

# Making Your User Stories 'Ready' to Get to 'Done'

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**Toronto Agile Conference**  
**November 14, 2016**

**Michelina DiNunno**

[www.ebgconsulting.com](http://www.ebgconsulting.com)

[www.DiscoverToDeliver.com](http://www.DiscoverToDeliver.com)

The logo for EBG Consulting, featuring the lowercase letters 'ebg' in a stylized, purple, cursive font.

## Michelina DiNunno

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Michelina specializes in agile business analysis, product discovery, coaching, facilitation, and training. She enables clients to discover and deliver the right product needs to delight their customers.

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EBG is a global leader in agile product requirements, backlog management, agile business analysis, and collaborative practices for technology products. EBG helps organizations amplify discovery to accelerate delivery.



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ALLEGIS GROUP



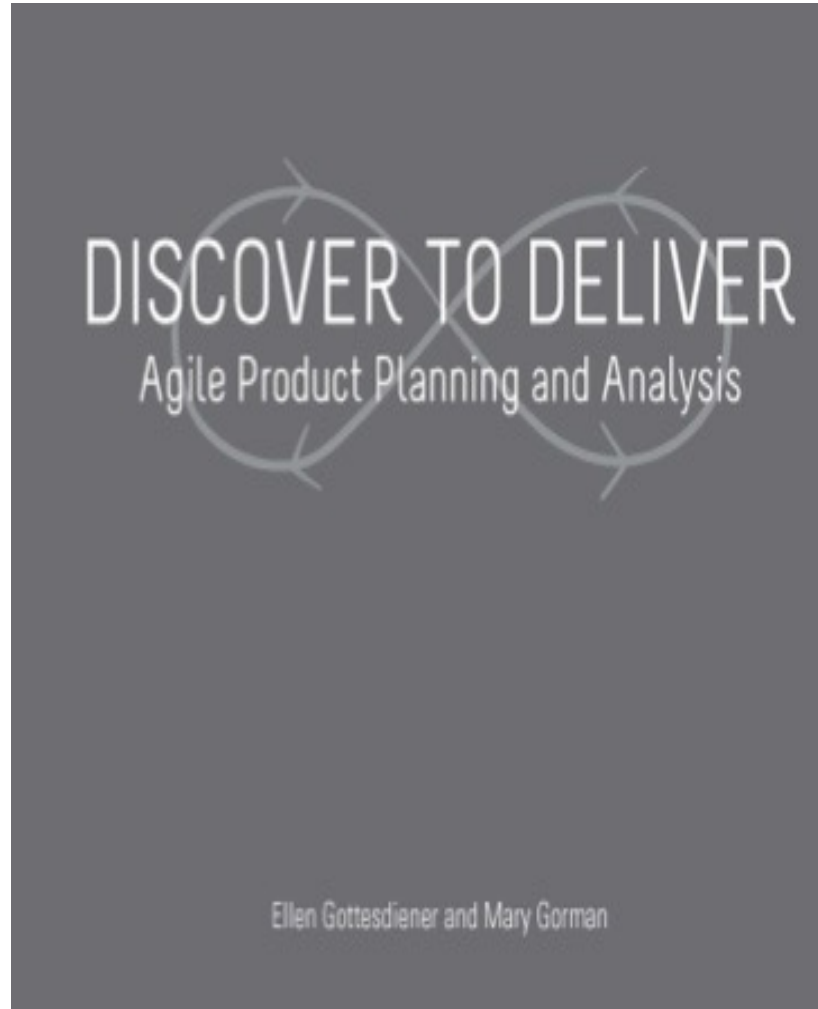
GREATAMERICAN FINANCIAL RESOURCES

VANDERBILT UNIVERSITY MEDICAL CENTER

LEXMARK™



**give-away!**



***‘ready’*** and ***‘done’***

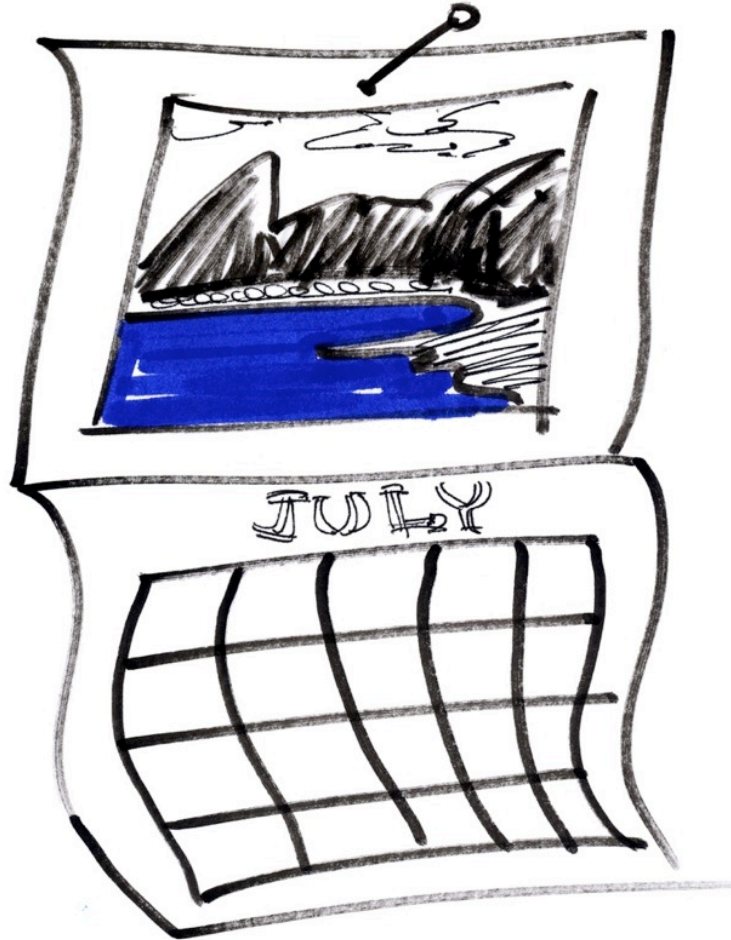
what’s the ***big deal?***

# *traveling stories*



**NOT ready**

# *poor* estimates & planning



**NOT ready**

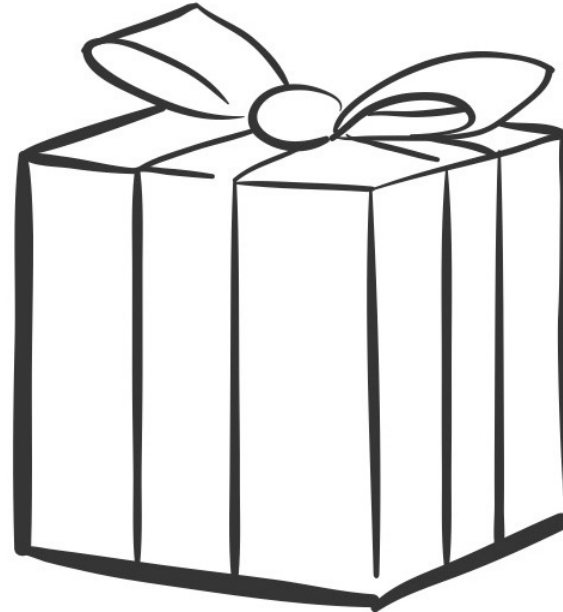
**wrong product**

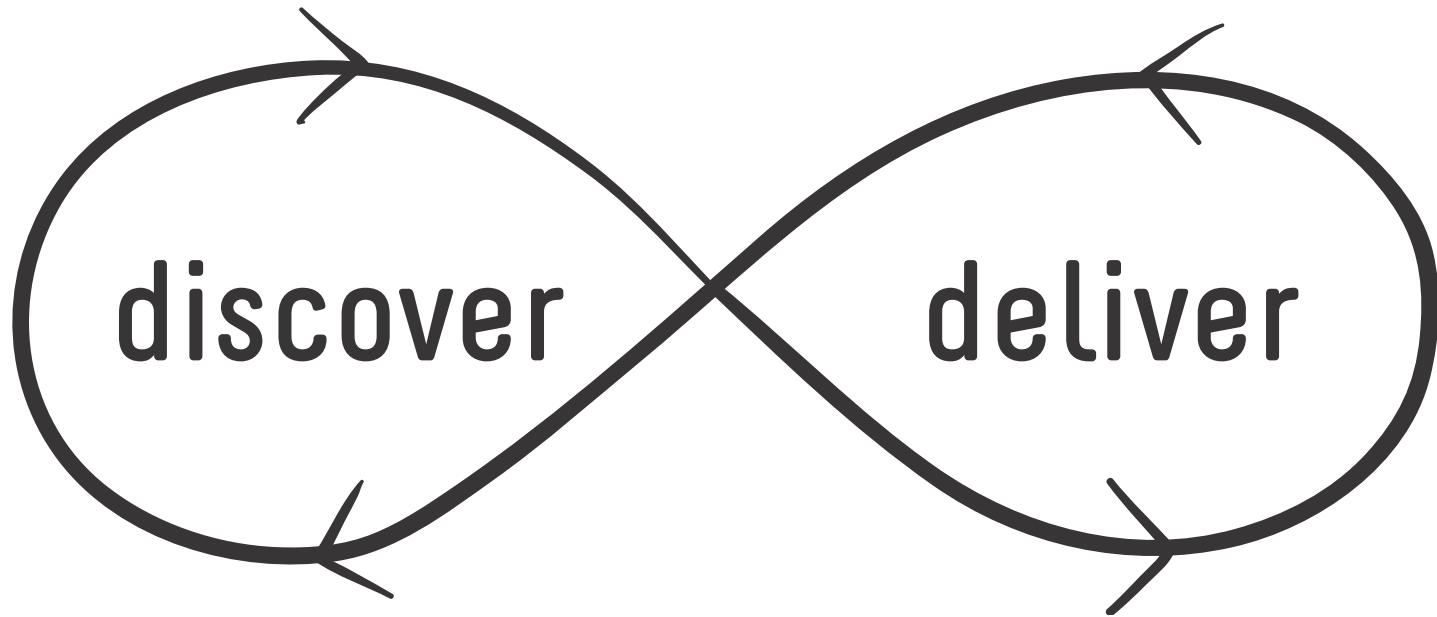


**NOT done**

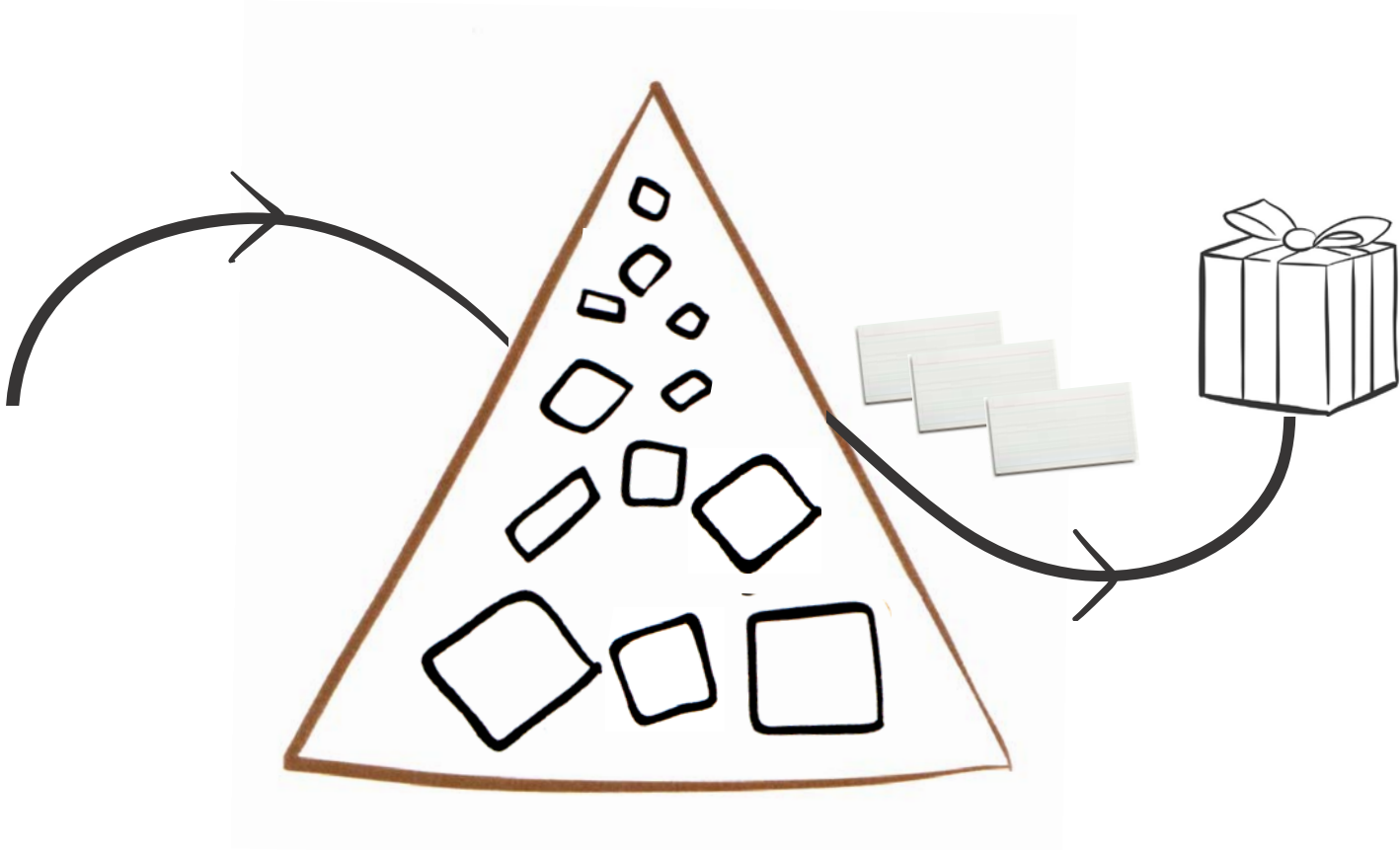


discover and deliver high value





# product backlog



# discover to deliver

As a ...  
I need ...  
so ...

