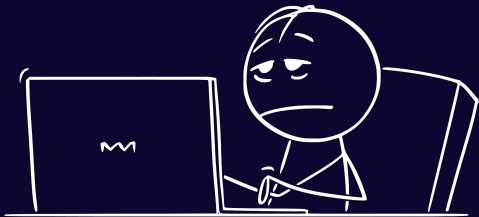


# The Non-Existent Art of User Story Analysis

...or how to avoid the death by Refinement meetings



# What is User Story Analysis?

Engaging

Human-driven

Neat & structured

Compact

Empathetic

Thorough

Quality-driven

### The practice in details

1

### The text checklist

A user story must be...

Clear	Compact	Complete
-------	---------	----------

The User Story

Test analysis example

2

### Context analysis example

Keep asking why!

Q. Why do they need this feature?

A. They want to be able to manage their account.

3

### Visualise your user

4

### GOALS

What do you want to achieve?

### NEEDS

What do you need to achieve your goal?

### INTENTIONS

What do you intend to do?

### QUALITY

How well do you want to achieve your goal?

### RISKS

What could go wrong?

5

### Expected Behaviours

FUNCTIONALITY	USABILITY
High	High

### Test Data

Test Data	Test Users	Test Environment
High	High	High

### Test Cases - How to Test?

6

