

Introduction aux «User Stories»

Ce que je veux dire,
Ce que je crois dire,
Ce que je dis,
Ce que vous avez envie d'entendre,
Ce que vous croyez entendre, Ce que vous entendez,
Ce que vous avez envie de comprendre,
Ce que vous croyez comprendre,
Ce que vous comprenez...
il y a dix possibilités qu'on ait des difficultés à
communiquer. Mais essayons quand même...
Bernard Werber

Extrait du cours sur les méthodes agiles

Mireille Blay-Fornarino, Université Nice Sophia Antipolis, Département Info IUT, Septembre 2015

En guise de préambule

extrait de la keynote de Jan Bosch, Caise'2015

http://www.bits-chips.nl/fileadmin/docs/Commercieel/Jan_Bosch_Keynote.pdf

Date

Customers don't know what they want. It's very hard to envision the solution you want without actually seeing it.

Marty Cagan

The critical failing of user interviews is that you're asking people to either remember past use or speculate on future use of a system

Jakob Nielsen

[The assumption that a] reasonably well-defined set of requirements exists, if only we take the time to understand them, is wrong

Dean Leffingwell

Customers don't know what's possible. Most have no idea about the enabling technologies involved

Marty Cagan

**You can't just ask customers
what they want and then
try to give that to them.
By the time you get it built,
they'll want something new.**

Steve Jobs

Comprendre ce que veut le client



Saisir les «histoires des utilisateurs»

Histoire
utilisateur



Critères
d'acceptation

Cas nominaux
Cas limites
Cas d'erreurs

=

Exemples

*Ex : En tant que téléprospecteur
je veux prendre un prospect afin
de le contacter*

*Les coordonnées du prospect sont indiquées
avec au minimum : Raison sociale &
téléphone*

*Si pas intéressé ou rappel plus tard, alors
prise d'un nouveau prospect avec règles de
définition de la pile de prospect*

- La pile est initialement constituée par
l'administrateur*
- Un prospect qui n'a pas répondu est
remis dans la pile et doit être recontacté
dans les 24h*
- Un prospect qui a répondu et qui n'est
pas intéressé ne sera jamais remis dans
la pile*

... et des exigences non-fonctionnelles

Les histoires utilisateur apparaissent, se développent ou disparaissent



Histoires utilisateurs

ENF

Les ENF restent stables et se renforcent

Usabilité

Environnement technique

Fiabilité

Interfaces

Performance

Supportabilité

User Story ou Histoire Utilisateur

User stories / (Récits ou histoires d'utilisateur)

- ❖ Résumé en une ou deux phrases ce que veut l'utilisateur
- ❖ Décrit comment le système est sensé travailler
- ❖ Contient suffisamment de détails pour pouvoir être estimée

User stories

Au Recto :

Je suis <rôle>,
Je veux <fonction>
Afin de <Valeur métier>
valeur : x
temps : y

- **Fonctionnalité exigée** sous la forme d'un «récit utilisateur»,
- Sa «**Valeur**» attribuée par «le métier» (Product Owner)
- Le «**Temps**» estimé par l'équipe pour sa réalisation.

En tant que passager,
je veux annuler ma réservation
Afin de me faire rembourser

V = 4

T = 3

As a Consumer, (<role>)
I want to be able to see my daily energy usage (<what I do with the system>)
so that I can start to understand how to lower my costs over time (<business value I receive>).

User stories

...
et <un résultat>

Au Verso :

- **conditions/critères d'acceptation**
en accord avec le «Product Owner»


- niveau de risque (optionnel)
- modifications de la demande
(optionnel)

-...

Acceptance Criteria:

- Read DecaWatt meter data every 10 seconds and display on portal in 15 minute increments and display on in-home display every read
- Read KiloWatt meters for new data as available and display on the portal every hour and on the in-home display after every read
- No multi-day trending for now (another story).
- Etc...

Détails d'une User story



En tant que passager,
je veux annuler ma réservation
Afin de me faire rembourser
V = 4
T = 3

Passager

- Primo
- Business
- Business Flex ...

