Module 4 Journal

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CS-250

3/30/25

Working on test cases for the SNHU Travel project has shown me the importance of clear user stories and strong communication in Agile testing. Initially, I assumed that the user stories could have provided all of the necessary details to develop test cases, however, as I started writing them, I quickly realized that there were gaps. This experience reinforced the importance of continuous collaboration with the Product Owner to ensure that test cases align with the intended functionality (Cobb, 2015).

One of the most useful aspects of the user stories was their structured format: “As a [user], I want to [do something] so that I can [achieve this goal].” This structure made it easier to break down user requirements into specific test scenarios. The acceptance criteria were also helpful because they provided clear guidelines on what needed to be tested. For example, when testing a search feature, the acceptance criteria helped define whether the results should be displayed in a specific order or if they should update dynamically based on user input. Having well-defined user stories ensures that developers and testers work toward the same objectives, reducing the risk of misalignment (Cobb, 2015).

Even with clear user stories, certain details were missing, which made communication with the Product Owner essential. Without these discussions, it would have been easy to misinterpret some of the expected functionality. One area that required clarification was how filtering and sorting should work within the system. The user story described the ability to filter results but did not specify whether filters should be applied dynamically, whether multiple filters could be used at once, or how sorting should interact with filtering. These missing details affected how I structured the test cases. The experience shows me that early discussions with the Product Owner help prevent misunderstandings and the need for rework later in the development process.

Another missing detail was how error handling should be implemented. The user stories did not specify what should happen when no search results match the user’s criteria. Should the system display a message indicating no results were found? Should it suggest alternatives? These kinds of decisions affect the user experience and need to be accounted for in test cases. Agile development emphasizes continuous communication to refine these expectations and ensure that the system behaves as intended in all scenarios (TestMatick, 2022).

Collaborations between testers and Product Owners is critical in Agile. Testers help refine user stories by identifying gaps and asking clarifying questions, making sure that acceptance criteria account for all expected behaviors. One best practice is to hold short review meetings between testers, developers and Product Owners to ensure that everyone has a shared understanding of how a features should work before testing begins. This approach reduces defects later in development and improves overall software quality (TestMatick, 2022).

To clarify these uncertainties, reaching out to the Product Owner with structured questions is vital. On the next page, is an email that could be used to request additional information.

To: Christy

Subject: Clarifications for SNHU Travel Test Cases

Hi Christy,

I hope you’re doing well. As I refine the test cases for SNHU Travel, I have a few questions to ensure that testing aligns with expectations. Could you provide clarification on the following?

1. **Filtering and Sorting Behavior** – Should filtering and sorting updates occur dynamically, or should users need to confirm their selections before changes take effect? Additionally, can multiple filters be applied at once?
2. **Error Handling for No Results** – If a search returns no results, what should the system do? Should it display a message, suggest alternative options, or allow users to adjust their criteria?
3. **Data Persistence** – Should user selections (such as filters or previous searches) be retained if the user navigates away and returns to the page?

Your input will help ensure that the test cases accurately reflect the intended functionality. Thanks in advance!

Best,

Jordan Richardson

This experience reinforced that testers do more than just verify functionality – they also help refine requirements. Writing test cases is an iterative process, and as requirements evolve, test cases must be adjusted to reflect updated expectations. I will continue to prioritize early and ongoing communication with the Product Owner to prevent misinterpretations, reducing the need for revisions and ensure testing aligns with both user needs and business goals.

**References**

Cobb, C. G. (2015). *The Project Manager’s Guide to Mastering Agile: Principles and Practices for an Adaptive Approach*. Wiley.

TestMatick. (2022). *How a Tester Should Interact with a Product Owner*. Retrieved from

http://testmatick.com/how-a-tester-should-interact-with-a-product-owner/