**4-3 Journal: Tester**

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Testers for an Agile Scrum Team, like all roles within a Scrum Team, are essential to program development. A tester manages to create the parameters of successful implementation or implementation failures, though the list provided will never be all-inclusive. They ensure that the product functionality is adequate to the needs of the customer story (Son, 2023). They help ensure that quality is crafted into the program’s design, helping ensure that quality assurance is in every aspect, not just during the testing, acting as another voice of guidance during the design process, as a tester may catch a problem or bug that a developer has not (Kizilo, 2021).

User stories are essential when developing test cases. They help provide the essential information for what is considered passing criteria. By asking users for their needs and wants, Product Owners can create user stories, which testers can use to create test cases. Test cases provide an organized process for clients to develop by allowing testers to view their wants and needs from the end user’s point of view.

Communication between Product Owners and testers is essential because the Product Owner interacts with the candidates who will be the end users and creates the user stories when developing the programs. The testers then use these user stories to create test cases. Product Owners are one of the bridges between the Scrum Team (testers included) and the client and end users.

Testers can contact the Product Owner to see if they can contact the interviewed users for more information about our questions. This can be done in person, over the phone, or even via email. If we cannot contact the users from the first interaction, we could use another pool of users with more direct questions.

Something missing from the user stories that would have been more helpful would be more details. The users provided us with vague wants/needs, so we must guess or request more information for anything outside their short statement. It would be better to request more information since guessing would be a wild guess. More detail is always better.

**Sample Email:**

To: Product Owner

Subject: User Story Clarification

Hello Product Owner,

I'm reaching out about the user stories that were provided to us for SNHU Travel. We are currently creating the test cases for this project and would like to see if we can get more detailed information about what the users are expecting. If there are more details of what the users would like to see in this program, could you please send them over to my team as soon as possible? Suppose we already have all the details provided. Would it be possible to meet with my team and the users interviewed to clarify what they want to see and ask more detailed questions to ensure we provide what is expected? Thank you for your help, and I will look forward to your response.

Best Regards,

Emerald Tresch

References

Kizilo, A. (2021, January 26). *The Role of Testers in an Agile Company*. QATestLab Blog. Retrieved July 28, 2024, from <https://blog.qatestlab.com/2021/01/26/the-role-of-testers-in-an-agile-company/>

Son, H. (2023, December 27). *Agile Testing Methodology: Life Cycle, Techniques, & Strategy*. TestRail. Retrieved July 28, 2024, from <https://www.testrail.com/blog/agile-testing-methodology/>