

USER STORY MAP

Keep the working record connected to evidence. Use another sheet when the scope or situation changes.

01 / QUESTION, SCOPE & DATE

What decision should the work inform? Record sources and what remains uncertain.

ACTIVITY				
Tasks				
First useful slice				
Later alternatives				
Exceptions / support				

Name the outcome of the first slice. Check the whole route, including the ending and any manual support.

BELOW THE SURFACE

A thin slice can hide a thick manual service.

FIRST SLICE OUTCOME

What can someone accomplish from start to finish?

MANUAL SUPPORT

Who bridges the gaps, and what information do they need?

FAILURE OR EXCEPTION

What could prevent completion?

SCOPE ADJUSTMENT

Can you narrow the scenario while preserving the outcome?

VALIDATION

What must be checked before committing?

OWNER & REVIEW

Who checks delivery capacity and the user experience?