

Crafting Effective User Stories for UAT

UAT Training

FL [DIGITAL SERVICE] Florida PALM

Agenda



1. Background
UAT and User Stories

2. Practical - Who, What, Why

3. Practical - Verify!



Who we are



Manu Saraswat

Client Partner



Yisrael Lowenstein

Solution Architect



Yehudah Susson

Product Development



Lilly

Resident Beagle

We are excited to be here!

team-sunshine@nagarro.com



Training Objectives



Understanding UAT and why it matters

Understanding what UAT is and why you need to be actively involved in UAT in the coming year

Understand User Stories

Understanding what are User Stories and feeling comfortable writing them

Get others involved

Be able to explain the process to others in your department - and get them to do it as well

Hands on Experience

Practice writing different User Stories

Our Journey Today



Background



Concept



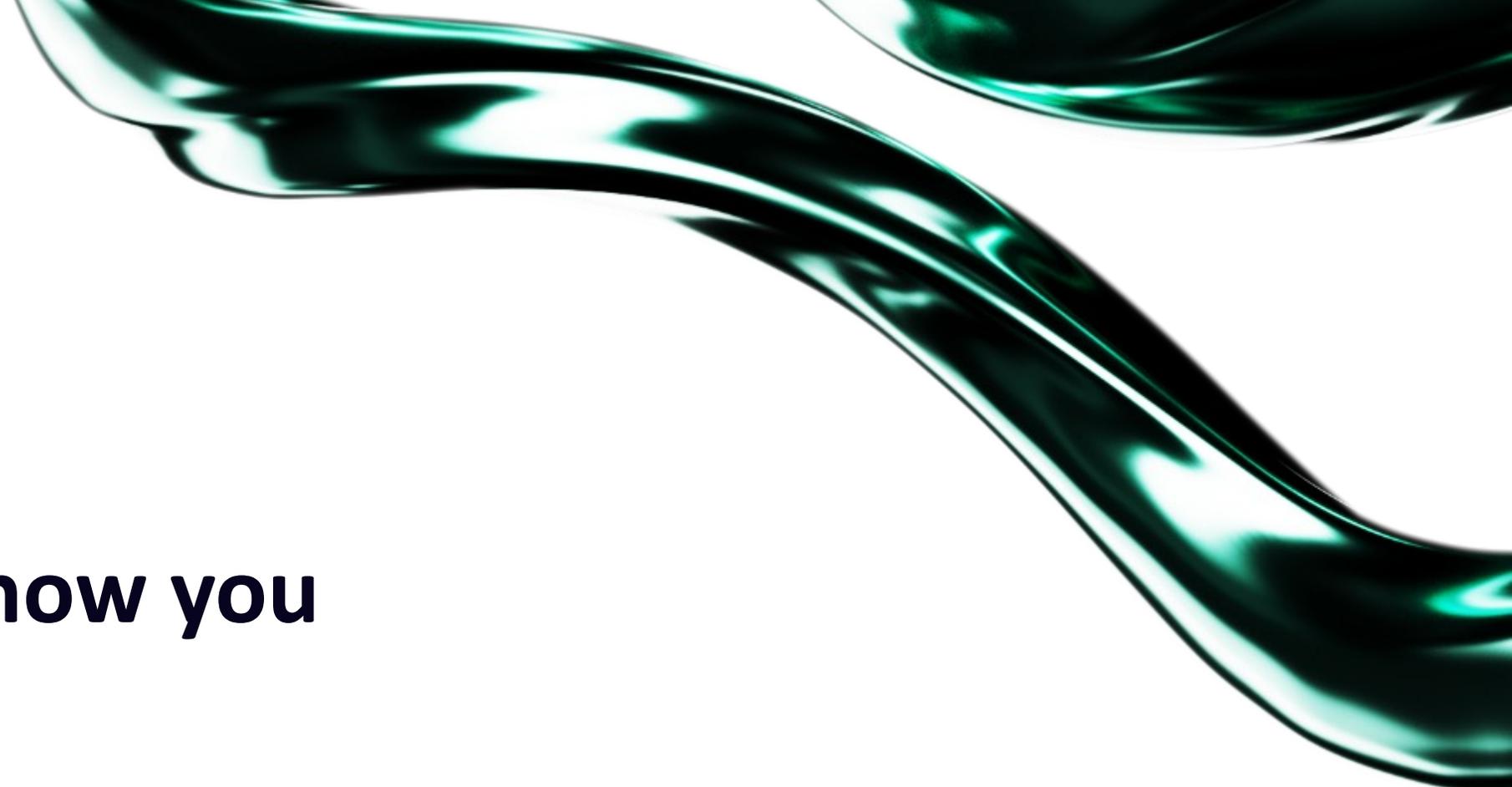
Practice





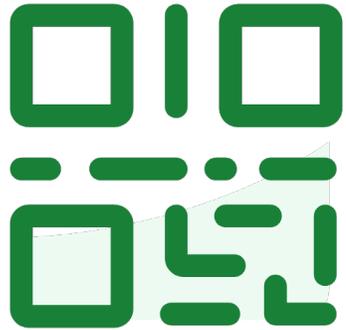
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Getting to know you



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**Join at slido.com
#1675404**

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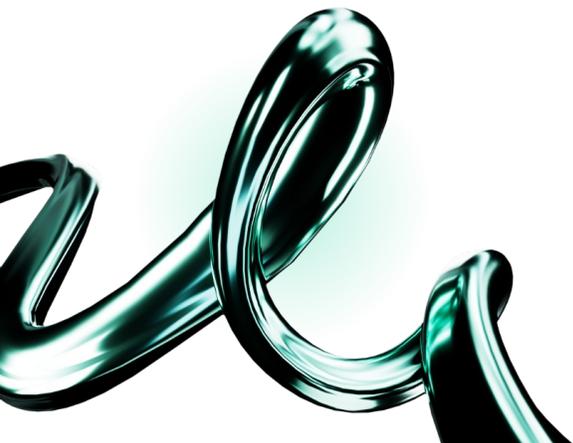
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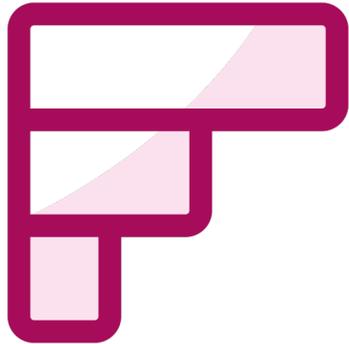
Dog Person or Cat Person?

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Why are you here today (select all that apply - ordered by priority)?

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Background UAT and User Stories

Part 1



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How confident do you feel now in being able to create actionable, testable User Stories?

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Why we are here?



Learn about user stories and how they will support your agency's testing efforts

CoLab

FL[DS] CoLab

Florida PALM UAT Training

December 5, 2024
9:00 a.m. - 12:00 p.m.
Florida Digital Service FL[DS]

Space is limited Please no more than 3 registrations per agency

 [Registration](#)

 Colab@digital.fl.gov

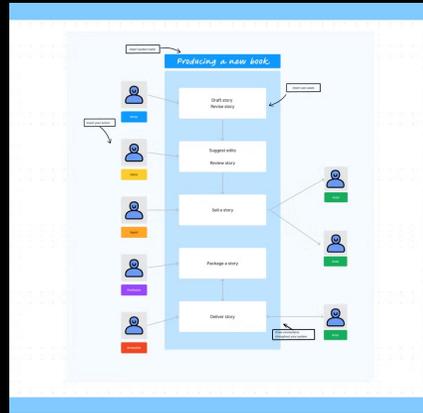
Some Terms

1. User Story



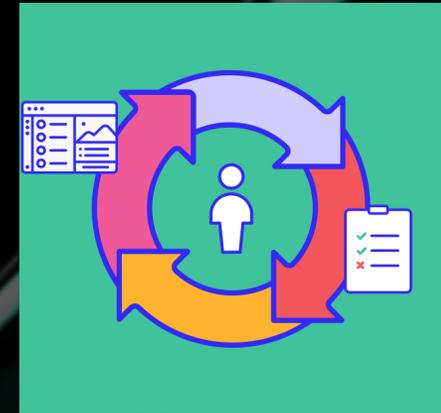
- Describes a user, the feature they need to use, and how it helps them achieve their goal

2. Test Cases



- A set of executable instructions for achieving a goal
- How to actually test functionality
- Becomes part of a test plan to use later

3. User Acceptance Testing (UAT)



- Testing to validate that the system works for end-users

Example

1. User Story

- **As a** Florida Homeowner
- **I need** to be able to quickly reach animal control
- **So that** I can get the alligator out of my pool



2. Test Cases

- Pick up the phone
- Call animal control
- Select the option to speak with an operator
- Report the existence of an alligator in your pool
- Wait for Animal Control to arrive at your house
- Confirm they have removed the Alligator from your pool



3. User Acceptance Testing (UAT)

- Testing to validate the system works for end users
- After calling animal control, has the alligator been removed from the pool?



Why are User Stories and UAT important?

- Things can be built “as defined” - but still be “broken”
- Gathering ALL the User Stories from ALL the users allows you to know what to test
- UAT finds the problems before they go to production

France pays \$20 billion for trains that don't fit its stations / 1,860 new trains too wide for 1,300 regional stations

By [Rich McCormick](#)

Source [BBC News](#)

May 22, 2014, 3:22 AM EDT



0 Comments (0 New)



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How much do you know about User Stories?

① Start presenting to display the poll results on this slide.

What is a User Story?

