To illustrate the defining a requirement activity, consider the deliverable from the university scenario for Maintenance staff to receive notification of repairs via an app that they will also use to capture data about the repairs they have made and other issues they notice about the property.

**USER STORY FORMAT**

**As a** university employed Maintenance Engineer

**I need** the app to have options for all categories and types of repair

**So that** I can accurately record my time against the correct repair; so that the Maintenance team can accurately charge the Accommodation Office for repairs; so that the Maintenance team can identify trends in types of repair and take corrective action.

**Acceptance Criteria**

* App contains current repair categories and repair types, updated at the same time that the billing system is updated.
* App is updated by file transfer without additional manual inputting of data.
* App is updated by automatic file transfer so that keeping the app current is not a task that needs to be scheduled.