La prise en compte des « détails » peut conduire à de plus petites US

NOUVELLE Structure Tarifaire à partir du 1er septembre 2011	PRIMO	Luxair Economy restricted	Luxair Economy Flex	Luxair Business restricted	Luxair Business Flex
	Primo Youth; Crazy Days Last Minute; Specials				
REMBOURSEMENT PAR DIRECTION ¹⁾					
TARIF NET	NON	NON	100%	NON	100%
YQ TAX	NON	NON	100%	NON	100%
AUTRES TAXES	100%	100%	100%	100%	100%
	Pour tout remboursement de taxes effectué par Luxair, des frais administratifs seront appliqués.	Pour tout remboursement de taxes effectué par Luxair, des frais administratifs seront appliqués.	Pour tout remboursement de taxes effectué par Luxair, des frais administratifs seront appliqués.	Pour tout remboursement de taxes effectué par Luxair, des frais administratifs seront appliqués.	Pour tout remboursement de taxes effectué par Luxair, des frais administratifs seront appliqués.

EXTRAIT DES CONDITIONS DE MODIFICATION/ANNULATION (LUXAIR)

En tant que passager PRIMO, **je veux** annuler ma réservation,...

Seules les taxes « Autres » me sont remboursées moins les frais administratifs

En tant que passager BUSINESS FLEX,, **je veux** annuler ma réservation, ...

L'ensemble du billet m'est remboursé à 100% moins les frais administratifs

Critères d'acceptation

Critères d'acceptation

- ❖ Ensemble de conditions que l'histoire doit satisfaire pour être considérée comme complète

Méthode Given - When - Then

La matrice Given - When - Then un format recommandé pour le test fonctionnel d'une user story

- **Given** (étant donné) un contexte
- **When** (lorsque) l'utilisateur effectue certaines actions
- **Then** (alors) on doit pouvoir constater telles conséquences
- **And** (et) est utilisé de manière optionnelle pour ajouter des conditions

Un exemple

- Étant donné que j'ai fait une réservation,
- Lorsque j'annule ma réservation,
- Alors je dois recevoir un courriel de confirmation

SMART : Pour faciliter la rédaction des critères d'acceptation

- ❖ **Spécifique** - défini et explicite
- ❖ **Mesurable** - quantifiable et mesurable
- ❖ **Atteignable** - qui peut être réalisé et validé
- ❖ **Relevant** - pertinent pour la story
- ❖ **Temporaire** - limité dans le temps

SMART : Spécifique

- ❖ Un critère doit être suffisamment précis pour que **chacun** puisse comprendre ce qu'il implique.
- ❖ Utiliser des exemples concrets
 - ❖ Utiliser des comportements concrets
 - ❖ L'ambiguïté n'est pas permise

SMART : Mesurable

- ❖ La principale mesure est : **“ Pouvons-nous le marquer comme réalisée ? ”**
 - Un test démontre que la user stories correspond aux besoins du client

Un utilisateur ne doit jamais attendre longtemps que l'écran apparaisse



Je suis un utilisateur, je dois voir un nouvel écran en moins de 2 secondes 95% du temps

SMART : Atteignable

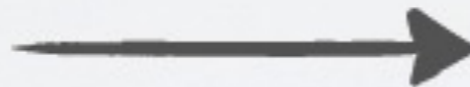
- ❖ Le **propriétaire** de la tâche doit être en mesure de savoir si la tâche est réalisable.

SMART : Relevant - Pertinent

- * Chaque critère doit être pertinent, c'est-à-dire qu'il **contribue** à la story.
- * Les stories sont découpées en (critères) tâches pour les développeurs, mais un PO doit s'attendre à ce qu'on lui **explique chaque tâche et sa justification**.

=> montrer le bénéfice pour les utilisateurs et les clients

Toutes les connexions à la base de données doivent passer par un pool de connexions



Je suis un acheteur de ce système, je veux que ce système soit utilisable pour 50 utilisateurs avec 5 licences utilisateurs

SMART : Temporaire

- ❖ Une tâche (critère) doit être définie dans le temps : **limitée** à une durée spécifique.
- ❖ Ce n'est pas une évaluation formelle. Mais l'équipe doit savoir s'il est nécessaire de la découper davantage

User story: Ron Jeffrey's 3 Cs

<p>Card <i>What is the goal of a user</i></p>	<p>As a (user role), I want to (goal) so I can (reason) <i>Example:</i> <i>As a registered student, I want to view course details so I can create my schedule</i></p>
<p>Conversation <i>How to achieve the goal using the system?</i></p>	<p>Discuss the card with a stakeholder. Just in time analysis (JIT) through conversations. <i>Example:</i> <i>What information is needed to search for a course?</i> <i>What information is displayed?</i></p>
<p>Confirmation <i>How to verify if the story is done and complete, and the goal is achieved</i></p>	<p>Record what you learn in an acceptance test. <i>Example:</i> <i>Student can access course catalog 24 x 7 hours</i> <i>Student cannot choose more than three courses</i></p>



User Story Example: Front of Card

#0001	USER LOGIN	Fibonacci Size # 3
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As a [registered user], I want to [log in], so I can [access subscriber content].

