Getting it Right: Defining Acceptance Criteria so there are No Surprises

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Agenda

- Introduction
- What's in it for you
- Why we chose this standard
- How we write Acceptance Criteria
- Lessons learned

3 Components of a Story Card

Acceptance Criteria

Our Acceptance Criteria standard

Collaborative approach to creating examples that prove out requirements.

Our Acceptance Criteria standard

GIVEN <an initial context>

WHEN <something happens>

THEN <observable outcome(s)>

Example Scenario

Scenario Outline: Multi-policy discount for policy holder

An initial condition …

Given a drone quote
And "Other Policy" is Yes

Something that happens …

When quote rate is calculated

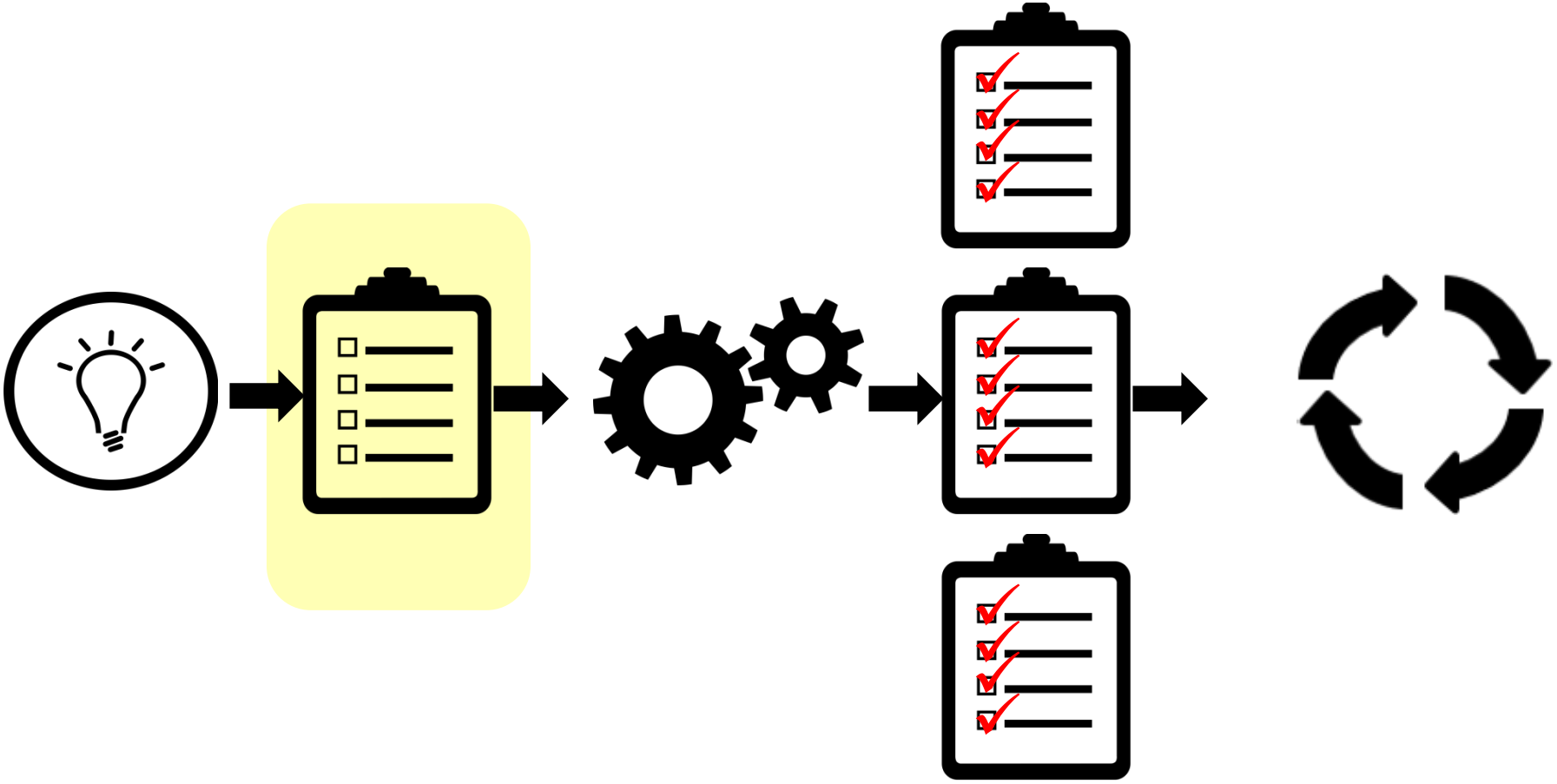
Observable outcome …

Then the Multi-Policy Discount is $25

Benefits of Using This Method

Collaboration
Up-front questioning
Common understanding

Why is this important - the Big Picture



Writing Acceptance Criteria

Story Card Format

User Story:

Acceptance Criteria:

Context

Background

Scenario

GIVEN

AND …

WHEN

THEN

AND …

Scenario

GIVEN

AND …

WHEN

THEN

AND …

Rationale

Scenarios

DOES

- ✓ Include a specific example
- ✓ Specify what the system does
- ✓ Describe the business functionality

DOES NOT

- x Restate business rules
- x Describe how to use the system
- x Describe software design

GIVEN

<an initial context>

DOES

- ✓ Reflect the business intent
- ✓ Describe only the required context for the scenario
- ✓ Express a pre-existing condition
- ✓ Use the ‘AND’ clause when there is more than one pre-existing condition

DOES NOT

- x Reflect technical implementation or developer actions
- x Describe more than the required context for the scenario
- x Express an action

WHEN
<something happens>

DOES

- ✓ Describe the ‘what’
- ✓ Consist of a single action
- ✓ Execute the event or action you are testing

DOES NOT

- x Describe the ‘how’
- x Use the ‘AND’ clause

THEN

<observable outcome(s)>

DOES

- ✓ Describe what the system should do
- ✓ Describe the business result
- ✓ Verify only the outcome relative to the action
- ✓ Use the ‘AND’ clause when there is more than one observable outcome

DOES NOT

- x Describe what the user does
- x Describe something part of the implementation