**ready**  
→  
*for  
planning*

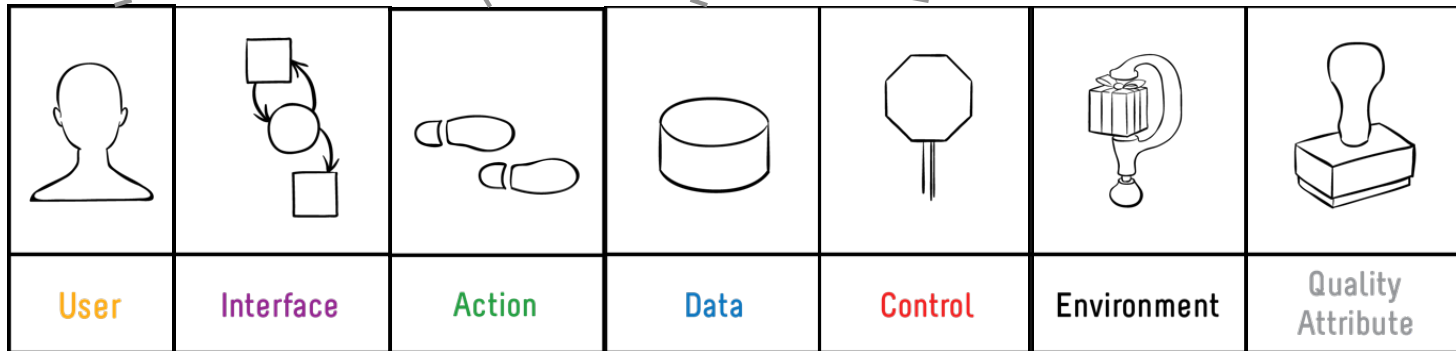
**ready**  
→  
*for  
dev*

**done**  
→



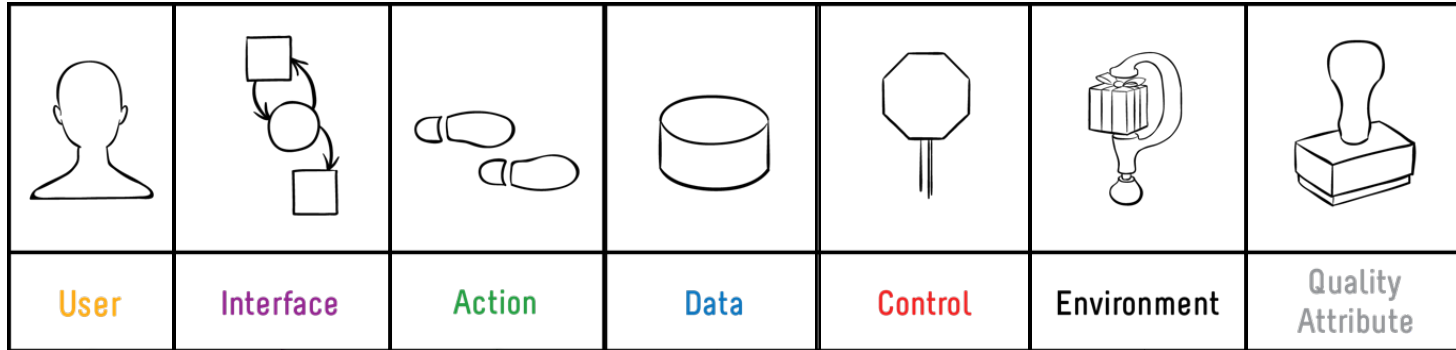
# 7 product dimensions

**functional**



**nonfunctional**

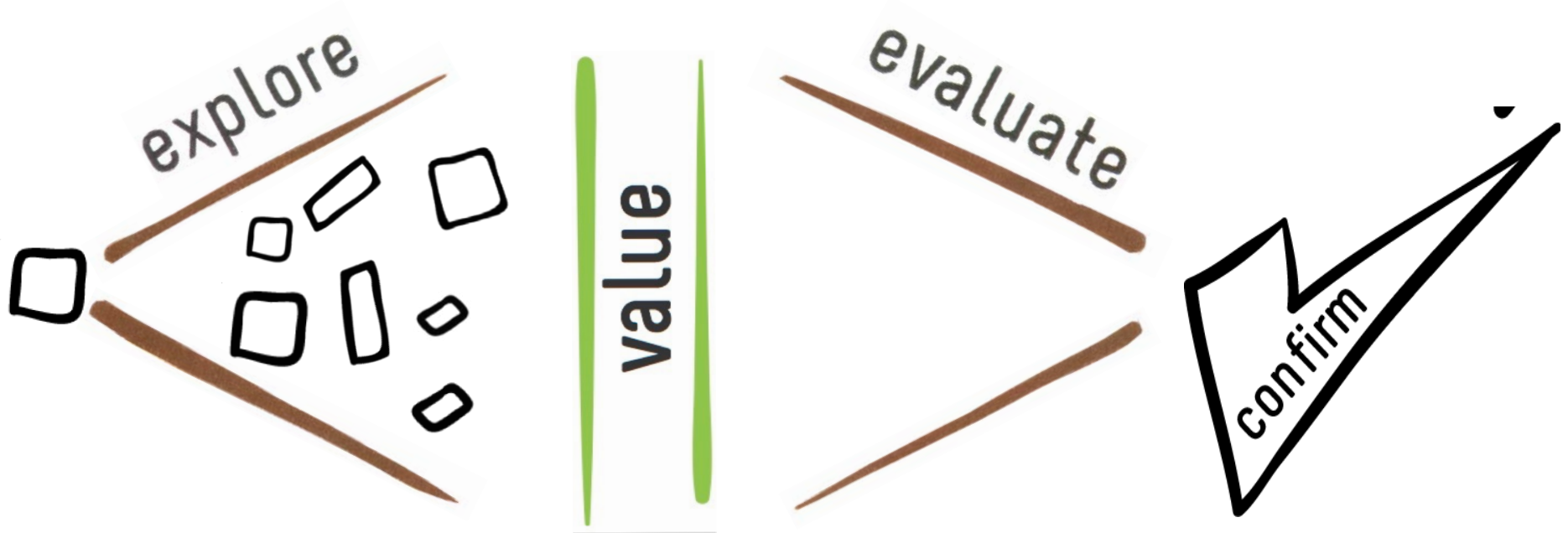
# holistic



# conversation

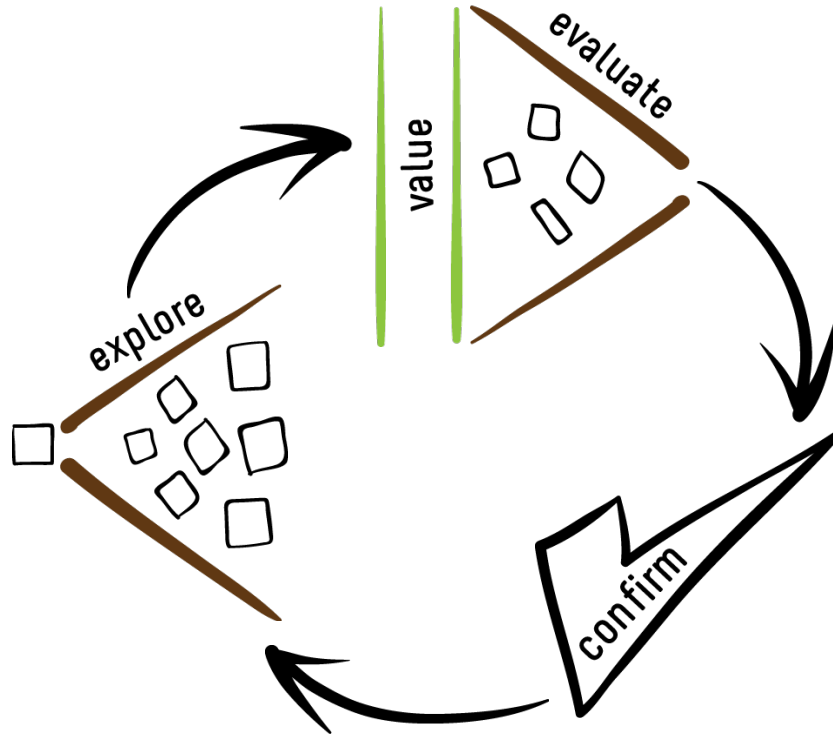


# structured conversation

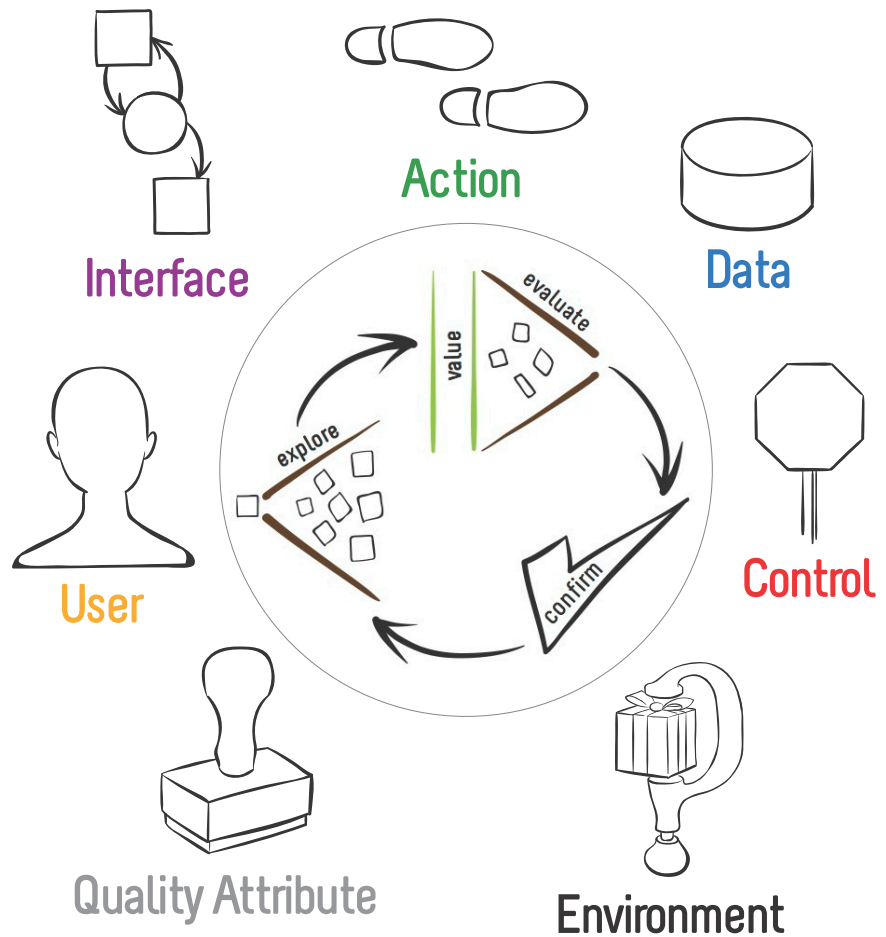






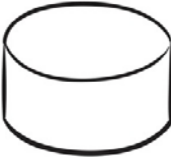
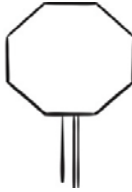



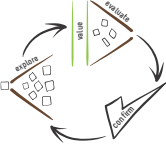
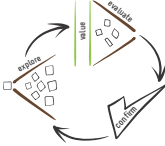
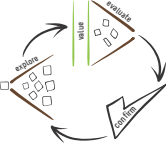
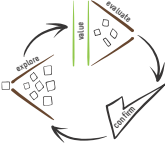
