

User Story Guide

What is a User Story?

A user story is a simple sentence that describes a single unit of work within a larger business process. It includes your role, the activity, and the reason why.

Consider the first business activity you do every day; now fill in this sentence with the details:

As a <role/description of user>, I want to <action>, so that <benefit / value add>.

Every business function or activity you complete during a workday, is a potential user story. Here are some examples:

- As an Accounting Specialist in Disbursements, I want to process a City of Tallahassee utility bill so that we may pay the invoice timely to meet prompt payment law.
- As an Asset custodian, I want to update the location of a tagged piece of equipment to reflect the transfer from one assigned user to another.
- As an Accountant III in Revenue, I want to process debit memos timely so the agency can record the reduction of revenue and notify the vendor/citizen for recovery of funds owed to the State.

What is the purpose of a User Story?

Documenting user stories is a technique for uncovering the ‘who, what, and why’ of an agency’s business processes. Identifying user stories is one way to begin the incremental process of documenting various business processes and subprocesses across your agency. The simplicity of the statement and approach allows for many ideas to be captured quickly, that can be refined through ongoing conversation and collective review.

Using the table below, brainstorm your daily, weekly, monthly, quarterly, annual, and ad hoc processes.

Table 1: User Story Collection Table

Who	What	Why
As a <role/description of user>	I want to <action>	So that <benefit / value add>
Accounting Specialist in Disbursements	Process a City of Tallahassee Utility Bill	Pay invoice timely and meet prompt payment law