“A short, simple description of a feature told from the perspective of the User”

AS A [user]

I WANT/NEED [result]

SO THAT [reason]



Collaborative conversation

- User Stories help different people understand the Who, What, & Why
- User Stories are shared – everyone can access and discuss
- User Stories are alive – they get improved and updated over time



Who writes user stories?



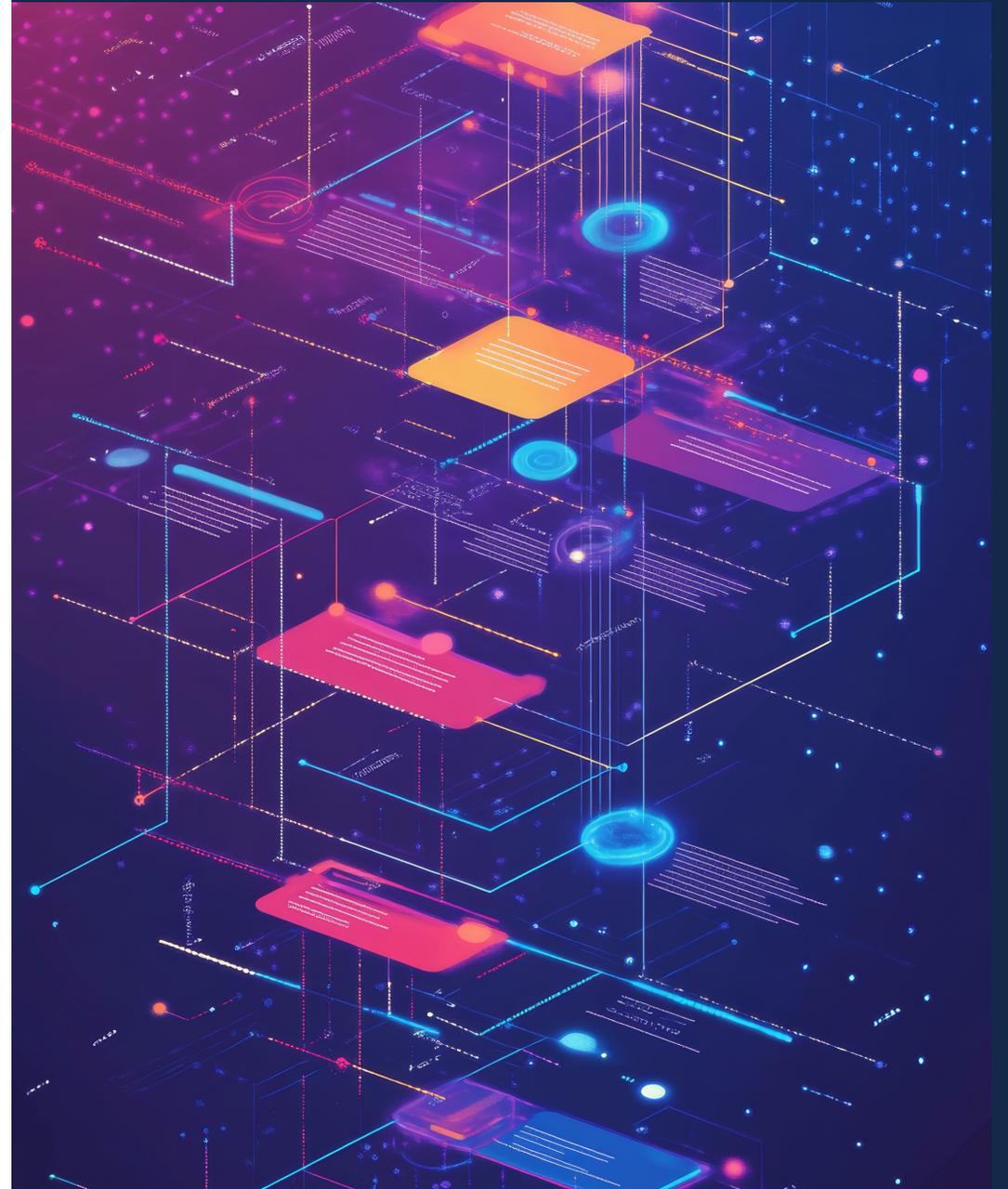
- Everyone who uses the system
 - Aim to cover all the use cases
 - Just documenting what you do every day
 - Short - so anyone can do it
 - Written together





How many user stories?

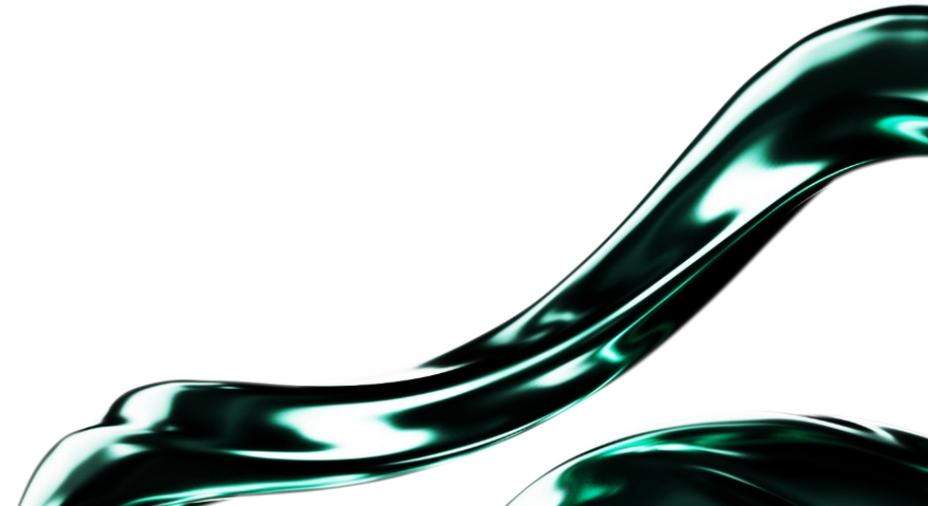
- Document the most important scenarios that will need testing
- Coverage – Ideally, we need to cover all cases where users interact with the system (starting with the most important)



It's a process...



- Don't be scared to start - your User Stories will evolve over time
- It is more important to get started writing than to get it 100% right - they are meant to be updated and changed
- Writing User Stories should become a habit - part of good project hygiene
- You and your team should continue improving them after the User Stories have been written





User Stories for UAT

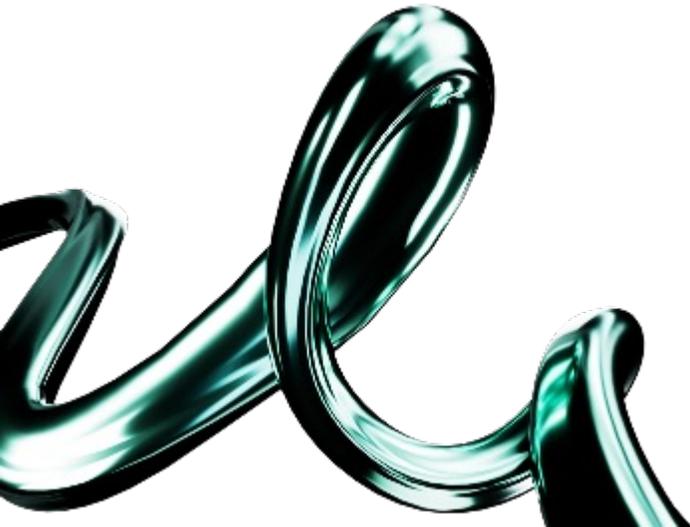
- In AGILE development User Stories are written BEFORE DEVELOPMENT to help prioritize what should be built and when
- In our case we are writing them for TESTING - to identify all parts of the system and confirm that they are interacting as expected
- We are going to focus on the parts of User Stories you need for testing (and skip the parts for estimating, etc.)



User Stories become Test Cases



- User stories describes what the user wants
- Test cases describe the practical steps that are executed when testing the system.
- Test cases are built based on the validation steps in User Stories
- ...but Test Cases are not the focus for this session...



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Have you participated in a UAT process before?

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What is UAT?



User Acceptance Testing

- Need to understand:
 - USER – know the user
 - ACCEPTANCE – what does success look like
 - TESTING – Actually running tests and seeing the results
- The final check by actual users to confirm that the software (and business processes) are ready for real-world use





