

Use cases + user flows

This deck recaps the way that 18F and CAMD team members gathered use cases and user flows from CSA, CBS, and FACT users.

But first, why did we gather use cases and user flows?

The CAMD currently manages many disparate systems, requiring significant overhead and reduced opportunities for information sharing across systems. Is there a more efficient way for the CAMD to offer the functionality that users need?

We gather use cases to understand how people rely on existing CAMD systems.

We gather use cases to understand the functionality that the CAMD suite needs to provide.

How we gathered use cases

We asked:

“What do you use CBS (or CSA or FACT) for in your daily work?”

Some sample use cases that we gathered:

As a **MOB team member**, I use **CSA** to **manage allowances** for a portfolio of national power plants

As a **MOB member**, I add and modify plants, programs, and user designations/agent status in **CBS** so that sources have accurate permissions to make submissions.

As an **EPA analyst**, I use **FACT** to answer questions about a single facility of single monitoring configuration, to see hours in emissions records or to get the contact for a facility

Selecting a use case to focus on

We asked:

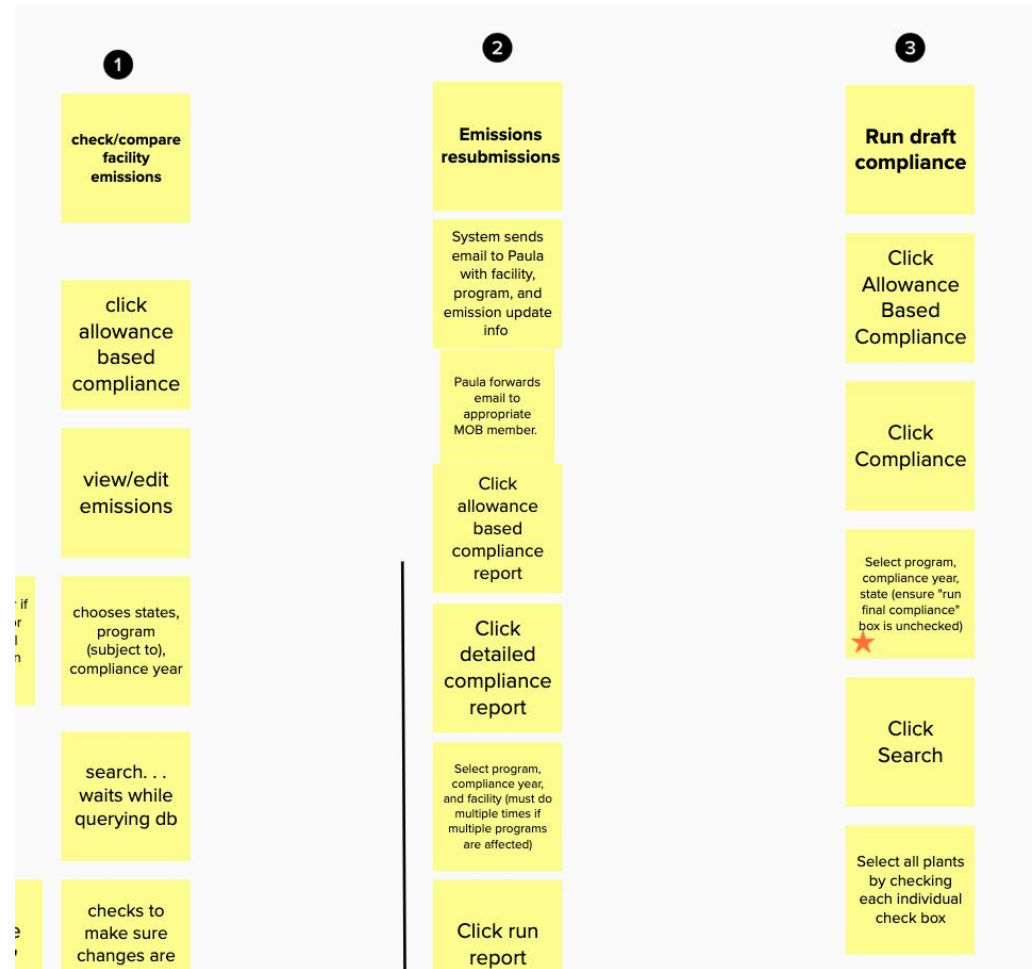
“If you had to choose one of these ways in which you use CBS (or CSA, or FACT), which one would it be?”

After they selected one use case, we asked:

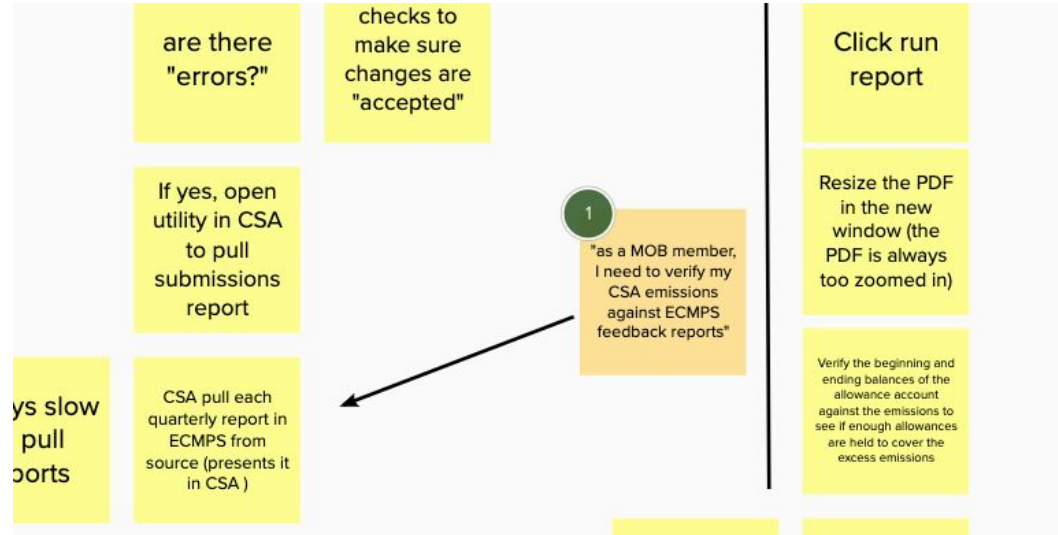
“Can you walk us through the process one step at a time?”



Sometimes steps in their process had multiple substeps. We captured these by listing these substeps in a column:



Sometimes pain points surfaced. When they did, we colored them orange to make note



To see the use cases and user flows gathered, see the user flows pdf included in <https://github.com/18F/CAMD-resources>.

Thanks!