AT19

Agile Product Development
Thursday, November 8th, 2018 3:00 PM

User Stories Are like Onions: Let's Peel Away the Layers

Presented by:

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Box Inc

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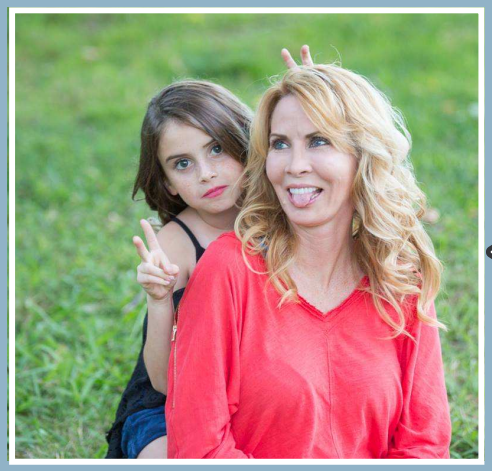
Katrina Thacker

Katrina Thacker is a product delivery agility coach, enthusiast, and ambassador. Over the course of her more than twenty-year career she has been fortunate enough to engage in the ideation, design, and delivery of information technology products and services for a multitude of industries and customers. Back in the '90s, she got her first taste of collaborative, co-creation product development and never looked back. She is a hands-on practitioner, even as a coach.

user stories are like onions

LET'S PEEL AWAY THE LAYERS

MY PASSION, MY PROFESSION



AGILITY AMBASSADOR @ BOX

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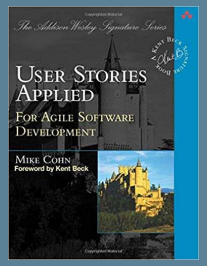
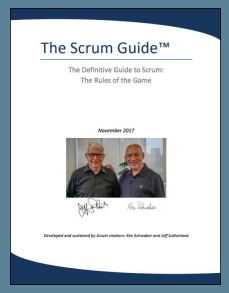
USER STORIES ARE LIKE ONIONS...

A BRIEF (& INCOMPLETE) HISTORY OF THE 'USER STORY'.....





DID YOU KNOW...

NOT EXPLICITLY PART OF SCRUM
KENT BECK, XP PLANNING RULE
MIKE COHN WROTE THE BOOK

+

ABOUT THE USER NOT THE 'SYSTEM'
FLEXIBILITY IN ACHIEVING OUTCOME
BILL WAKE - 'INVEST' MNEMONIC

+

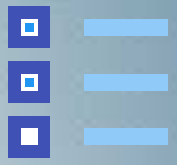
ALIGNING BOUNDARY OBJECT
FACILITATE SENSEMAKING
CRITICAL TO WORKING INCREMENT DELIVERY

USER STORIES ARE LIKE ONIONS...

SO IF 'TRUE' USER STORIES ALWAYS....

Focus On Customer/User Goal(s)...

Are Implementation Agnostic...



Must Have Acceptance Criteria...

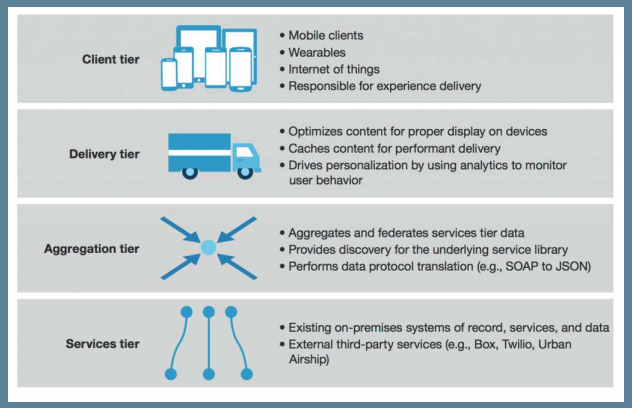
STOP SLICING & DICING

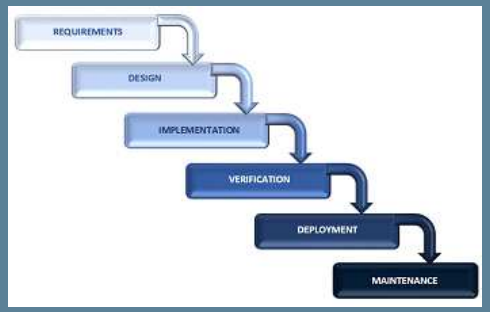
START PEELING

USER STORIES ARE LIKE ONIONS...