### Make the plan

Communication

DevOps

Testing

UX/UI Design

Marketing

Reading

Customer Support

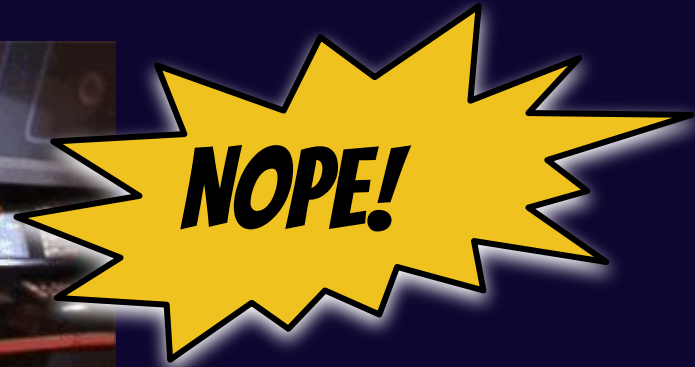
Technical Writing

7

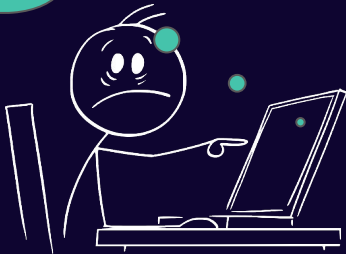
8

Thorough

Quality-driven



5000  
Bugs



Delays



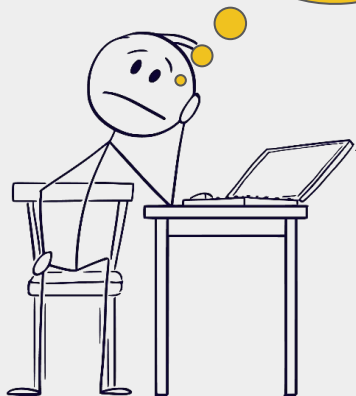
Frustration



User Story  
Drama



Elusive  
Knowledge



Boring  
Refinement  
Meetings

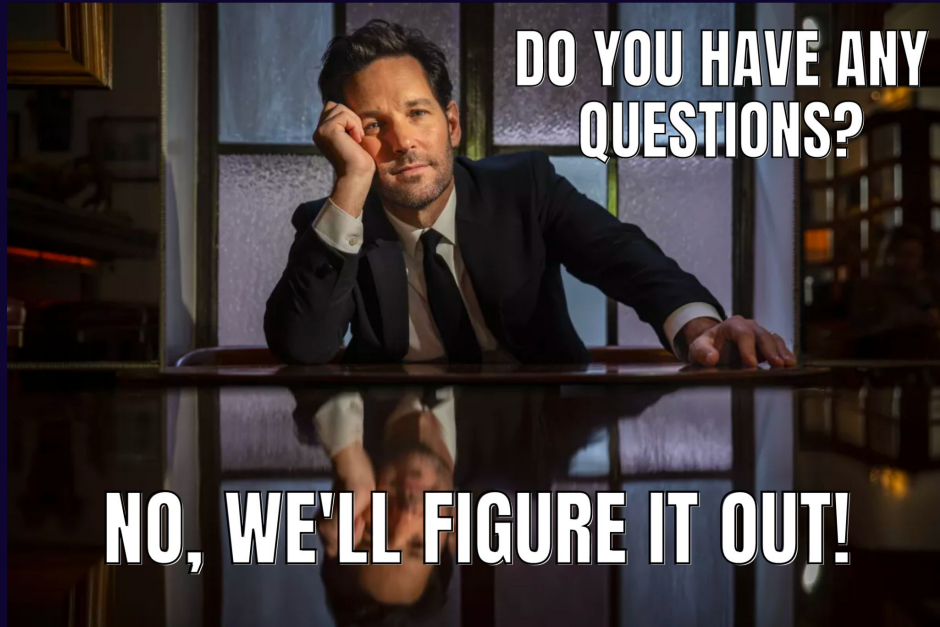


What is a  
user story?



**The user story is a conversation  
starter.**

**It's not the requirement.**



What is a refinement meeting?



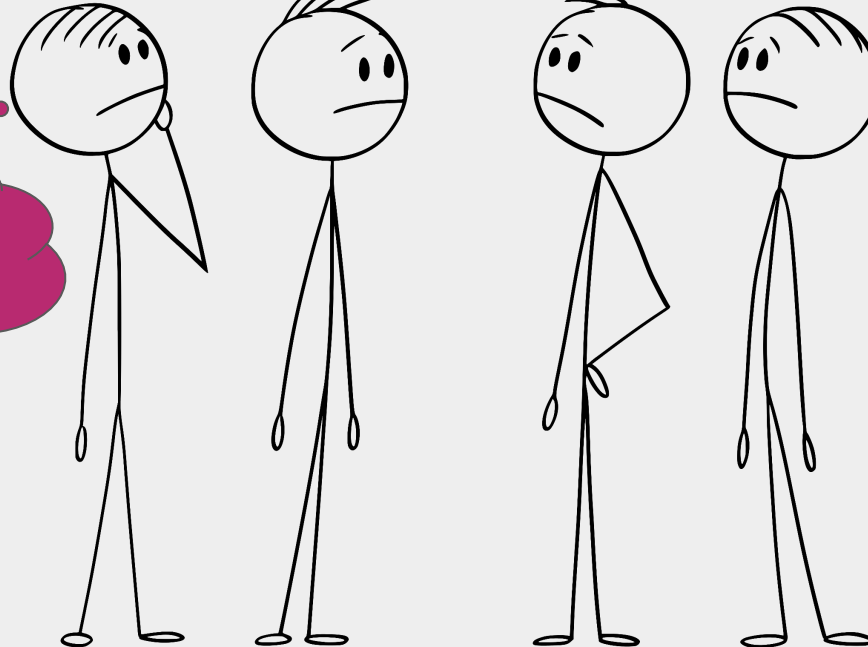
# The Script

ENG: I didn't have time to prepare questions for today

PM: I didn't have time to write the acceptance criteria

QA: Aren't we going to fix the critical bugs from the last sprint?

UX: I hope they finish earlier, so I can make the Refinement with the other team





Ok, almost DONE... just to confirm what we decided about that last case with the Product Owner...

