Use Case

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Introduction

Purpose

The Business User Case document is a record of requirements written from the user centric perspective. The document will describe to the user audience what they need and why they need it.

The structure of this document ensures the business need is aligned throughout the organization and provides a progressive drill down into the detailed business use case, i.e., the needs at the user level.

The Business Use Case document will be used as the basis for the following activities:

- *Defining and implementing the solution to the business problem*
- *Documenting stem-centric software requirements document (functional specifications)*
- *Creating solution designs*
- *Developing test plans, test scripts, and test cases*
- *Determining project completion and success*

[App Name] App's Impact to Business Processes

[Provide high level background on how the current business process operates to achieve its process objectives. Reference the process workflow or provide a link to its location as necessary.

Remember to describe the problem in the context of the process in which it exists. Also explain the impact of the issue on all other affected areas and processes.

SAMPLE TEXT STRUCTURE

The business process that requires a change is X. It is the Mission of X business process to do Y. It is the vision of management that the performance X is such that it is done with…(e.g. lower cost, lower cycle time, higher customer experience satisfaction, better quality, higher volume handling) .

Then explain specifics regarding the problem facing the process and the impact it is having or will have on the process performance.

The problem/situation/change that is currently (or will) negatively affecting X business process is Y. Y negatively affects X business process because it causes A, B, and C which ultimately leads to the negative performance (reference the attribute listed in the preceding

paragraph). In addition, Y also has a significant negative affect on the performance of business process X as it causes…

Business Need

Then introduce the business need from the user perspective. Note – this does not mean explaining which fields need to be added to system X.

This section serves as the vision statement for the process. Each requirement listed in the User Requirements section should bring the project closer to the vision listed here.

It is the business vision to develop a solution for business process X that will result in achieving the desired increase/decrease the performance attributes of A, B and C.

IN THEORY ENTIRE SECTION SHOULD COME FROM THE ARGUMENT MADE IN THE STATEMENT OF NEED OR BUSINESS CASE. Provide reference or link to the document as necessary.]

Functional Requirements

Functional requirements specify what a system should do, and describe its features and capabilities. They outline specific tasks that a system should perform, such as input validation, error handling, and security.

	Requirement Description	Additional Comments
1	The system must…	
2	The system must…	

Non-Functional Requirements

Non-functional requirements specify how a system should perform and are usually related to quality attributes such as performance, scalability, security, usability, and maintainability. These requirements dictate the system's behavior in specific circumstances and help ensure that the functional requirements are met in a satisfactory manner.

	Requirement Description	Additional Comments
1	*The system should…*	
2	*The system should…*	

Use Case(s)

Use Case Name	***[Verb + Noun Phrase (e.g. Pick Item]}***
Actor(s)	• *Actor 1 participant* • *Actor 2 participant*
Trigger	*Use case triggers are events or actions that initiate the execution of a specific use case in software development. They represent the starting point of a user's interaction with a system, and they determine the flow of events and actions that lead to the completion of the use case.* *Triggers can be initiated by a user or by the system itself.*

Pre-condition	*Pre-conditions are the conditions that must be satisfied before a use case can be executed. They represent the state of the system and its environment that must be in place for the use case to run successfully.*
Post-condition	*A post-condition is a description of the state of the system after a use case has been executed successfully. It specifies the result of the use case and the changes that have been made to the system. A post-condition provides a clear definition of what the system should look like after the use case has been executed, and it helps to ensure that the use case has achieved its intended purpose.*

Normal Flow of Events

Flow Identifier: Enter the name of the flow and brief descriptor. *A flow identifier, also known as a flow of events, is a sequence of steps that describe the interactions between a user and the system in a use case. An exception flow, on the other hand, describes a scenario in which an error or unexpected event occurs and the system is unable to achieve its intended goal.*

	Description	User Action	System Response
1			
2			

Alternate Flow of Events

Flow Identifier: Enter the name of the flow and brief descriptor. *An alternate flow describes a scenario in which a different sequence of steps is followed, but the application still achieves its intended goal.*

	Description	User Action	System Response
1			
2			

Exception Flow of Events

Flow Identifier: Enter the name of the flow and brief descriptor. *An exception flow, on the other hand, describes a scenario in which an error or unexpected event occurs and the system is unable to achieve its intended goal.*

	Description	User Action	System Response
1			
2			

App Flow of Events

Flow Identifier: Enter the name of the flow and brief descriptor

	Event Type	User Action	App Function	App Action
1				
2				

Goal

A use case goal is the desired outcome that a user aims to achieve by interacting with a system. In other words, it is the objective that the user is trying to accomplish through their interaction with the system. Use case goals are an important aspect of the use case modeling process, as they help to define the scope of the use case and provide a clear understanding of what the user is trying to achieve. The goal of the use case is often described in terms of the user's needs, motivations, and objectives, and provides a basis for the development of the normal flow of events, alternate flows, and exception flows within the use case.

Goals
• Goal 1 • Goal 2

Supporting Diagrams

Use Case Model