SLICE BY TIER

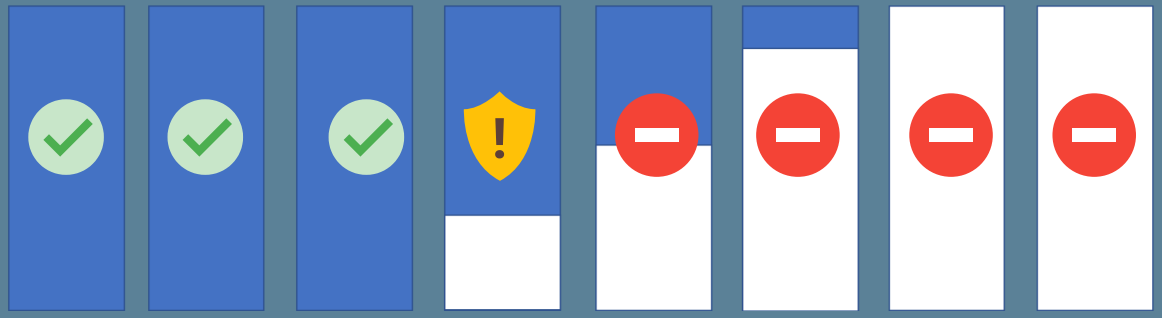
BUT FIRST
A LOOK AT SOME
PROBLEMATIC SLICING & DICING





DICE BY PHASE

CREATE ACCOUNT | FIND PRODUCT | COMPARE PRODUCTS | BUILD ORDER | PAY | CHOOSE DELIVERY | TRACK DELIVERY | PROVIDE REVIEWS



BUILD DEEP
BY SLICE

USER STORIES ARE LIKE ONIONS...

WHY PROBLEMATIC?

D O W N T I M E

8 Wastes

The 8 Wastes are eight types of process obstacles that get in the way of providing value to the customer.

Defects
Efforts caused by rework, scrap, and incorrect information.

Overproduction
Production that is more than needed or before it is needed.

Waiting
Wasted time waiting for the next step in a process.

Non-Utilized Talent
Underutilizing people's talents, skills, & knowledge.

Transportation
Unnecessary movements of products & materials.

Inventory
Excess products and materials not being processed.

Motion
Unnecessary movements by people (e.g., walking).

Extra-Processing
More work or higher quality than is required by the customer.

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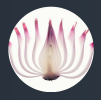
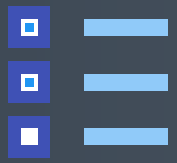


USER STORIES ARE LIKE ONIONS...

GOING BACK TO ....

Focus On Customer/User Goal(s)...

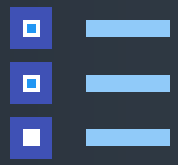
Are Implementation Agnostic...



Must Have Acceptance Criteria...

USER STORIES ARE LIKE ONIONS...

ACCEPTANCE CRITERIA DONE WELL = GREAT LAYERING



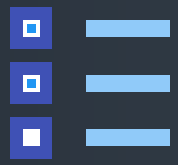
Must Have Acceptance Criteria...

"Specification by example (SBE) is a collaborative approach to defining requirements and business-oriented functional tests for software products based on capturing and illustrating requirements using realistic examples instead of abstract statements. It is applied in the context of agile software development methods, in particular behavior-driven development. This approach is particularly successful for managing requirements and functional tests on large-scale projects of significant domain and organisational complexity."

Adzic, Gojko (2011). Specification by example: How successful teams deliver the right software. Manning. ISBN 9781617290084.

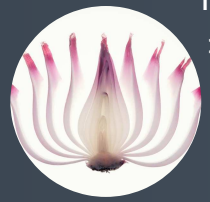
USER STORIES ARE LIKE ONIONS...

ACCEPTANCE CRITERIA USING SBE= GREAT LAYERING



Must Have Acceptance Criteria...

User Story Titles
>>Lots of Hidden Layers



INVEST User Story Candidates
>>Connected to Core

Acceptance Criteria
>>Scenario Outlines

Scenario Outlines
>>Simple, Complicated, Exceptions

The onion is used metaphorically to describe sequentially removable layers that conceal an important something or somethings....

USER STORIES ARE LIKE ONIONS...

USER STORY TITLE

WITHDRAW CASH FROM AN ATM

LET'S PRACTICE PEELING WITH SBE

- SCENARIO 1: Account Holder at our Bank Uses our ATM
- SCENARIO 2: Account Holder at our Bank Uses another Banks ATM that's our network partner
- SCENARIO 3: Account Holder at our Bank Uses another Banks ATM that's not a network partner
- SCENARIO 4: Account Holder with a network partner Bank uses our ATM
- SCENARIO 5: Account Holder with a non-network partner bank uses our ATM
- ETC, ETC, ETC...