Steps in UAT

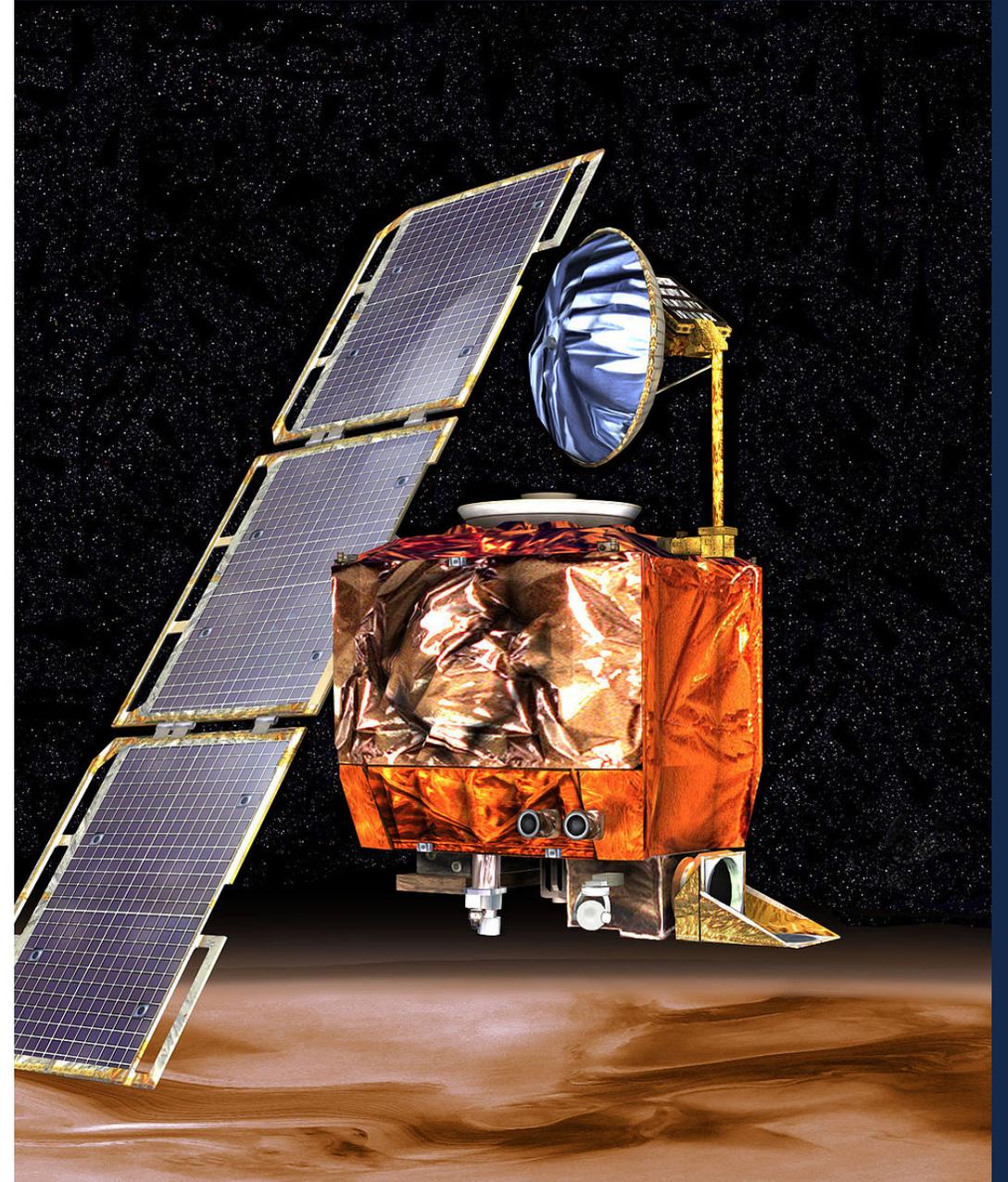
- Identify stakeholders – Who will be involved in defining the Test Cases and testing it
- Gather knowledge & understand the problem space
- Prepare test cases – Make the actual steps to do
- Run User Acceptance Tests – Do the testing
- Evaluate and report – Did it pass? Were the users happy?





Why is UAT Necessary?

- 1999 - Mars Climate Orbiter
- UAT is **not** testing the system - the system is already tested
- UAT helps find bugs that weren't found in earlier testing - We are testing how external users/systems interact with it
- UAT will help make sure your team is ready

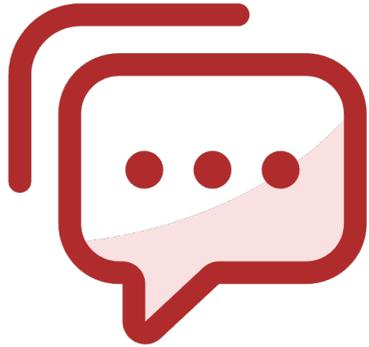


Question Time – Q&A and Upvoting



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Audience Q&A

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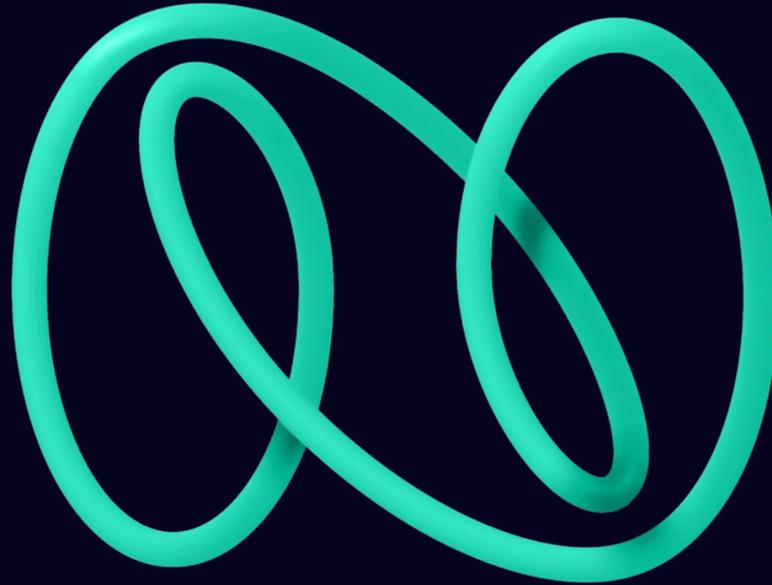
Get ready to put on your Thinking Caps...

...But first a break...





Break time!



team-sunshine@nagarro.com



Practical – Who, What, Why of writing a User Story

Part 2



How we'll learn to write User Stories



See Examples



Group Work



Review
& Discuss



Anatomy of a User Story



A short, simple description of a feature told from the perspective of the User

AS A [type of]

I NEED [result]

SO THAT [reason]

WHO?

WHAT?

WHY?

ACCEPTANCE CRITERIA

VERIFY!





Ideating User Stories: *Adopting a dog*

- Thinking and writing about everything that happens around a dog adoption
- Consider from many angles - who, what, why
- Coverage - Trying to write stories for all the situations that are involved





WHO?

User

AS A [user role] / [persona]

- Person who is using the system / interacting / doing something
- Users may have different needs (and wishes)
- Some users may have multiple roles

		<u>WHO</u>	<u>WHAT</u>	<u>WHY</u>
	TITLE	AS A	I WANT/NEED	SO THAT
1		Parent		
2		Parent		
3		Parent		
4		Child		
5		ASPCA Employee		



WHAT?

Functionality

I NEED [result]

- Describing what they will be doing / achieving
- Not necessarily a need (could be a want)
- NOTE: This field describes what is happening, not the goal – sometimes it can be confusing

		<u>WHO</u>	<u>WHAT</u>	<u>WHY</u>
	TITLE	AS A	I WANT/NEED	SO THAT
1		Parent	Adopt a dog	
2		Parent	Adopt a loving dog	
3		Parent	Buy a guard dog	
4		Child	Own a dog	
5		ASPCA Employee	Verify that the Family will take care of the dog	



WHY?

Goal

SO THAT [reason]

- How does the user's need fit into the bigger picture?
- What's the benefit they're trying to achieve or the problem they are solving?

		<u>WHO</u>	<u>WHAT</u>	<u>WHY</u>
	TITLE	AS A	I WANT/NEED	SO THAT
1		Parent	Adopt a dog	My children will learn responsibility
2		Parent	Adopt a loving dog	Kids have companionship
3		Parent	Buy a guard dog	My family feels safe when I am away from home
4		Child	Own a dog	Teach it to do funny tricks AND dress it in costumes
5		ASPCA Employee	Verify that the Family will take care of the dog	The dog will have a good home AND not be returned to the shelter



Title

So you can find it easily later

- Short description of the User Story
- What is happening and how it impacts the user after it is done

	<u>WHO</u>	<u>WHAT</u>	<u>WHY</u>
TITLE	AS A	I WANT/NEED	SO THAT
1 Get a dog so kids learn responsibility	Parent	Adopt a dog	My children will learn responsibility
2 Get dog for companionship	Parent	Adopt a loving dog	Kids have companionship
3 Get dog for security	Parent	Buy a guard dog	My family feels safe when I am away from home
4 Child wants a dog to play with (tricks and costumes)	Child	Own a dog	Teach it to do funny tricks AND dress it in costumes
5 Ensure the family will take care of the dog	ASPCA Employee	Verify that the Family will take care of the dog	The dog will have a good home AND not be returned to the shelter



VERIFY!

Acceptance Criteria

Verify that it is done

- Describes how you can tell whether the need has been met
- We will discuss them in more detail later...





Let's add more **User Stories** together...