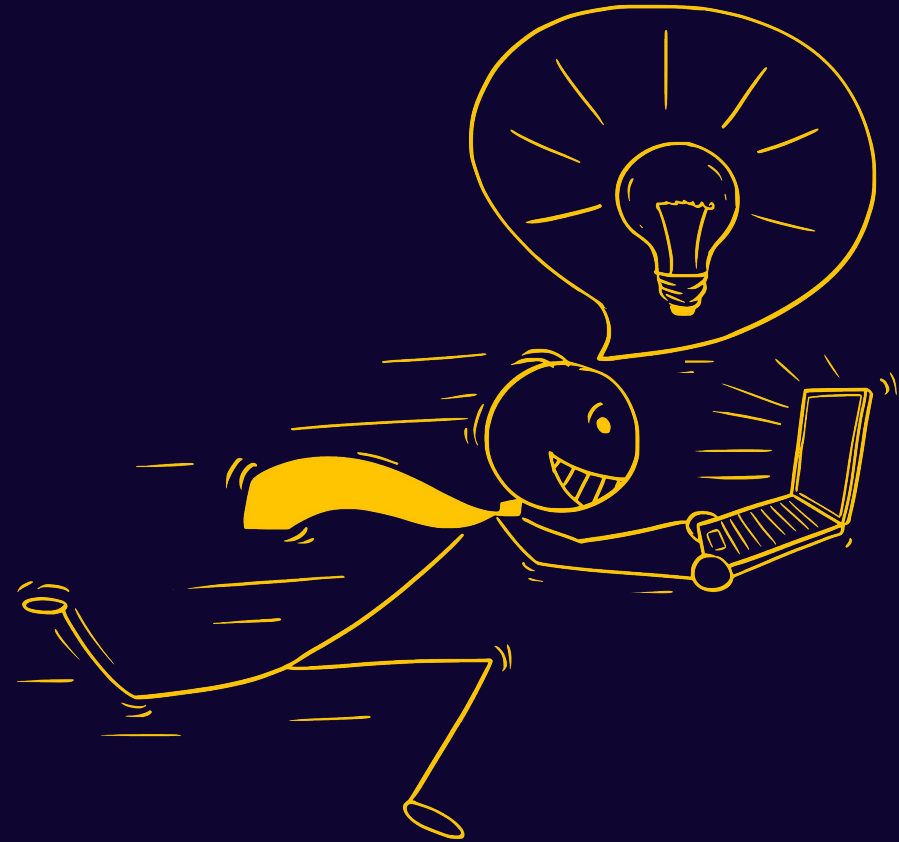


The Product Owner is on VACATION?!



*Introducing...*

# User Story Analysis



# User Story Analysis Overview

<sup>1</sup>  
Text  
Analysis

<sup>2</sup>  
Context  
Analysis

<sup>3</sup>  
User  
Visualisation

<sup>4</sup>  
GNIQR

Quality &  
Test <sup>5</sup>  
Analysis

<sup>6</sup>  
Tasks  
Breakdown

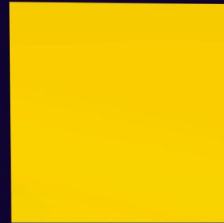
# Text Analysis Checklist

1

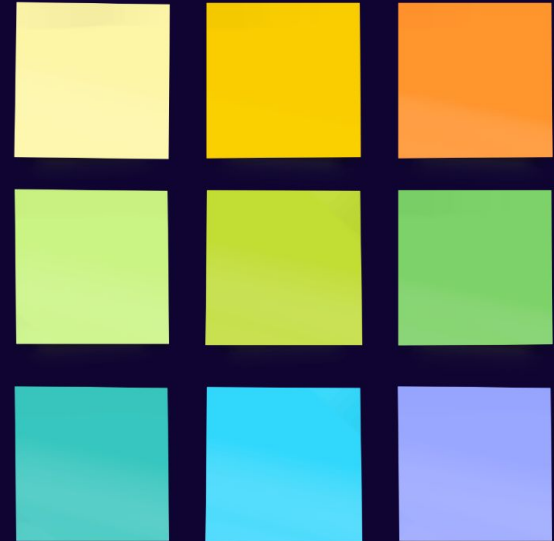
A user story must be...

Clear	Compact	Complete
No scope creep/cut	No repetitions	No superfluosness
Well-articulated		

The User Story



Comments &  
Questions on the Text



# Context Analysis

2



Why does the user want this?

Ok, but why does the user want this?

Ok, but what is their motivation?

Is this what they actually need?



The [NEW] User Story



# User Visualisation

3

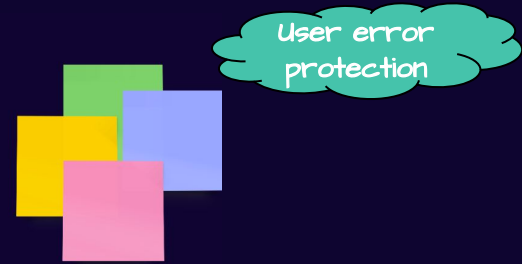
Where is our user now?



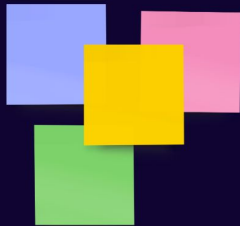
Where are they going to?