USER STORIES ARE LIKE ONIONS...

- PICK A SCENARIO
- BRAINSTORM NEW SBE SCENARIOS
- 10 MINUTES
- READY...SET....GO!

NOW IT'S YOUR TURN....

- SCENARIO 1: Account Holder at our Bank Uses our ATM
- SCENARIO 2: Account Holder at our Bank Uses another Banks ATM that's our network partner
- SCENARIO 3: Account Holder at our Bank Uses another Banks ATM that's not a network partner
- SCENARIO 4: Account Holder with a network partner Bank uses our ATM
- SCENARIO 5: Account Holder with a non-network partner bank uses our ATM
- ETC, ETC, ETC...

USER STORIES ARE LIKE ONIONS...

WHAT SCENARIOS DID YOU COME UP WITH?

MAYBE...

- Scenario 1: Our Account Holder Successfully Withdraws Cash from our ATM using our Bank debit card
- Scenario 2: Our Account Holder Successfully Withdraws Cash from our ATM using our Bank credit card
- Scenario 3: Our Account Holder Requests Cash Withdrawal from our ATM in excess of available funds using debit card mode
- Scenario 4: Our Account Holder Requests Cash Withdrawal from our ATM in excess of available funds using credit card mode
- Scenario 5: Our Account Holder Requests Cash Withdrawal from our ATM using incorrect debit card pin
- Scenario 6: Our Account Holder Requests Cash Withdrawal from our ATM using expired credit card
- ETC, ETC, ETC...

USER STORIES ARE LIKE ONIONS...

- PICK ANOTHER SCENARIO
- BRAINSTORM NEW SBE SCENARIOS
- 10 MINUTES
- READY...SET....GO!

NOW IT'S YOUR TURN...AGAIN....

- Scenario 1: Our Account Holder Successfully Withdraws Cash from our ATM using our Bank debit card
- Scenario 2: Our Account Holder Successfully Withdraws Cash from our ATM using our Bank credit card
- Scenario 3: Our Account Holder Requests Cash Withdrawal from our ATM in excess of available funds using debit card mode
- Scenario 4: Our Account Holder Requests Cash Withdrawal from our ATM in excess of available funds using credit card mode
- Scenario 5: Our Account Holder Requests Cash Withdrawal from our ATM using incorrect debit card pin
- Scenario 6: Our Account Holder Requests Cash Withdrawal from our ATM using expired credit card
- ETC, ETC, ETC...

USER STORIES ARE LIKE ONIONS...

WHERE YOU'RE GOING....

USER STORY TITLE:

Our Bank Account Holder Successfully Withdraws Cash From Our ATM

AS A XXX Bank Account Holder

I NEED TO successfully withdraw cash using my debit card at an XXX Bank ATM

SO THAT I can get money from my account at any time

ACCEPTANCE CRITERIA SCENARIO 1:

XXX Bank Account Holder Successfully Withdraws Cash from Box ATM using debit card mode

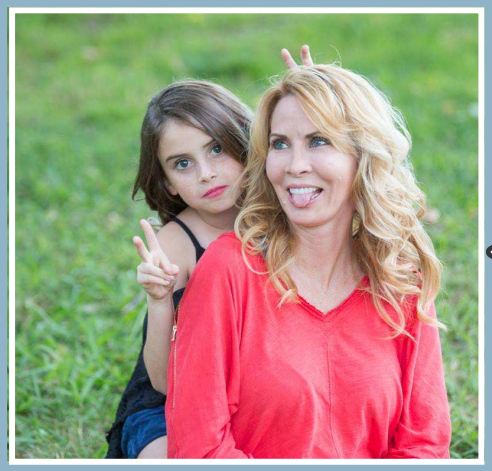
GIVEN XXX Bank Account Holder uses a XXX Bank ATM
- AND the XXX Bank ATM has available cash to dispense
- AND they use a XXX Bank Debit card
- AND enter their valid security code

WHEN they select withdraw cash from their checking account
- AND enter a withdrawal amount not greater than their available checking account funds balance
- AND the withdrawal amount is not greater than ATM available cash to dispense
- AND the withdrawal amount does not exceed their cumulative daily withdrawal limit

THEN the requested cash amount is dispensed
- AND the checking account available balance is reduced by the withdrawal amount
- AND the cumulative available daily withdrawal limit is reduced by the withdrawal amount
- AND a message displays asking the account holder if they want to do another transaction

Questions?

MY PASSION, MY PROFESSION



THANK YOU!

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