

## All About Use Cases

### *The Business Analysis Perspective*

*Instructor-Led, On-Site Duration 2 days*

#### Overview

Use cases have become the defacto standard for capturing and communicating detailed, functional requirements from the business community to the information technology group. What should be in a use case, however, is not necessarily clearly defined. This 2-day course presents techniques for discovering and communicating business, solution, system, and detail-level use cases. It is designed around effective exercises that allow the participants to apply the concepts in a realistic setting.

The course focuses on helping real people in the real world find and document use cases at varying, audience-focused levels of detail. From the high level perspective of the business use case to the nitty-gritty details of a detailed use case, the transformation of the use case will be made clear.

#### Target Audience

Business Analysts

System Analysts

Business System Analysts

Anyone interested in creating use cases for IT projects

Requirements Engineers

Solution designers

#### Learning Objectives

*Upon completion of this seminar, you will . . .*

- Write use case descriptions
- Detail the sequence of interaction steps for the most common situation
- Differentiate between different levels of use cases
- Determine how to handle alternate and exception situations
- Draw use case diagrams
- Document proposed user interaction in use cases and use case diagrams
- Run a use case workshop
- Write “good quality” use cases

*Developed and presented by:*



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## 1 What Is a Use Case and Who Needs It

### General Introduction

Course Objectives  
 Discussion: Your Priorities  
 Shopping at an Online Store  
 The Automated Teller Machine  
 Exercise: Case Study Introduction

## 2 Use Cases Defined

### What is a Use Case

A Use Case is...  
 Use Case Models  
 Contents of a Use Case Model  
 Example Use Case Diagram  
 An Actor is a Role Representing  
 Primary and Secondary Actors  
 Paths  
 A Use Case Specification is...  
 List of Actors  
 Pre-conditions  
 Post-Conditions  
 Paths (aka: Flow of Events)  
 Discussion: Process or Use Case?  
 Roadmap

## 3 Business Analysis and Use Cases

### Using Use Cases

Business Analysis is...  
 Premise of Business Analysis  
 The Usefulness of Use Cases  
 Business Analysis Includes...  
 To Align Solutions with Business Needs  
 Different Use Cases for Different Purposes  
 Exercise: The Great Debate

## 4 Working with Use Cases

### Levels of Detail in Use Cases

Perspective  
 Business Use Cases  
 Reasons to Use Business Use Cases  
 Business Use Case: Pay a Bill  
 How to Describe the Business  
 Business Use Case Diagram  
 Business Use Case: Pay a Bill  
 Solution Use Case  
 Reasons to Use Solution Use Cases  
 Identify Solution Use Cases  
 Solution Use Case Diagram  
 Traceability  
 Solution Use Case: Pay a Bill Online  
 System Use Case  
 Reasons to Use System Use Cases  
 System Use Case Diagram  
 Constraints Imposed by the System

System Use Case: Pay a Bill Online  
 Detailed System Use Case  
 Reasons to Use Detailed System Use Cases  
 Detailed System Use Case Diagram

## 5 Other Paths and Flows

### Dealing with Ifs in Use Cases

Identify Other Paths  
 System Use Case: Pay a Bill Online  
 Paths and Flows  
 System Use Case: Pay a Bill Online  
 Exception Flow  
 Exception Flow (anytime)  
 System Use Case: Pay a Bill Online  
 Alternate Flow  
 Exercise: Identify and Write Other Paths

## 6 Documentation Guidelines

### Documentation Guidelines

Use Case Brief  
 Example Use Case Brief  
 Stakeholders, Actors and Users  
 Actor-Stakeholder Mapping  
 Actor Descriptions  
 Example Actor Descriptions  
 Exercise: Identifying Actors  
 Use Case Template  
 Where do the Details Go?

## 7 Advanced Use Case Modeling

### Advanced Use Case Modeling

The «include» Relationship  
 Modeling an «include»  
 Example of «include»  
 The «extend» Relationship  
 An Airline Example  
 Modeling an «extend»  
 Exercise: Using «include» and «extend»

## 8 Running a Use Case Workshop

### Getting Use Cases in a Hurry

A Social Activity  
 Communication 101  
 The Psychology of Communication  
 Visual Feedback  
 Roles  
 Keys to Success  
 Exercise: Eliciting a Standard Path

## 9 Quality Assurance

### The Need for Quality

Quality Assurance Techniques  
 Efficient Reviews  
 Exercise: Use Case Walkthrough