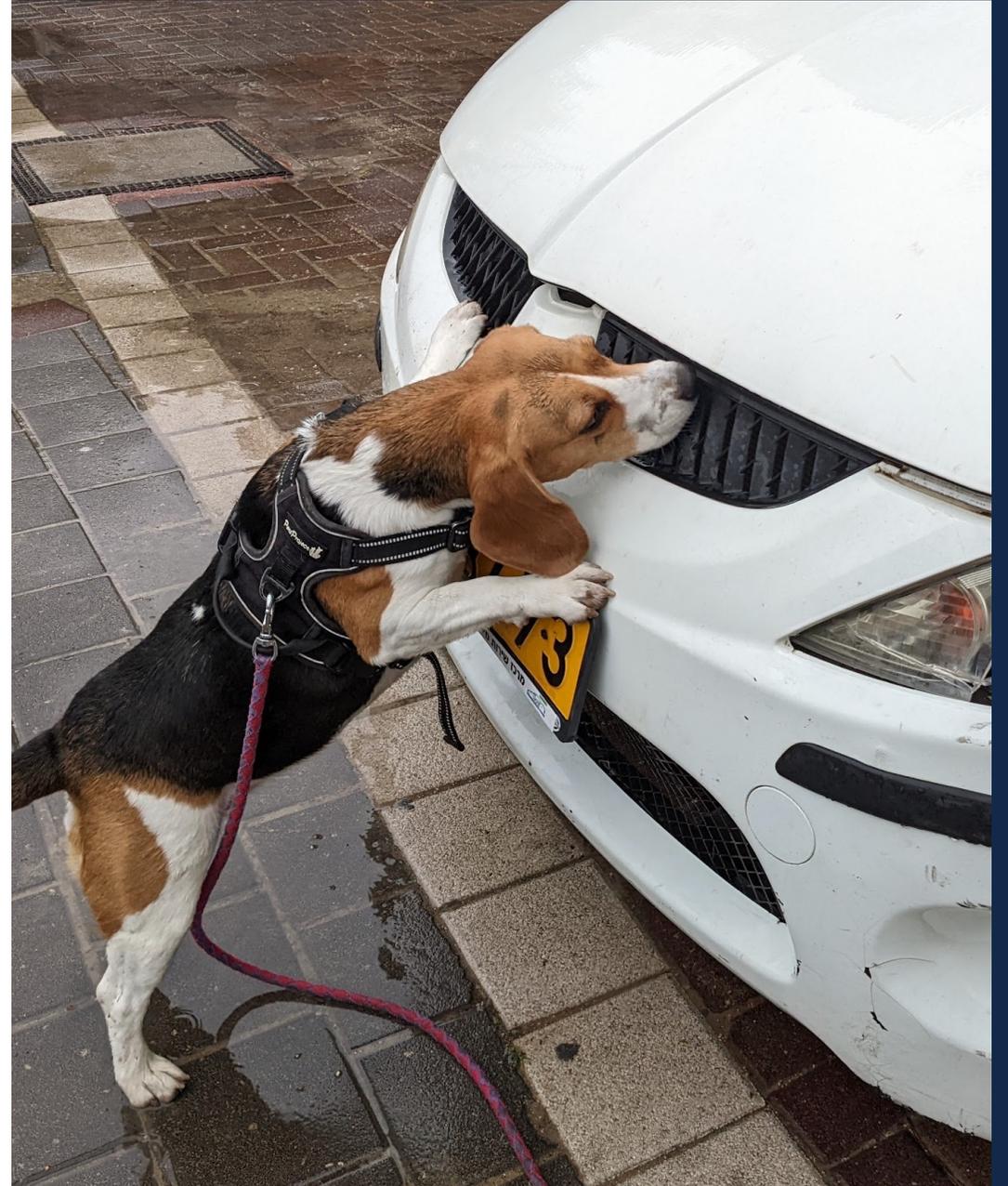
Please call out your suggestions as we go through more examples of adopting a dog



Ideating User Stories: Buying a car

- Break out into groups
- List some of the users that are involved
- List some of their needs
- List the reasons they need it
- Give it a meaningful title (to help others identify it later)

Onsite attendees: <https://tinyurl.com/FloridaPalmOnsite>
Remote users: <https://tinyurl.com/FloridaPalmRemote>



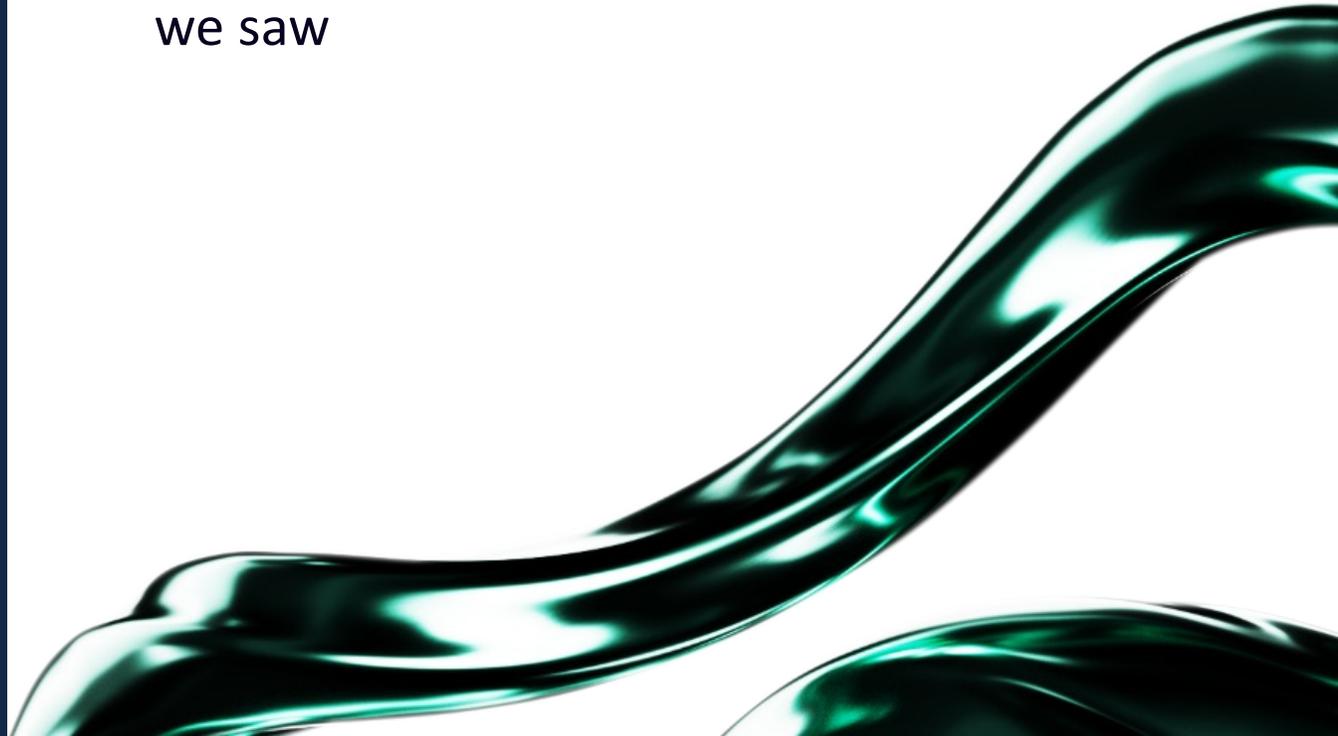


Conversation & Collaboration

- Working with others helps you think of User stories you wouldn't have thought of alone
- User Stories are made to encourage conversation and cover lots of examples
- You will need to do this within your agency...

Review & Discuss

- Review and discuss some of the work you did – good and 'less good' examples we saw

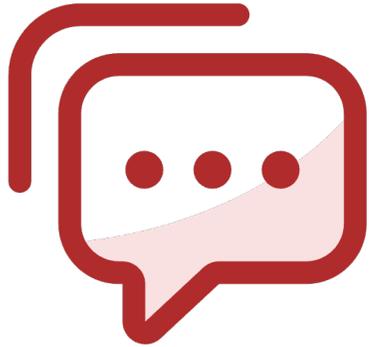


Question Time – Q&A and Upvoting



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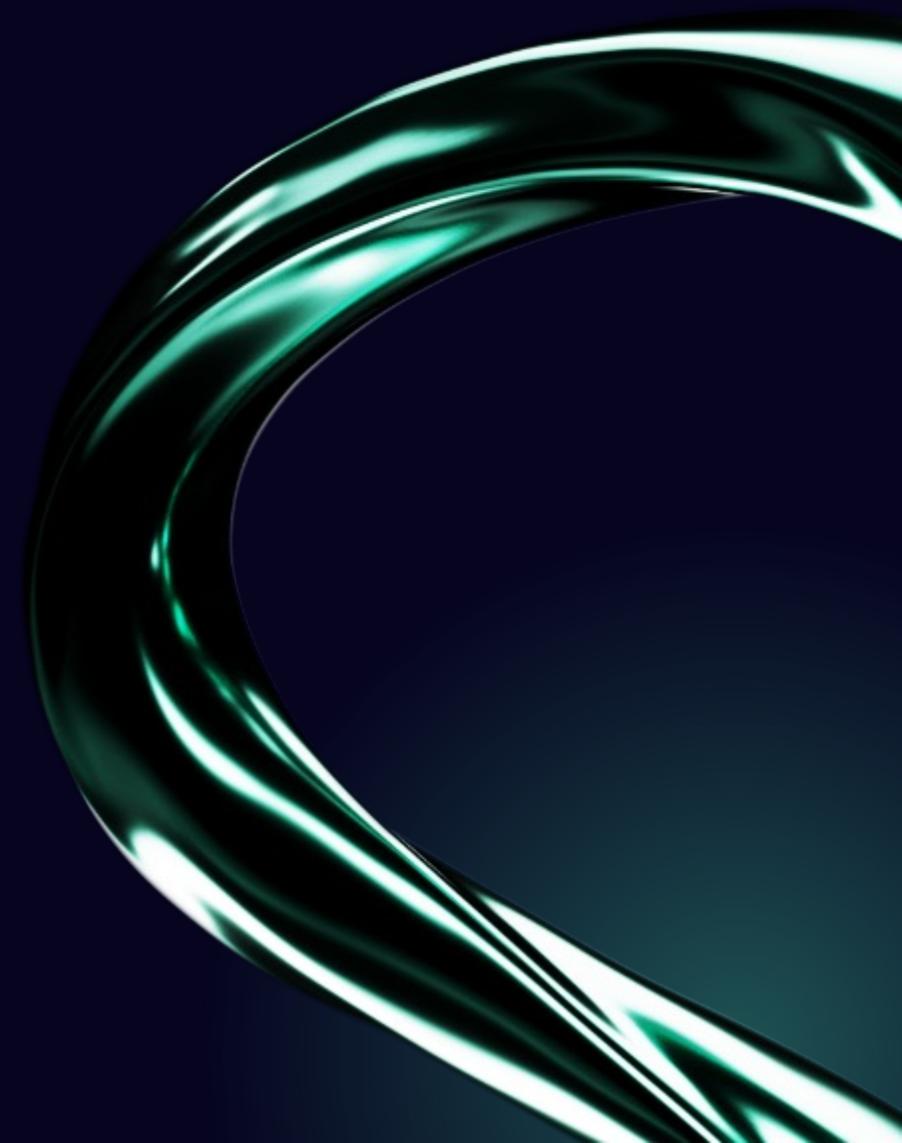


Audience Q&A

① Start presenting to display the audience questions on this slide.