For new features, annotated wireframe. For bugs, steps to reproduce with screenshot. For non-functional stories, explain scope/standards.

User Login

Username:

Password:

Remember me

Login

[message]

[Forgot password?](#)

Store cookie if ticked and login successful.

User's email address. Validate format.

Authenticate against SRS using new web service.

Go to forgotten password page.

Display message here if not successful. (see confirmation scenarios over)

Further information is attached to this story on VSTS Product Backlog.

User Story Example: Back of Card

Confirmation

1. Success – valid user logged in and referred to home page.
 - a. 'Remember me' ticked – store cookie / automatic login next time.
 - b. 'Remember me' not ticked – force login next time.

2. Failure – display message:
 - a) "Email address in wrong format"
 - b) "Unrecognised user name, please try again"
 - c) "Incorrect password, please try again"
 - d) "Service unavailable, please try again"
 - e) Account has expired – refer to account renewal sales page.

INVEST dans de «bonnes» histoires


- **I – Independent.** Une bonne User Story est indépendante des autres User Stories,
- **N – Negotiable.** Elle est négociée, discutée
- **V – Valuable.** Elle est source de valeur pour le **Client final** ou l'**utilisateur**
- **E – Estimable.** Elle est estimée par les équipes de développement; une estimation **relative** c'est à dire les unes par rapport aux autres, en story points.
- **S – Size Appropriately.** Le plus souvent petite
- **T – Testable.** Une User Story « de qualité » est avant tout testable, déjà dans sa forme et surtout dans le sens où les critères d'acceptation sont envisagés d'entrée

Indépendance


As an administrator,
I can set the consumer's password security rules
so that users are required to create and retain secure passwords, keeping the system secure.

As a consumer,
I am required to follow the password security rules set by the administrator
so that I can maintain high security to my account.

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Précieuse / Ayant de la Valeur



As a consumer, I can see other energy pricing programs that appeal to me so that I can enroll in a program that better suits my lifestyle




As a utility Marketing Director, I can present users with new pricing programs so that they are more likely to continue purchasing energy from me.

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Refactor the error logging system.

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Décomposition des US

EPIC

epic

Retours à la ligne: epic

Prononciation: /'ɛpɪk  /

Définition de *epic* en Anglais:

