



Practice 7: Use Cases

What are use cases

Case: VR's online shop to buy tickets

Users' goals

- Receptionist(R):
 - Serve customers
 - Find and give information fast to customers
 - Find relevant and valid information
 - Reserve rooms and services for customer
- Customers (C):
 - Book room via internet or receptionist
 - Able to use online shop with help/ manual
 - Find valid information



Use cases

- Use cases should be defined at the early phase of the product development
 - Use cases describes the common tasks which the user should be able to do with the system
 - Use cases give focus to development
- How to do
 - Congregate together potential users and people who are involved in product development
 - Define user groups, tasks and context of use
 - Define user's goals
 - Define what user should do and what is done by the system.



How to create use case

- Identify who is going to be using the system.
- Pick one of those users (groups).
- Define what that user wants to do with the system. Each thing the user does with the system becomes a use case.
- Describe the basic course in the description for the use case.
 - Describe what the user does and what the system does.
- Extend the use case by considering alternate courses of events and add those to the extended use case
- Look for similarities among the use cases. Combine these and note them as common course use cases.

(Edward Kenworthy, Use Case Modeling)



Example of Use case

User	Student
Goal	User wants to register for a course
Precondition	User is logged in to POP
Trigger	User clicks Studies,(might also be an event, Student wants to graduate)
Steps	
1.	User clicks Studies.
2.	System shows contents of Studies.
3.	User clicks "Study guide and sign-up" tab
4.	System shows contents of ...
5.	Etc.
Postcondition	User is registered for a course.



Create Use cases

- Work in groups of 3-4 persons.
- Case: VR's online shop to buy tickets
- Points of view
 - Customer
 - Administrator
- First few cases to a paper
- No need to extend use cases
- One use case to a transparency



Examples of usability goals

- 90% of users are able to do reservation without mistakes.
- All users are able to use the system without help or manual.
- After sign in to the system user is able to see in under five seconds are free rooms available.
- Customer is able to do reservation in under one minute.

