Business Analysis Use Case Specification

Use Case Specification Template

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Overview

The Business Analysis Use Case Specification Template is intended to provide business analysts working on RPA initiatives with the structure and guidance to define detailed requirements, specifications, and models necessary to complete Requirements. A Use Case Specification describes the system interaction between an actor/robot and the solution in the process of achieving a goal

Use Case Specification Sections

- Use Case Specification Summary (Mandatory)
- Basic Flow (Mandatory)
- Alternate Flow(s)
- Business Rule(s) (Mandatory)
- Business Data Catalogue (Mandatory)
- Notification(s)
- User Interface(s) (Mandatory)
- Report Table(s)
- Additional Details

Using the Use Case Specification Template

The Use Case Specification provides the highest amount of granularity and detail for each process to be automated in future state. When using the Use Case Specification:

- Create a single Use Case Specification for each Process Activity
- Save each Use Case Specification following the Best Practice Standards defined
- Embed each Use Case Specification as a file within the Requirements Template

Use Case Specification Summary

The Use Case Specification provides the highest amount of granularity and detail for each process to be automated in future state. The summary section defines the focus of this use case specification, actors, conditions, and trace to L3 process.

Use Case Name	**Publishing Announcement**
Use Case Unique Identifier	UC001
L3 Process Map Trace	CSPM-001.S1
Use Case Description	This use case shows how instructors interact with the system to create, draft, schedule and push announcements.
Actors	
Primary:	Instructor
Secondary:	LMS
Conditions	
Pre-Conditions:	**Post-Conditions:**
User is authenticated with the system and is authorized to perform this function.	• The announcement is delivered, scheduled, saved or deleted based on the user's selected option. • System has updated the status (e.g., "Sent," "Scheduled", "Draft", "Deleted") of the announcement.

Basic Flow

The set of steps performed by the actor and the solution during the execution of the use case. The basic flow represents the shortest or simplest successful path that accomplishes the goal of the actor/robot

#	Step	Alternative Flow	UI/Notification
1	The use case starts when the user navigates to the "Announcement" section in LMS.		UI001
2	User requests to create a new announcement.	AF01 – Edit drafted announcement	
3	System prompts user to draft the announcement.		UI002
4	User finishes drafting the announcement and uploading attachments (if any). • DE001 - Title • DE002 - Content		

	• DE003 - Attachment		
5	System prompts user to select recipients. • DE004 - Recipient		
6	User finishes selecting recipients.		
7	System prompts user to decide whether to publish the announcement or save it as draft.		
8	User confirms to publish the announcement.	AF02 – Save draft	
9	System assigns Announcement ID to the announcement. • DE010 – Announcement ID		
10	System prompts user to review the announcement.		
11	User reviews the announcement for accuracy.		
12	System prompts user to decide whether to publish the announcement immediately or schedule the publish at a later time.	AF03 – Schedule to publish later	
13	User confirms to publish the announcement immediately.		
14	System updates the status of the announcement as “Published”. • BR01 – Determine Announcement Status. DE009 – Announcement Status		
15	System saves the announcement under 'Published’ folder and records the date and time of the LMS publish/ delivery to GBC mailbox. • DE008 – LMS Publish Timestamp DE016 – Email Delivery Timestamp		
16	System pushes the announcement to the recipients’ LMS account.		
17	System sends the announcement to the recipients’ GBC mailbox. • DE005 – Recipient Email		
18	System sends a notification to recipients regarding the newly posted announcement.		
19	System verifies the announcement has been successfully delivered to all recipients.	AF04 – Announcement not successfully sent to all recipients	
20	System generates an LMS announcement delivery report with final delivery status. • DE010 – Announcement ID		

	• DE001 – Announcement Title • DE011 – Course Code • DE012 – Instructor ID • DE004 – Recipient • DE005 – Recipient Email • DE013 – LMS Publish Status • DE008 – LMS Publish Timestamp • DE014 – LMS Publish Failure Reason • DE015 – Email Delivery Status • DE016 – Email Delivery Timestamp • DE017 – Email Delivery Failure Reason		
21	Use case ends.		