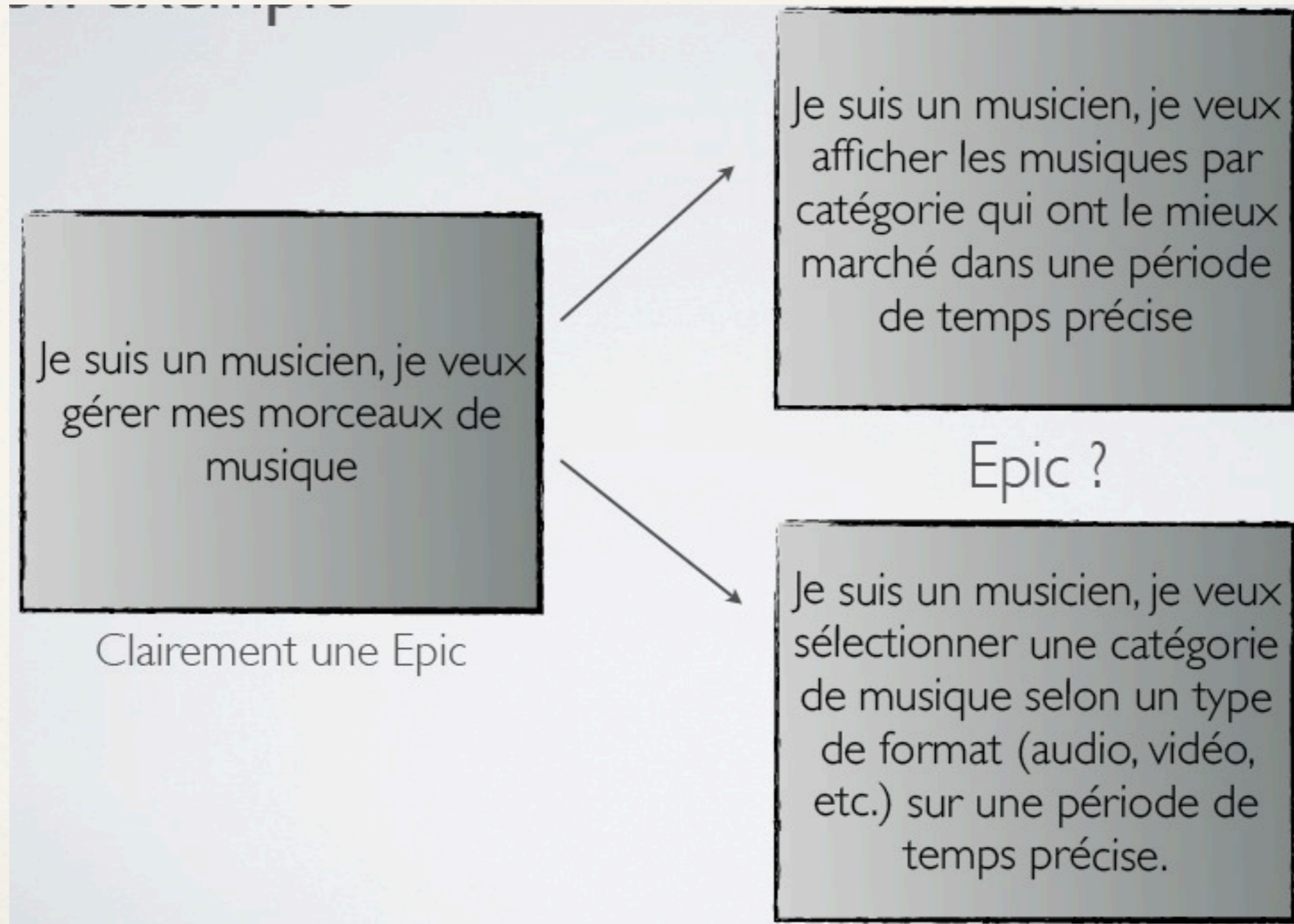
NOM

- 1 A long **poem**, typically one **derived** from **ancient oral tradition**, narrating the **deeds** and **adventures** of **heroic** or **legendary** figures or the **past history** of a **nation**.

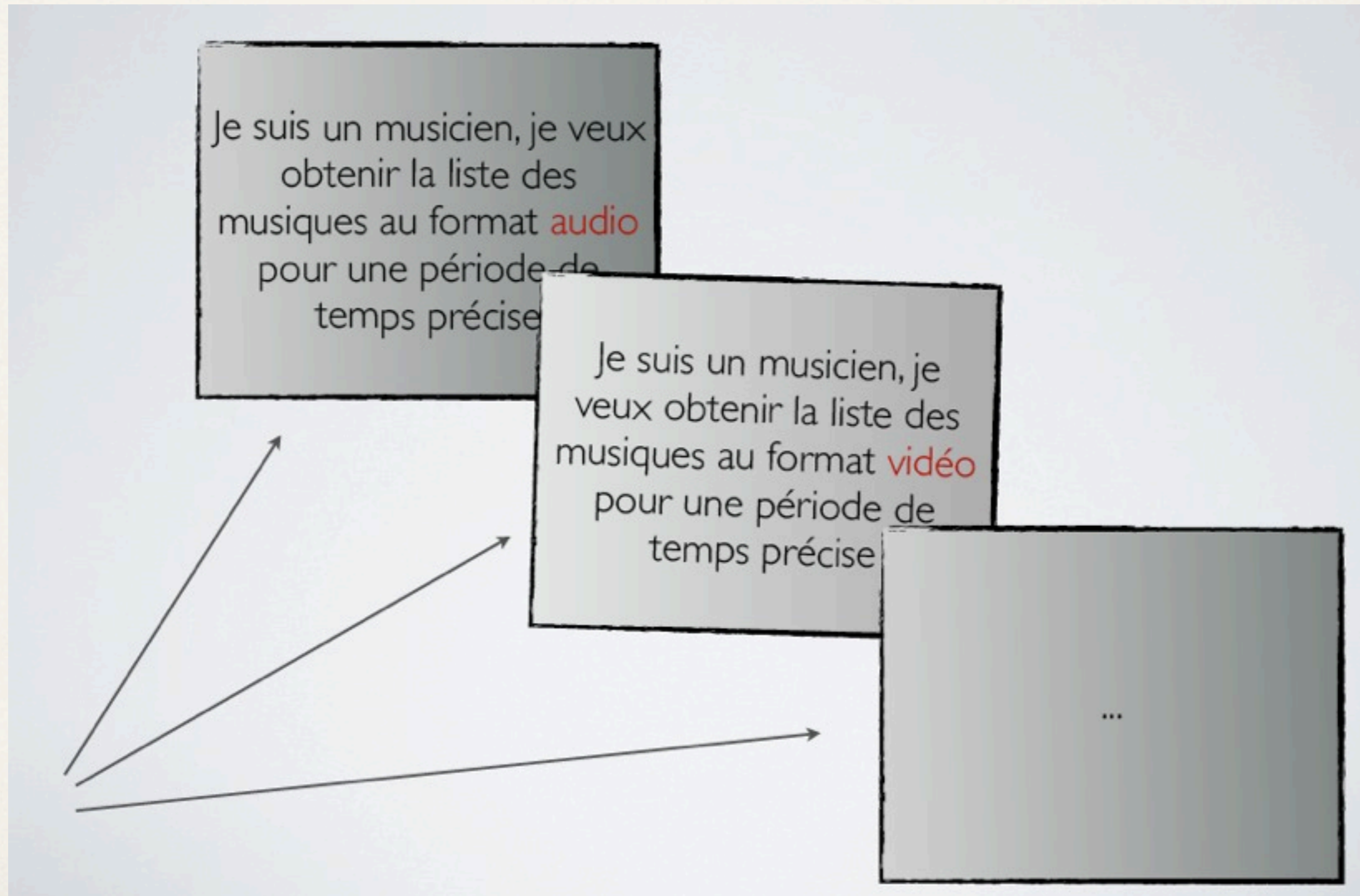
<http://www.oxforddictionaries.com/fr/definition/anglais/epic>