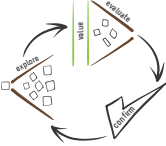
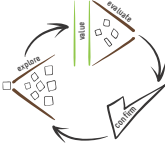
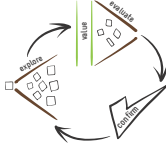
# structured conversation



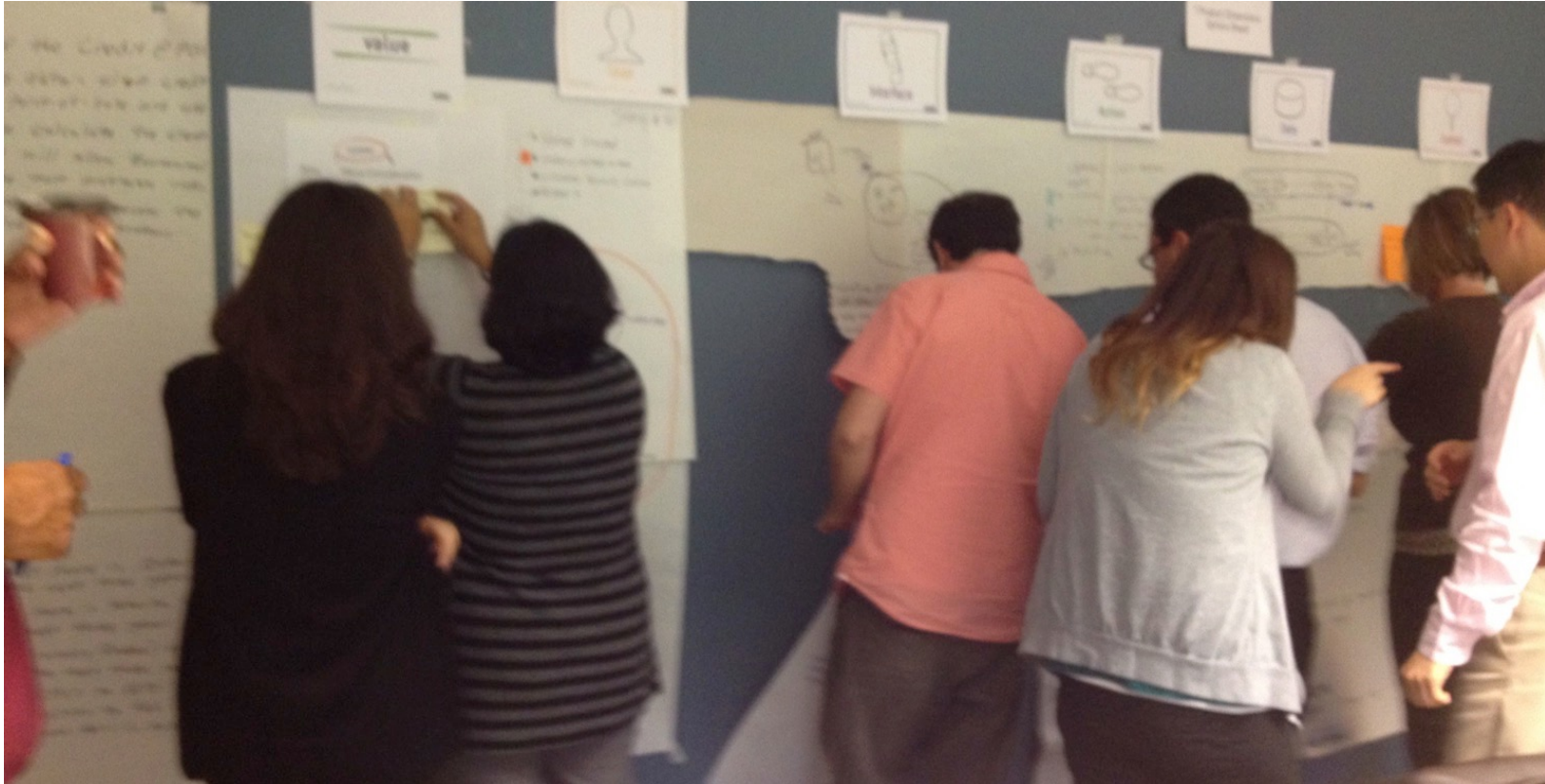
# SC & 7Ds

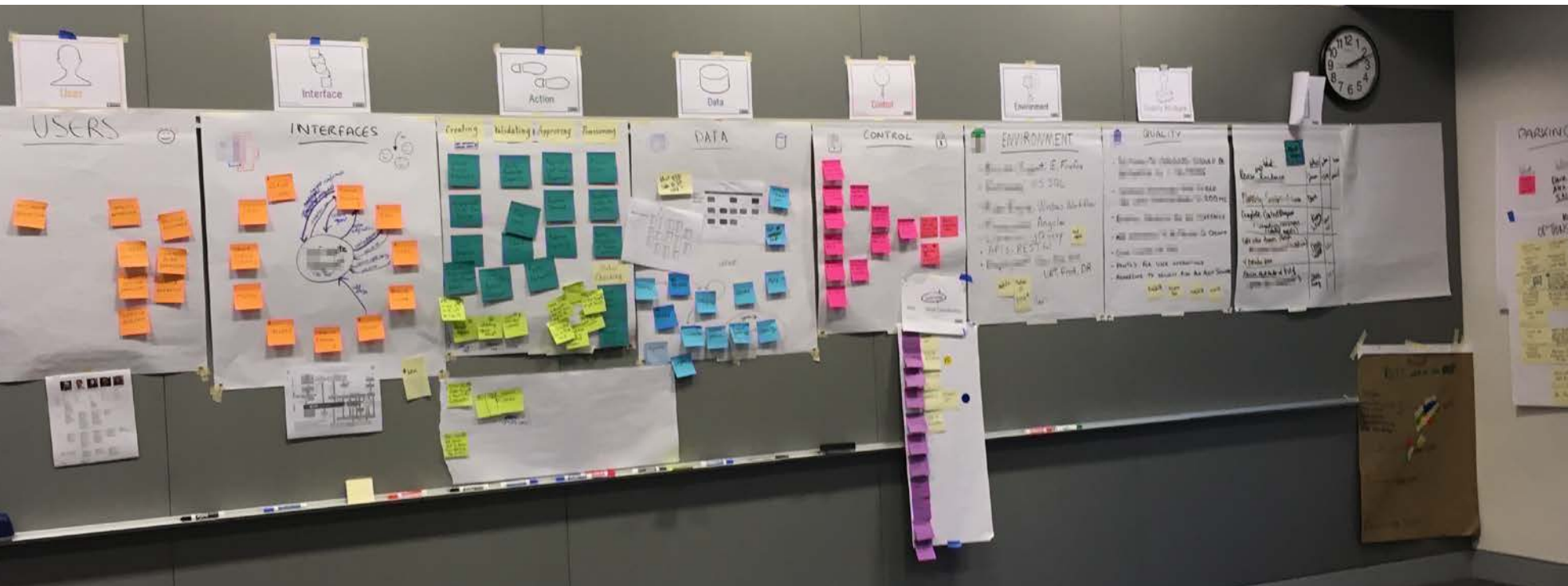


# SC & 7Ds

						
<b>User</b>	<b>Action</b>	<b>Data</b>	<b>Control</b>	<b>Environment</b>	<b>Interface</b>	<b>Quality Attribute</b>
<b>Options</b>	<b>Options</b>	<b>Options</b>	<b>Options</b>	<b>Options</b>	<b>Options</b>	<b>Options</b>
						

# conversing

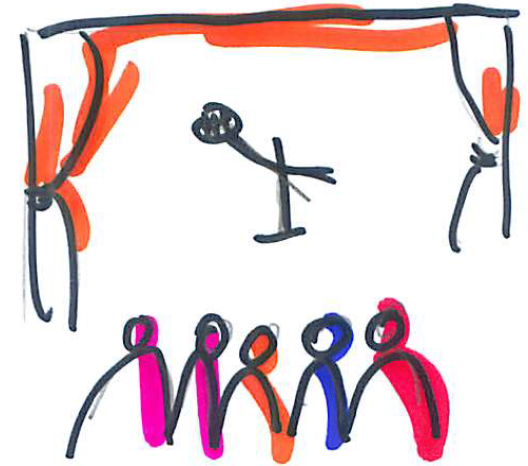




# Concerts4Me

At C4Me we are always looking for ways to enhance our concert goers' experience.