Alternate Flow(s)

Alternative flows describe any other paths that may be followed to allow the actor to successfully achieve the goal of the use case. Exception flows describe the desired response by the solution when the goal is unachievable, and the use case cannot be successfully completed. Replicate this table for each Alternate/Exception flow derived from the Basic Flow.

AF Name & ID	**(AF01 – Edit drafted announcement)**		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at step 2 of basic flow when user requests to edit drafted announcement.		
2	User selects the desired drafted announcement for edit from 'Draft' folder.		
3	This flow resumes at step 3 of the basic flow.		

AF Name & ID	**(AF02 – Save draft)**		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at step 8 of basic flow or step 3 of EF01 when user requests to save the announcement as draft.		

AF Name & ID	(AF02 – Save draft)		
	Step	**Alternative Flow**	**UI/Notification**
2	System assigns Announcement ID to the announcement. DE010 – Announcement ID		
3	System updates the status of the announcement as 'Draft'. • BR01 – Determine Announcement Status. DE009 – Announcement Status		
4	System saves the announcement under 'Draft' folder and records the date and time of the last update. DE006 – Last Update Timestamp		
5	Use case ends.		

AF Name & ID	(AF03 – Schedule to publish later)		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at step 12 of basic flow when user requests to schedule the publish at a later time.		
2	System prompts user to set the desired date and time for the announcement to be sent. DE007 – Schedule Date/Time		UI003
3	User sets the desired date and time for the announcement to be sent.		
4	System updates the status of the announcement as "Scheduled". • BR01 – Determine Announcement Status. DE009 – Announcement Status		
5	System stores the pre-set time and announcement under 'Scheduled' folder for future delivery.	AF05 – Alter scheduled announcement	
6	This flow resumes at step 14 of the basic flow.		

AF Name & ID	(AF04 – Announcement not successfully sent to all recipients)		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at step 19 of basic flow when system determines that the announcement has not been sent to all recipients successfully.		

AF Name & ID	(AF04 – Announcement not successfully sent to all recipients)		
	Step	**Alternative Flow**	**UI/Notification**
2	Steps 14-16 are repeated 5 times, with 10 minutes intervals in between if the message is not delivered to all recipients.		
3	This flow resumes at step 20 of the basic flow.		

AF Name & ID	(AF05 – Alter scheduled announcement)		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at step 5 of AF03 when user requests to update the scheduled announcement.		
2	User selects the scheduled announcement to be updated from 'Scheduled' folder.		
3	Users make changes to the announcement message, attachment, recipient or scheduled date and time as needed. • DE001 – Title • DE002 – Content • DE003 – Attachment • DE004 – Recipient DE007 – Schedule Date/Time	AF06 – Delete scheduled post	
4	System prompts user to confirm to save the change.		
5	User confirms to save the changes.		
6	This flow resumes at step 5 of the AF03.		

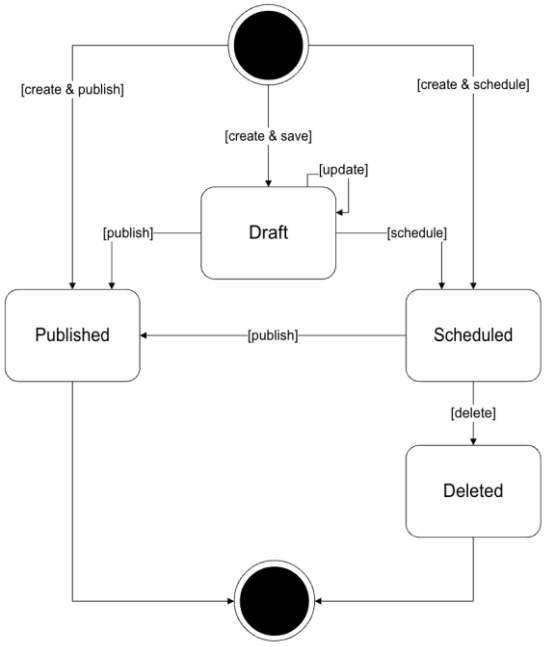
AF Name & ID	(AF06 – Delete scheduled announcement)		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at step 3 of AF05 when user requests to delete the scheduled announcement.		
2	System prompts user to confirm deletion of announcement.		
3	User confirms deletion.		
4	System updates the status of the announcement as "Deleted". • BR01 – Determine Announcement Status. DE009 – Announcement Status		