What time is it?



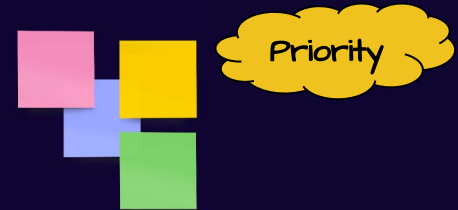
How are they feeling at the moment?



What do they have on their mind?



Why do they use our product?



# GNIQR Alignment

4

Business

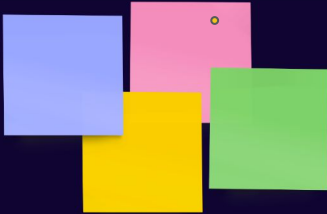
Market

Product

GOALS

NEEDS

INTENTIONS

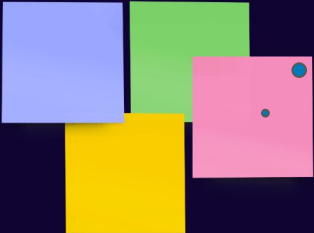
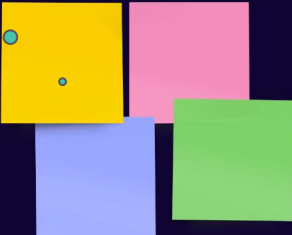


Customer

QUALITY (expectations)

RISKS

Technology



# Quality & Test Analysis

5





# Quality & Test Analysis

5

Functionality



Usability

How important is each quality to the user, the feature, the code base, the product, the team?

Expected behaviours



What must always work?

Test Data



Reliability



Performance

What could go wrong?

What do we have to test?



How to make sure we've done it right?

Test Users



Data



Security



How are we going to test it?



What if...?

Test Environment



Maintainability

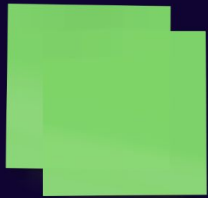


What will be the impact if any of the qualities is lacking?

# Tasks Breakdown

5

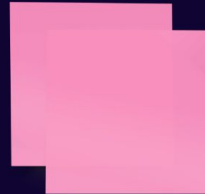
Communication



DevOps



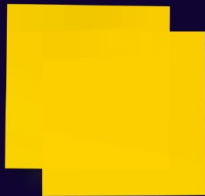
Testing



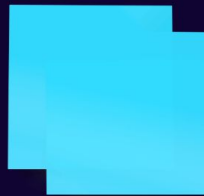
UX/UI Design



Marketing



Coding



Customer Support



Technical Writing



# User Story Analysis Overview



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GNIQR

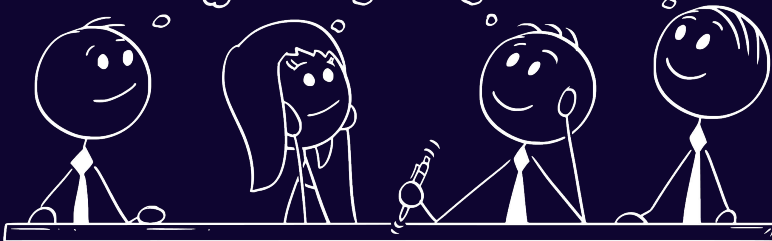
Quality &  
Test <sup>5</sup>  
Analysis

<sup>6</sup>  
Tasks  
Breakdown

# How to adopt it?



One story  
at a time



One frame  
at a time

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Text  
Analysis

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Analysis

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<sup>6</sup>  
Tasks  
Breakdown

- **The user story is a conversation starter. It's not the requirement.**
- **Refinement meetings without an agenda are a waste of time.**
- **The time for analysis is much cheaper than the time searching and waiting for answers, fixing bugs and calming down burnt-out developers and disappointed customers.**
- **Engage everyone involved and keep all the information in one place.**



Questions?

Thank  
you!



[miro.com/miroverse/  
user-story-analysis/](https://miro.com/miroverse/user-story-analysis/)

Stick man by  
Zdenek Sasek

@hriskoleva

# About Me



Process  
Geek



Software  
Tester

Product  
Owner



Mentor



Trainer



Organising  
QualityCon



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