- * US plus **larges**
- * **Non** implémentables en **une seule itération**

EPIC



EPIC vers User stories

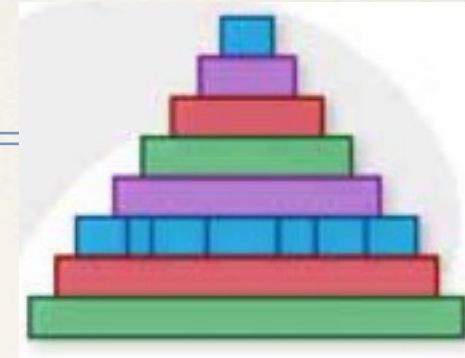


Ne pas oublier les critères de satisfaction

Je suis un musicien, je veux afficher les musiques les plus populaires par catégorie dans une période de temps précise

- Afficher le nombre d'albums vendus par musique
- Afficher le nombre d'écoutes par musique

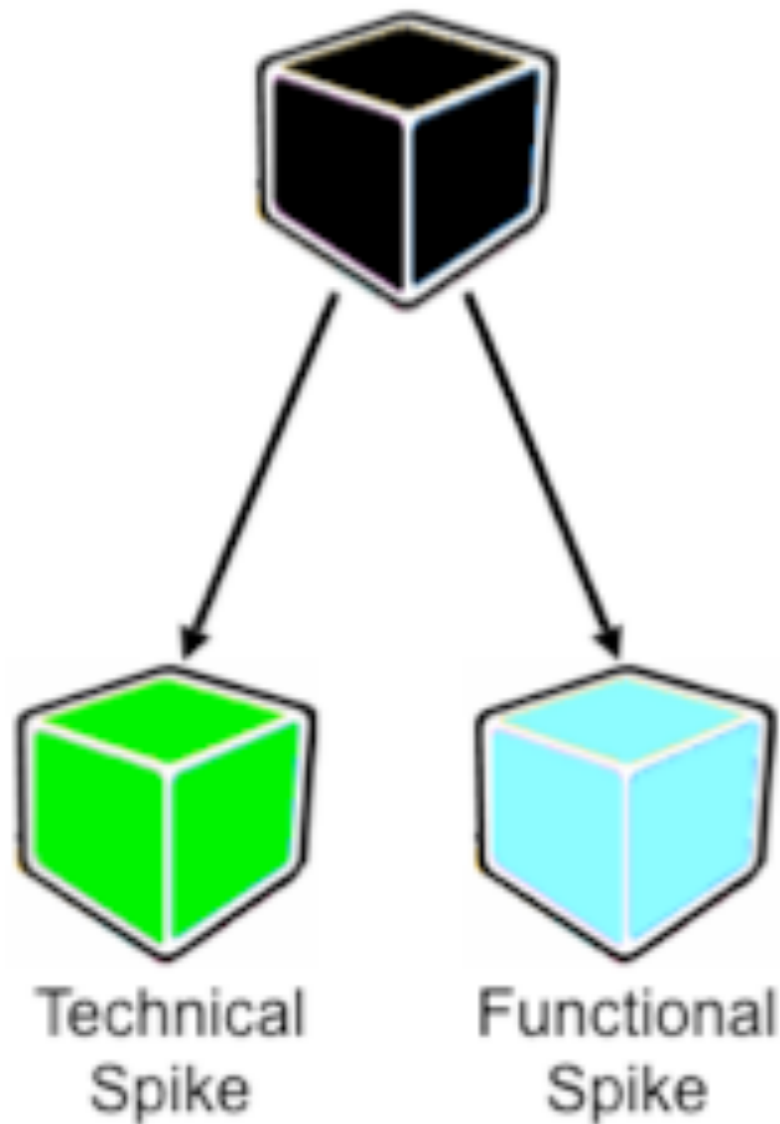
Une bonne «story» : Taille



- Des petites user stories pour un futur proche
- Macro (Epic) pour les prochaines
- Les user stories sont progressivement affinées dans le temps, plus elles s'approchent de la fin.
- Deux types de grandes user stories
 - Les user stories complexes : intrinsèquement grandes et sans possibilités de les réduire
 - Les user stories combinées : Plusieurs user stories combinées en une seule

SPIKES

Complex Problem



As a consumer, I want to see my daily energy use in a histogram, so that I can quickly understand my past, current, and likely near term, future energy consumption.

Technical Spike: Research how long it takes to update a customer display to current usage, determining communication requirements, bandwidth, and whether to push or pull the data.

Functional Spike: Prototype a histogram in the web portal and get some user feedback on presentation size, style, and charting attributes.

User Stories versus Use cases

- ❖ Une “User story” : un **but**, **pas** une **séquence d’actions**.
- ❖ Une “User story” souvent seulement **un des scénarios** du “Use case”
- ❖ Les “User stories” reposent sur un **mode oral, collaboratif**, de proximité : elles sont discutées ...
- ❖ Une “User story” doit être implémentée et testée en une itération. Un “Use case” peut être traité sur plusieurs itérations (scénario nominal sur une, scénarios alternatifs sur une autre) en fonction des risques à lever.

From use case to user story

A use case is...

- the specification of a set of actions
- performed by a system,
- which yields an observable result that is, typically,
- of value for one or more actors or other stakeholders of the system. (Unified Modeling Language - UML 2.0)

A user story is...

- a simple, clear, brief description
- expressing a user's goal for using the system under development
- to deliver business value

- **Both methods are focusing on users and values to the users**
- **Each has its own challenges**
- **Choose use cases for green-field development and user stories for incremental releases**