AF Name & ID	(AF06 – Delete scheduled announcement)		
	Step	**Alternative Flow**	**UI/Notification**
5	System moves the announcement to 'Deleted' folder.		
6	Use case ends.		

EF Name & ID	(EF01 – Cancel Action)		
	Step	**Alternative Flow**	**UI/Notification**
1	This flow starts at any step when user requests to cancel.		
2	System prompts user to confirm whether to save the current version of announcement as draft.		
3	User confirms not to save as draft.	AF02 – Save draft	
4	Use case ends.		

Business Rule(s)

Business Rules define the criteria for behavior, decision making, and logic to be realized in the solution.

BR ID	Rule Name	Rule Type	Description	Step (In Use Case)
BR001	Determine Announcements Status	Process Rule		Step 2, Step 8, Step 12

Business Data Dictionary

The Business Data Catalogue refers to business knowledge used in the process of achieving the Use Case goal.

ID	Business Name	Description	Validation Rule	Calculation Rule	Sample Data	Step (in use case)
DE001	Title	Title of the announcement	N/A	N/A	Midterm Exam Schedule Update	• BF – Step 4 • BF – Step 20 • AF05 – Step 3
DE002	Content	Main body text of the announcement	N/A	N/A	Good morning, everyone, Please find below the master exam schedule. Once in class, a test access code will be provided. Good luck with your mid-term!	• BF – Step 4 • AF05 – Step 3
DE003	Attachment	Attachment of the announcement	File types (PDF, DOCX, XLSX, PNG, JPG),	N/A	Exam Schedule.xlsx	• BF – Step 4 • AF05 – Step 3

			Maximum file size (20 MB)			
DE004	Recipient	User accounts receiving the announcement	N/A	N/A	student12345	• BF – Step 5 • BF – Step 20 • AF05 – Step 3
DE005	Recipient Email	User emails receiving the announcement	N/A	N/A	tszwai.wan@georgebrown.ca	• BF – Step 15 • BF – Step 20
DE006	Last Update Timestamp	The date and time that instructor last update the announcement	Date-time format 'YYYY-MM-DD HH:MM:SS'	N/A	2024-11-27 11:00:00 (EST)	• AF02 – Step 4
DE007	Schedule Date/Time	Scheduled date and time for publish of the announcement	Date-time format 'YYYY-MM-DD HH:MM:SS'	N/A	2024-11-28 12:00:00 (EST)	• AF03 – Step 2 • AF05 – Step 3
DE008	LMS Publish Timestamp	Publish date and time of the announcement to recipients' user accounts	Date-time format 'YYYY-MM-DD HH:MM:SS'	N/A	2024-12-11 09:00:00 (EST)	• BF – Step 18 • BF – Step 20
DE009	Announcement Status	Status of the announcement in the system	N/A	BR01 – Determine Announcement Status	Draft	• BF – Step 17 • AF02 – Step 3 • AF03 – Step 4
DE010	Announcement ID	Unique identifier assigned to each announcement by the system	12 characters, contains prefix 'ANN', current year and the sequential numeric ID 'ANN-YYYY-###'	N/A	ANN-2024-001	• BF – Step 9 • BF – Step 20 • AF02 – Step 2
DE011	Course Code	Unique code representing the course to which the announcement is associated	7 characters	N/A	BUS4051	• BF – Step 20
DE012	Instructor ID	ID of the instructor who	6 characters	N/A	123456	• BF – Step 20

