In agile environments you reduce big upfront design, because you know that customer requirements will change. Capturing requirements as User Stories is the most common approach.

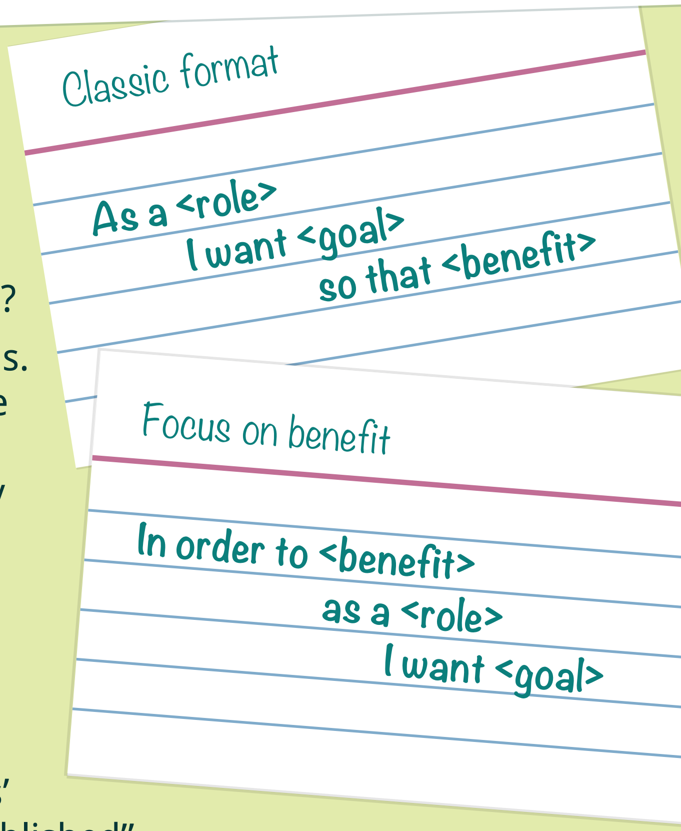
A User Story has 3 components (3Cs): The physical **C**ard contains title and description. It's a reminder to have a **C**onversation to create a shared understanding between everyone involved. You discuss what is really needed and agree on acceptance criteria to **C**onfirm that the team achieved the benefit.

User Stories

Capture requirements as User Stories - Concise and easy to use!

A User Story contains:

- The **Role** - **Who** wants something. Ideally a customer (persona).
- The **Goal** - **What** does the user want to do?
- The **Benefit** - **Why** the customer wants this. What does she want to achieve? This is the most important part of the story, because you may discover that there's a better way to reach the benefit.



Classic format

As a <role>
I want <goal>
so that <benefit>

Focus on benefit

In order to <benefit>
as a <role>
I want <goal>

Example stories for a CMS:

- Bad: “As the database I want a field ‘status’ so that I can store if a post is a draft or published” Databases can't want anything. What's the benefit for customers?
- Good: “As an author I want to save posts as drafts so that I can finish them later”

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