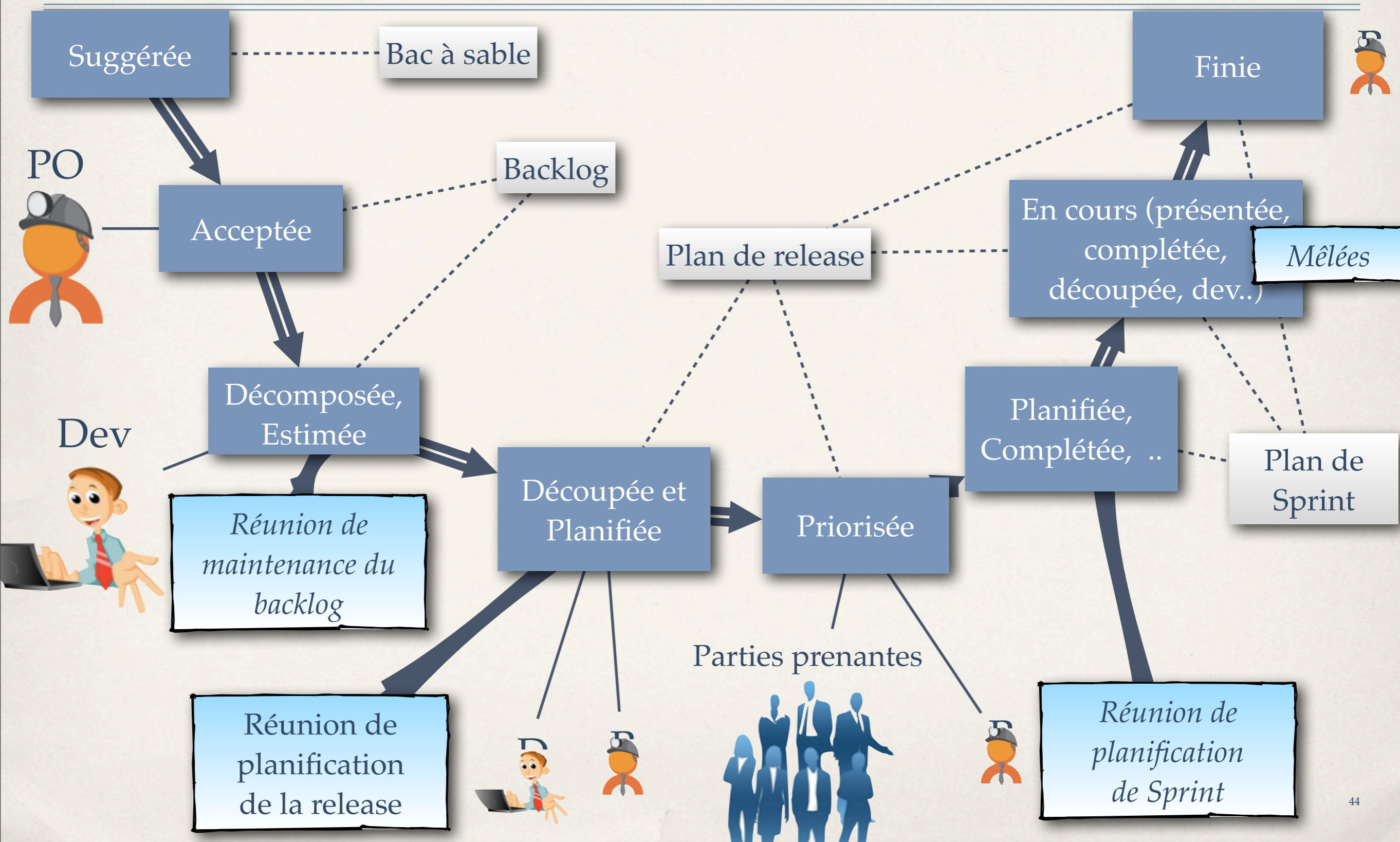
En résumé

Story
+
Critères d'acceptation
+
Exemple
(données + scénarios)
=

TEST D'ACCEPTATION

Cycle de vie des US

Cycle de vie des US



Le développement agile commence : la version 0 du logiciel

- * Les user-stories sont intégrées au fur et à mesure dans le logiciel
- * La version 0 est quasiment une coquille vide : elle doit être rapidement opérationnelle
- * Idéalement, la V0 doit faire intervenir tous les composants du logiciel final : périphériques, interfaces graphiques, systèmes de fichiers, réseau, . . .
 - Si la V0 fait bien intervenir tous les éléments de la chaîne, on pourra détecter très tôt tout problème technique majeur : par exemple des incompatibilités matérielles ou logicielles
- * Quelle seraient de bonnes V0 pour les logiciels suivants :
 - * 1 Navigateur web
 - * 2 Eclipse
 - * 3 SVN

A technique for agile estimation

PLANNING POKER

d'après

Francy Rodríguez

Javier Diez

Estimation

- ⦿ Estimation is one of the harder parts of a software project.
- ⦿ Some data:
 - Nearly $\frac{2}{3}$ of projects significantly overrun their cost estimates.
 - 64% of the features included in products are rarely or never used.
 - The average project exceeds its schedule by 100%.

Planning Poker

- *The best way I've found for agile teams to estimate is by playing planning poker (Grenning 2002)*
- This method tries to make the meetings more short and productive, by making them more fun and dynamic.