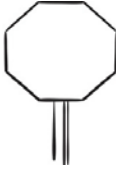



Our newest initiative:  
partner with restaurants who want to connect with C4Me members attending neighboring concerts.



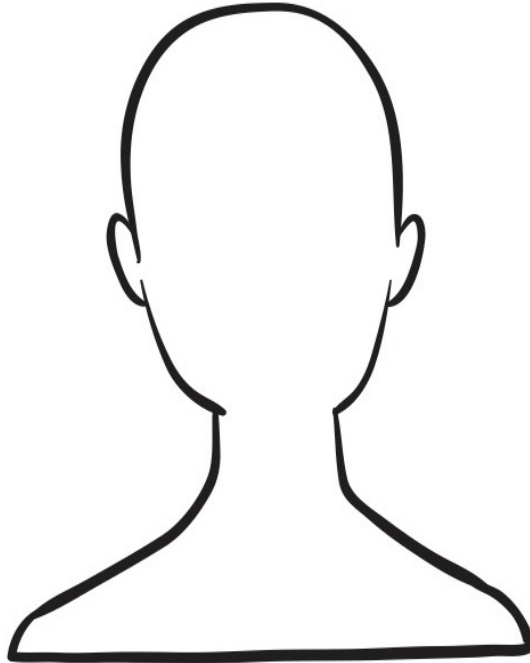
As a concert goer  
I want to use dining discounts  
so I can enhance my concert  
experience

**ready?**

# options board

						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options

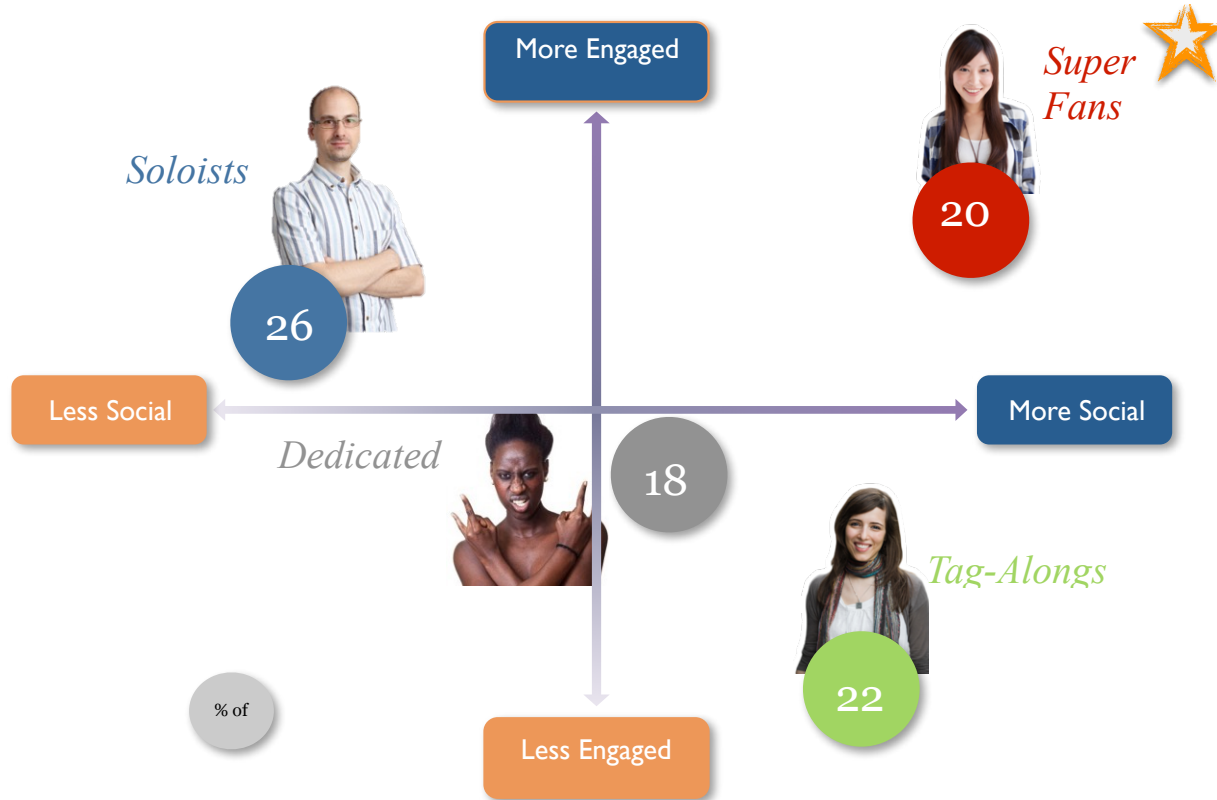







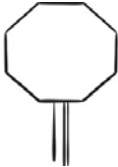
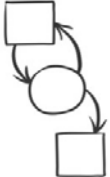



**Users**  
interact with  
the product

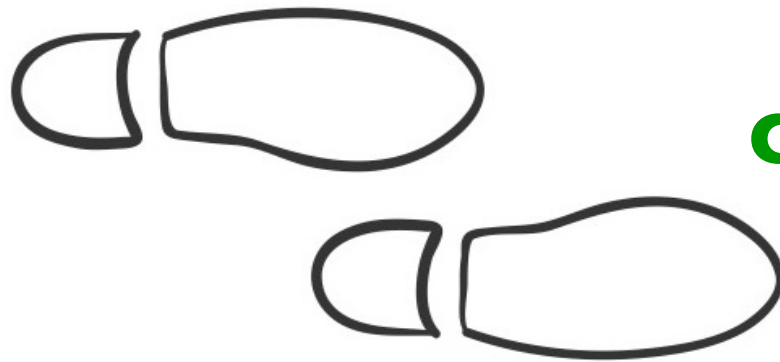


# C4Me Members



# options board

						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member						
Dedicated						
Soloist 						
Super Fan						
Tag Along						

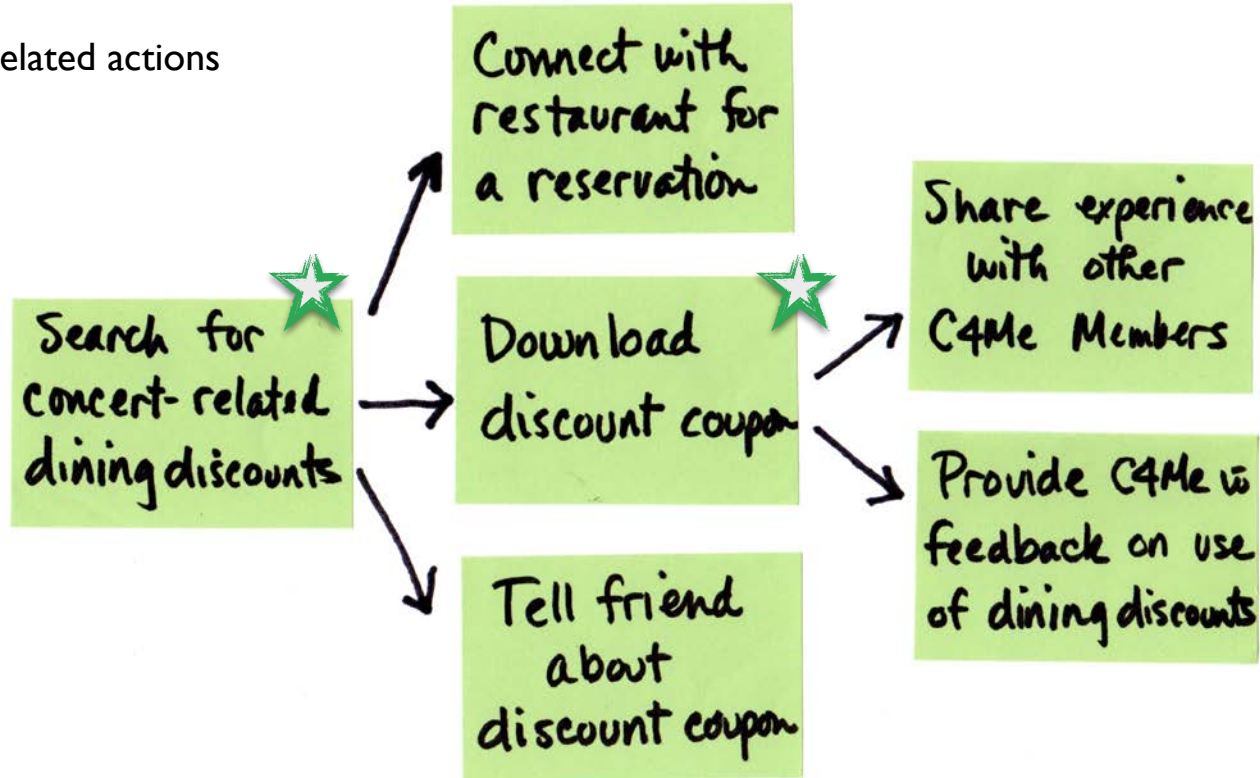


**The product  
provides  
capabilities  
for users**




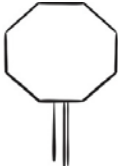
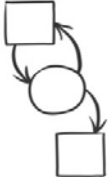







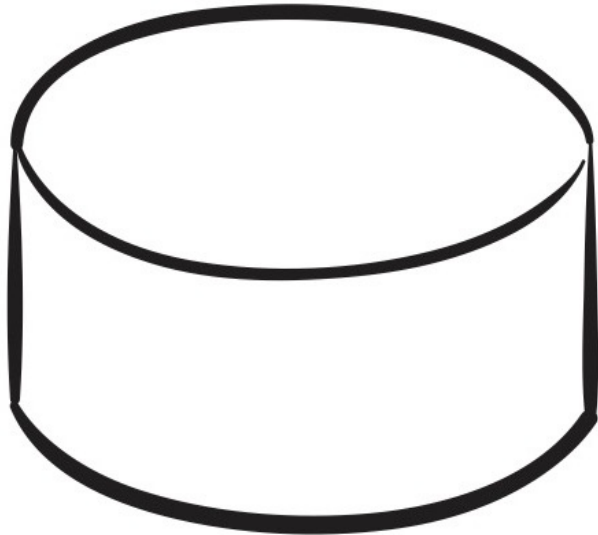
## Process Flow

Shows flows between related actions

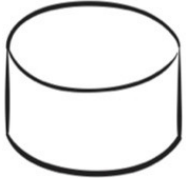


# options board

						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member	Search for discount 					
Dedicated 	Download disc coupon 					
Soloist	Tell a friend					
Super Fan	Connect w restaurant					
Tag Along	Share experience					
	Provide feedback					

