**4-3 Journal: Tester**

Southern New Hampshire University

CS-250 Software Development Lifecycle

Winnie Kwong

Professor Morrison

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**Elements of the User Stories that Were Helpful in Developing the Initial Test Cases**

The elements of the user stories that were most helpful in developing the initial test case are the who (As a), what (I want), and why (So that I can). The who captures who is the targeted audience that will interact with the system. Knowing the audience is crucial because it allows the developers to understand and make the decisions to create the correct contact. Action is vital because it establishes the behavior of what the system needs to do. The Travel Project can lack customer satisfaction without knowing what the user wants. Knowing the why is also essential because it determines the overall benefits of the targeted audience. Developers need to understand the reason for the user’s needs so the team can best implement the functionality.

**Missing Information from User Stories that Could Have Been Helpful**

Information missing from the user stories that would have been helpful is knowing what the “done” criteria are. Acknowledging the “done” criteria would help define the scope, desired outcomes, and functionalities required for the SHNU Travel Project. Testers' roles are to help minimize or eliminate issues that may occur and prevent the issue from becoming a bigger problem. Without knowing the end criteria, it is more difficult for testers to determine what is considered passed when testing the requirement, which causes more damage to the project instead of reflecting what is needed. Also, another piece of information missing that would be helpful in user stories would be to include more details about the behavior of the software. Knowing the software’s functionality can help explain how to search for deals based on their preferences or budget limitations.

**Obtaining Additional Information**

A tester could communicate with the development team, product owners, and stakeholders to obtain additional information missing from user stories. Communication among individuals helps provide better insight into what must be achieved to deliver a successful project. The tester would be able to use different forms of communication, such as e-mail and meetings, to address what needs to be resolved.

**Sample E-mail**

Subject: 5/23 – Requesting Additional Information for User Story – SNHU Travel Booking

Hello Christy,

I hope things are going well for you. I am currently focusing on the travel-booking software for SNHU, and I have noticed some missing information within the user stories that could have been helpful and beneficial in developing the test cases.

At this time, I would like to seek further information on how the software’s behavior as well as an outline of what is considered acceptable for the requirements of the software to meet to be deemed as passed.

Please advise if you can provide me with this information, if not, can you redirect me to the correct person? Thank you for your assistance, I hope you have a wonderful day.

Warm Regards,

Brian