Practical – Verify your User Stories

Part 3





Acceptance Criteria

(more details)

- Describes how you can tell if the User Story has been completed correctly
- Avoid too many AC's
- Keep criteria concise and easy to understand
- Requirements, not implementation details
- Include edge cases (negative scenarios) when needed

CAT: (Clear/Concise, Achievable, Testable)



As a child, I want to get a dog so that I have a companion

AC: Good example

- My parents explicitly approve of me getting a dog.
- A medical check confirms that no family members are allergic to dogs.
- I commit in writing to walk the dog three times a day.

Specific | Measurable | Testable

AC: Bad example

- Everyone should be “ok with the idea” of a dog.
- No one should have issues with a dog being around.
- I will do what is needed to take care of the dog.

Vague | Not Measurable | Not Testable

**Good acceptance criteria make success clear,
while bad ones leave room for confusion and interpretation.**



VERIFY!

Acceptance Criteria

Verify that the User Story is done

- Describes how you will be able to tell whether the User Story has been completed correctly?

<u>WHO</u> AS A	<u>WHAT</u> I WANT/NEED	<u>WHY</u> SO THAT	<u>VERIFY</u> ACCEPTANCE CRITERIA
Parent	Adopt a dog	My children will learn responsibility	Kids commit to take the dog for a walk daily Dog care requirements are appropriate for children Kids are able to learn how to train the dog
Parent	Adopt a loving dog	Kids have companionship	Dog is of breed and temperment to cope with young children Kids have someone to play with when other siblings aren't around Dog remain friendly even when excited
Parent	Buy a guard dog	My family feels safe when I am away from home	Dog should be intimidating to villains Dog must be friendly to family and guests Dog can be trained to protect the family
Child	Own a dog	Teach it to do funny tricks AND dress it in costumes	Dog should be smart and athletic Dog should be easily motivated Dog should be patient while costumes are put on it Child is capable of understanding the dog's limits
ASPCA Employee	Verify that the Family will take care of the dog	The dog will have a good home AND not be returned to the shelter	Shelter employee prepares the family for pet ownership Family has a yard OR is committed to walking dog 3 times a day



Let's add some **Acceptance Criteria** together...

Please call out your suggestions as we go through more examples of adopting a dog





Acceptance Criteria: *Buying a Car*

- Each group should add acceptance criteria to a few of the User Stories they made earlier

Onsite attendees: <https://tinyurl.com/FloridaPalmOnsite>
Remote users: <https://tinyurl.com/FloridaPalmRemote>

Acceptance Criteria - Review and Discuss



- Analyze your User Stories (the good/bad)
- Analyze your Acceptance Criteria
- Can you identify any Acceptance Criteria that need improvement?

Remember – Practice makes perfect

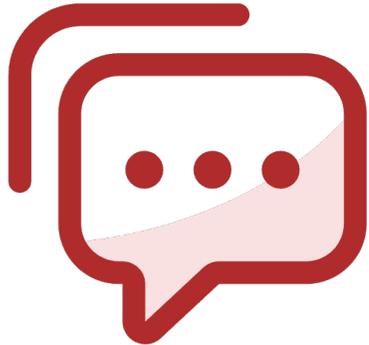


Question Time – Q&A and Upvoting



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Audience Q&A

① Start presenting to display the audience questions on this slide.

“Simplicity is the ultimate sophistication”

Leonardo da Vinci





Consistency fuels success

- Standardize across departments & agencies
- Improve communication
- Boost efficiency

Try this template:

<http://tinyurl.com/FloridaPalmTemplate>



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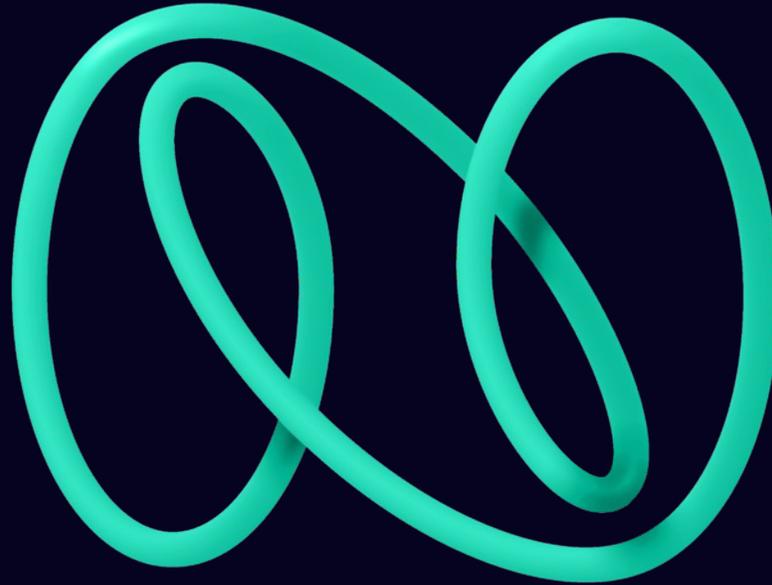


How confident do you feel now in being able to create actionable, testable User Stories?

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Thank You!



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Break Time

FLDS / Florida Palm handoff





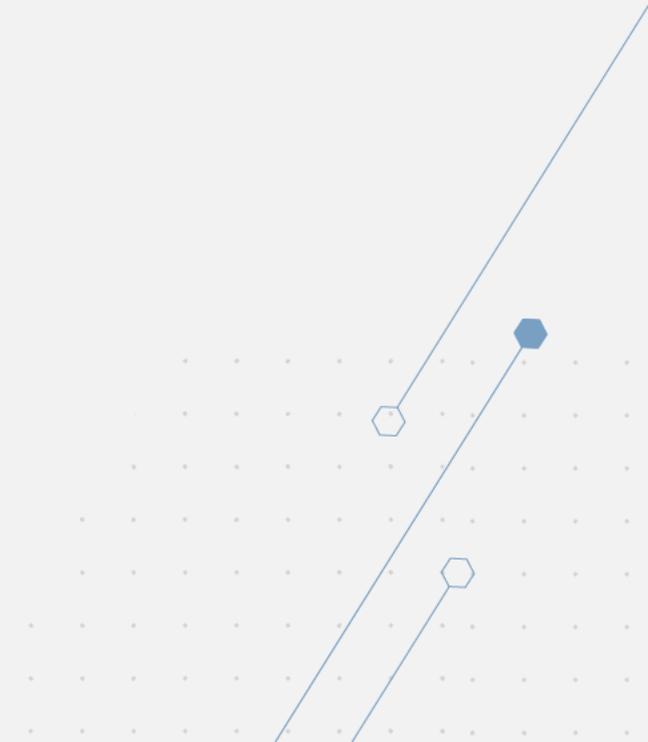
User Acceptance Training Workshop

FL[DS] and Florida PALM

Workshop Agenda



- Making the Case
- Read it: Re-Cap of Nagarro Content
- Watch it: Model writing an effective user story.
- Do it: Putting Theory into Practice
- User Story Report Out and Discussion
- What's Next
- Resources for Assistance
- Questions and Feedback Survey



Making the Case



What's at stake and why is it important to identify and write good user stories, and manage them appropriately for Florida PALM?

What's in it for your Agency?



Read it: User Story Process

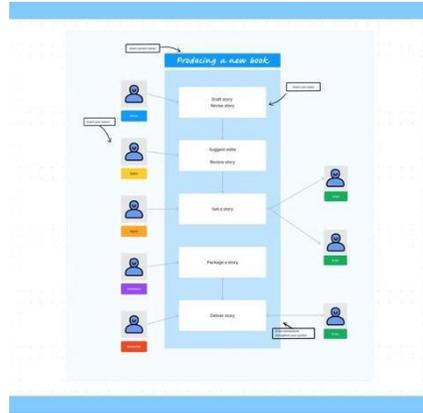
1. User Stories



- Describes a user, the feature they want or need to use, and how it helps them achieve their goal



2. Test Case



- A set of executable instructions for achieving a goal
- What to do to actually test the functionality
- Becomes part of a test plan to use later



3. User Acceptance Testing (UAT)



- Actual testing to validate the system and /or process works for end users

You know your business like nobody's business.