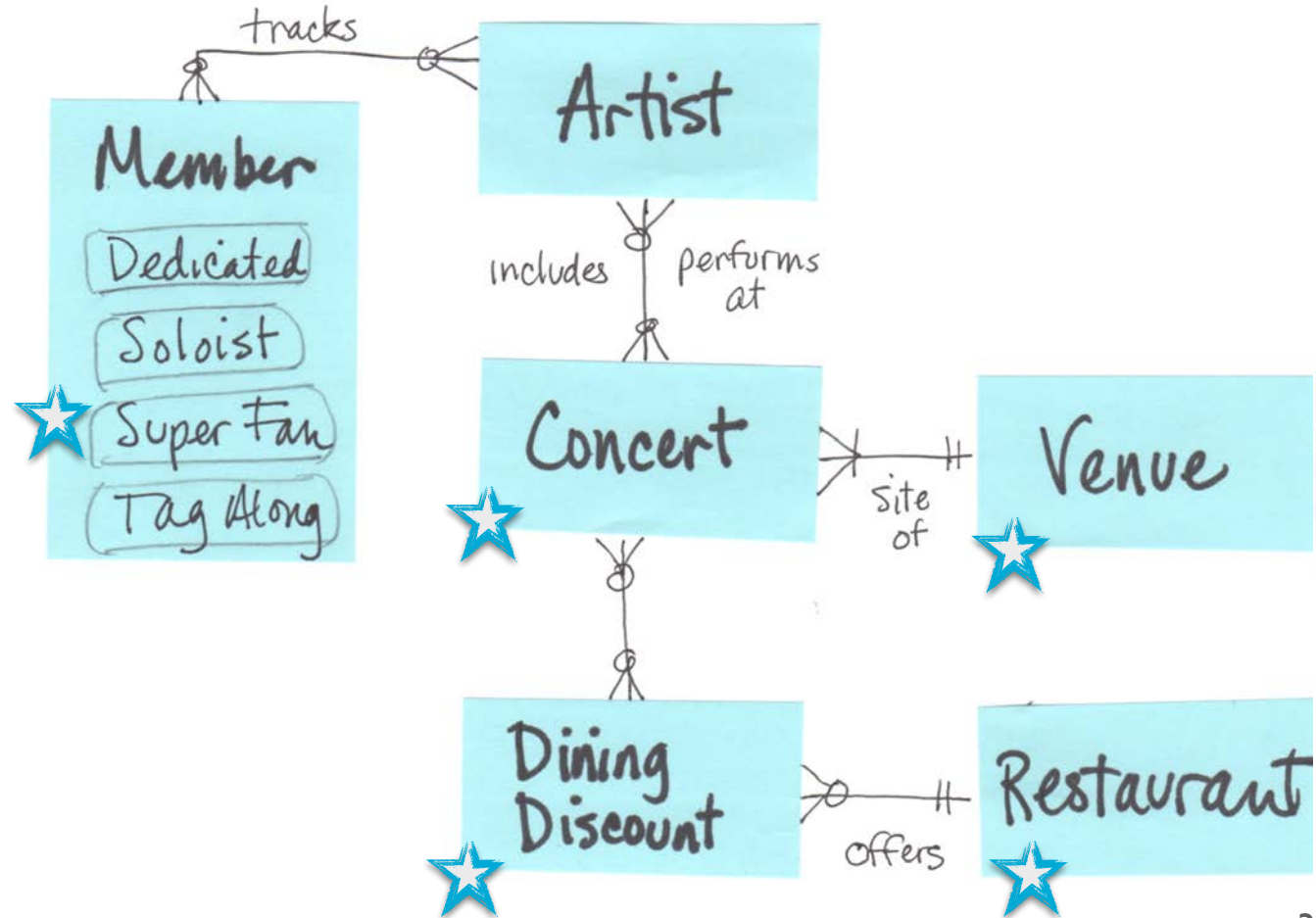


The product includes a repository of **data** and useful information






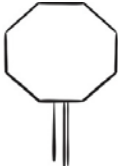
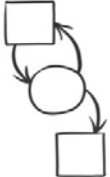










## Data Model

Shows logical structure of data and their relationships

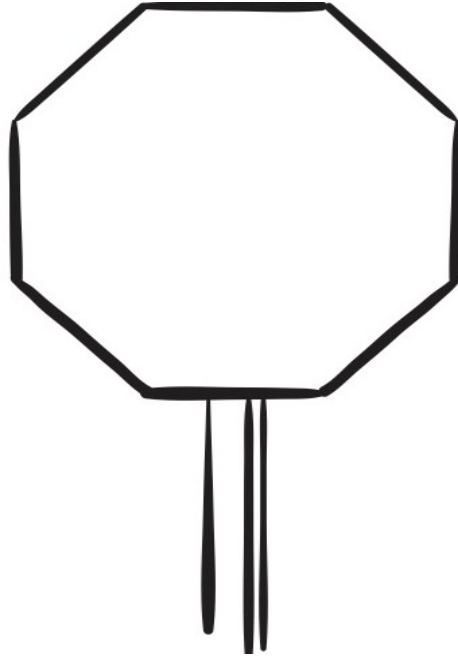




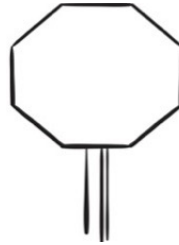
# options board




						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member	Search for discount 	Artist 				
Dedicated 	Download disc coupon 	C4Me Member 				
Soloist	Tell a friend	Concert 				
Super Fan	Connect w restaurant	Venue 				
Tag Along	Share experience	Restaurant 				
	Provide feedback	Dining Disc				

# Control



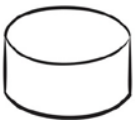
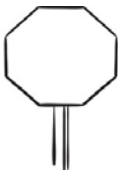
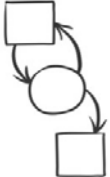















The product  
enforces  
**constraints**



<b>Control Options</b> (Business Policies) <b>for high value Actions: Search &amp; Download</b>	<b>Value</b>
Anyone can search for C4Me-partner restaurants	
Only C4Me members can search for dining discounts	
C4Me is not responsible for enforcing the terms of the dining discounts	
Only "active" dining discounts can be searched	
Only C4Me members can download a dining discount coupon	

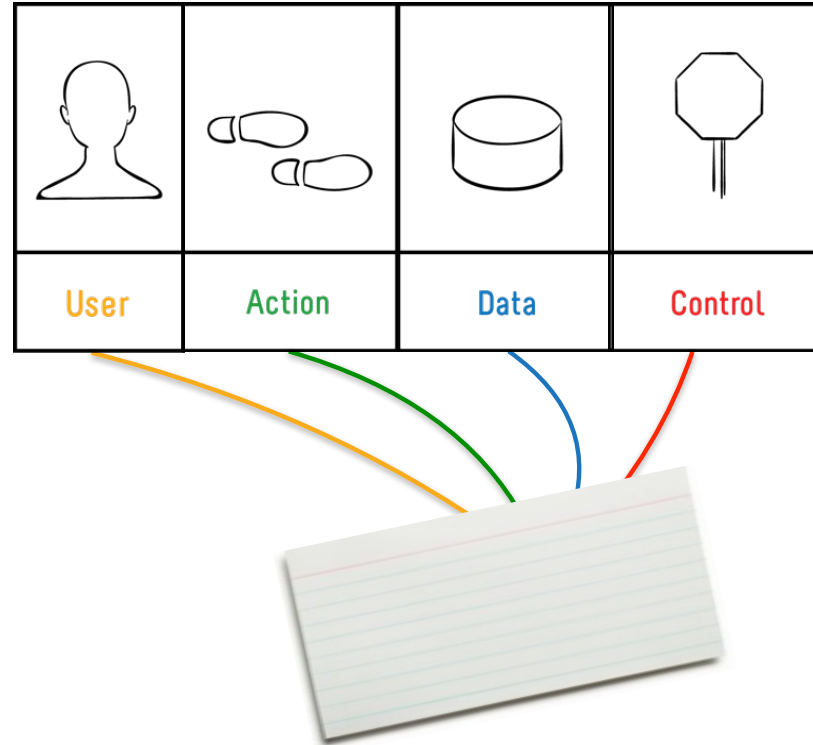
# options board

						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member	Search for discount 	Artist 	Anyone can search for CO-partner restaurants 			
Dedicated 	Download disc coupon 	C4Me Member 	Only C4Me members can search for dining discounts			
Soloist 	Tell a friend	Concert 	C4Me is not responsible for enforcing the terms of the dining discounts 			
Super Fan	Connect w restaurant	Venue 	Only "active" dining discounts can be searched 			
Tag Along	Share experience	Restaurant	Only C4Me members can download a dining discount coupon			
	Provide feedback	Dining Disc				

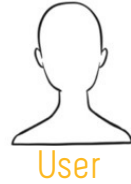
# user story

As a concert goer  
I want to use dining discounts  
so I can enhance my concert  
experience

# assemble



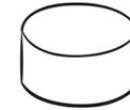
# story with 4 Ds



As a **Super Fan concert goer**  
I need to **search for**  
**concert-related dining discounts**  
so I can enhance my concert experience  
*Only CO members can search for dining discounts*  
*Only "active" dining discounts can be searched*



Action



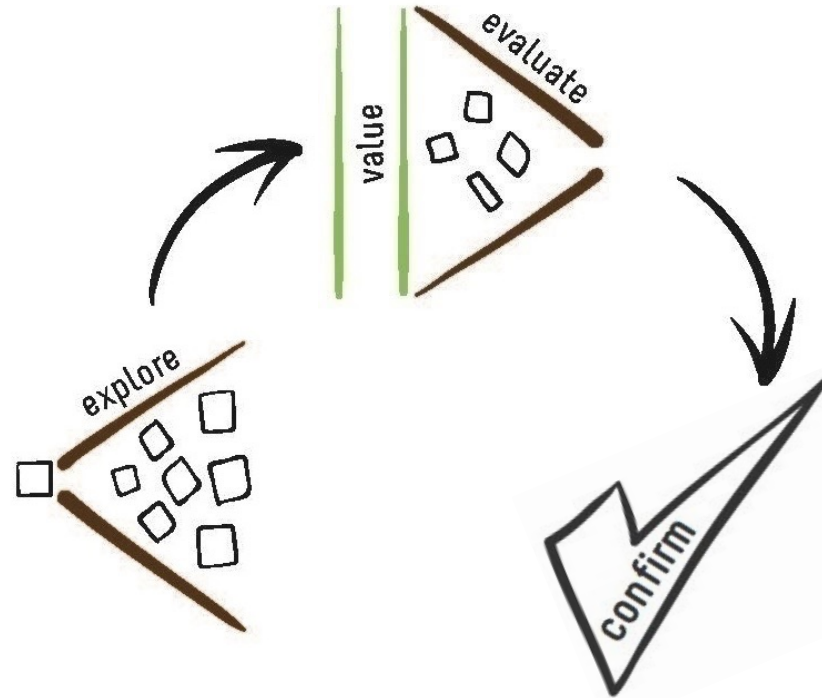
Data



Control

# structured conversation

## *confirm to learn*

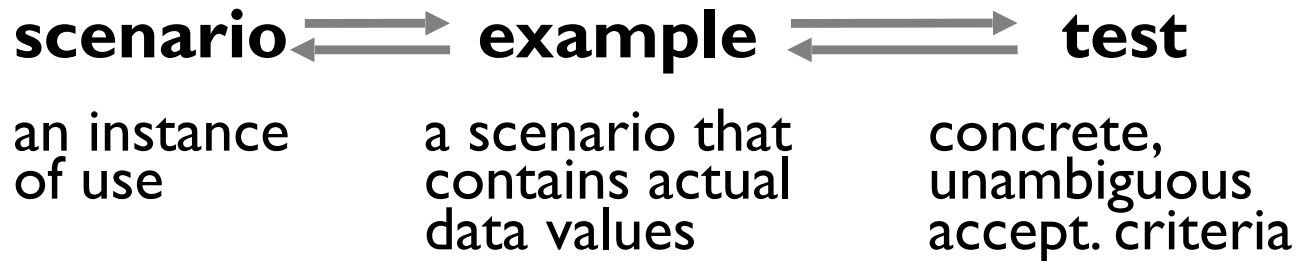




# confirm stories



As a **Super Fan** concert goer  
I need to **search for**  
**concert-related dining discounts**  
so I can enhance my concert experience  
*Only CO members can search for dining discounts*  
*Only "active" dining discounts can be searched*



