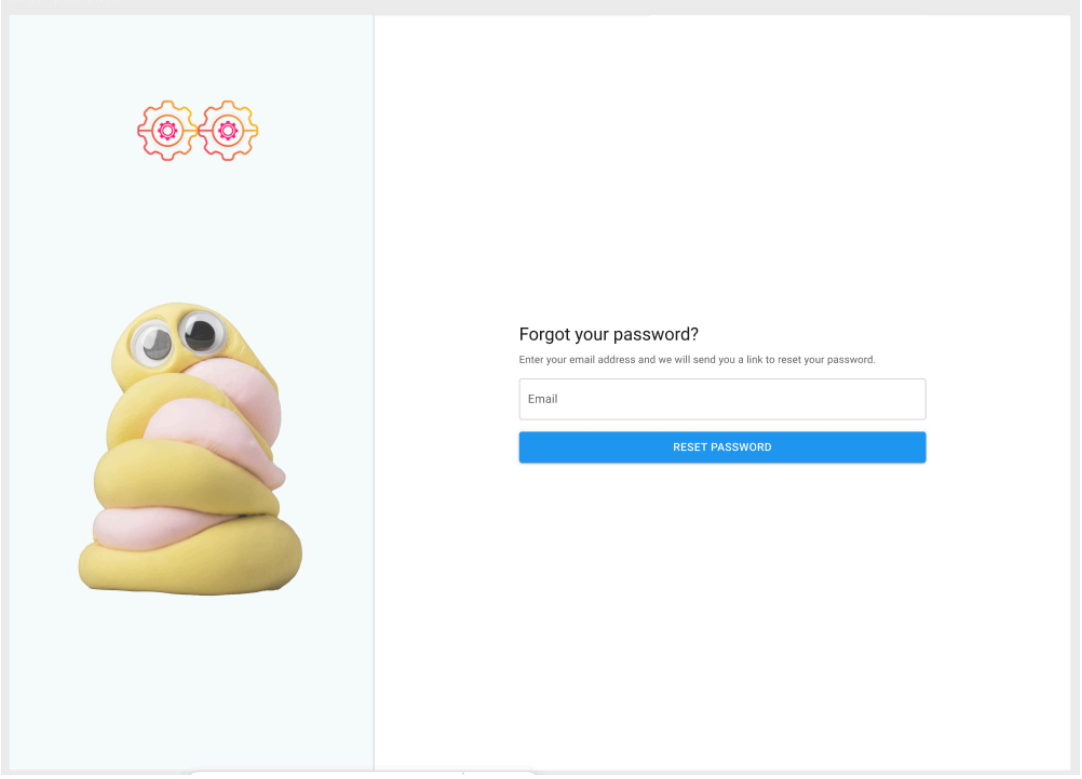


https://www.linkedin.com/in/danamena/
https://github.com/danamena/ba-essentials

Create account link redirects



Forgot Password link redirects



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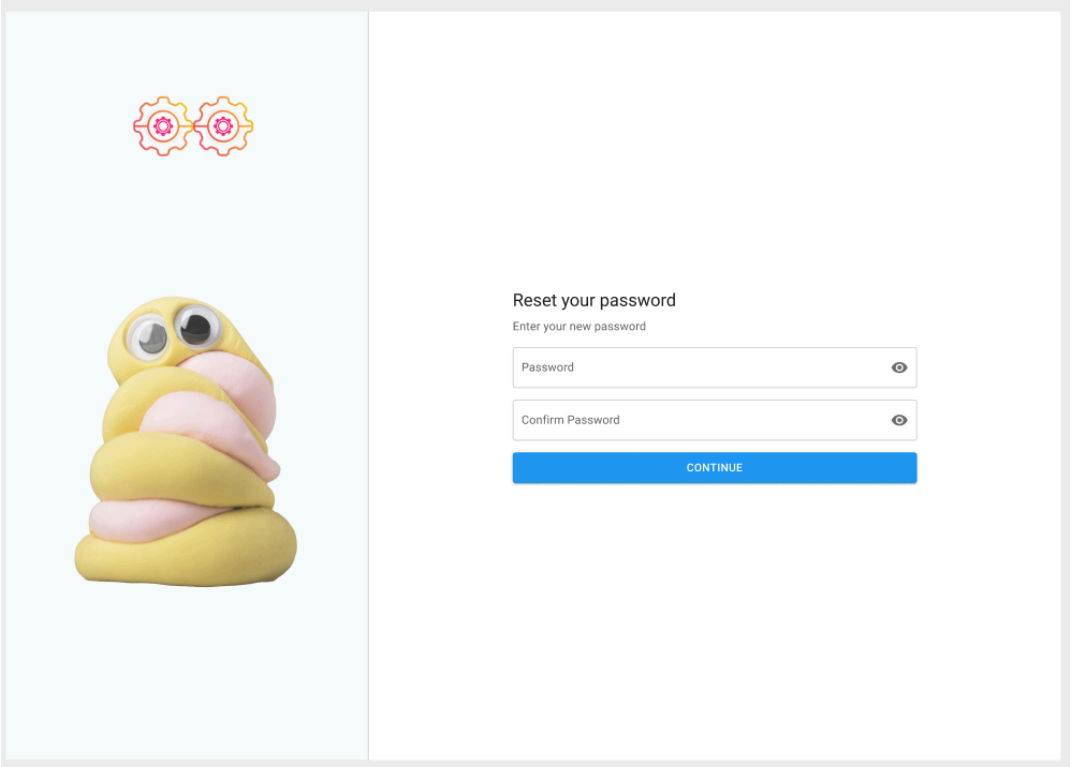
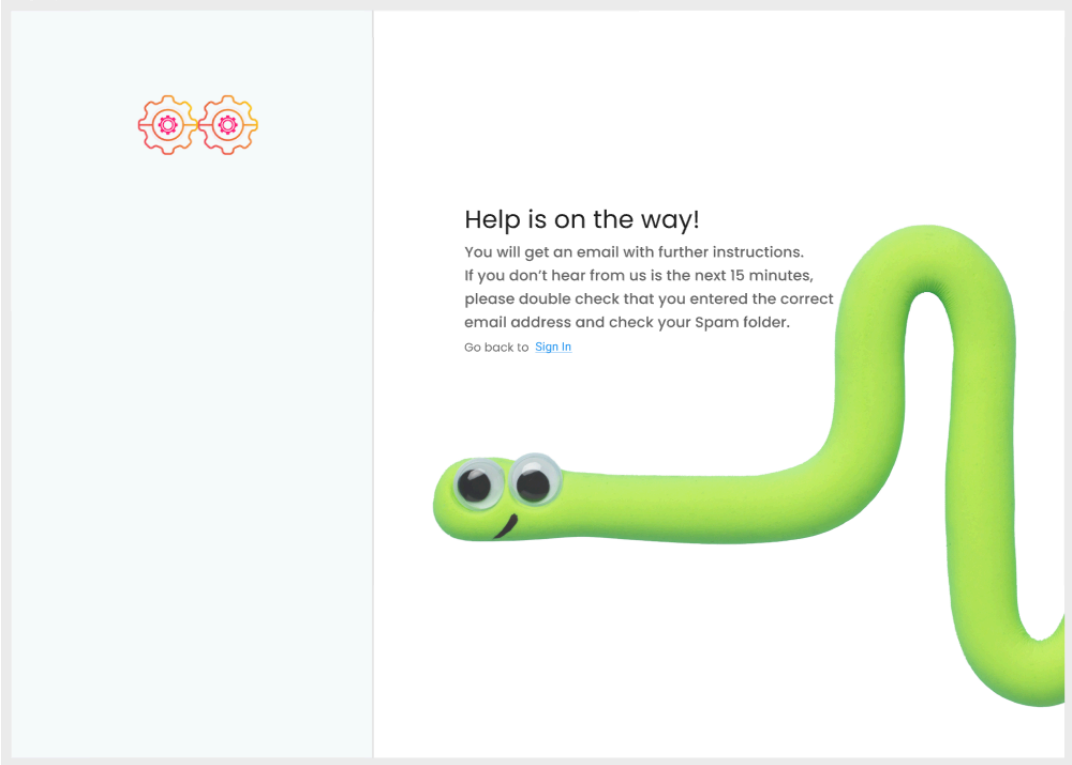