		published the announcement				
DE013	LMS Publish Status	Publish status of the announcement to recipients' user accounts	N/A	N/A	Failed	• BF – Step 20
DE014	LMS Publish Failure Reason	Reason of failure of the publish	N/A	N/A	System error	• BF – Step 20
DE015	Email Delivery Status	Delivery status of the announcement to recipients' emails	N/A	N/A	Delivered	• BF – Step 20
DE016	Email Delivery Timestamp	Delivery date and time of the announcement to recipients' emails	Date-time format 'YYYY-MM-DD HH:MM:SS'	N/A	2024-12-11 10:00:00 (EST)	• BF – Step 18 • BF – Step 20
DE017	Email Delivery Failure Reason	Reason of failure of the delivery	N/A	N/A	Invalid email address	• BF – Step 20

User Interface(s)

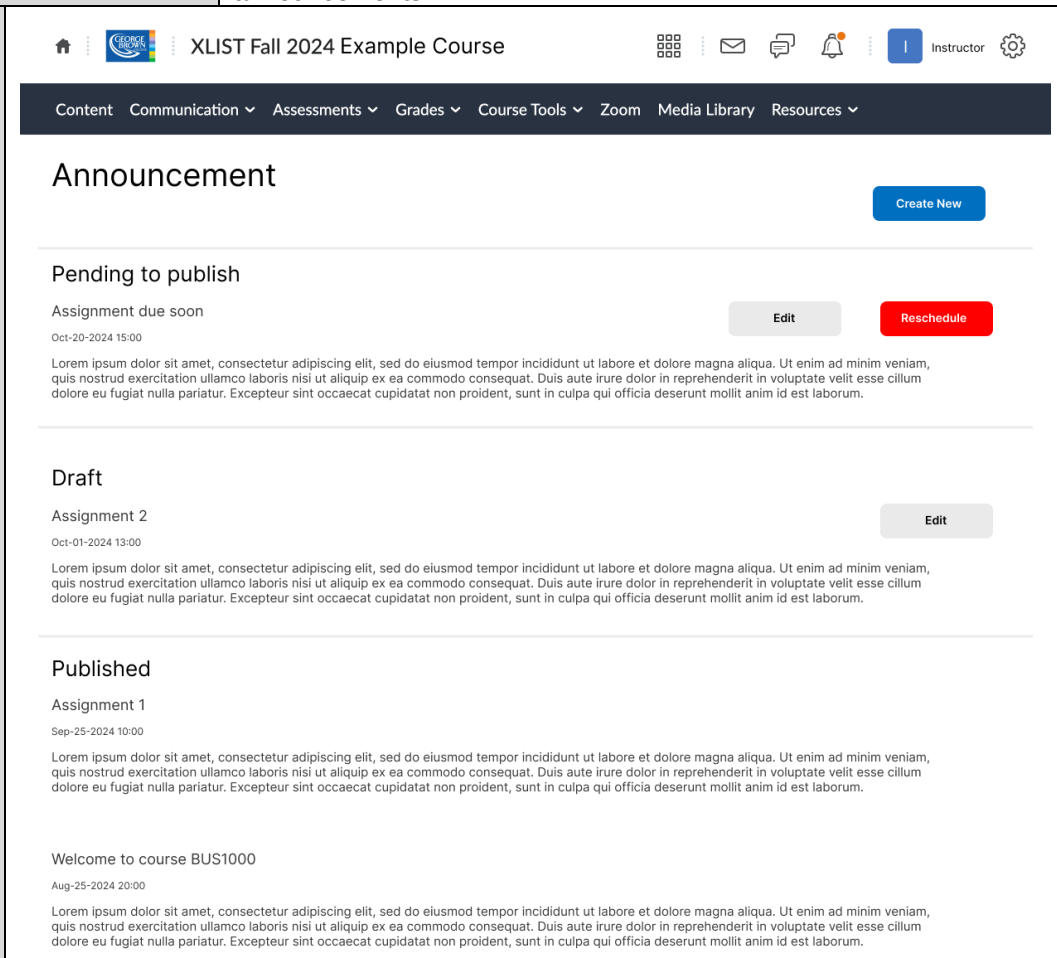
User Interface Specifications describes the content presentation (screens, forms, navigation) the solution uses in the process of achieving the Use Case goal

