Journal 4 Tester

User stories that facilitate test case development are User Role and Goal. A user role and goal must be defined and provide a clear starting point for identifying the user’s actions and expectations. Being able to understand the context of the user’s interactions with the system is crucial for relevant test cases. Next is functional requirements, the user stories should include a specific functional requirement that outlines the system’s intended behavior. The requirements are concrete guidelines for construction test cases and help verify the system’s ability to meet the requirements. Lastly, Acceptance criteria are to provide additional clarity and detail regarding the system’s behavior. Testers can ensure that the system meets the user’s expectations.

Some missing elements from user stories are data input and output expectations. The user stories may not always specify the data inputs and outputs expected for particular functionality. The testers need to be able to understand the range of valid and invalid data inputs as well as outputs to create a comprehensive test case. Next is Error handling and recovery mechanism Testers need to be able to identify potential error scenarios and design the test case to verify the system/s ability to handle errors. The user stories show details about how the system should handle the error and recovery from any unexpected situations that may arise. Lastly, performance and usability user stories may not address performance and usability aspects of the system. However, this is a very crucial one for testers because they need to be able to test the response times, system load, and user interface design to help ensure that the system will meet the user's expectations. I reference this below in my sample email.

Additional information from Stakeholders is clarification meetings. These meetings are with the product owners and stakeholders can provide insight needed to the underlying assumptions or expectations, or both, behind user stories. The discussions are helpful to the testers so they can identify any potential gaps in the user stories and gather additional details. Next detailed documentation review such as product requirements documents (PRDs) and wireframes, can help provide additional context and details that the user stories may or may not capture. Lastly, User interviews and Observations of the user interactions with similar systems can help provide some insight into the user behavior and expectations. This can help testers identify potential edge cases and scenarios that may not have been considered in the user stories.

Recipient: Product Owner

Subject: Requesting Additional Information for the User Stories

Dear Product Owner,

I am reaching out to you regarding information to develop test cases. I noticed when I was reviewing the user stories, they seem to provide a good foundation.  As the product tester for travel booking software, I have taken great interest in developing test cases. However, I am no expert, but I believe I have identified some missing information that I would like to go over and get some clarity on.

While I was going over the user stories, I found some possible performance and usability issues and I would like to schedule a time we can go over my findings. This information is crucial to ensure that our product meets the needs and expectations of our users.

I am hoping you will be able to provide me with the additional information on these points so that I can be able to develop these test cases. I would greatly appreciate your assistance in this matter and I will be looking forward to hearing back from you shortly.

Thank you for your time and consideration.

Kind regards,

Darienne

Above, I have provided a proper sample email. The tone of the email is polite and professional. I want to make sure to express gratitude for the recipient’s time and assistance. I make sure to start the email off with a polite greeting by acknowledging the recipient, who is the Product Owner.  The email is clear and states the purpose of the message, which is to request the additional information that is needed that is going to help the product tester get a clear understanding to be able to develop the test cases. I make sure to provide the missing information that is needed to fully develop the test cases. I also make sure to put why this information is crucial for the product. Finally, the email concludes with a polite closing and sender’s name which would be me. The sample email is intended to be effective for the product tester’s needs and prompt a proper response from the recipient while maintaining a respectful tone throughout the communication.

# References

Chapter 11 Understanding Agile at a Deeper Level. (2015). In C. G. Cobb, *The Project Manager's Guide to Mastering Agile* (pp. 165-192).

Chapter 5 Agile Development Quality,and Testing Practices. (2015). In C. G.Cobb, *The Project's Manager's Guide to Mastering Agile* (pp. 73-84).