"Houston, we have a problem"

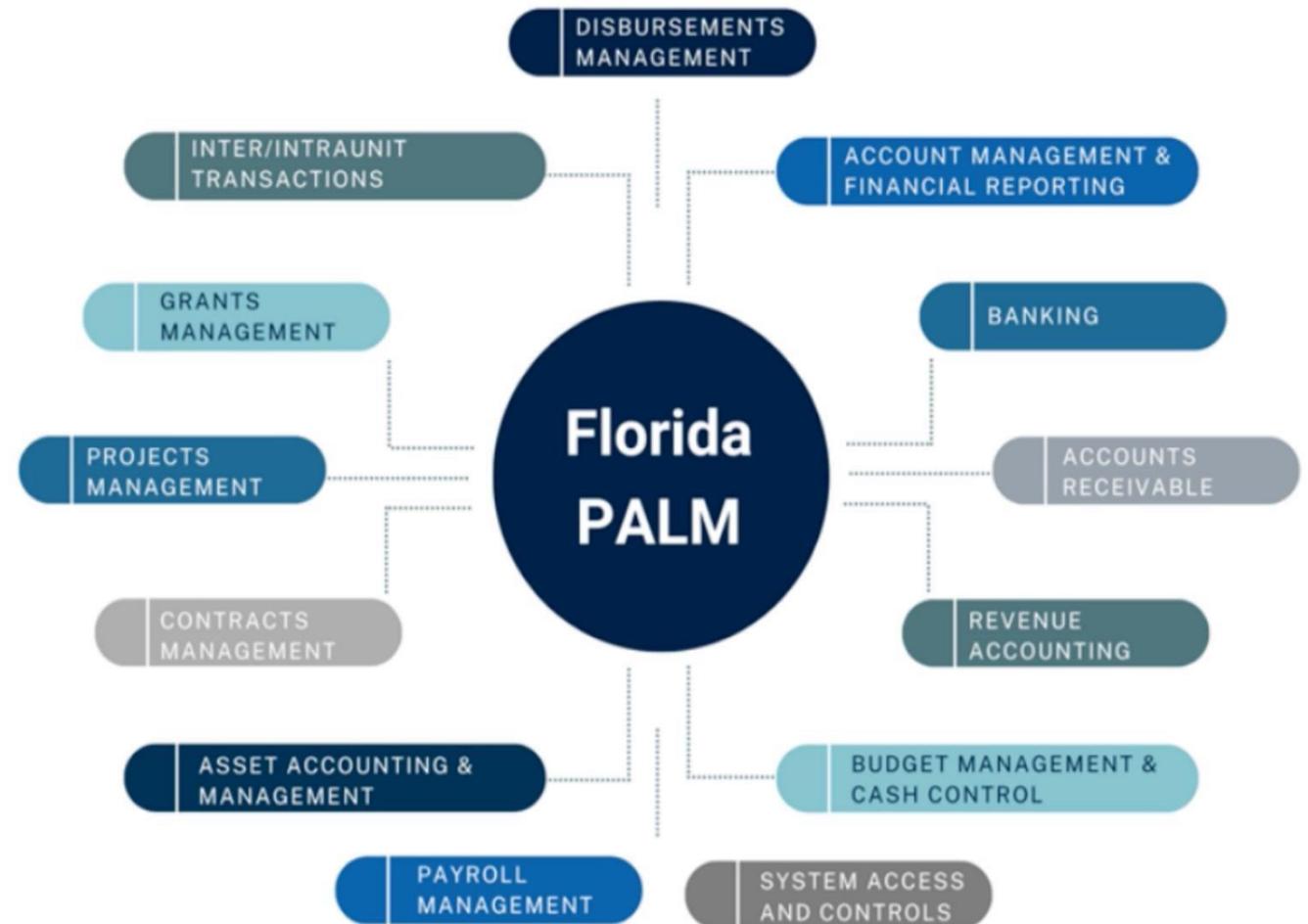
A good user story identifies the problem clearly before suggesting a solution

"Just keep swimming"

Continuous refinement of user stories as key to navigating the development process.

"Do or do not. There is no try"

User stories encourage actionable tasks that drive concrete progress, not big attempts



Your business will be supported by Florida PALM.

BPG	Process Module	Topic Name	Activity Name	Business Process Model	Role(s)	System Role(s)	Related Item (RICEFW Items)	Agency, DFS, Other
		<i>The overarching subject of the Activity.</i>	<i>The function completed using Florida PALM.</i>	<i>The associated BPM(s) is listed here.</i>	<i>Each role involved in the activity is listed individually.</i>	<i>Applicable system roles may be listed here.</i>	<i>Applicable Report, Interfaces, or Workflows associated with the Activity.</i>	
DM	AP	Processing Voucher	Entering a Voucher Manually	30.3.1 Process Vouchers	Agency AP Processor		APR024, KKR058, APR009, APR003, APR032, APR091, APR013, API129, API002, API031, API041, APW001	Agency
					Agency AP Retiree Voucher Processor			Agency
					Agency AP Spreadsheet Upload Processor			Agency
					AP Reporter			Agency and DFS
					Confidential AP Viewer			Agency and DFS
DM	AP	Processing Voucher	Using the Inbound Voucher Spreadsheet Upload	30.3.1 Process Vouchers	Agency AP Retiree Voucher Processor		APR024, KKR058, APR009, APR003, APR032, APR091, APR013, API129, API002, API031, API041, APW001	Agency
					Agency AP Spreadsheet Upload Processor			Agency
					AP Reporter			Agency and DFS
					Confidential AP Viewer			Agency and DFS
DM	AP	Processing Voucher	Reviewing, Approving and Denying Vouchers	30.3.3 Review and Approve Vouchers	Agency AP Approver		APR001, KKR058, APR009, APR003, APR013, APW001	Agency
					Agency AP Finance & Accounting (FA) Approver			Agency
					DFS AP Approver			DFS
					AP Reporter			Agency and DFS
					Confidential AP Viewer			Agency and DFS

Process Workflow



After today, you'll be able to start writing User stories for your workflows:

Who: As a [_____]
What: I want [_____]
Why: So that [_____]
Verify:

The screenshot shows the Knowledge Center website interface. At the top, there is a navigation bar with the Knowledge Center logo, a search bar, and links for Feedback, Florida PALM, and Glossary Login. Below the navigation bar is a breadcrumb trail: Business Processes / Disbursement Management / Enter and Process Vouchers (30.3). The main content area is titled 'Review and Approve Vouchers (30.3.3)'. A red oval highlights the 'Business Process Overview' section, which contains the following text: 'The Review and Approve Vouchers process outlines the voucher approval workflow in a financial system. It begins with an Agency AP Approver reviewing vouchers to ensure compliance with authority, funding codes, and attachments. Approval levels vary by agency, with certain vouchers being pre-approved. Denials are sent back for correction. A secondary review is conducted by an Agency AP F&A Approver, and then a DFS AP Approver for audit criteria. The final approval step leads to payment processing. Denials at any stage are returned for correction, and reason codes are used to manage the audit process. Monitoring and reporting tools, like the Voucher Approval Aging Report, aid in managing the process and ensuring compliance.' To the right of the main content is a 'Table of contents' sidebar with links to Business Process Overview, Business Process Diagram, Business Roles, Business Process Flows, Details, Accounting Events, Reports, Conversions, Interfaces, and Forms. The bottom of the page shows a footer with the Florida PALM logo and a page number '30.3 Enter and Process Vouchers'.

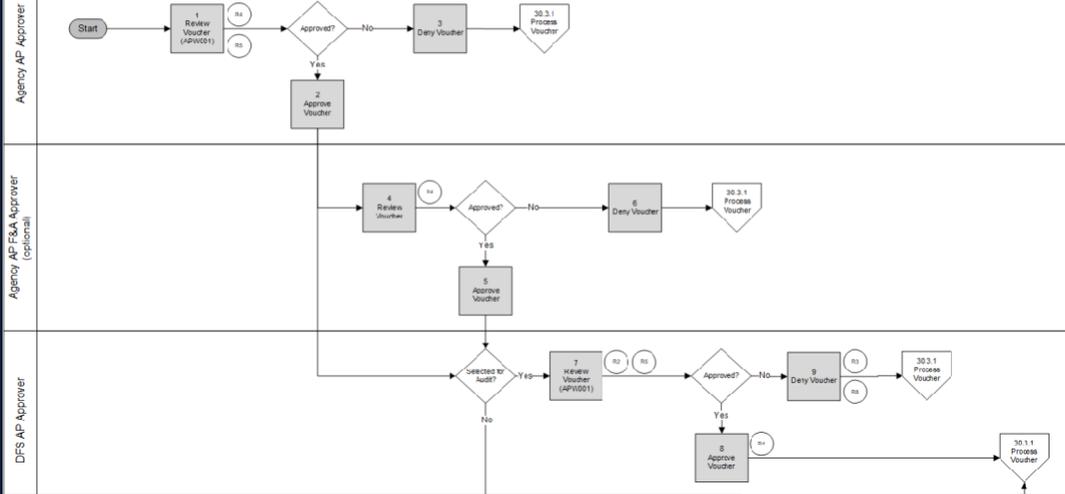
Watch it: Role Play



How would I construct a Florida PALM specific User Story?



Accounts Payable Module



Let's dive in

- Most of us can relate to Accounts Payable

Filter

- Getting Started
- Business Processes Updates
 - Account Management & Financial Reporting
 - Budget Management & Cash Control
 - Disbursement Management
 - Disbursements Management (CM) Overview
 - Supplier Lifecycle
 - Encumbrance Lifecycle
 - Voucher Lifecycle
 - Payment Lifecycle
 - Set Up and Maintain Suppliers (30.1)
 - Establish and Maintain Encumbrances (30.2)
 - Enter and Process Vouchers (30.3)
 - Process Vouchers (30.3.1)
 - Voucher Matching (30.3.2)
 - Review and Approve Vouchers (30.3.3)**
 - Enterprise Process Vouchers (30.3.5)
 - Risk Prompt Payment Interest Calculation (30.3.6)
 - Process Carry Forward Payables and Vouchers (30.3.7)
 - Appendix A - Revolving Fund Reimbursements (30.3)
 - Appendix B - Commitment Control Date Concepts (30.3)
 - Appendix C - Disbursement Accounting Date Concepts (30.3)
 - Appendix D - Order of Precedence Based upon Voucher Creation Method
 - Process Payments (30.4)

Business Process Flows Details

The tables below describe steps in each business subprocess as reflected on the Business Process Flow Diagrams. The tables also reflect information associated with each step describing the intent of the specific process. Florida PALM screenshots are included within the sections to allow connections to be made from specific business subprocess steps to screens within Florida PALM. This information should be read in conjunction with the Business Process Flow Diagrams.

