# Strategy

If you need to validate what the organization is there to do.

Vision:

## Problem statement

Use standard format of <this problem> affects <these people> with these <specific bad results>. Our solution will help by providing <general good results>.

The access to banking services is restricted to bank hours affecting the majority of our bank customers by having to wait to the next business day, adding more staff or hours, or finding another solution. Our solution will allow the bank to provide services at any hour and in locations where a bank branch is not located reducing overhead costs. Replacing teller and not having bank open with automation of transaction external to bank reduces overhead and improves customer experience.

### Related problems

During problem definition, other problems can easily come up and should be captured.

## Constraints

The rules that will constrict either the scope, the budget, or the timeframe of the project. Risk is a probability that these will be in force. Assumptions for design will be to take the risk or not and trace back to these.

Infrastructure, technology, laws, etc.

## Stakeholders

A list of the people and systems that have an impact on the project requirements. Actors can be extracted and grouped from this list.

### People

|  |  |  |
| --- | --- | --- |
| Name | Position / Dept | Notes |
| I. Hafmunee | Bank president |  |
| Gee Kee Tekhed | CIO of bank |  |

### Systems & data sources

# Analysis – system level

Post-elicitation stage done with all analysts after the initial interviews and document reviews. Do this first.

## Actors

First step in analysis is to brainstorm and validate these roles and systems.

* Customer
* Operator
* Bank

## Use case names

Second step in analysis is to brainstorm and validate scope at the goal level.

* Withdraw Cash
* Deposit checks
* Check balance
* Transfer funds
* Abort transaction
* Enter PIN
* Deposit cash
* Communicate with bank computer
* Switch system on
* Switch system off
* Log transaction
* Print receipt
* Rotate advertising
* Remove deposits
* Reload cash
* Display greeting/prompt/ad
* Accept PIN / Decline PIN
* Load receipt paper
* Resolve hardware failure
* Retain card
* Insert card
* Maintain log
* Service hardware
* Count cash
* Dispense cash
* Retrieve deposits
* Verify deposits
* Approve transaction

### System use cases

Only those use cases which start after the software is running and an actor directly interacts with the system.

Grouped use cases are either system or business use cases and can be groups of value/goal level use cases or groups of partial use cases like used in this example. Also common in this section are the Manage Entity type of use case which expands into the CRUD use cases. e.g. Manage Account = Create Account, Read Account (Display details of account), Update Account, Delete Account.

### Business use cases

Any use case that does not completely exist as an interaction between software and the actor.



### Use case diagram

Here would be a good place to put a Visio diagram(s) showing the relationships of all the use cases.

## Use case groups found

Use cases can be structured to roll up to a group name. Helpful to reduce complexity.



## Partial goal names found

Use cases can be structured to drill down to a named sequence of tasks not ending in a goal or repeatable. Helpful to identify reusable parts.