Summary of User Interfaces

UI ID	UI Name	UI Description	Step(s) (In Use Case)
UI001	Announcement Section	This section contains those announcements being published, saved in draft, scheduled for publish and users have the option to create new announcements.	1 (BF)
UI002	Compose New Announcement	This section allows instructors to create new Announcement.	3 (BF)
UI003	Schedule Announcement	This is a pop up when instructors want to schedule announcements instead of publishing immediately.	2 (AF03)

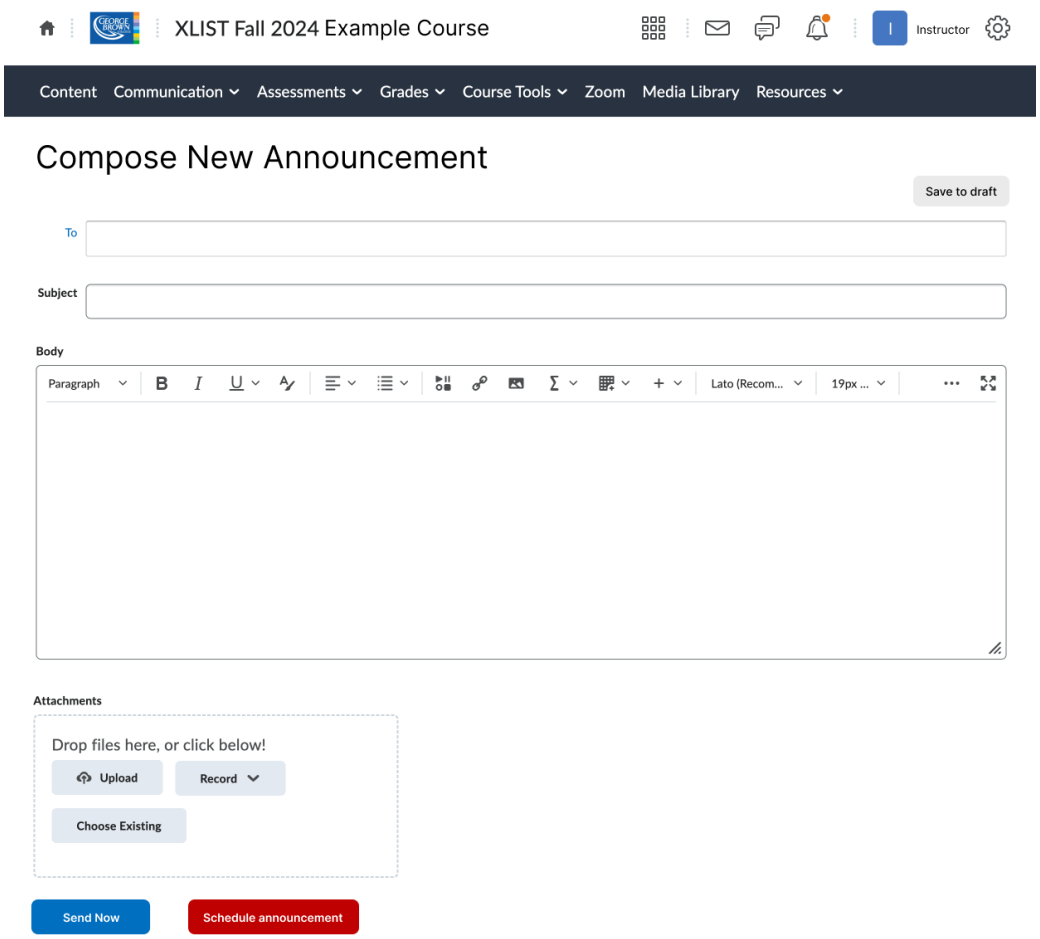
User Interface Specification – Screen or Mock-Up

Create a separate table for each Screen or Mock-Up within the Use Case. A screen refers to an existing interface, where as a mock-up is a representation of a new interface.