Process Step ID	Process Step Title	Description of Process
1	Review Voucher (APV001)	<p>An Agency AP Approver uses the WorkCenter to review Vouchers pending approval coming from Initiate Approval Workflow step on the Process Vouchers subprocess. The primary purpose of this step is to review the invoice to ensure the appropriate authority was in place for the purchase, that correct funding codes were used, and required attachments were included.</p> <p>The APR003 Outstanding Vouchers Report provides the approver with a means to evaluate how long a voucher has been waiting to be approved and as a tool to manage the review process.</p> <p>Agency personnel and the DFS Division of Accounting and Auditing (A&A) review and approve some invoices outside of Florida PALM in the source system, such as those originating in MFMP, PCard Works, and State Travel Management System (STMS).</p>
2	Approve Voucher	<p>This step allows approval of the voucher by assigned and authorized users, based on workflow rules. Each agency will require at least one level of approval. The second level of approval is optional.</p> <p>Once the voucher is approved, it is staged to the next level of approval. Certain vouchers are pre-approved and do not go through the approval process (e.g., MFMP, STMS and PCard payments).</p> <p>The Agency AP Approver monitors vouchers pending approval via the APR003 Outstanding Vouchers Report.</p> <p>The Agency AP Approver monitors vouchers pending approval via the APR013 Voucher Activity Report to manage staff performance.</p>
3	Deny Voucher	<p>Vouchers that are denied by the Agency AP Approver are sent back to the Agency AP Processor for correction/deletion using the Enter/Update or Delete Voucher process.</p> <p>Reason Codes are used to indicate the reason for the return/denial of the voucher. DFS and agencies use this information to manage the audit process.</p> <p>The Agency AP FSA Approver uses the AP WorkCenter to review vouchers pending approval workflow from the Agency AP Approver. The primary purpose of this step is to review the invoice to ensure the appropriate authority was in place prior to the purchase, that correct</p>

Table of contents

- Business Process Overview
- Business Process Diagram
- Business Roles
- Business Process Flow Details**
- Accounting Events
- Reports
- Conversions
- Interfaces
- Forms
- Workflows
- Agency Configurations
- Version History

Tags

- Business Processes
- Vouchers

Attachments

- [30-3-enter-and-process...](#)
- [30-3-enter-and-process...](#)



APPROVAL - The good, the bad and the ugly

	Good user story	Bad user story
Title/description	As an Agency AP Approver, I want to approve vouchers based on predefined workflow rules, so that I can ensure transactions are properly authorized and proceed further.	As an approver, I want to approve vouchers quickly and easily
As an	Agency AP Approver	An approver
I want/need to	Approve vouchers in the WorkCenter after reviewing details to ensure compliance and proper authorization.	Approve vouchers quickly and easily
So that (Outcome)	Transactions meet compliance standards, and move smoothly to the next step in the process.	To save time and make the process easier
Testability	Approvals follow the workflow order.	Quick and easy are vague. Lee defined results. They are subjective.

- **Focused on convenience** prioritizes "quick and easy" over compliance and thorough review.
- **Vague:** does not specifically describe the tools, actions or outcomes desired.
- **Not verifiable:** not measurable, subjective.
- **Missing responsibilities:** does not account for following guidelines or using the right tools to get approval.



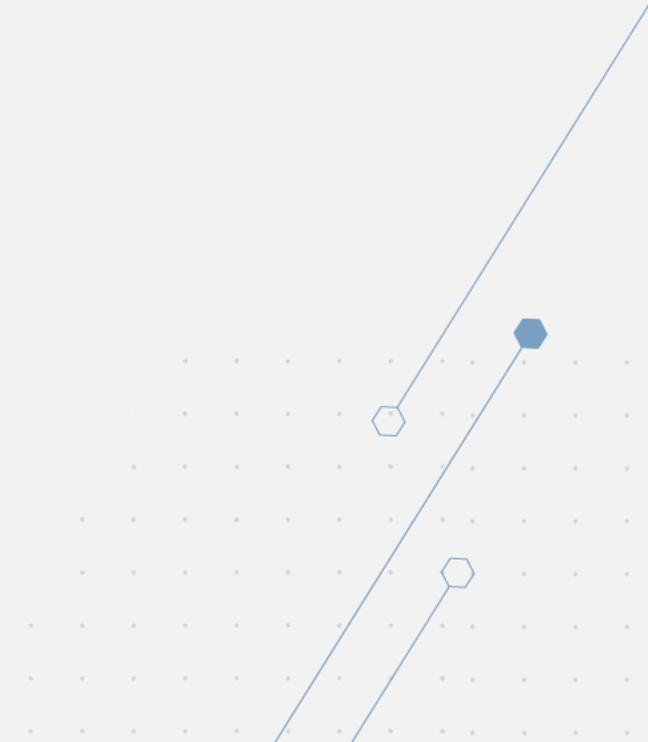
DENIAL - The good, the bad and the ugly

	Good user story	Bad user story
Title/description	As an Agency AP Approver, I want to deny vouchers that don't meet compliance requirements so that they can be corrected or removed from the approval process.	As an approver, I want to deny vouchers that don't seem correct
As an	Agency AP Approver	Approver
I want/need to	Deny vouchers through the work center by selecting a reason code, which routes them back to the processor for correction or deletion	Deny vouchers that don't meet the right criteria.
So that (Outcome)	To ensure that incorrect or incomplete vouchers are identified and resolved before approval and to maintain compliance.	To ensure that incorrect vouchers don't get approved
Testability	Denied vouchers are logged with details like the timestamp reviewer ID reason code and notifications are sent to the processor.	Denial should be recorded and documented

- **Vague Criteria:** statements like "don't seem correct" are subjective and up for interpretation.
- **Missing tools or processes:** does not mention how the denial process works, for example use of codes or routing mechanisms.
- **Missing outcome:** focuses on preventing approval but doesn't explain what happens after denial or how the process supports.
- **Not testable:** fails to describe criteria for tracking actions, logging details, or notifying stakeholders.

Do it: Putting Theory into Practice

User Story Report Out and Discussion.



Your business will be supported by Florida PALM.

BPG	Process Module	Topic Name	Activity Name	Business Process Model	Role(s)	System Role(s)	Related Item (RICEFW Items)	Agency, DFS, Other
		<i>The overarching subject of the Activity.</i>	<i>The function completed using Florida PALM.</i>	<i>The associated BPM(s) is listed here.</i>	<i>Each role involved in the activity is listed individually.</i>	<i>Applicable system roles may be listed here.</i>	<i>Applicable Report, Interfaces, or Workflows associated with the Activity.</i>	
DM	AP	Processing Voucher	Entering a Voucher Manually	30.3.1 Process Vouchers	Agency AP Processor		APR024, KKR058, APR009, APR003, APR032, APR091, APR013, API129, API002, API031, API041, APW001	Agency
					Agency AP Retiree Voucher Processor			Agency
					Agency AP Spreadsheet Upload Processor			Agency
					AP Reporter			Agency and DFS
					Confidential AP Viewer			Agency and DFS
DM	AP	Processing Voucher	Using the Inbound Voucher Spreadsheet Upload	30.3.1 Process Vouchers	Agency AP Retiree Voucher Processor		APR024, KKR058, APR009, APR003, APR032, APR091, APR013, API129, API002, API031, API041, APW001	Agency
					Agency AP Spreadsheet Upload Processor			Agency
					AP Reporter			Agency and DFS
					Confidential AP Viewer			Agency and DFS
DM	AP	Processing Voucher	Reviewing, Approving and Denying Vouchers	30.3.3 Review and Approve Vouchers	Agency AP Approver		APR001, KKR058, APR009, APR003, APR013, APW001	Agency
					Agency AP Finance & Accounting (FA) Approver			Agency
					DFS AP Approver			DFS
					AP Reporter			Agency and DFS
					Confidential AP Viewer			Agency and DFS