https://github.com/danamena/ba-essentials

Reset Password page



Reset Password Confirmation



Cute little monsters eh? 🤗

https://www.linkedin.com/in/danamena/
https://github.com/danamena/ba-essentials

Process Flow Diagram

Description:
A visual representation of the process steps.

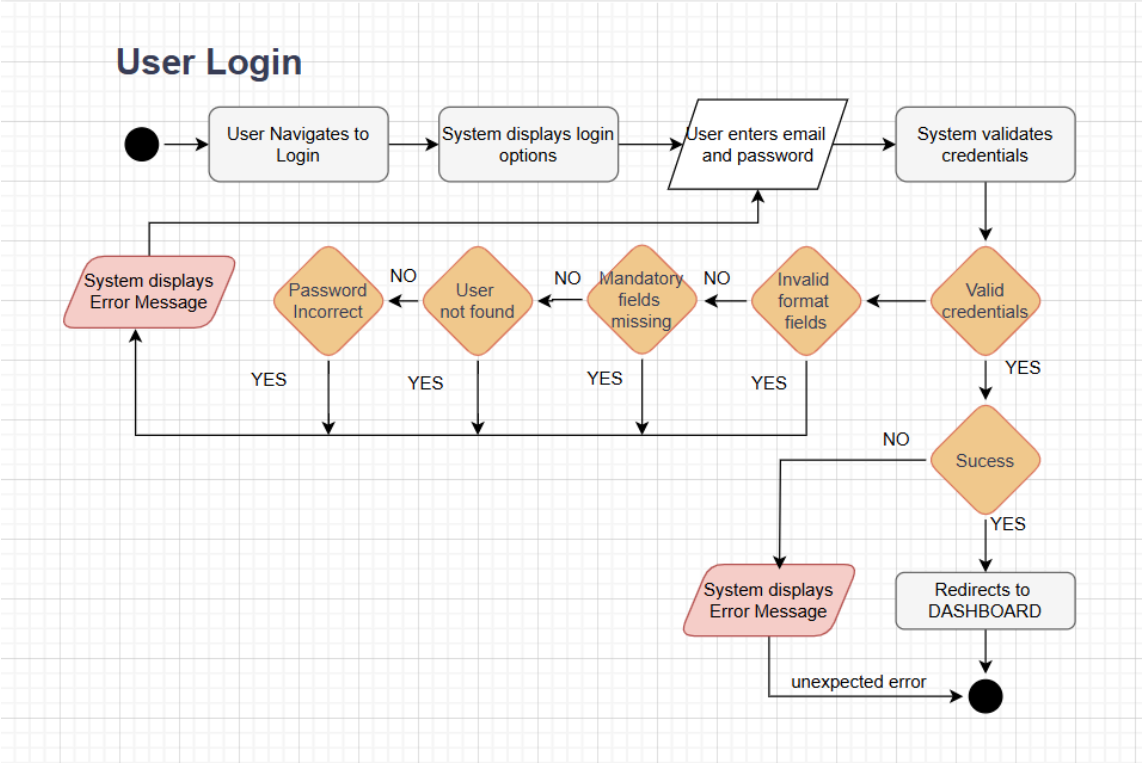
Template Example:

- Title: Process Flow Diagram: [Process Name]
- Start/End: Define where the process begins and ends
- Steps: List of process steps or tasks
- Decision Points: Points where the process might branch
- Tools/Systems: Indicate systems or applications involved

Key components of process flow diagrams

Symbols typically include rectangles or ovals for process steps or operations, diamonds for decision points, and other shapes like parallelograms for inputs/outputs.
Arrows indicate the flow direction, guiding the viewer through the process from start to finish.
Typically the flow direction goes from left to right or top to bottom, indicating the progression of the process.

Example Diagram (Draw.io):



https://www.linkedin.com/in/danamena/
https://github.com/danamena/ba-essentials

User Acceptance Testing (UAT) Document

Description:
A document detailing the test scenarios and criteria that end users will use to validate that the system meets their requirements.

Note: To continue with our User Login example, I will provide a simple UAT document in spreadsheet format.

The scope and structure of UAT can vary depending on the organization, project size, and methodologies used. In some cases, UAT is a dedicated phase of the project, requiring extensive planning and execution.

As Business Analysts, our role in UAT may include:

- Assisting in the creation of UAT documentation
- Supporting and guiding test execution
- Collaborating with other teams responsible for testing

Since UAT is often a shared responsibility across teams, I will also provide a separate, more detailed UAT plan template for your reference.

Template Example:

- Test Case ID: A distinct identifier for each test case.
- Test Scenario: A brief description of what will be tested, often tied to a user story or business requirement.
- Test Steps: Clear instructions on how to execute the test, including any necessary setup.
- Test Data: The specific data needed to perform the test.
- Expected Result: The anticipated outcome if the system operates correctly.
- Actual Result: The tester records the real outcome of the test.
- Pass/Fail: A section to indicate whether the test case passed or failed based on comparing expected and actual results.
- Comments: Additional observations or notes from the tester can be vital for resolving issues.

Example:

Test Scenarios:

- Valid Login:
    - Scenario: When a registered user enters valid credentials, they should be logged in successfully.

    - Expected Result: The user is redirected to their dashboard.

- Invalid Login:
    - Scenario: Given a registered user, when they enter incorrect credentials, then they should see an error message.
    - Expected Result: The login fails, and an appropriate error message is displayed.

- Forgot Password:
    - Scenario: If a user has forgotten their password, they should be able to reset it when they click on the 'Forgot Password' link.
    - Expected Result: The user is directed to the password recovery process.

Valid Login Example

AUTH-TC-001: User Login successfully

Test Case ID	Test Scenario	Test Steps	Expected Result	Test Data	Actual Result	Pass/ Fail	Comments
AUTH-TC-001	User Login	-Navigate to the login page. -Enter valid credentials. -Click the "Sign In" button.	The user should be redirected to the dashboard after a successful login.	Email: steverogers @avengers. com Password: Capit@n.123	[To be comple ted after testing]	[To be compl eted after testin g]	[To be completed after testing]

Useful Resources:

Here, you can find quick references to support this document. I will also provide a separate, categorized list of resources.

For a deeper dive into writing effective **user stories**, check out the Atlassian guide on user stories https://www.atlassian.com/agile/project-management/user-stories

Use Case vs Test Case
https://www.browserstack.com/guide/use-case-vs-test-case

Creating effective **test cases** with examples
https://www.browserstack.com/guide/test-case-templates

Understanding **process flow diagrams** and how they're used
https://miro.com/flowchart/what-is-a-process-flow-diagram/

Examples And Guidelines For **UI Error Messages**
https://uxwritinghub.com/error-message-examples/

Additional General Resources

- International Institute of Business Analysis (IIBA): Offers comprehensive standards and best practices for BA artifacts (IIBA BABOK Guide)