UI ID	UI001	**UI/ Screen Name:**	Announcement Section
UI Description		This section contains those announcements being published, saved in draft, scheduled for publish and users have the option to create new announcements.	
UI Screen				

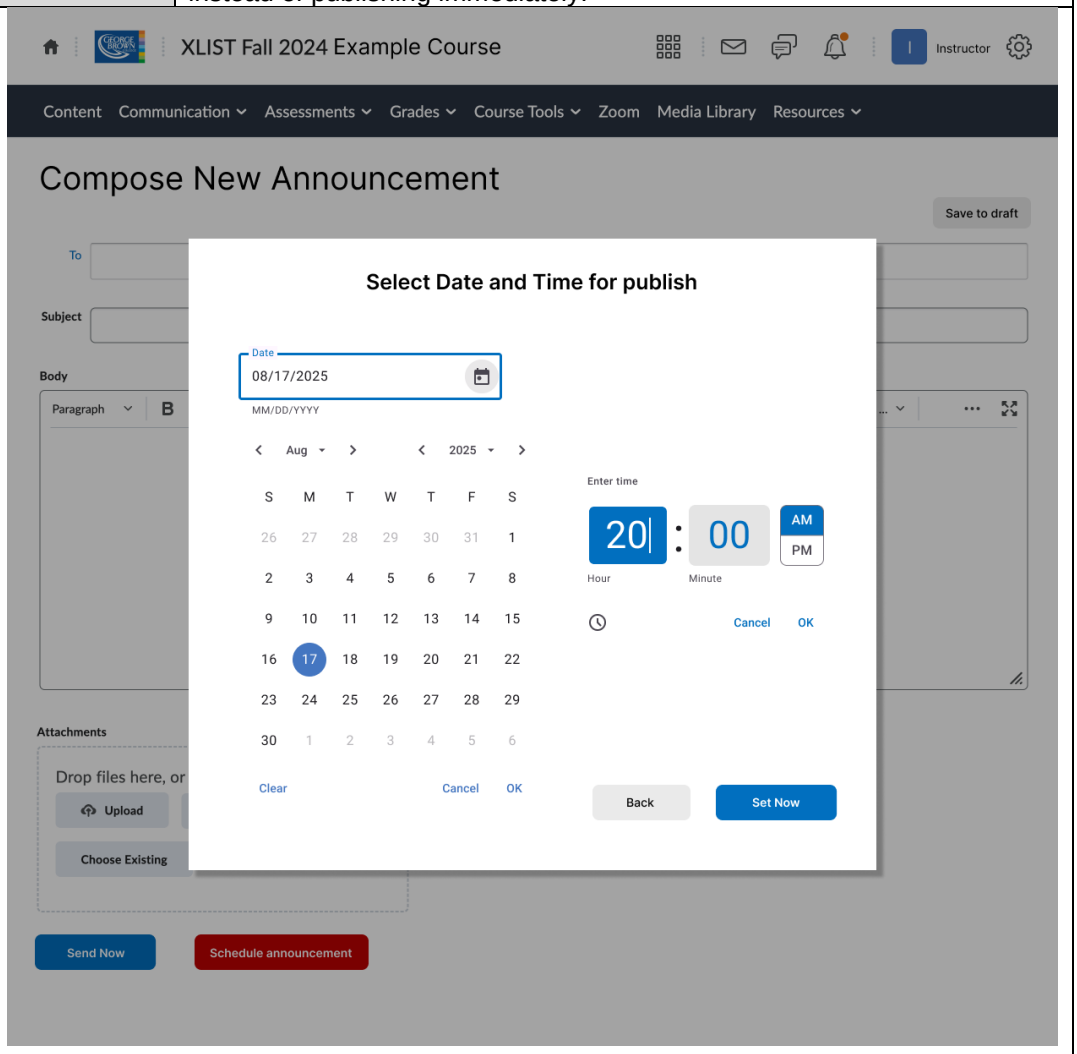
Component ID	**Component Name**	**Data Element ID**	**Type**	**Displayed/ Enabled Rules**	**Label**
C001	Create New Button	NA	Button	Always displayed for instructors; Enabled when the user is logged in and has edit permissions.	Create New
C002	Pending to Push	NA	Section Header	Displayed if there are announcements with a scheduled date in the future.	Pending to Push