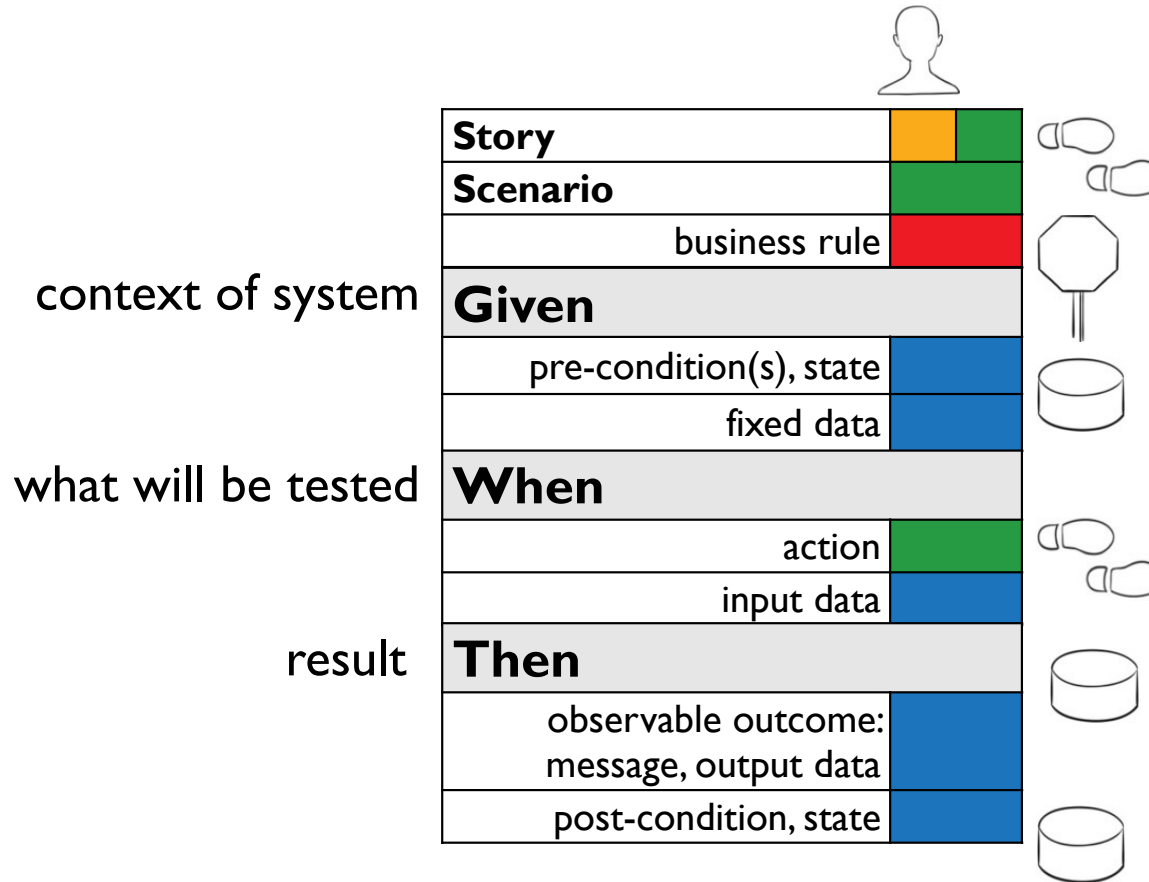
# confirm w scenarios

As a **Super Fan concert goer**  
I need to **search for**  
**concert-related dining discounts**  
so I can enhance my concert experience  
*Only CO members can search for dining discounts*  
*Only "active" dining discounts can be searched*



scenario: an instance of use  
search for nearby restaurant...  
search for locally owned restaurant  
search by cuisine

# confirm w tests

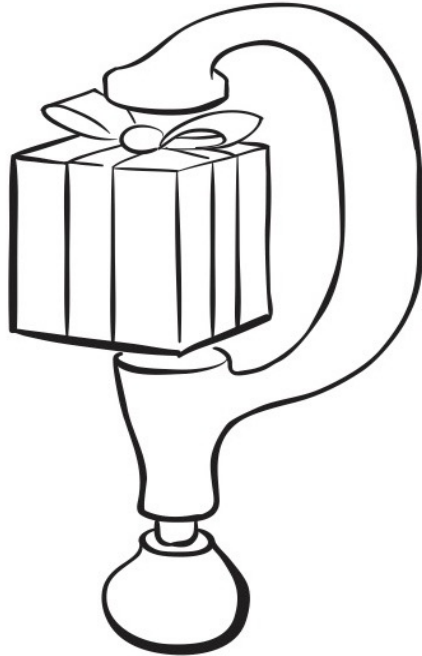


# confirm w tests





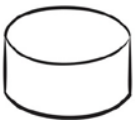
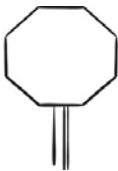
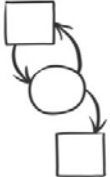














<b>Story</b>	As a <b>Super Fan concert goer</b> I need to <b>search for</b> concert-related dining discounts so I can enhance my concert experience																			
<b>Scenario</b>	Dining discount(s) found																			
business rule	<b>Only "active" dining discounts can be searched</b>																			
<b>Given</b>																				
pre-condition(s), state	C4Me member exists																			
fixed data	<table border="1"> <thead> <tr> <th>Concert ID</th> <th>Restaurant</th> <th>Dining Discount</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>AJ 123</td> <td>Lazy Goat</td> <td>10%</td> <td>active</td> </tr> <tr> <td>AJ 123</td> <td>High Cotton</td> <td>15%</td> <td>cancelled</td> </tr> <tr> <td>AJ 123</td> <td>Cavey's</td> <td>15%</td> <td>active</td> </tr> </tbody> </table>				Concert ID	Restaurant	Dining Discount	Status	AJ 123	Lazy Goat	10%	active	AJ 123	High Cotton	15%	cancelled	AJ 123	Cavey's	15%	active
Concert ID	Restaurant	Dining Discount	Status																	
AJ 123	Lazy Goat	10%	active																	
AJ 123	High Cotton	15%	cancelled																	
AJ 123	Cavey's	15%	active																	
<b>When</b>																				
action	<b>search</b>																			
input data	concert ID: AJ 123																			
<b>Then</b>																				
observable outcome: message, output data	Lazy Goat, Dining Discount 10% Cavey's, Dining Discount 15%																			
post-condition, state	no change																			

# Environment

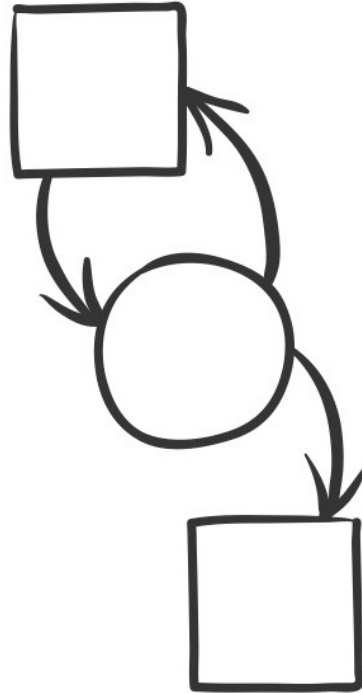


The product  
conforms to  
physical properties  
and technology  
platforms

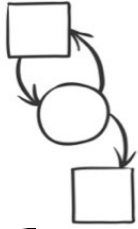
# options board

						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member	Search for discount 	Artist 	Anyone can search for CO-partner restaurants 	Facebook 		
Dedicated 	Download disc coupon 	C4Me Member 	Only C4Me members can search for dining discounts	iOS 		
Soloist	Tell a friend	Concert 	C4Me is not responsible for enforcing the terms of the dining discounts 	Chrome v50 and up		
Super Fan	Connect w restaurant	Venue 	Only "active" dining discounts can be searched 	Safari		
Tag Along	Share experience	Restaurant	Only C4Me members can download a dining discount coupon	Android 4.1 and up		
	Provide feedback	Dining Disc		Android Wear device		
				Apple Watch		

# Interface



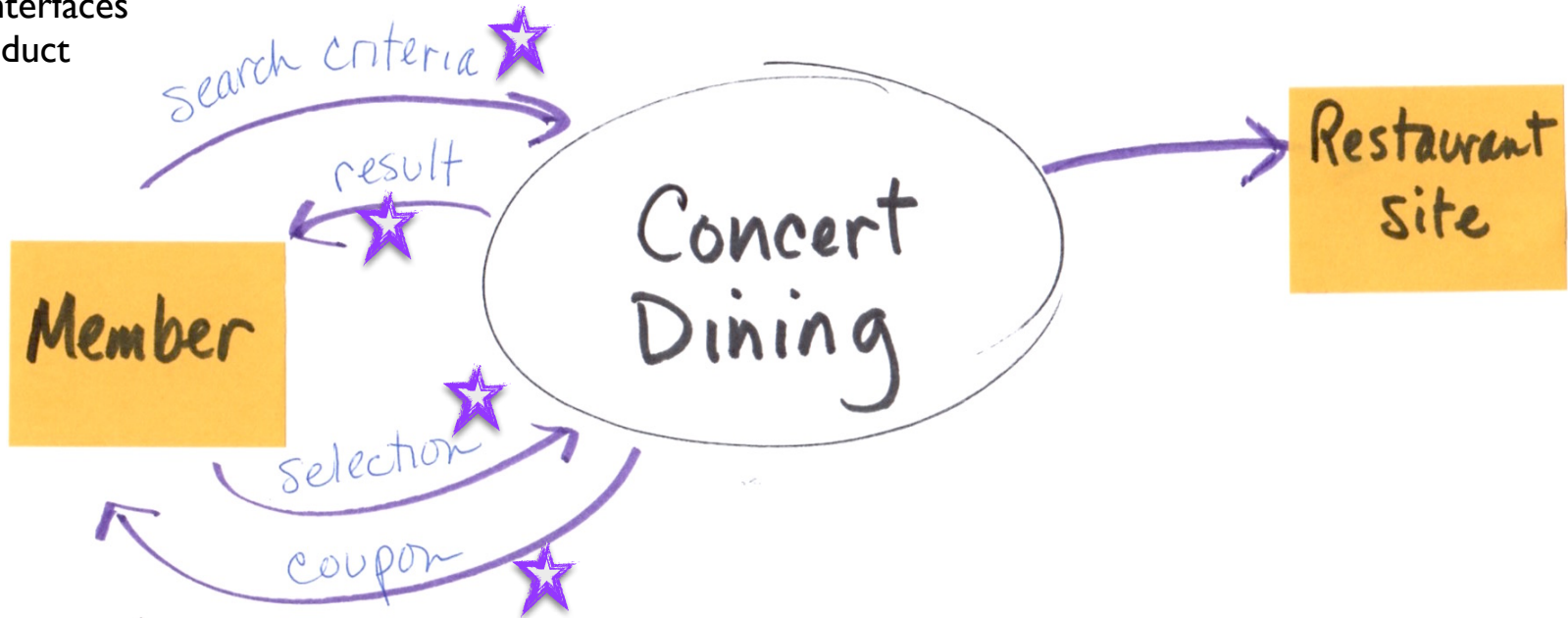
The product  
**interfaces** to  
users, systems,  
and devices



