

User Story Template

The official format — and what a good story should include

THE FORMAT

As a *[user role]*
 I want to *[action / task]*
 So that *[goal / business value]*

EXAMPLE

💡 CONCRETE EXAMPLE

As a case officer, I want a selectable option on the customer profile so that I can record that due diligence has been completed. The system should not allow saving without selecting it. The value should appear on the document and be stored in the database, but it should not be preloaded when the screen is opened again, because completion must be enforced each time.

ALSO THINK THROUGH

- **What is the task**— exactly what should appear, and how should it behave
- **Permissions**— who can view it, edit it, and who cannot
- **Related systems**— where is it stored, and which system receives the data
- **Full flow**— what happens before, during and after
- **Edge cases**— what if it is reloaded, changed or deleted
- **Attachment**— screenshot or document sample if available
- **Size**: if it is larger than 3 points, split it into multiple stories

INVEST — a good story

Check every story against this before it enters the sprint

I Independent
 Should not depend on another story — can be implemented independently

N Negotiable
 Details can be negotiated with the team

V Valuable
 Clear business value — why are we doing this?

E Estimable
 The team can estimate it — it is detailed enough

S Small
 Fits into one sprint — if not, split it

T Testable
 It must be clear when it is done — measurable acceptance criteria

WHAT MOST OFTEN GOES WRONG

- It does not include the **business value**— why are we doing this at all?
- Missing **related systems** and data flows
- No **edge cases**— what happens in exceptional cases?
- Too large — **does not fit into one sprint**, it has not been split
- No **acceptance criteria**— it is not clear when it is done

DoR & DoD for a story

When can it enter — and when is it considered done?

DoR — When is it ready?

- ✓ Format is in place (As a / I want to / So that)
- ✓ Acceptance criteria are written down
- ✓ The team has estimated it
- ✓ No open questions remain
- ✓ Related systems have been identified
- ✓ Affected areas have approved it

DoD — When is it done?

- ✓ Implemented according to the AC
- ✓ Developer testing is complete
- ✓ UAT has been completed and accepted
- ✓ Works with all back-end systems
- ✓ No open defects remain
- ✓ Accepted by the PO

ACCEPTANCE CRITERIA TEMPLATE

GIVEN *[given condition / starting state]*
WHEN *[when this user action happens]*
THEN *[then this expected result / behavior occurs]*

PRACTICAL TIPS

- If it is front-end: **attach a screenshot** or a mockup
- If a document is affected: **attach the document** or a sample
- Write **at least 1 edge case**— what happens with incorrect or missing data?
- If it is larger than 3 points: **split it** into multiple stories