C003	Draft Section	NA	Section Header	Displayed if there are announcements saved as drafts.	Draft
C004	Published Section	NA	Section Header	Displayed if there are announcements with a 'Published' status.	Published
C005	Edit Button	NA	Button	Displayed for each announcement; Enabled when the user has edit permissions.	Edit
C006	Reschedule Button	NA	Button	Displayed for 'Pending to Publish' announcements; Enabled for scheduled announcements.	Reschedule
C007	Announcement Title	DE001	Text	Displayed for all announcements.	(Dynamic Title Content)
C008	Announcement Content	DE002	Text Preview	Displayed for all announcements in preview form.	(Dynamic Preview Content)
C009	Announcement Timestamp	DE007	Date/Time Field	Displayed for all announcements, reflecting creation, publishing, or scheduled time.	(Dynamic Date/Time)

UI ID	UI002	UI/ Screen Name:	Schedule Announcement
UI Description		This section allows instructors to create new Announcement.	
UI Screen			

Component ID	Component Name	Data Element ID	Type	Displayed/ Enabled Rules	Label
C001	To Field	DE004	Text Field	Displayed for instructors; Enabled if recipients can be selected.	To
C002	Subject Field	DE001	Text Field	Displayed for instructors; Enabled for text input.	Subject
C003	Body Text Editor	DE002	Rich Text Editor	Displayed for instructors; Enabled for text editing.	Body
C004	Attachments Section	DE003	Section	Displayed if attachments are allowed for the announcement.	Attachments

C005	Upload Button	NA	Button	Enabled if file attachment is allowed and meets format/size requirements.	Upload
C006	Record Button	NA	Button	Enabled if audio/video recording is allowed.	Record
C007	Choose Existing Button	NA	Button	Enabled if attachments can be selected from existing files.	Choose Existing
C008	Save to Draft Button	NA	Button	Enabled if announcement content is entered.	Save to Draft
C009	Send Now Button	NA	Button	Enabled if recipients and announcement content are set.	Send Now
C010	Schedule Announcement Button	NA	Button	Enabled if a valid schedule date/time is set.	Schedule Announcement

UI ID	UI003	UI/ Screen Name:	Compose New Announcement
UI Description		This is a pop up when instructors want to schedule announcements instead of publishing immediately.	
UI Screen			

Component ID	Component Name	Data Element ID	Type	Displayed/ Enabled Rules	Label
C001	Date Picker	DE007	Date Selector	Displayed when 'Schedule Announcement' is selected; Enabled if the user has scheduling permissions.	(Dynamic Date Input)
C002	Time Entry Field	DE007	Time Input Field	Displayed when 'Schedule Announcement' is selected; Enabled for valid time input.	(Dynamic Time Input)
C003	AM/PM Selector	NA	Toggle Button	Displayed for 12-hour format time input; Enabled for toggling between AM and PM.	AM/PM
C004	Calendar Navigation	NA	Navigation Arrows	Displayed on the calendar; Enabled for navigation between months and years.	←/→

C005	Clear Button	NA	Button	Displayed at all times; Enabled for clearing the date and time input fields.	Clear
C006	Cancel Button	NA	Button	Displayed at all times; Enabled for canceling scheduling and returning to the previous screen.	Cancel
C007	OK Button	DE007	Button	Displayed when a valid date and time are selected; Enabled to confirm the scheduling.	OK