# Interface




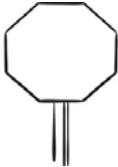
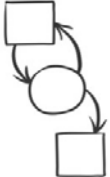


## Context Diagram

Illustrates interfaces to/from product

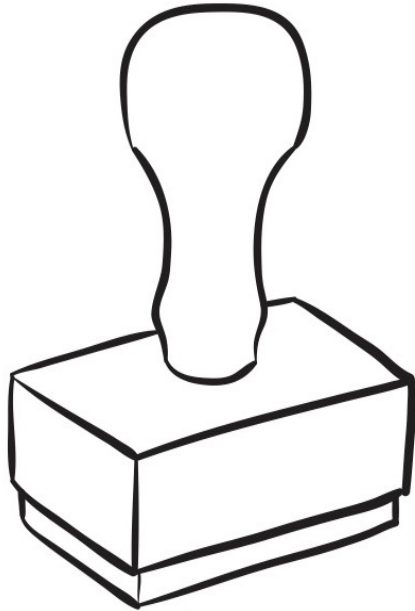




# options board



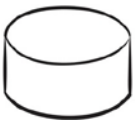
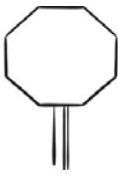
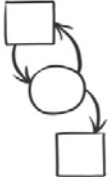


						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member	Search for discount	Artist	Anyone can search for CO-partner restaurants	Facebook	Search criteria	
Dedicated	Download disc coupon	C4Me Member	Only C4Me members can search for dining discounts	iOS	Search results	
Soloist	Tell a friend	Concert	C4Me is not responsible for enforcing the terms of the dining discounts	Chrome v50 and up	Selection	
Super Fan	Connect w restaurant	Venue	Only "active" dining discounts can be searched	Safari	Coupon	
Tag Along	Share experience	Restaurant	Only C4Me members can download a dining discount coupon	Android 4.1 and up	Link to restaurant site	
	Provide feedback	Dining Disc		Android Wear device		
				Apple Watch		

# Quality Attribute

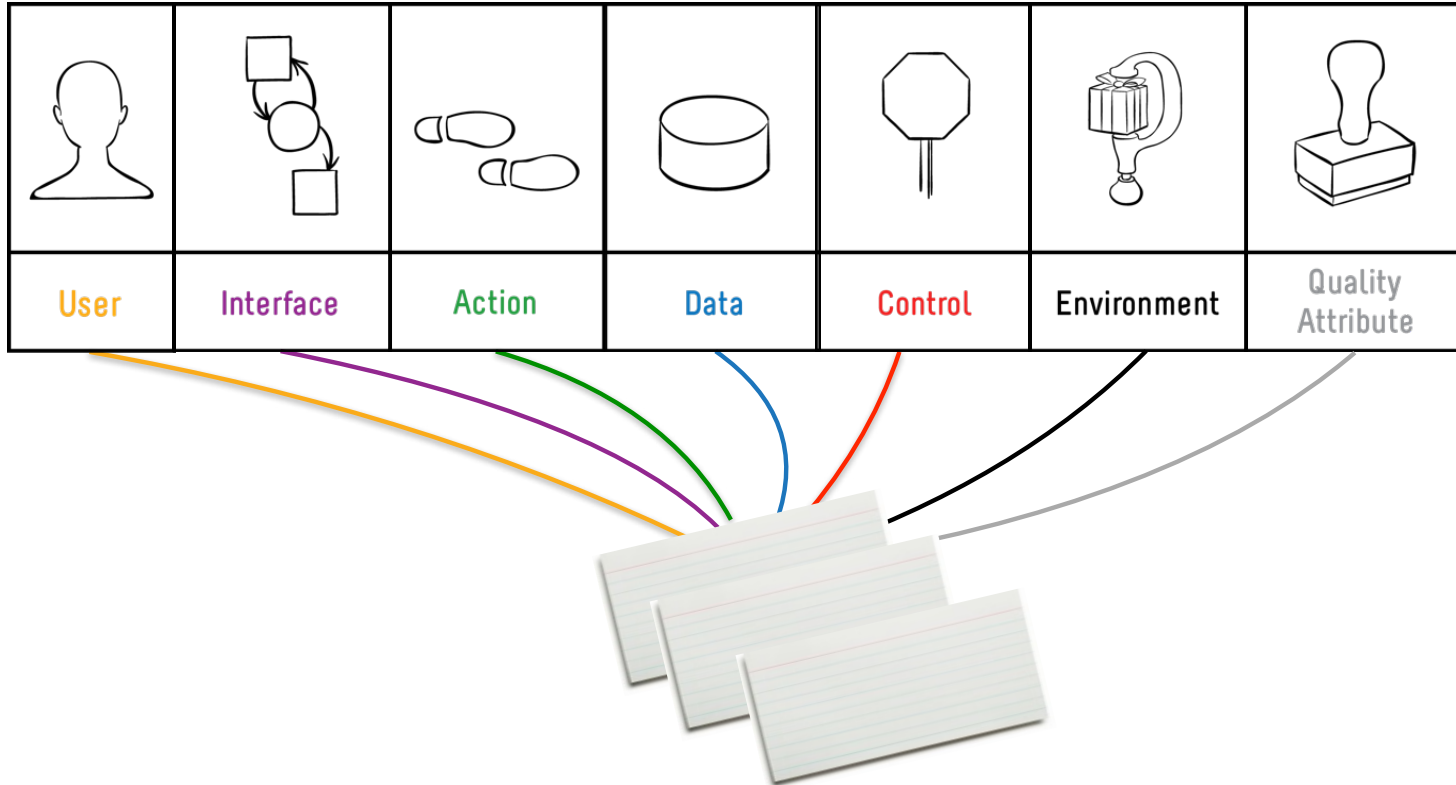


The product has certain properties that qualify its operation and development

# options board

						
User	Action	Data	Control	Environment	Interface	Quality Attribute
Options	Options	Options	Options	Options	Options	Options
C4Me Member	Search for discount	Artist	Anyone can search for CO-partner restaurants	Facebook	Search criteria	Availability
Dedicated	Download disc coupon	C4Me Member	Only C4Me members can search for dining discounts	iOS	Search results	Performance
Soloist	Tell a friend	Concert	C4Me is not responsible for enforcing the terms of the dining discounts	Chrome v50 and up	Selection	Interoperability
Super Fan	Connect w restaurant	Venue	Only "active" dining discounts can be searched	Safari	Coupon	Usability
Tag Along	Share experience	Restaurant	Only C4Me members can download a dining discount coupon	Android 4.1 and up	Link to restaurant site	
	Provide feedback	Dining Disc		Android Wear device		
				Apple Watch		

# assemble



# story w 7Ds



User

As a **Super Fan concert goer**  
I need to **search for**  
**concert-related dining discounts**  
so I can enhance my concert experience

Only **CO** members can search for dining discounts  
Only **"active"** dining discounts can be searched

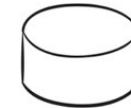
iOS, Chrome v50

Search query and result

Available 95% of time



Action



Data



Control



Quality Attribute

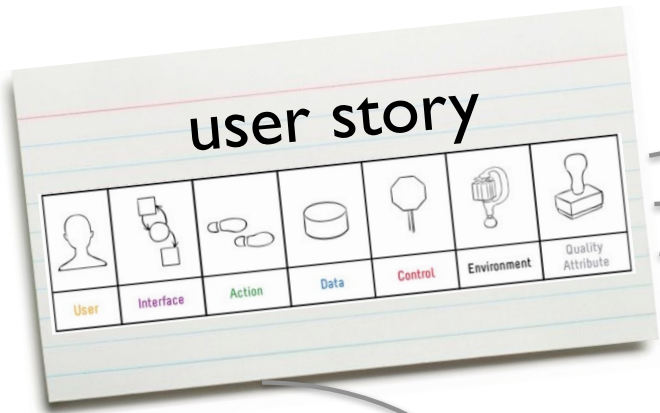


Interface



Environment

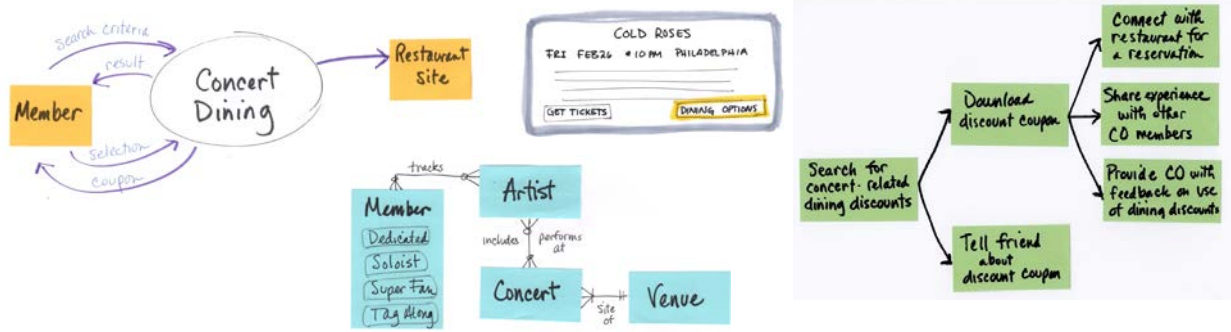
# the whole story



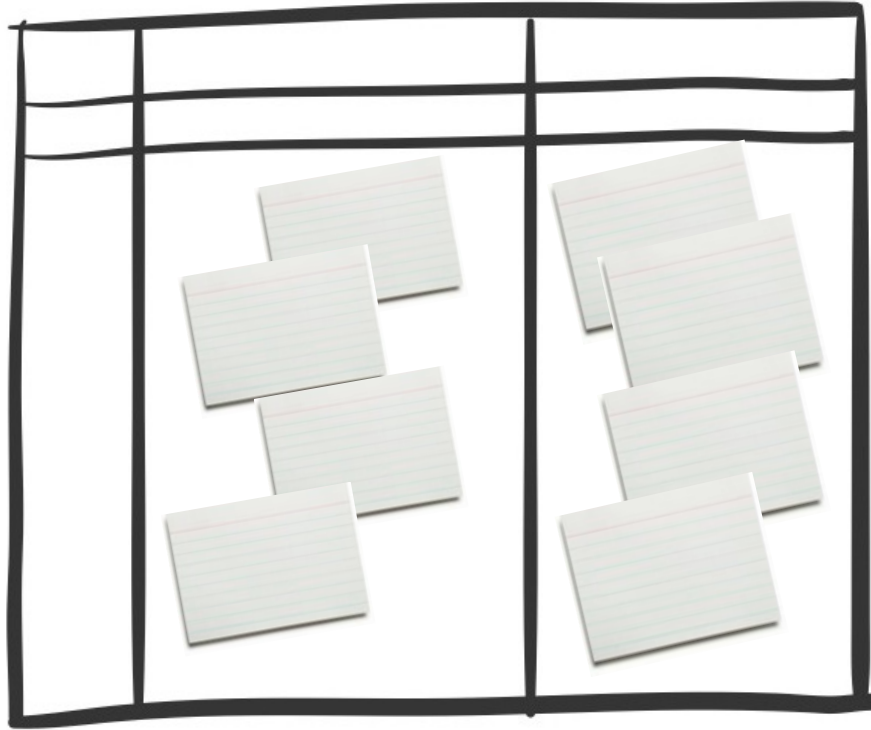
- scenarios
- examples
- tests

enabling specification

## analysis models



# allocate 'ready' stories



# 'ready' benefits

Optimize **collaboration**

Prevent **waste** (of rework, unfinished work, delays)