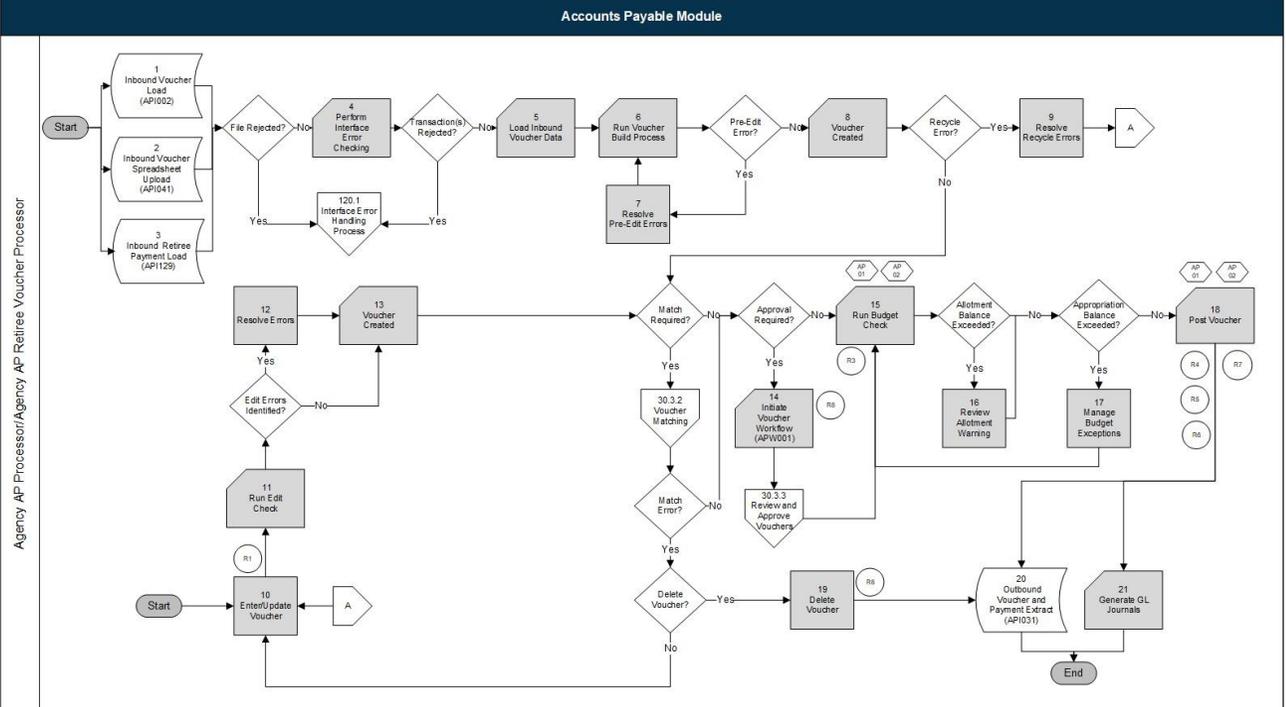


Now your turn to try one

- Write a user story for **processing** a voucher

Feedback and Workshopping





"Everything should be made as simple as possible, but not simpler"
 - Albert Einstein

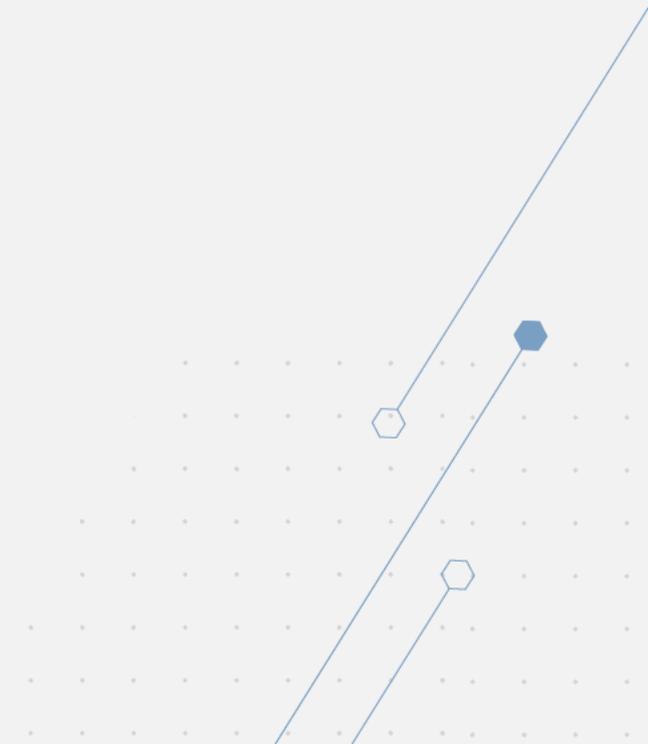
When to simplify?

- **System processes:** If the system operates differently depending on the selection of different data values
- **Different outcomes:** If the story addresses multiple outcomes (e.g. approval, denial, monitoring), split it into multiple stories
- **Role-Specific actions:** Different rules (e.g. processor, approver, etc. are involved)
- **Complexity:** If a story includes many steps or features, split it into simpler testable bite-size stories.
- **Testing requirements:** If different parts require unique test cases, create separate stories.

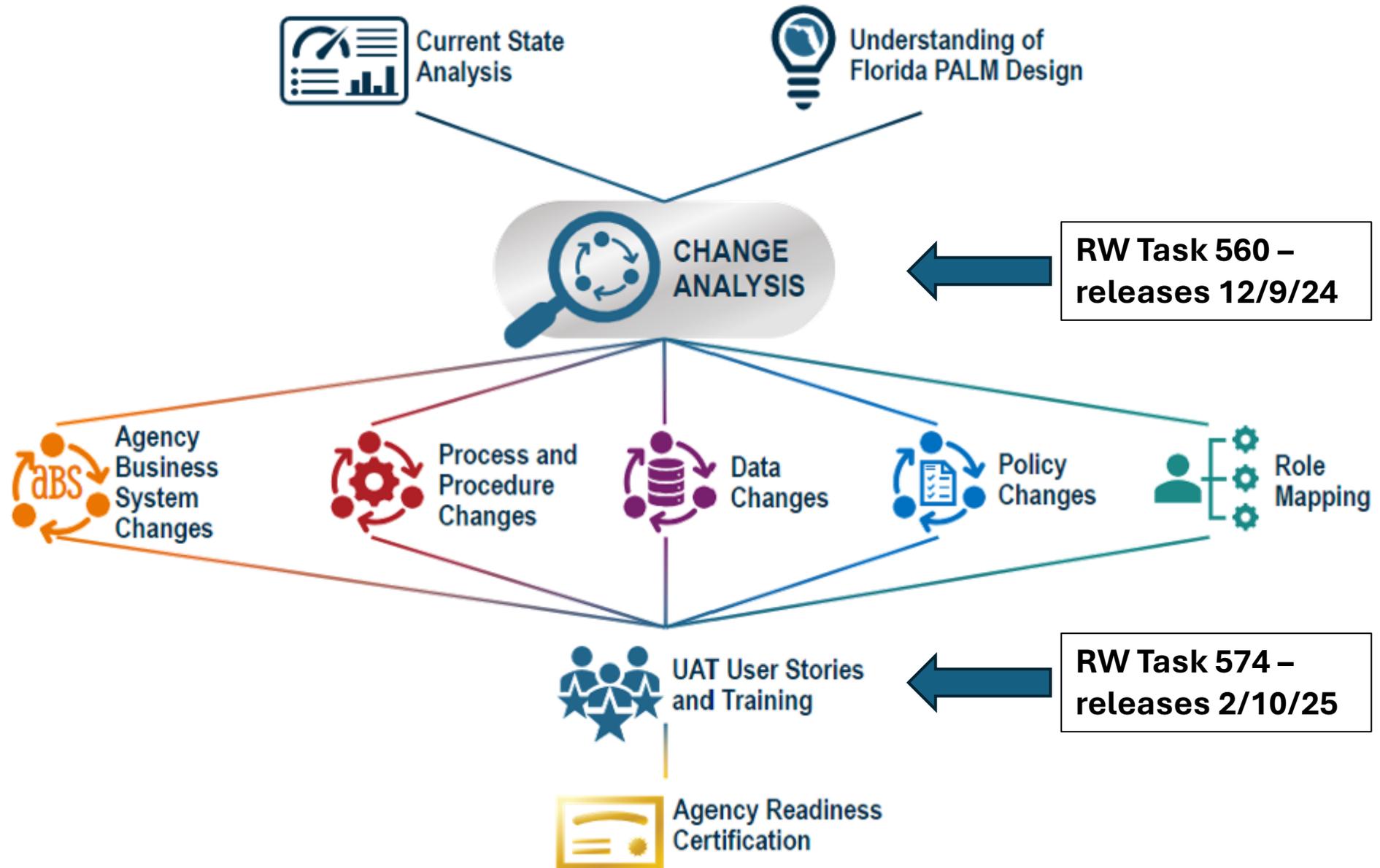
Other reasons that you might want to split or simplify a user story:

- Ambiguity
- Different acceptance criteria
- Dependent or sequential tasks
- Independent business value

What's Next?

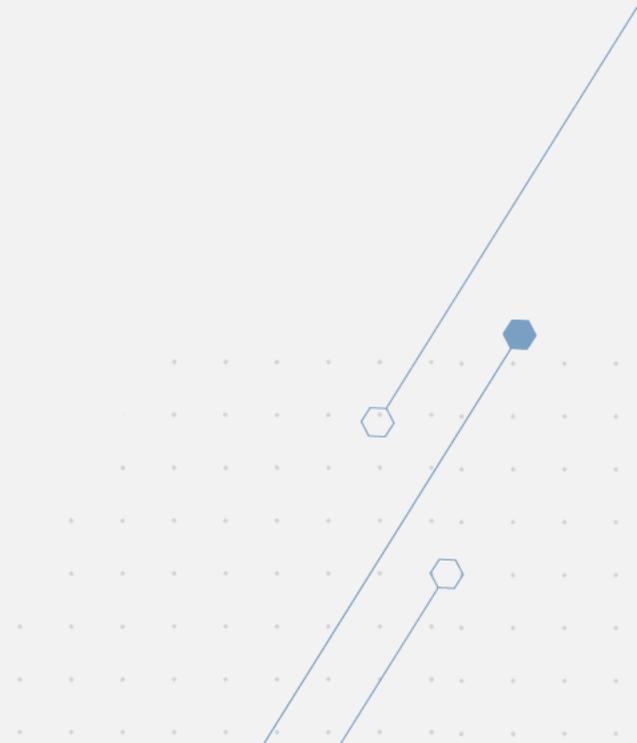


Path to Agency Readiness



Resources for Assistance

- Readiness Coordinator
- Florida PALM
- PMI to register your PDU's



The background features a light gray grid of dots. A large, thick gray hexagon is centered on the page. Inside it is a smaller, thin-lined hexagon with blue corner brackets. The text 'Thank you!' is centered within this inner hexagon. In the corners, there are blue lines with hexagonal markers.

Thank you!