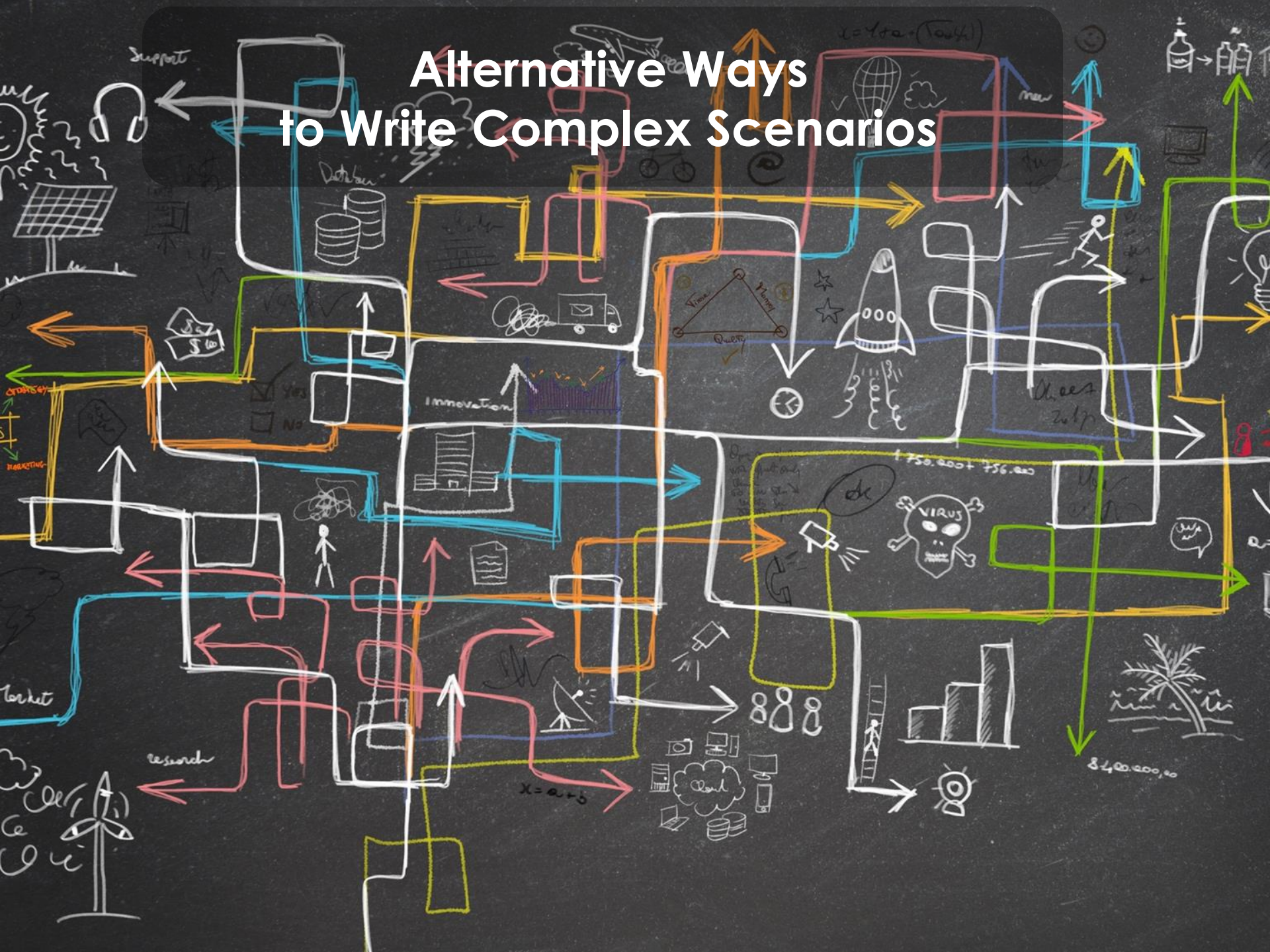
Set the Right Level of Detail

No magic formula.

1. Talk to your team.
2. Understand the card.
3. Positive & negative scenarios.
4. Alternate & exception scenarios.
5. Use other places to document what doesn't belong.
6. Pick one example to show with multiple values.

Think critically & use professional judgment.

Alternative Ways to Write Complex Scenarios



Use AND for Multiple Clauses


Use
Tables
for
Multiple
Clauses

Use Tables for Multiple Clauses

Comparing AND with a Table

Context: Secret code color is blue on Tuesday.