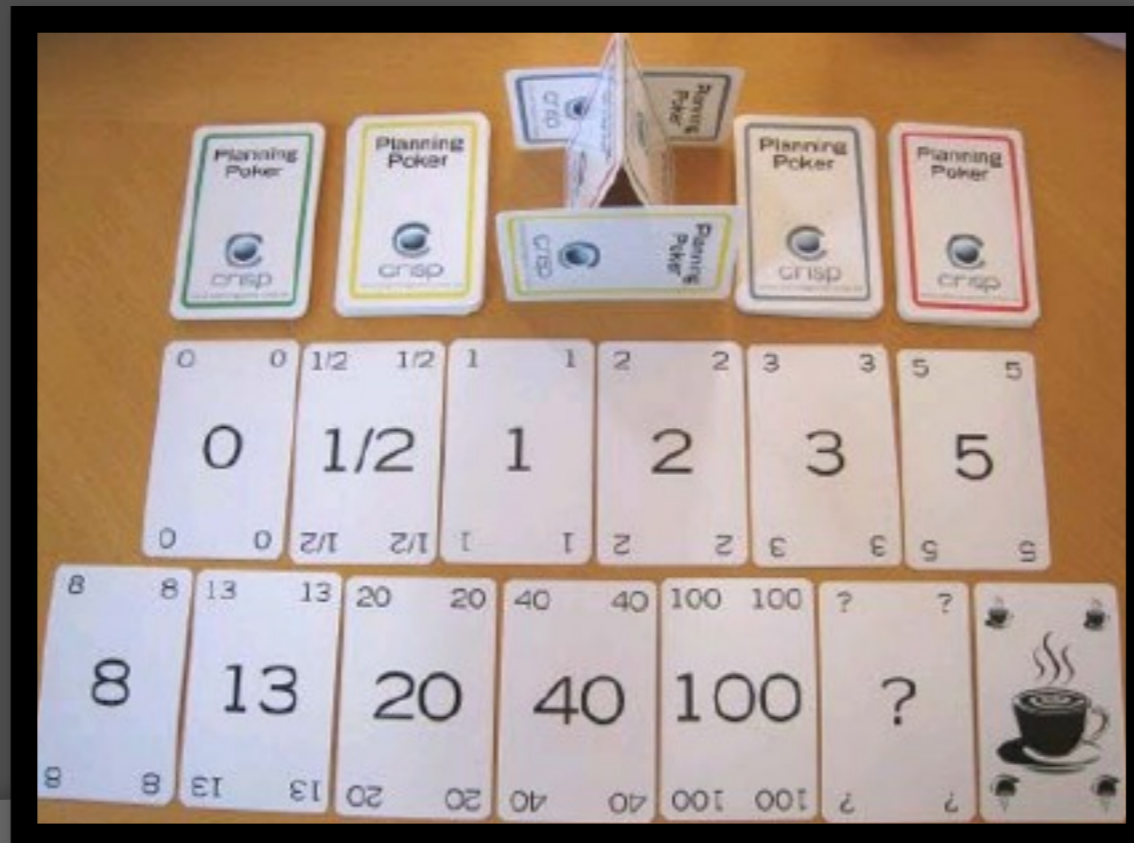


Preparing the meeting (I)

- ⦿ The “requirements experts” must know perfectly each of the **user stories**.
- ⦿ Each user story should have a granularity of no more than **10 days (3h for us)** of job.
- ⦿ A deck of cards is prepared for each member of the team.
- ⦿ The deck is composed of a few cards, each of them representing a estimation.

Preparing the meeting (II)

- Examples of estimation values for the cards:
 - 0, 1, 2, 3, 5, 8, 13, 20, 40, 100.
 - 1, 2, 3, 5, 8, 13, BIG.
 - $\frac{1}{2}$, 1, 2, 3, 4, 5, 6, 7, ∞



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6. In this first round, it's probably that the estimations will differ significantly.

The meeting (II)

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7. In case the estimations differ, the high and low estimators expose their reasons.
8. A few minutes for the team to discuss about the story and the estimation.
9. Again, each member thinks privately a estimation, and they show the cards simultaneously.
10. If the estimations still differ, the same process can be repeated.

The meeting (III)

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 - Ask the user to decompose the story in smaller parts.

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12. In case the estimations don't converge by the 3rd round, there are some options:
 - Left the user story apart and try again later.
 - Ask the user to decompose the story in smaller parts.
 - Take the highest, lowest or average estimation.

Example (I)

- User story: PCGEEK wants to be able to create sell orders.
- Team of 7 members.
- First round:

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Example (II)



- 3rd and 6th members expose their reasons for their estimations.
- 2nd round:

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- 2nd round:



Example (III)



- ⦿ All members have converged except for the 3rd
- ⦿ A new round of expositions and voting can be made.
- ⦿ It's also possible to take 3 or 5 as the estimation.

Advantages

- ⦿ Multiple expert opinions.
- ⦿ The dialogue between the members result in more accurate estimations.
- ⦿ Studies have shown that averaging estimations and group discussion lead to better results.
- ⦿ It's fun!

Disadvantages

- ⦿ Meetings with all the team are expensive.
- ⦿ The moderator needs to be careful and control the meeting so it doesn't get too long.
- ⦿ Some factors can interfere in the estimations: dominant personalities, company politics...
- ⦿ Discussions can end in polarized estimations.

Thank you!