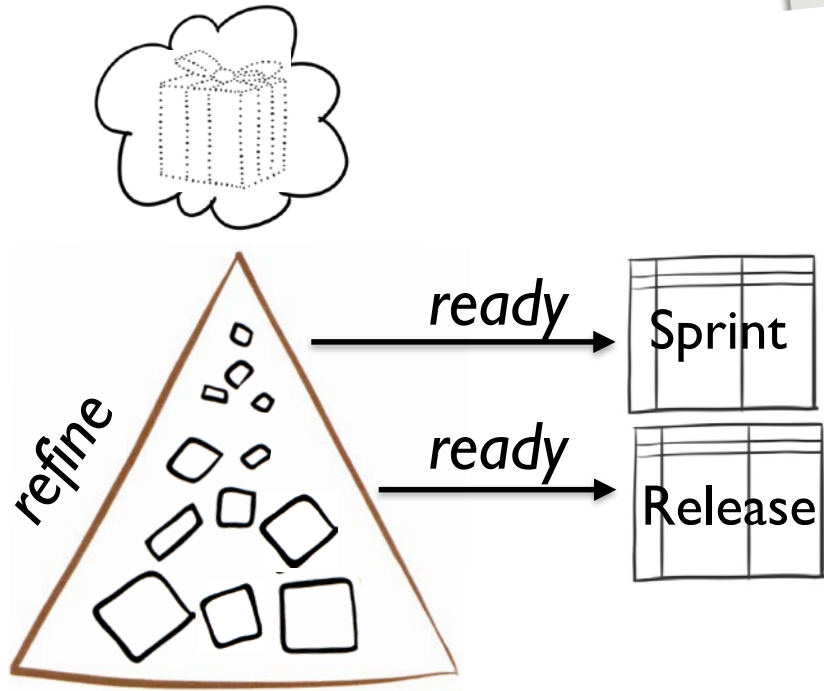
Enable smooth **flow**

Can double (or more) team's **velocity**\*

Enable getting to “**done**”



# 'ready' for planning



# **‘ready’ for planning** sample

## **Sprint planning**

Goal specified

Interdependencies identified, addressed

Stories are valuable, feasible, actionable

Stories ordered to minimize dependencies...

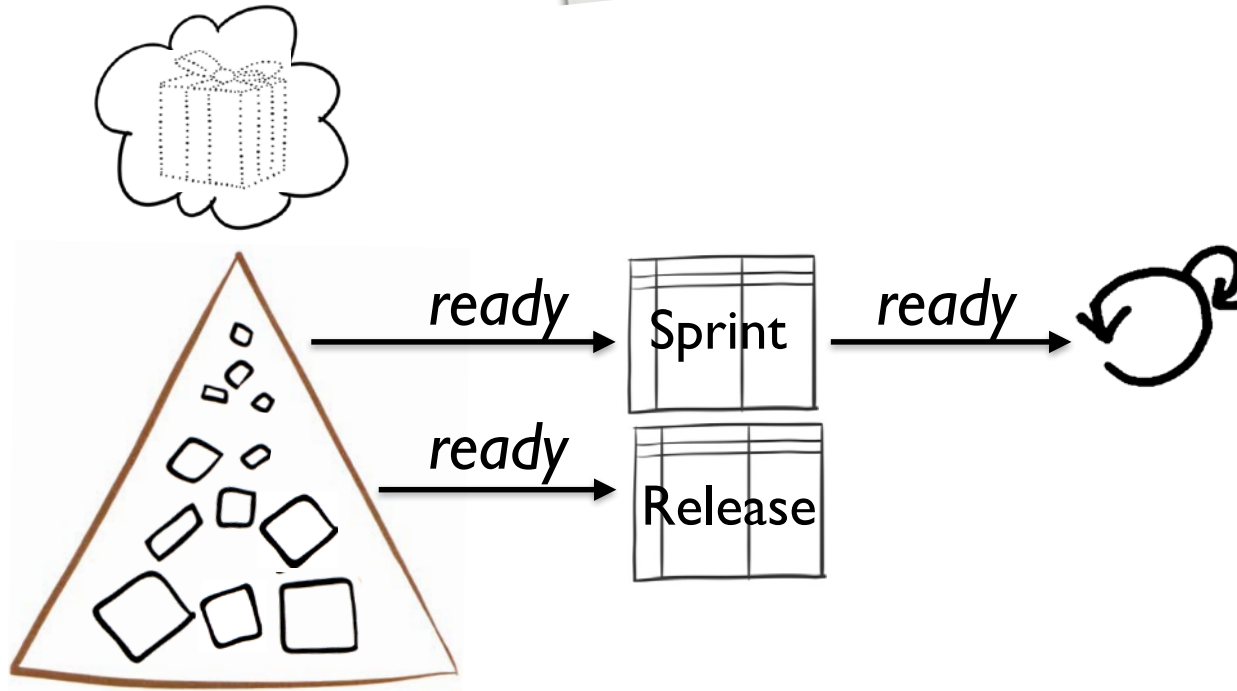
## **Release planning**

Goal and objectives specified, aligned with vision and roadmap

Release theme identified, aligned with product vision

Primary customer or persona identified...

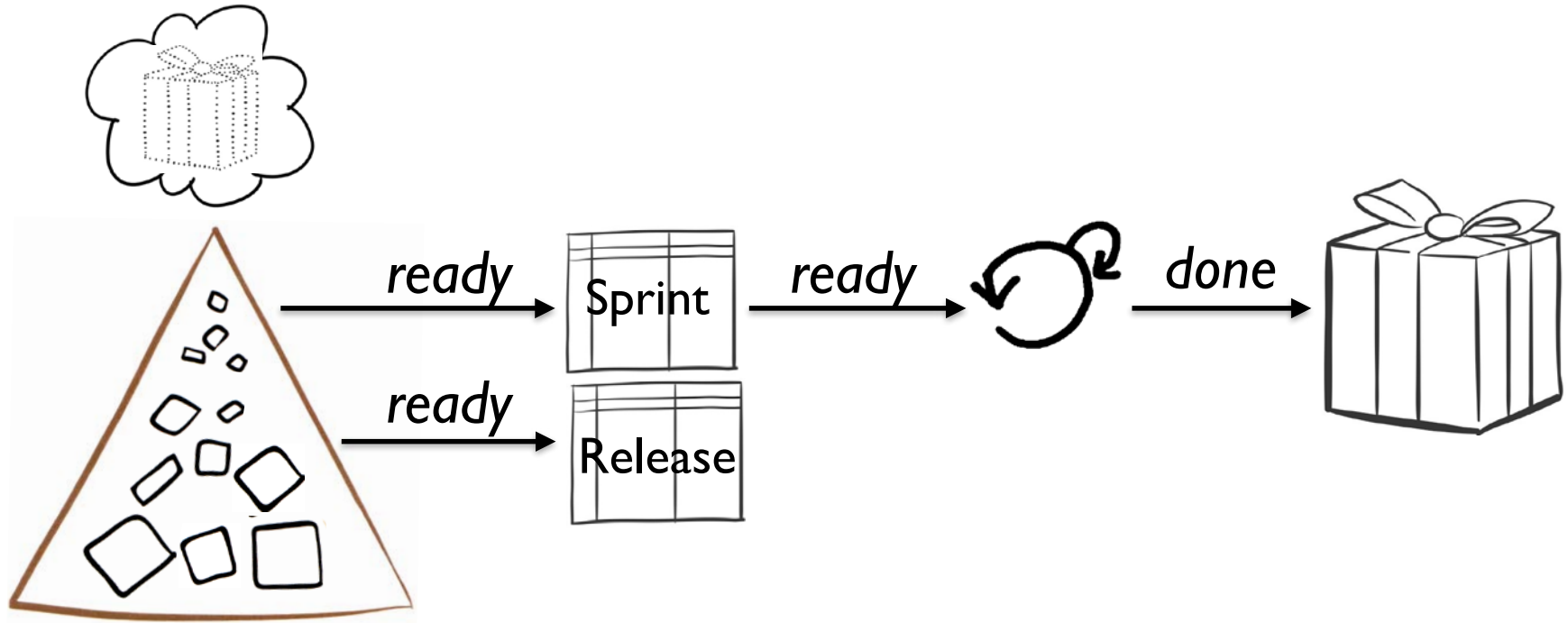
# 'ready' for development



# **‘ready’ for development** sample

<b>Valuable</b>	<b>Actionable</b>	<b>Feasible</b>
Value is clearly articulated Aligned to Sprint goal ...	Story has 7 Product Dimensions with enabling specs (e.g., wire frames) Acceptance criteria are clear, unambiguous, testable Stories organized to minimize dependencies Free from external dependencies ...	Team has skills, experience, resources to develop, test, & demo story Story is estimated and sized to fit Sprint ...

# discover to deliver





**'done'**  
sample

Story has been developed, tested,  
**AND meets all required acceptance tests**

Product Owner **'accepts'** it

Story/feature **could be delivered** to customer

**Definition of Done** specified during planning

***‘ready’ and ‘done’***

**really are a *BIG deal!***

# Making Your User Stories 'Ready' to Get to 'Done'

**thanks!**

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twitter [@theSkepticalBA](https://twitter.com/theSkepticalBA)

resources <http://www.discovertodeliver.com/resource.php>



# Vision to Value: Certified Backlog Refinement Practitioner

March 8-9, Boston, MA USA



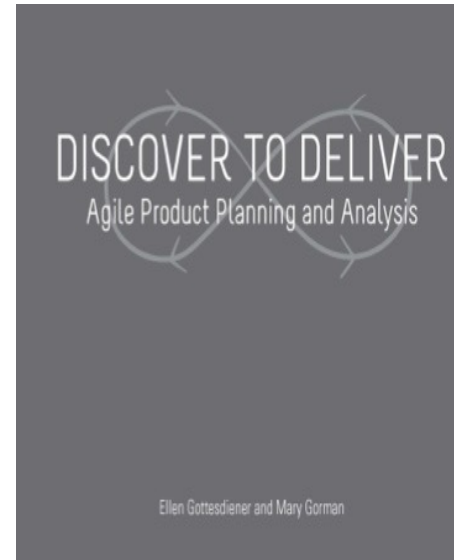
**give-away!**



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# Making Your User Stories ‘Ready’ to Get to ‘Done’

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