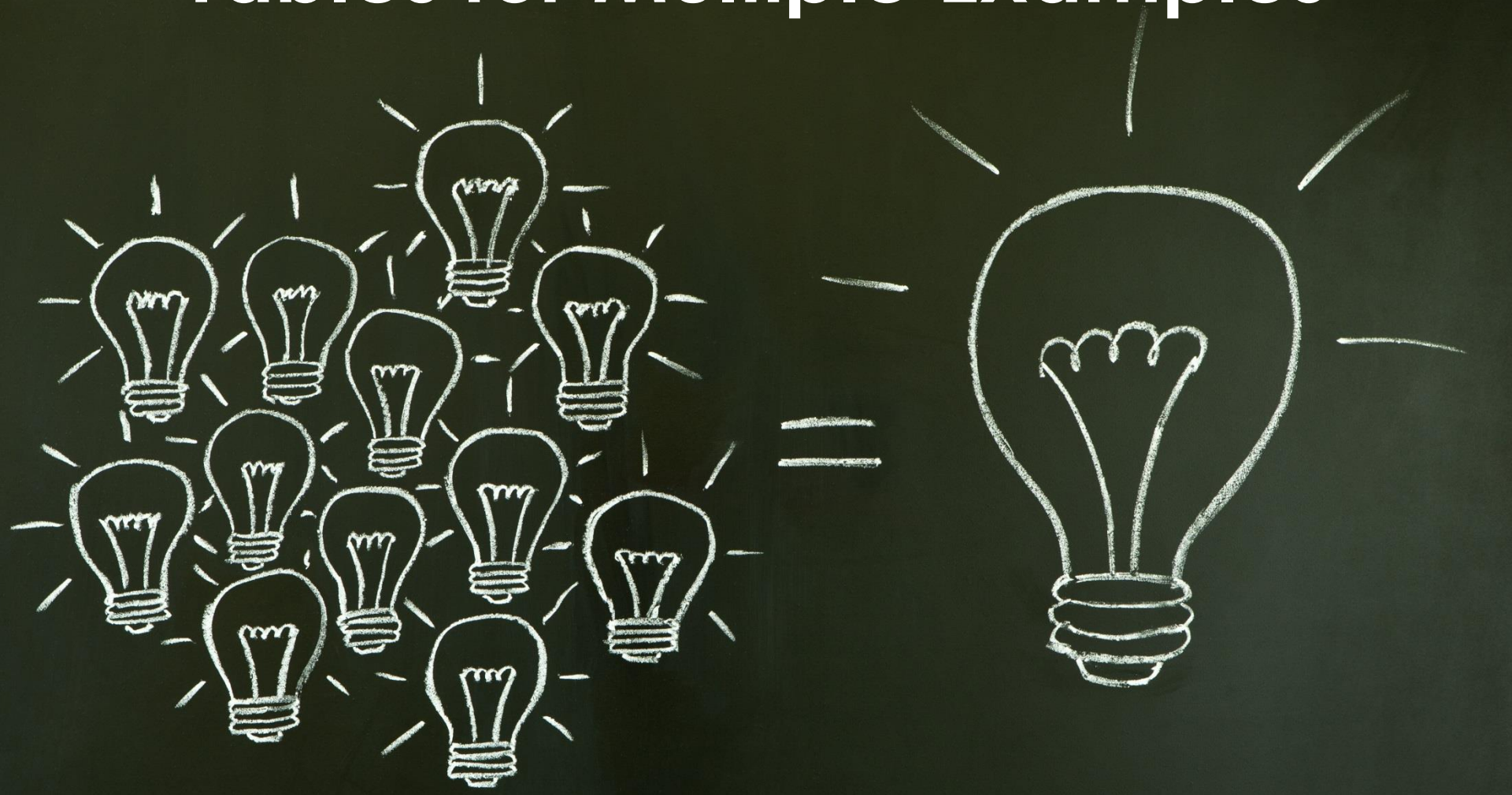
```
Scenario: Try blue on Tuesday
Given the secret code is blue
  And the day is Tuesday
When I guess blue
Then I am right


Scenario:  Try red on Tuesday
Given the secret code is blue
  And the day is Tuesday
When I guess red
Then I am wrong
```

```
Scenario: Try blue on Tuesday
Given the following data
    | code | day |
    | blue | Tue |
When I guess blue
Then I am right

Scenario: Try red on Tuesday
Given the following data
    | code | day |
    | blue | Tue |
When I guess red
Then I am wrong
```

Tables for Multiple Examples



Scenario Outline

Context:
Secret code color is blue on Tuesdays.
Scenario Outline: Secret code colors
Given the secret code is <*code*>
And the day is <*day*>
When I guess <*guess*>
Then I am <*verdict*>
Examples:

code	Day	*guess*	*verdict*
blue	Tue	blue	right
red	Tue	blue	wrong

Reinforced Concepts

What We've Learned

1. Sequence
2. Shift left
3. Consistency
4. Formatting
5. Collaboration
6. Keep learning

Advocate to Different Roles

References

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- International Institute of Business Analysis. (2015). *A Guide to the Business Analysis Body of Knowledge®* (3rd ed.) Toronto, ON, CAN: International Institute of Business Analysis

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